

February 15, 2012

Mr. Edward Randolph, Director
Energy Division
California Public Utilities Commission
505 Van Ness Avenue, Room 4004
San Francisco, CA 94102

RE: California Solar Initiative-Thermal Program
Quarterly Progress Report: October 1, 2011 – December 31, 2011

Dear Mr. Randolph:

Southern California Edison Company (SCE), on behalf of the California Solar Initiative-Thermal (CSI-Thermal) Program Administrators (PAs),¹ submits this CSI-Thermal Quarterly Progress Report, which covers the fourth quarter of 2011, from October 1, 2011, through December 31, 2011. The Report was prepared pursuant to Decision 10-01-022 and in accordance with the CSI-Thermal Quarterly Progress Reports Guidance (Guidance) provided to the PAs by Energy Division on October 26, 2010.

SCE gathered data from Pacific Gas and Electric Company, the California Center for Sustainable Energy, and Southern California Gas Company and compiled the data into the Progress Report, which appears as Attachment A to this letter.

Please contact me at (626) 302-0536 if you have any questions.

Sincerely,



Gary W. Barsley
Manager of Customer Solar Group
Southern California Edison Company

¹ The CSI-Thermal PAs include, in addition to SCE, Pacific Gas and Electric Company, the California Center for Sustainable Energy in the service territory of San Diego Gas & Electric Company, and Southern California Gas Company.

ATTACHMENT A

California Solar Initiative Thermal Program
Quarterly Progress Report
(October 1, 2011 – December 31, 2011)

Published On:
February 15, 2012



Center for
Sustainable Energy
CALIFORNIA



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1. Executive Summary

1.1. Introduction

Southern California Edison Company (SCE), on behalf of the California Solar Initiative Thermal (CSI-Thermal) Program Administrators (PAs),¹ submits this Progress Report for the CSI-Thermal Program for the fourth quarter of 2011 (Q4 2011), in compliance with California Public Utilities Commission (Commission or Commission) Decision (D.) 10-01-022, which requires the PAs to submit quarterly progress reports to the Commission Energy Division.²

This report provides an overall qualitative and quantitative review of the CSI-Thermal Program from October 1 through December 31, 2011. It also highlights the program's progress and achievements for the quarter. The report has been divided into several sections covering topics such as program budget, eligibility requirements, incentive structure, program expenditures, market facilitation activities, and Regulatory updates.

1.2. Key Report Highlights

During the fourth quarter of 2011, the Commission issued several decisions that significantly impacted the program. Including: (1) the inclusion of the low-income component of the program; (2) acceptance of Solar Rating and Certification Corporation (SRCC) certifications rendered by the International Association of Plumbing and Mechanical Officials (IAPMO); and (3) eligibility of incentives for propane-displacing solar water heating (SWH) systems. The PAs' primary focus addressed program changes resulting from the decisions.

On October 6, 2011, the Commission issued D.11-10-015, which detailed the low income component of the program, including incentive levels, eligibility requirements, and other program implementation details. The program offers increased incentives to qualifying single-family and multi-family low-income customers who install SWH systems that displace natural gas usage. The Commission directed the PAs to incorporate the low-income SWH incentive program as set forth in Appendix A to D.11-10-015. As PAs for the natural gas portion of the program, Pacific Gas & Electric Company (PG&E), Southern California Gas Company (SCG), and the California Center for Sustainable Energy (CCSE) worked diligently on the development of the low income program in preparation for a required advice letter filing in early January 2012.

On November 10, 2011, in D.11-11-004, the Commission ruled on EchoFirst's Petition to Modify Decision 10-01-022 and required that the PAs accept SRCC certification performed by IAPMO. In response to the ruling, the PAs worked with the CSI-Thermal statewide database developer to update the system and accept equipment data from IAPMO. The database is now listing IAPMO

¹ The CSI-Thermal PAs are Pacific Gas and Electric Company, SCE, the California Center for Sustainable Energy in San Diego Gas & Electric Company's service territory, and Southern California Gas Company.

² D.10-10-022, Ordering Paragraph No. 13 and Appendix A.

certified systems. Additionally, the Energy Division informed IAPMO that the program will require them to publish the certification data in a specified format if the data is to be used by the program.

In addition, on November 10, 2011, in D. 11-11-005, the Commission modified D. 10-01-022 to allow payment of incentives for SWH systems that displace propane gas usage. Electric customers of PG&E, SCE, and San Diego Gas & Electric Company (SDG&E) are now eligible for incentives if they install propane displacing SWH systems. As required by the D.11-11-005, PG&E, on behalf of the PAs, filed an advice letter on December 9, 2011, to incorporate incentives for propane-displacing SWH systems into the CSI-Thermal Program Handbook.

In addition to the high volume of regulatory-related activities that occurred during Q4 2011, the PAs continue to effectively manage the program. Since program inception through December 31, 2011, over 360 projects were completed, which qualified for \$2,672,186 in statewide incentive payments.

