

# Energy Division Central Files Document Coversheet

**Directions:** Submit all documents and submittal questions to Energy Division Central Files via email [EnergyDivisionCentralFiles@cpuc.ca.gov](mailto:EnergyDivisionCentralFiles@cpuc.ca.gov)

1. Fill out coversheet completely. Coversheet can be embedded as page 1 of the electronic compliance filing, or can be submitted as a separate document that is attached to the email that delivers the compliance filing.
2. If the coversheet is submitted as separate document, please name the coversheet file with the same document name used in your primary document (see Section A) + plus the word “cov” (for coversheet). For example, the name of the coversheet file will be something like: **West Coast Gas Company Monthly Gas Report 201602 COV.docx**
3. If the document is confidential add CONF (for confidential). For example, the name of the coversheet file will be something like: **West Coast Gas Company Monthly Gas Report 201602 CONF.docx** and **West Coast Gas Company Monthly Gas Report 201602 COV CONF.docx**
4. All documents are required to be submitted in an electronically *searchable* format.
5. Documents need to reference the reason for the mandate that ordered the filing in Section B or C. If you are unable to reference a proceeding or explain the origin of your filing, please contact Energy Division Central Files.
6. To find a proceeding number (if you only have a decision number), go to <http://docs.cpuc.ca.gov/DecisionsSearchForm.aspx>; enter the decision number, and the results shown include the proceeding number.

NOTE: It is Energy Division’s preference to have document components combined into one PDF document with the top sheets being the cover sheet, the next an executive’s letter (as applicable), and the compliance data as the third element.

## A. Document Name

Today’s Date: April 30, 2020

1. Utility Name: West Coast Gas Company Inc.
2. Document Submission Frequency (Annual, Semi-Annual, YTD, Quarterly, Monthly, Weekly, Ad-hoc, Once, Other Event): Annual
3. Report Name: WCG CARE Annual Report for 2019
4. Reporting Interval (for this submission, e.g. 2015 Q1 – that data date): 2019
5. Document File Name (format as 1+2 + 3 + 4): WCG Annual CARE Report for 2019
6. Append the confidential and/or cover sheet notation, as appropriate.

Sample Document Names:

*Utility Name + Submittal Frequency + Report Name + Year + Reporting Interval + (COV or CONF or both or neither)*

<i>SCE Annual Procurement Report 2015</i>	<i>West Coast Gas Company Monthly Gas Report 201602 CONF</i>
<i>SDG&amp;E Quarterly DR Forecast 2015Q1</i>	<i>West Coast Gas Company Daily Gas Report 20160230 COV</i>
<i>West Coast Gas Company Monthly Gas Report 201602</i>	<i>West Coast Gas Company Monthly Gas Report 201602 COV CONF</i>
<i>West Coast Gas Company Daily Gas Report 20160230</i>	<i>SCE Annual Procurement Report 2015 LTR</i>

7. Identify whether this filing is  original or  revision to a previous filing.
  - a. If revision, identify date of the original filing: [Click here to enter text.](#)

# Energy Division Central Files Document Coversheet

## B. Documents Related to a Proceeding

All submittals should reference both a proceeding and a decision, if applicable. If not applicable, leave blank and fill out Section C.

1. Proceeding Number (starts with R, I, C, A, or P plus 7 numbers): A15-02-001
2. Decision Number (starts with D plus 7 numbers):
3. Ordering Paragraph (OP) Number from the decision:

## C. Documents Submitted as Requested by Other Requirements

If the document submitted is in compliance with something other than a proceeding, (e.g. Resolution, Ruling, Staff Letter, Public Utilities Code, or sender's own motion), please explain:

## D. Document Summary

Provide a Document Summary that explains why this report is being filed with the Energy Division. This information is often contained in the cover letter, introduction, or executive summary.