2. Introduction

2.1. Program Background

In January 2007, the Commission launched the CSI, which is a \$2.16 billion ratepayer-funded incentive program with a goal of installing 1,940 megawatts (MW) of new solar generation and creating a sustainable solar industry by 2016.³ State law allows up to \$100.8 million of CSI funds to be used for incentives for solar thermal technologies that displace electricity usage, but the Commission deferred allowing SWH technologies to be eligible for CSI payments until a pilot program for SWH was conducted in SDG&E's service territory. Starting in July 2007, CCSE administered a \$2.59 million pilot program for SWH incentives in SDG&E's service territory. In D.08-06-029, the Commission made minor modifications to the pilot program to allow it to run until December 31, 2009, or until the budget was exhausted, whichever occurred first.

In 2007, Governor Arnold Schwarzenegger signed Assembly Bill (AB) 1470 (Huffman, 2007)⁴ authorizing the Commission to create a \$250 million incentive program to promote the installation of 200,000 SWH systems on homes and businesses that displace the use of natural gas by 2017. AB 1470 required the Commission to evaluate data from the SWH Pilot Program and determine whether a SWH program was "cost effective for ratepayers and in the public interest" before designing and implementing an incentive program for gas customers.

On January 21, 2010, in D.10-01-022, the Commission established the CSI-Thermal Program, allocating funds for both natural gas and electric-displacing SWH and other solar thermal technologies, in the service territories of California's major investor-owned utilities. The Commission established the incentive structure, the program administration details, and other key CSI-Thermal Program rules. The Commission designated PG&E, SCG, SCE, and CCSE in SDG&E's

³ Public Utilities Code § 2851, enacted by Senate Bill (SB) 1 (Murray), Chapter 132, Statutes of 2006

⁴ Public Utilities Code § 2860-2867

service territory as the PAs for the CSI-Thermal Program. The PAs launched the single-family residential program in May 2010 and the commercial/multi-family program in October 2010.

2.2. Program Goals

The CSI-Thermal Program is designed to significantly increase the adoption rate of SWH technologies in the California marketplace. The program strategy and design principles will address the barriers to growth, namely installation costs, lack of public knowledge about SWH, permitting costs and requirements, and a potential shortage of experienced installers. As identified in D.10-01-022, the primary goals of the CSI-Thermal Program include the following:

- Significantly increase the size of the SWH market in California by increasing the adoption rate of SWH technologies, including:
 - Achieving the installation of natural gas-displacing systems that displace 585 million therms (equivalent to 200,000 single-family residential systems) over the 25-year life of the systems;
 - Achieving the installation of electric-displacing SWH systems that displace 275.7 million kilowatt hours (kWh) per year (equivalent to 100,800 single-family residential systems); and
 - Achieving an expansion of the market for other solar thermal technologies that displace natural gas and electricity use, in addition to SWH.
- Support reductions in the cost of SWH systems of at least 16 percent through a program that increases market size and encourages cost reductions through market efficiency and innovation;
- Engage in market facilitation activities to reduce market barriers to SWH adoption, such as high permitting costs, lack of access to information, and lack of trained installers; and
- Increase consumer confidence and understanding of SWH technology and its benefits.

2.3. Program Budget

The total incentive budget (excluding administrative, marketing, and measurement and evaluation budget allocations) for the CSI-Thermal Program is approximately \$280.8 million over the life of the program. Of this total, \$180 million is allocated to natural gas-displacing SWH systems, as authorized by AB 1470, and up to \$100.8 million may be used to fund electric-displacing systems subject to overall CSI budget availability, as authorized by Senate Bill (SB) 1. An additional \$25 million in incentives is set aside for low-income natural gas customers as established in D.10-01-022. Specific budget and program details for the low income program will be addressed in the next program progress report.

Incentive dollars totaling \$180 million for natural gas-displacing systems are allocated between two customer classes (single-family residential and multi-family/commercial) as follows:

- 40 percent of the total incentive budget is reserved for single-family residential customer SWH systems; and
- 60 percent of the total incentive budget is reserved for multi-family/commercial SWH systems. Funds may be moved from the multi-family/commercial budget to the single-family residential budget, but not vice versa.

The incentive budget is split proportionately among the PAs based on the percentages the investor-owned utilities used to collect the Public Goods Charge from customers in their respective service territories.

Table 1 below displays the incentive allocation percentage and budget amount by PA for the natural gas-displacing SWH systems. Table 2 displays the incentive allocation percentage and budget amount by PA for the electric-displacing SWH systems.

The incentive budget for the natural gas-displacing portion of CSI-Thermal Program will operate until the earlier of January 1, 2018, or when all funds available from the program’s incentive budget have been allocated. The incentive budget for the electric-displacing portion of the program is available until the earliest of: (i) January 1, 2017; (ii) the budget caps have been reached; or (iii) the CSI General Market Program budget has been exhausted.

Table 1: Incentive Allocation per PA for Natural Gas-Displacing Systems

PA	Budget Allocation	Total Incentive Budget (in millions)
PG&E	39.0%	\$70.2
CCSE	10.0%	\$18.0
SCG	51.0%	\$91.8
Total	100.0%	\$180.0

Table 2: Maximum Incentive Allocation per PA for Electric-Displacing SWH Systems

PA	Budget Allocation	Maximum Incentive Budget (in millions)
PG&E	43.7%	\$44.0
CCSE	10.3%	\$10.4
SCE	46.0%	\$46.4
Total	100.0%	\$100.8

2.4. Incentive Structure

One of the primary goals of the CSI-Thermal Program is to lower the cost of SWH technology for the System Owner through incentives. Incentive rates will decline over the life of the program in four steps to facilitate market transformation.

Natural gas-displacing incentives will decline from step to step when the total incentive amount reserved is equal to the budget allocation for the given step in each service territory. If a PA receives applications accounting for more dollars than what is left in the budget allocation for a given step, a lottery may determine which projects receive the higher incentive level. Table 3 below displays the dollar amount per therm in each step and the total program budget allocation per step excluding the income budget as noted in Section 2.3 of this Progress Report.

Table 3: Total Natural Gas Budget Allocation per Incentive Step

Step	Incentive per therm displaced	Total Program Budget Allocation (in millions)
1	\$12.82	\$50
2	\$10.26	\$45
3	\$7.69	\$45
4	\$4.70	\$40

As incentives decline under the natural gas-displacing program, a corresponding step reduction occurs in the electric-displacing incentive structure. Table 4 below shows the electric rates at each of the four steps. Electric-displacing SWH installations will count against the MW trigger in Step 10 of the General Market CSI Program. If the Step 10 budget is insufficient, the PAs may use funds from Step 9.

Table 4: Electric-Displacing System Incentive Steps

Step Level	Electric-Displacing Incentive (\$/kWh)
1	0.37
2	0.30
3	0.22
4	0.14

Incentive step changes will move independently in each program territory⁵ and for each customer class. Incentives will be paid on a first come, first serve basis. The most current information on incentive step status per customer class is posted on www.csithermal.com/tracker.

⁵ SCE incentive step changes will correspond with SCG gas incentive step changes for each customer class.

2.5. Program Eligibility

Eligibility for the CSI-Thermal Program is described in detail in the CSI-Thermal Handbook.⁶ A few key eligibility requirements are highlighted below:

- Customer site must be within the service territories of SCG (for natural gas only), PG&E, SCE (for electric only), or SDG&E.
- Single-family residential SWH systems must have a Solar Rating and Certification Corporation (SRCC) or International Association of Plumbing and Mechanical Officials (IAPMO) OG-300 System Certification.⁷
- Solar collectors used in multi-family/commercial water heating shall have SRCC OG-100 Collector Certification.
- All components must be new and unused (with exceptions). All systems must have freeze and stagnation protection.
- For single-family projects, all Domestic Hot Water (DHW) end-uses are eligible.⁸
- For multi-family/commercial projects, SWH applications must directly consume the solar-heated potable water, as opposed to using the solar-heated water as a medium to carry heat for some other end-use. In multi-family/commercial applications, DHW and commercial end-uses are eligible for CSI-Thermal Program incentives.⁹
- Rebates are available for qualifying systems that were installed after July 15, 2009. Note that a customer must apply for their incentive within 24 months after the date on the final signed-off permit.
- SWH contractor or self-installer must complete a one-day mandatory training offered by the PAs.

3. Program Expenditures

From program inception through December 31, 2011, CSI-Thermal Program expenditures totaled \$7,293,370. Table 5 presents the detailed expenditures by PA followed by a breakdown of expenses specific to the natural gas and electric-displacing programs for the reporting period as presented in Tables 6 and 7.

Program expenditures consist of but are not limited to, administration activities, such as application processing, continued enhancement of a statewide online database, mandatory

⁶ The CSI-Thermal Handbook is located at http://gosolarcalifornia.org/documents/CSI-Thermal_Handbook.pdf

⁷ D.11-11-004 was issued by the Commission on November 18, 2011, and modifies D. 10-01-022 regarding certification standards for SWH systems. D.11-11-004 allows systems certified to the OG-300 standards by IAPMO to be eligible for CSI-Thermal incentives along with those certified by SRCC.

⁸ DHW is defined as water used, in any type of building, for domestic purposes, principally drinking, food preparation, sanitation and personal hygiene (but not including space heating, space cooling, or swimming pool heating).

⁹ Examples of eligible DHW end uses include: apartment buildings with central DHW systems, convalescent homes, hotels and motels, military bachelor quarters, school dormitories with central DHW systems and prisons. Examples of eligible commercial end uses include: commercial laundries, laundromats, restaurants, food processors, agricultural processes and car washes.

contractor and self-installer training, local marketing efforts, activities related to potential program expansion, and administrative staffing support.