WCG Annual CARE Report for 2019

## E. Sender Contact Information

1. Sender Name: Raymond J. Czahar
2. Sender Organization: West Coast Gas Company Inc.
3. Sender Phone: 916-364-4100
4. Sender Email: westgas@aol.com

## F. Confidentiality

1. Is this document confidential?  No  Yes
  - a. If Yes, provide an explanation of why confidentiality is claimed and identify the expiration of the confidentiality designation (e.g. Confidential until December 31, 2020), and a signed declaration of confidentiality.

## G. CPUC Routing

Energy Division's Director, Ed Randolph, requests that you not copy him on filings sent to Energy Division Central Files. Identify below any Commission staff that were copied on the submittal of this document.

1. Names of Commission staff that sender copied on the submittal of this Document: Syreeta Gibbs .

ver.12/05/2017

# West Coast Gas Company, Inc.

9203 Beatty Drive, Sacramento, CA 95826-9702

(916) 364-4100 / Fax (916) 364-4200

E-mail [westgas@aol.com](mailto:westgas@aol.com) / [www.westcoastgas.com](http://www.westcoastgas.com)

30 April 2019

California Public Utilities Commission  
Energy Division  
505 Van Ness Avenue  
San Francisco, CA 94102

**RE:** WCG 2019 Annual CARE Report (U-910-G)

Dear Commission,

West Coast Gas Company, Inc. (WCG) hereby submits its 2019 Annual CARE Report.

Inquires regarding this report should be sent to:

Ray Czahar, CFO  
West Coast Gas Company, Inc.  
9203 Beatty Drive  
Sacramento, CA 95826  
Facsimile: (916) 364-4200  
E-mail: [Westgas@aol.com](mailto:Westgas@aol.com)

Sincerely,

*Raymond J. Czahar*

CFO

**West Coast Gas Company, Inc.**  
**2019 Annual CARE Report**  
**DATA from January 1 through December 31, 2019**

**I. PARTICIPANT INFORMATION**

**A. Number of participating low-income ratepayers, including sub-metered households, by month.**

- 1. Provide an explanation of any significant fluctuations in numbers of participants. (The term "significant" means a variance of more than 5% from the previous month.)**

RESPONSE: The number of participating low-income ratepayers is tabulated below (beginning of year and by month format). There was not a "significant" change in the number of participants during this period.

<b>Month/Year</b>	<b>CARE Customers</b>
Jan 1, 2019	55
Feb 28, 2019	56
March 31, 2019	59
April 30, 2019	49
May 31, 2019	50
June 30, 2019	52
July 31, 2019	52
August 31, 2019	53
September 30, 2019	54
October 31, 2019	53
November 30, 2019	52
December 31, 2019	55

**B. Updated estimate of eligible ratepayers. State source of figures.**

- 1. How many total residential customers do you have?**

RESPONSE: The Company served 1,269 residential customers as of December 31, 2019. All are considered permanent residents.

**2. What percent of total residential customers are estimated to be eligible for the CARE discount rate?**

RESPONSE: It is estimated that between 49 and 55 of our permanent residential customers are eligible for the CARE discount as of the year-end 2019. For the year 2019, we estimate that between 4.00% and 5.00% of the total residential customer currently qualify for the CARE discount program.

**3. How many CARE participants do you have and what percentage is that to the total eligible for CARE?**

RESPONSE: As of December 31, 2019, 55 customers were on CARE. This represents a penetration rate of approximately 95 and 100 percent.

**4. Provide the methodology by which your utility can estimate the number of eligible ratepayers in your service area:**

- a) **State source of statistics, explain any modifications made. For example, modifications to the U.S. census data for undercounts of ethnic groups, such as Hispanics.**

RESPONSE: The percent figure cited in response 3, above, are based on the fact that all residential customers have been contacted at least 4 times per year over the last 5 years and four times during 2019.

Every residential customers who calls our office and is put on hold receives a CARE message. More than 95% of the residences served by WCG are owner occupied and were constructed between 2001 and 2004 (new homes). 100% of the residences are single family homes.