Table 5: CSI-Thermal Expenditures by PA

Natural Gas and Electric CSI-Thermal Program Expenditure Data January 1, 2010 to December 31, 2011					
Expenditure Type	CCSE	PG&E	SCE	SCG	Total
Administration	\$791,931	\$1,752,301	\$348,079	\$601,011	\$3,493,322
Market Facilitation	\$403,024	\$390,164	\$41,170	\$287,934 ¹⁰	\$1,122,292
Measurement & Evaluation	\$3,027	\$2,543	\$0	\$0	\$5,570
Incentives Paid	\$760,770	\$1,717,685	\$9,259	\$184,472	\$2,672,186
Total	\$1,958,752	\$3,862,693	\$398,508	\$1,073,417	\$7,293,370

Table 6: CSI-Thermal Expenditures by PA (Natural Gas)

Natural Gas October 1– December 31, 2011				
Expenditure Type	CCSE	PG&E	SCG	Total
Administration	\$65,080	\$329,324	\$61,978	\$456,382
Market Facilitation	\$12,582	\$58,953	\$188,270 ¹⁰	\$259,805
Measurement & Evaluation	\$2,422	\$0	\$0	\$2,422
Incentives Paid	\$24,974	\$566,709	\$98,245	\$689,928
Total	\$105,058	\$954,986	\$348,493	\$1,408,537

¹⁰ This amount also includes statewide marketing expenses that are to be reimbursed by the other PAs.

Table 7: CSI-Thermal Expenditures by PA (Electric)

Electric October 1– December 31, 2011				
Expenditure Type	CCSE	PG&E	SCE	Total
Administration	\$20,771	\$29,072	\$70,258	\$120,101
Market Facilitation	\$3,270	\$14,040	\$21,600	\$38,910
Measurement & Evaluation	\$605	\$0	\$0	\$ 605
Incentives Paid	\$6,932	\$7,744	\$0	\$14,676
Total	\$31,578	\$50,856	\$91,858	\$174,292

4. Program Progress

The PAs spent much of Q4 2011 addressing the Decisions issued by the Commission. This is evidenced by the advice letter filings that were prepared and submitted in compliance with the requirements of the Decisions. Additionally, the PAs devoted a significant amount of time in initiating and completing required database modifications that resulted from the upcoming program changes associated with the Decisions.

4.1 Applications Received, Installation Costs and Incentives Paid

The CSI-Thermal Program began accepting applications for single-family systems and multi-family/commercial systems on May 1, 2010 and October 8, 2010, respectively. Since then, the PAs have seen improvements in the completeness of applications that are submitted. Tables 8, 10, 12 and 14 represent the amount of applications received by each PA in Q4, 2011, as well as the corresponding incentives and systems capacity for those applications. Tables 9, 11, 13 and 15 show the average costs of systems for completed projects by PA and customer class since program inception.

Table 8: Summary Data: CSI-Thermal Single-Family Applications by Status (Natural Gas)

	CCSE	PG&E	SCG	Total
	Q4	Q4	Q4	
APPLICATIONS RECEIVED				
Application (Number)	1	10	16	27
Incentives (\$)	\$1,875	\$15,753	\$22,276	\$39,904
Capacity (First Year Expected Energy Displaced in therms)	177	1,318	1,871	3,366

Legend: Applications Received = All applications that moved to "Application Review" status during the reporting period

Table 9: Average Cost per Single-Family Project (Natural Gas)

	CCSE	PG&E	SCG	Overall Average
Average Project Cost per Single-Family Project*	\$11,694	\$10,119	\$7,142	\$9,652
Average Project Cost per Unit of First Year Energy Displaced (\$/therm)*	\$66.07	\$76.34	\$63.41	\$ 68.61

*Since program inception

Table 10: Summary Data: CSI-Thermal Single-Family Applications by Status (Electric)

	CCSE	PG&E	SCE	Total
	Q4	Q4	Q4	
APPLICATIONS RECEIVED				
Applications (Number)	8	10	0	18
Incentives (\$)	\$8,686	\$10,025	\$0	\$18,711
Capacity (First Year Expected Energy Displaced in kWh)	23,679	29,053	0	52,732

Legend: Applications Received = All applications that moved to "Application Review" status during the reporting period

Table 11: Average Cost per Single-Family Project (Electric)

	CCSE	PG&E	SCE	Overall Average
Average Project Cost per Single-Family Project*	\$8,713	\$7,533	\$8,247	\$8,164
Average Project Cost per Unit of First Year Energy Displaced (\$/kWh)*	\$2.90	\$2.83	\$2.62	\$ 2.78

*Since program inception

Table 12: Summary Data: Multi-family/Commercial (Gas)

	CCSE	PG&E	SCG	Total
	Q4	Q4	Q4	
APPLICATIONS RECEIVED				
Application (Number)	1	29	30	60
Incentives (\$)	\$31,435	\$933,891	\$444,040	\$1,409,366
Capacity (First Year Expected Energy Displaced in therms)	2,452	73,366	34,711	110,529
UNDER REVIEW Incentive Claims				
Application (Number)	3	23	17	43
Incentives (\$)	\$56,409	\$606,056	\$174,072	\$836,537
Capacity (First Year Expected Energy Displaced in therms)	4,400	47,806	13,578	65,784

Applications Received = All applications that moved to "RR Application Review" status during the reporting period
 Under Review Incentive Claims = All applications that moved to "ICF Application Review" status during the reporting period

Table 13: Average Cost per Multi-family/Commercial Project (Gas)

	CCSE	PG&E	SCG	Total
Average Project Cost per Multi-family/commercial Project (\$)*	\$150,160	\$62,571	\$52,086	\$88,272
Average Project Cost per Unit of First Year Energy Displaced (\$/therm)*	\$47.15	\$41.19	\$49.44	\$ 45.93

*Average Project Cost per Multi-family/commercial Project for all completed projects since program inception

Table 14: Summary Data: Multi-family/Commercial (Electric)

	CCSE	PG&E	SCE	Total
	Q4	Q4	Q4	
APPLICATIONS RECEIVED				
Application (Number)	0	1	0	1
Incentives (\$)	\$0	\$15,483	\$0	\$15,483
Capacity (First Year Expected Energy Displaced in kWh)	0	41,847	0	41,847
UNDER REVIEW Incentive Claims				
Application (Number)	0	0	0	0
Incentives (\$)	\$0	\$0	\$0	\$ 0
Capacity (First Year Expected Energy Displaced in kWh)	0	0	0	0

Applications Received = All applications that moved to "RR Application Review" status during the reporting period
 Under Review Incentive Claims = All applications that moved to "ICF Application Review" status during the reporting period

During Q4 2011, PG&E received one application whereas SCE and CCSE both did not receive electric displacing Commercial/Multi-family projects during this period. Although incentives for Commercial Electric applications were not available for much of 2011, this changed as a result of the Governor signing Senate Bill (SB) 585. The bill was signed in September 2011, and it allowed the CSI incentive budget to be increased by \$200 million. Of the \$200 million, PG&E received \$114million, SCE \$64 million and CCSE received \$22 million. With the additional incentives, CCSE and PG&E are once again able to accept Commercial Electric applications along with SCE.

Table 15: Average Cost per Multi-family/Commercial Project (Electric)

	CCSE	PG&E	SCE	Total
Average Project Cost per Multi-family/commercial Project (\$)*	\$0	\$0	\$7,630	\$7,630
Average Project Cost per Unit of First Year Energy Displaced (\$/kWh)*	\$0	\$0	\$4.32	\$4.32

*Average Project Cost per Multi-family/commercial Project for all completed projects since program inception

4.2 Turnaround Times

The PAs strive to process reservation requests and incentive claim requests in 30 days or less for both single-family residential and multi-family/commercial applications to ensure that projects are moved forward as quickly as possible. Table 16 shows the most recent application processing times between "Reservation Application Review" and "Reservation Application Approved" stages for 2- or 3-step applications. This metric represents the amount of time it took to reserve incentives for a multi-family/commercial project. Table 17 shows the time from Application Review to Incentive Approval (1 Step – Single-Family Residential). The time period being measured in the processing times tables includes both PA application processing time and the time taken by the host customer to respond to requests for more information or application corrections. Table 18 shows the Time from Application to Incentive Approval (2 and 3 Step - Commercial or Multi-Family Residential).

Applications that take the PAs more than 60 days to approve typically have outstanding issues that require resolution or input from the Applicant and/or customer. Problems encountered from these applications include, but are not limited to:

- Incorrect project site addresses
- Missing signatures
- Missing or incomplete documentation
- Slow customer/Applicant responsiveness

Table 16: Multi-family/Commercial Application Processing Times by Program Administrator between "Reservation Application Review" and "Reservation Application Approved" Stages

Program Administrator	30 Days or Less	60 Days or Less	Greater than 60 days
	Q4	Q4	Q4
Multi-family/Commercial			
CCSE	100.00%	100.00%	0.00%
PG&E	87.50%	100.00%	0.00%
SCE	0.00%	0.00%	0.00%
SCG	92.30%	100.00%	0.00%

Table 17: Processing Time from Application Review to Incentive Approval (1 Step – Single-Family Residential)

Program Administrator	30 Days or Less	60 Days or Less	Greater than 60 Days	Total
	Q4	Q4	Q4	
No Inspection: Percentage of applications without inspection with processing time between Incentive: Application Review and Incentive: Approved as described.				
CCSE	0.00%	0.00%	0.00%	0
PG&E	100.00%	100.00%	0.00%	10
SCE	0.00%	0.00%	0.00%	0
SCG	100.00%	100.00%	0.00%	4
Inspection: Percentage of applications with inspection with processing time between Incentive: Application Review and Incentive: Approved as described.				
CCSE	100.00%	100.00%	0.00%	8
PG&E	57.14%	100.00%	0.00%	7
SCE	0.00%	0.00%	0.00%	0
SCG	100.00%	100.00%	0.00%	2
Percentage of applications with processing time between Incentive: Application Review and Incentive: Paid as described.				
CCSE	33.00%	100.00%	0.00%	6
PG&E	60.00%	100.00%	0.00%	15
SCE	0.00%	0.00%	0.00%	0
SCG	40.00%	100.00%	0.00%	5

Table 18: Processing Time from Application to Incentive Approval (2 and 3 Step - Commercial or Multi-Family Residential)

Program Administrator	30 Days or Less	60 Days or Less	Greater than 60 Days	Total
No Inspection: Percentage of applications without inspection with processing time between Incentive: Application Review and Incentive: Approved as described.				
CCSE	0.00%	0.00%	0.00%	0
PG&E	100.00%	100.00%	0.00%	18
SCE	0.00%	0.00%	0.00%	0
SCG	100.00%	100.00%	0.00%	6
Inspection: Percentage of applications with inspection with processing time between Incentive: Application Review and Incentive: Approved as described.				
CCSE	100.00%	100.00%	0.00%	3
PG&E	42.90%	100.00%	0.00%	7
SCE	0.00%	0.00%	0.00%	0
SCG	0.00%	25.00%	75.00%	4
Percentage of applications with processing time between Incentive: Application Review and Incentive: Paid as described.				
CCSE	100.00%	100.00%	0.00%	2
PG&E	73.90%	91.3%	8.69%	23
SCE	0.00%	0.00%	0.00%	0
SCG	0.00%	75.00%	25.00%	5

5. Market Facilitation

During Q4 2011, the Marketing & Outreach (M&O) representatives of the four PAs worked to advance both the statewide market facilitation plan and their local outreach efforts.