WCG residential customers are relatively unique when compared to the larger utilities in California and therefore, general statistics on income and low-income rates would not apply to WCG residential customer base.

**II. Master Metered Customers**

**A. How many master metered customers do you have in your service territory?**

RESPONSE: As of December 31, 2019, there were zero master metered customers.

**B. How many sub-metered tenants are estimated eligible?**

RESPONSE: Not applicable.

**C. How many sub-metered tenants are receiving the CARE discount?**

RESPONSE: Not applicable.

**D. Discuss any problems between master metered ratepayers and sub-metered customers that were encountered during the reporting period.**

RESPONSE: Not applicable.

**III. USAGE INFORMATION**

**A. Average Tier 1 and Tier 2 usage for all residential customers (excluding CARE participants) by baseline territory and on a total basis. Please provide this information for each month, if available. Do not include master metered consumption.**

RESPONSE: WCG has only one baseline territory. Tier 1 (Baseline) and Tier 2 usage (Excess over baseline usage) for residential customers, both Non-CARE and CARE, is contained in the attached excel worksheet (Tab 3, Sales to Date).

**B. CARE Participants' Tier 1 and Tier 2 average consumption by baseline territory and on a total basis. Please provide this information for each month, if available. Also provide the same information for summer and winter billing seasons. Do not include master metered consumption.**

RESPONSE: Data included in attached excel worksheet (Tab 3, Sales to Date).

**C. Summary of average consumption by residential customers (excluding CARE participants) vs. CARE participants for entire service territory.**

RESPONSE: Data contained in attached excel worksheet (Tab 3, Sales to Date).

**IV. PROGRAM COSTS**

**A. Average monthly bill per residential customer for each baseline territory and for the total service territory.**

RESPONSE: The average monthly bill per residential customer is shown below. (Note: WCG has only one baseline territory.)

*See Tab 4, Balancing Account*                      **\$54.84**

**B. Average monthly bill of CARE participants for each baseline territory and for the total service territory.**

RESPONSE: The average monthly gas bill of a CARE participant is \$46.48 per month WCG has only one baseline territory.

**C. Average monthly discount by baseline territory and 12 months ending December 31, 2019 in dollars per CARE participant.**

RESPONSE: The average monthly discount is approximately \$10.71 per CARE customer per month (see Tab 4, Balancing Account, of attached worksheet).

**D. Total CARE administrative costs. Compute administrative costs per participating customers. Give a breakdown in the following categories: Outreach; Certification/Verification; Combined Verification and Certification by an outside agency, if applicable; Enforcement of Pass-through by Master Meter Customers; Billing; and General.**

- 1. Provide a brief explanation of what is included in each of these categories.**
- 2. What are the Billing and General administrative costs incurred for non-CARE residential customers?**

RESPONSE: Care Expenses are included in the attached excel workpaper (see Tab 2, Budgets and Costs, of the attached worksheet).

**E. Balancing account balance as of December 31, 2019. Provide an explanation for over/under collection balances.**

RESPONSE: As of December 31, 2019, the CARE balancing account had an over-collection of \$14,907.66 (see Tab 4, Balancing Account, of attached worksheet). The primary reason for the over-collected balance is the delay in the expected refund from the CDTFA of \$11,173.27. Once the refund is received, the over-collected amount will drop to \$3,737.39.

**F. Surcharge amount and percentage of average bill for each class of customers liable for the surcharge. Show all classes.**

RESPONSE: Surcharges of \$11,335.06 were billed during the 12 months ended December 31, 2019. The following shows the surcharge as a percentage of the average bills (Tab 4, Balancing Account):

Schedule 1 (Non-CARE Residential)	.65%
Schedule 1-A (CARE)	.19%
Commercial	.57%

**V. OUTREACH**

**A. Describe the outreach activities for the part reporting period, and suggestions on how outreach activities could be improved.**

RESPONSE: Because of the size of our service area, the most cost-effective outreach methods are notices through bill inserts, on-hold phone message and web site information.