5.1 Contractor/Installer Focus Group Sessions

With Energy Division funding approval through Marketing and Outreach Approval Request Forms (MOARFs) filed by SCG in Q3 2011, marketing efforts continued with Focus Group sessions with contractors and installers aimed at soliciting input from a diverse group of participants. Selected by Fraser Communications staff from lists of potential participants supplied by the four PAs and the

California Solar Energy Industries Association (CALSEIA), the focus groups represented large and small companies and those with experience in residential, multifamily, commercial and industrial installations.

Two sessions were held, one in Northern California and one in Southern California, during the first week of October. Valuable input was obtained from the participants and a summary report was written, the results of which were then utilized in the formation of the strategic marketing approach developed by Fraser Communications staff.

5.2 Filing Statewide Marketing Facilitation Plan

On October 13, 2011, the Energy Division approved the Statewide Market Facilitation Plan and Budget in SCG Advice Letter 4274, et al., and the pace of campaign development accelerated.

5.3 Development

In November 2011, Fraser Communications prepared and presented a Research Creative Brief that refined the target markets and strategic approaches for the campaign to the four PA M&O representatives in a phone/web conference call meeting. Fraser staff also presented a Media Plan Brief and a PR Plan Brief later in the month in the same format. Energy Division staff participated in all three phone/web conference calls at their request.

Over the next few weeks, the PA M&O representatives provided feedback, input and direction to the Fraser Communications team, with the SCG representative acting as liaison. The materials were revised, and by the end of the quarter and the year the Fraser Team was preparing to present a Creative Overview Proposal to the M&O representatives in a face-to-face meeting scheduled for the second week of January 2012.

5.4 Mandatory CSI-Thermal Workshops

Contractors and self-installers are required to attend a designated no-cost CSI-Thermal Program training workshop. The PAs conducted training courses in their respective service territories. The workshops are publicized on each PA website as well as the GoSolarCalifornia website. As part of the statewide effort, the PAs coordinated this activity and developed a one-day Contractor and Self-installer Workshop curriculum for the training workshop.

The CSI-Thermal Program training workshop is intended to familiarize Applicants (contractors and self-installers) with program rules and requirements. The workshop provides an overview of the CSI-Thermal Program Handbook, application process, program requirements, technical requirements, and additional related resources. Upon completion of this mandatory CSI-Thermal Program training workshop and meeting other requirements, Applicants receive a unique

alphanumeric key that allows them to register on the web-based, online statewide application database and be eligible to apply for CSI-Thermal Program incentives in any PA territory.

Table 19 shows the number of workshops held in each service territory for Q4 2011 and the number of attendees. As of February 2, 2012, there are 370 licensed eligible solar contractors statewide. Approximately 20 additional contractor companies registered as participants in the program compared to the number reported in the previous CSI-Thermal Quarterly Progress Report.

Table 19: Mandatory CSI-Thermal Training Workshops Held by Program Administrator

	Q4 2011	
PA	Number of Workshops	Number of Attendees
CCSE	6	77
PG&E	2	39
SCE ¹¹	2	14
SCG ¹¹	1	7
Total	11	137

5.5 PA-Specific Marketing Efforts

In addition to statewide marketing activities, each PA completed territory-specific or local marketing to address the needs of their customer base.

5.5.1 California Center for Sustainable Energy

Training and Education

In Q4 2011, 77 people participated in CSI-Thermal workshops; CCSE conducted one Homeowners workshop, two Contractor and Self-Installer trainings, and one session for Permitting Officials. CCSE trained a total of 17 homeowners, 16 contractors, and 11 permitting officials on SWH technology and its benefits at these workshops. Skip’s Tips, an advanced SWH workshop, focusing on technically sophisticated discussions with CCSE’s Energy Engineer, Skip Fralick, were held twice

¹¹ Contractors and self-installers can attend classes offered by either SCE or SCG. SCE and SCG alternate locations each month to cover overlapping service territories.

in Q4, with 33 attendees. Skip's Tips is held monthly and discussion topics in Q4 focused on improving efficiency of multi-family systems and glycol overheat protection.

Solar Thermal Public Relations & Media

In December 2011, CCSE issued a news release to local media to promote CCSE's 2- and 4-day Solar Thermal Installation training in January. Cuyamaca College also issued a news release in conjunction with CSI-Thermal to promote CCSE's training opportunities in the solar thermal industry. Cuyamaca College posted a story on its website on October 20, 2011.