**VI. PROGRAM MANAGEMENT**

**A. How many applications were received during the reporting period, and of those applications, how many were approved?**

RESPONSE: There were approximately 15 applications received during this period and 15 were approved.

**B. Describe any problems encountered during the reporting period with program management efforts and suggestions on how program management could be improved.**

RESPONSE: There were no problems encountered during this period.

**VII. CERTIFICATION PROCESS**

**A. Are the certification and verification processes operating smoothly?**

RESPONSE: Yes, WCG staff handles certification and verification in-house.

**B. Do you use DEO's services for any portion of this process? Please explain.**

RESPONSE: No. WCG is capable of doing all of these functions in-house.



## **VIII. OTHER TOPICS**

### **A. What significant changes are there from the previous reporting period?**

RESPONSE: No Material Changes.

### **B. Any other comments, recommendation or issues that need to be addressed?**

RESPONSE: Yes. As approved by CPUC rulings and decisions, WCG does not have a LIEE program at this time. The residential housing stock is relatively new (average age of housing stock is approximately 15 years) and complies with Title 20 and Title 24 regarding energy efficiency construction and gas appliances.

WCG does not report on multi-family or group housing CARE programs. WCG has no multi-family or group housing dwelling units within its service territories.

# West Coast Gas Company, Inc.

## 2019

### CARE Program Activities

**Item  
No.**

<b>1</b>	<b><u>Number of CARE Customers:</u></b>	
	As of January 1, 2019	52
	As of June 30, 2019	52
	As of September 30, 2019	54
	As of December 31, 2019	55
<b>2</b>	<b><u>CARE Customer Recertifications:</u></b>	
	CARE Customer Recertifications 2019	13
	CARE Customer Recertifications Scheduled for 2020	25
<b>3</b>	<b><u>CARE Outreach Activities:</u></b>	
	Quarterly Residential CARE Program Information was Included in Monthly bill to all residential ratepayers:	
	Date:     January 2019	
	May 2019	
	September 2019	
	December 2019	
	On Hold CARE Message CARE Information is provided to all new residential customers in Application for Service Packs. Office Staff Responded to Customer Inquires with CARE Information and Applications.	
<b>4</b>	<b><u>Percentage of Eligible CARE Customers Contacted and Made of Aware of CARE Program:</u></b>	<b>100.00%</b>
<b>5</b>	<b><u>Number of Inquires regarding LIEE Program and/or Energy Efficiency Information:</u></b>	<b>0</b>
<b>6</b>	<b><u>CARE Eligibility:</u></b>	
	WCG qualifies a customer as CARE eligible based on Annual Income eligibility criteria provided by CPUC.	

# West Coast Gas Company, Inc.

## 2019

### CARE Program Budgets and Costs

Page 1 of 1

Item No.	Description	CARE Discounts Given	Processing Certification Direct Labor	Outreach Direct Labor	Non-Labor Outreach Costs	General Incl CPUC Reports & Filings	Total
1	Amount of CARE Expenditures January 1 through 12/31/19	\$ 6,853.40	\$ 1,770.01	\$ 1,770.01	\$ -	\$ 644.38	\$ 11,037.79
	Avg # of CARE Participants	53	53	53	53	53	53
	Avg/CARE Participants	\$ 128.50	\$ 33.19	\$ 33.19	\$ -	\$ 12.08	\$ 206.96
2	Amount Proposed for CARE Expenditures For 2020	7,000.00	280.00	280.00	-	500.00	8,060.00
4	Amount of CARE General Expenditures January 1 through 12/31/19					644.38	644.38
5	Amount of CARE General Expenditures at 06/30/19					300.00	300.00
6	Amount of PY 2015 Expected Collections for CARE Program (Note: Amounts represent collection for CARE Program costs deferred in CARE Balancing Account since October 2001 and do not include refunds to rate payers from SBE PPP surcharge funds.)	7,000.00	140.00	140.00	-	500.00	7,780.00