Solar Thermal Homeowner Workshop Promotion

CCSE advanced its ongoing workshop trainings for both homeowners and contractors in its quarterly workshop calendar, monthly CSI Newsletter, CCSE website workshop calendar, and reached 1,500 people through its monthly newsletter.

Permitting Officials Workshop

CCSE held an informational workshop for permitting officials regarding SWH installations. This workshop served two important purposes: 1) to inform permitting officials of the best practices for inspecting SWH installations; and 2) to offer a forum for sharing information with CCSE on streamlining the permitting processes of the 19 jurisdictions in San Diego.

The workshop was attended by representatives of 11 jurisdictions in San Diego. The informational session helped permitting officials gain a stronger understanding of SWH technology. A discussion was then held that highlighted a strong need for better information about the differences in permitting processes amongst the jurisdictions.

After the workshop, CCSE developed three documents that were created to help provide transparency on the permitting process: 1) a SWH Information Sheet with contact information, hours of operation, and inspection information for all 19 jurisdictions in San Diego; 2) a permit package for the permitting agencies to identify the most necessary documents needed from contractors when applying for a permit; and 3) a SWH Inspection Checklist that will be provided for building inspectors when inspecting the health and safety measures and quality control issues with regards to SWH installations.

Program Promotion

CCSE promoted the CSI-Thermal Program through additional marketing channels such as:

- Energy Connection Newsletter (monthly)
- Solar Thermal Library Resource Flyer
- Promotional Tote Bags at Homeowners and Contractors workshops
- City of Palo Alto Utilities Solar Water Heating Program

Bundled Outreach

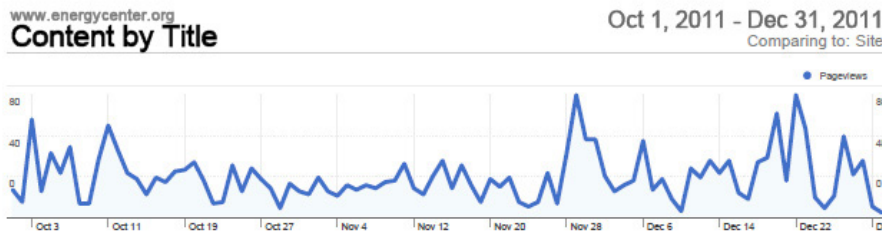
CCSE presented on the CSI-Thermal Program for both the residential and commercial audience at the San Diego EarthWorks’ 3rd Annual Bright Green Future Conference that was held on October 21-22, 2011, at the University of San Diego.

Interactive Outreach/ Web Development

CCSE’s website devotes several pages to CSI-Thermal Program specific information: <http://www.energycenter.org/swh>. This landing page contains links to CSI-Thermal FAQs, as well as information on how to apply for an incentive, upcoming workshops, program documents, resources for installers, solar thermal vendors, webinars and latest news and legislation on SWH. This information is updated frequently to ensure that current information is posted.

In Q4 2011, CCSE added the following article to its website (news and side banner): **Plumbers Find Gold in California**. The article reports on how plumbers find California’s gold as no longer in the streams and mountains but instead in the solar heating job market.

Throughout Q4 2011, CCSE attracted over 2,000 visitors to the pages referring to “solar water” as shown in the graphic below:



55 page titles were viewed a total of 2,444 times

Filtered for page titles containing "Solar Water"

Content Performance						
Pageviews	Unique Pageviews	Avg. Time on Page	Bounce Rate	% Exit	\$ Index	
2,444	2,027	00:01:40	58.51%	34.82%	\$0.08	
% of Site Total: 1.25%	% of Site Total: 1.32%	Site Avg: 00:01:23 (20.31%)	Site Avg: 52.59% (11.24%)	Site Avg: 33.17% (4.99%)	Site Avg: \$0.01 (474.28%)	
Page Title	Pageviews	Unique Pageviews	Avg. Time on Page	Bounce Rate	% Exit	\$ Index
CSI-Thermal Program (Solar Water Heating)	946	778	00:01:42	56.30%	38.80%	\$0.01
Solar Water Heating Installation Training (4 days)	247	197	00:02:45	45.61%	29.55%	\$0.14
Solar Water Heating Basics for Homeowners	193	154	00:01:01	38.00%	18.13%	\$0.42
Vendor List for Solar Water Heating Equipment	191	174	00:01:01	57.14%	35.08%	\$0.00
Solar Water Heating Systems	156	132	00:02:39	67.27%	36.54%	\$0.00
Solar Water Heating Installation Training (2 days)	110	94	00:01:22	66.67%	35.45%	\$0.24
Solar Water Heating FAQs	101	87	00:02:37	80.00%	57.43%	\$0.02
Solar Water Heating Installation Training (2-4 days)	60	45	00:02:34	37.50%	18.33%	\$0.02
Solar Water Heating Program 2011	40	39	00:01:26	82.35%	45.00%	\$0.03
Solar Water Heating Training for Less	39	30	00:02:19	40.91%	28.21%	\$0.10

1 - 10 of 55

5.5.2 Pacific Gas & Electric Company

CSI-Thermal Workshop

As a core part of PG&E's ongoing efforts, PG&E continues to offer monthly CSI-Thermal Program Workshops for contractors and self-installers. The workshops are vital in conveying program requirements and ultimately help ensure contractors are better prepared to submit CSI-Thermal Program paperwork.