# West Coast Gas Company, Inc.

2019

## Residential Therm Sales

Residential Therm Sales Include CARE

	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	YTD
<b>Total Baseline Therms</b>	60,001	63,271	53,146	17,771	16,392	12,001	14,570	12,638	12,488	16,798	52,737	61,359	393,172
<b>Total Excess Therms</b>	15,596	29,760	5,422	13,426	7,352	2,243	2,463	2,056	2,470	7,170	3,064	13,113	104,135
<b>Total Monthly Therms</b>	<b>75,597</b>	<b>93,031</b>	<b>58,568</b>	<b>31,197</b>	<b>23,744</b>	<b>14,244</b>	<b>17,033</b>	<b>14,694</b>	<b>14,958</b>	<b>23,968</b>	<b>55,801</b>	<b>74,472</b>	<b>497,307</b>
<b>Baseline as % of Tot Therms</b>	79.4%	68.0%	90.7%	57.0%	69.0%	84.3%	85.5%	86.0%	83.5%	70.1%	94.5%	82.4%	79.1%

### Residential Customers

<b>Total Lots 1271</b>													
<b>Total Customers</b>	1271	1271	1271	1271	1271	1271	1271	1271	1271	1271	1271	1271	1271
<b>Total Empty Lots</b>	7	2	3	5	3	7	5	4	3	2	2	2	4
<b>Therms Per Customer</b>	<b>59.8</b>	<b>73.3</b>	<b>46.2</b>	<b>24.6</b>	<b>18.7</b>	<b>11.3</b>	<b>13.5</b>	<b>11.6</b>	<b>11.8</b>	<b>18.9</b>	<b>44.0</b>	<b>58.7</b>	<b>392.4</b>

### CARE Customers and CARE Usage

<b>Total CARE Baseline Therms</b>	2,566	2,660	2,381	652	632	501	609	565	569	712	2,254	2,636	16737
<b>Total CARE Excess Therms</b>	816	1,391	323	622	390	154	144	160	168	479	160	650	5458
<b>Total CARE Therms</b>	<b>3382</b>	<b>4052</b>	<b>2704</b>	<b>1275</b>	<b>1023</b>	<b>655</b>	<b>752</b>	<b>725</b>	<b>737</b>	<b>1191</b>	<b>2414</b>	<b>3286</b>	<b>22195</b>
<b>Baseline as % of Total Therms</b>	75.9%	65.7%	88.1%	51.2%	61.8%	76.4%	80.9%	77.9%	77.2%	59.8%	93.4%	80.2%	75.4%
<b>Total CARE Customers</b>	55	56	59	49	50	52	52	53	54	53	52	55	53
<b>Therms Per CARE Cust</b>	<b>61.5</b>	<b>72.4</b>	<b>45.8</b>	<b>26.0</b>	<b>20.5</b>	<b>12.6</b>	<b>14.5</b>	<b>13.7</b>	<b>13.6</b>	<b>22.5</b>	<b>46.4</b>	<b>59.7</b>	<b>416.2</b>

**Total CARE Discount Given**    \$ 1,123.96    \$ 1,314.78    \$ 843.65    \$ 407.25    \$ 304.12    \$ 189.60    \$ 214.92    \$ 208.47    \$ 207.51    \$ 357.80    \$ 672.56    \$ 1,008.78    \$ 6,853.40

<b>Average Monthly Therm Usage:</b>	<b>2019 CARE Rate Av PPP/Mo</b>		
Non-CARE Residential Customers	33	0.01090	\$ 0.3565
CARE Residential Customers	35	0.00251	\$ 0.0870
Commercial Customers	412	0.01090	\$ 4.4898

# West Coast Gas Company, Inc.

## 2019

### CARE Balancing Account

2019 Date	CARE Discounts Given	WCG Direct Labor	Non-Labor CARE Costs	CARE Revenue Ex BOE Pmts	Ratepayer Refunds	BOE Payments	BOE Refunds	Net Monthly Activity B+C+D+E+F+G+H	Bal Act Interest Rate	Monthly Interest Bal*(J/12)	Net Balance
A	B	C	D	E	F	G	H	I	J	K	L
<b>Balance Forward</b>											<b>\$ 4,525.12</b>
JAN	\$ 1,123.96	\$ 575.11	\$ -	\$ (1,651.21)	\$ -	\$ 3,328.00	\$ -	\$ 3,375.86	0.0255	16.79	\$ 7,917.77
FEB	1,314.78	343.87	-	(1,969.60)	-	-	-	(310.95)	0.0249	15.78	7,622.60
MAR	843.65	332.16	-	(1,369.93)	-	-	(281.69)	(475.81)	0.0249	14.83	7,161.62
APR	407.25	332.16	-	(762.04)	-	4,840.00	-	4,817.37	0.0247	24.66	12,003.65
MAY	304.12	297.60	-	(631.10)	-	-	-	(29.38)	0.0244	24.35	11,998.62
JUN	189.60	324.52	-	(307.92)	-	-	-	206.20	0.0231	23.49	12,228.31
JUL	214.92	304.51	-	(322.71)	-	1,651.00	-	1,847.72	0.0219	25.69	14,101.72
AUG	208.47	450.91	-	(305.76)	-	-	-	353.62	0.0207	24.94	14,480.27
SEP	207.51	312.35	-	(333.12)	-	-	-	186.74	0.0195	23.83	14,690.85
OCT	357.80	299.89	-	(644.63)	-	883.00	-	896.06	0.0180	23.38	15,610.29
NOV	672.56	322.95	-	(1,294.64)	-	-	-	(299.13)	0.0162	20.67	15,331.83
DEC	1,008.78	288.36	-	(1,742.40)	-	-	-	(445.26)	0.0170	21.09	14,907.66
<b>TOTAL</b>	<b>\$ 6,853.40</b>	<b>\$ 4,184.39</b>	<b>\$ -</b>	<b>\$ (11,335.06)</b>	<b>\$ -</b>	<b>\$ 10,702.00</b>	<b>\$ (281.69)</b>	<b>\$ 10,123.04</b>		<b>\$ 259.50</b>	
RJC Admin & Gen		<b>644.38</b>					<i>(Report IV F)</i>				<i>(Report IV E)</i>
Process/Outreach		<b>\$ 3,540.01</b>									
1/2 Process/1/2 Outreach		<b>\$ 1,770.01</b>									

### Total and Average/Residential & Commercial Customer Revenue

Total 2019 Residential Revenue	<b>\$ 828,633.59</b>	<b>% of PPP Charges to Average Monthly Bill</b>	
Total 2019 Residential Revenue Less CARE	798,885.69	Residential	<b>0.65%</b> <i>(Report IV F)</i>
Average Annual Non-CARE Revenue/Customer	658.11	CARE	<b>0.19%</b> <i>(Report IV F)</i>
Average Monthly Non-CARE Revenue/Customer	<b>\$ 54.84</b> <i>(Report IV A)</i>	Commercial	<b>0.57%</b> <i>(Report IV F)</i>
Total Wtd Average Residential Customer	1,214 <i>(Less CARE &amp; Empty Lots)</i>		
Total 2019 CARE Residential Revenue	<b>\$ 29,747.90</b>		
Average Annual CARE Revenue/Customer	557.77		
Average Monthly CARE Revenue/Customer	<b>\$ 46.48</b> <i>(Report IV B)</i>		
Average Monthly CARE Participants	53		
Average Monthly CARE Discount/CARE Customer	<b>\$ 10.71</b> <i>(Report IV C)</i>		
Total 2019 Commercial Revenue	<b>\$ 1,059,072.19</b>		
Average Annual Non-CARE Revenue/Customer	9,372.32		
Average Monthly Non-CARE Revenue/Customer	<b>\$ 781.03</b>		
Total Wtd Average Commercial Customer	113		