This workshop is required for anyone looking to become an eligible installer within the CSI-Thermal Program. During the Q4 2011 period, PG&E conducted workshops in San Francisco and Eureka.

Solar Water Heating Informational Courses

Customer education is also a key element in PG&E's ongoing outreach opportunities. In addition to the CSI-Thermal Program Contractor and Self-Installer Workshop, PG&E continues to offer informational and introductory SWH courses at various locations throughout the service territory. These courses provide SWH technology and market information to individuals looking to get into the business or looking to have a system installed on their property. Many of the classes are offered on Saturdays so that attendees do not have to take time off from their jobs to attend.

Online Updates and Training Courses

PG&E conducted two different SWH online-based courses in Q4 2011:

- **Solar Water Heating Basics:** This course provides an overview of SWH technologies to individuals looking to gain high level information.
- **Solar Water Heating: Advanced Commercial Systems:** This advanced class focuses on key aspects of large-scale solar water heating systems for commercial applications. It is recommended that students in this class have a strong basic knowledge of solar water heating systems.

Local Market Facilitation Plan Approval

In October, PG&E received approval for its two-year local market facilitation plan from the Commission. The plan covered M&O activities within the PG&E service territory for key customer segments. The plan included tactics, high-level timing for implementation and budget breakouts to present a transparent picture of how PG&E would work in conjunction with the statewide campaign to promote SWH. Following official plan approval, PG&E has focused efforts in Q4 2011 on working with the statewide team and creative agency to develop a creative campaign, as well as solidify media and PR plans for the statewide plan to leverage for local outreach. This foundational work will continue through Q1 2012, with plans for official campaign launches both statewide and locally in Q2 2012.

Power a Brighter Future Event

The Power a Brighter Future mobile tour – which debuted at the Indy Grand Prix of Sonoma at Infineon Raceway in August 2011 – continued to provide education about a variety of PG&E products and services, including SWH, to event attendees. At year-end 2011, there were 31 event days in the PG&E territory, resulting in 9,975 direct interactions with customers, more than 20,000 customers walking through the dome and a total event attendance of 305,600.

Using digital content, signage and in-person representatives, Power a Brighter Future was an interactive customer experience that includes videos, touch screen games and an iPad app to educate customers on the SmartGrid and its benefits. In the section on Renewables, there was a SWH call out to help customers understand its benefits while engaging with the event.

Tour staff was available to speak with customers and answer questions in English, Spanish and Chinese.

Contractor Visits

During Q4 2011, PG&E continued to visit with SWH contractors and manufacturers. These visits provide a unique opportunity to speak one-on-one with the contractors doing business in PG&E's service territory to gain insight into what challenges and recommendations they have for the program. Additionally, it provides an opportunity to walk through the specifics of some jobs the contractors currently have underway. PG&E plans to continue these visits into Q1 2012 with contractors and manufacturers.

Marketing Surveys

In Q4 2011, PG&E completed its post-web update online survey. The survey was offered to visitors of the Solar/Distributed Generation pages only. Feedback was solicited regarding the new content, layout and accessibility of information. The survey results show that customer satisfaction with the pages and their ability to locate the desired information had not improved compared to the pre-survey. In Q1 and Q2 2012, PG&E will take these comments into account when developing pages specific to SWH/CSI-Thermal Program where interested customers will be driven when they take action related to the upcoming campaigns.

Winter Gas Savings/Solar Water Heating Integration

PG&E's Winter Gas Savings campaign ran in December 2011 and January 2012 encouraging customers to turn down their gas for up to a 20% credit on their bill. The campaign includes television spots, print, radio, email and banner ads and drives visitors to the Winter Gas Savings pages on PGE.com for tips on how to save and track their progress. This year, visitors to the site saw a banner add encouraging them to click to learn more about SWH and CSI-Thermal Program incentives. From the time of the campaign launch through December 31, 2011, 280 visitors to the Winter Gas Savings pages clicked on the ad to learn more about SWH.

San Jose State Student Project: Commercial Solar Water Heating Site Evaluations

In Q4 2011, PG&E advised San Jose State University's College of Engineering on their planned curriculum for a Mechanical Engineering class set to begin in January 2012. As part of this class, students will focus on sustainability and perform SWH feasibility audits. These audits will be on a pilot basis and target PG&E commercial Customers in the South Bay. Students, under guidance from their professor, will perform these audits for 4 to 8 customers. Audits will include gathering information about the facility and its energy usage and ultimately making recommendations on SWH system types that may be appropriate for the customer.

Updates on this pilot program will be shared with PG&E in Q2 2012 when the class has completed.

5.5.3 Southern California Edison Company

Training and Education

SCE continues to promote the CSI Thermal program in solar trainings, such as CSI Homeowner Solar Class (HSC), CSI Contractor Solar Class, and CSI Commercial Solar Workshops. The CSI-Thermal program is also highlighted in the Solar Connection Events (formerly known as Solar Fairs). These are non-technical, easy-to-understand free sessions that educate customers about the CSI Program, available rebates and how to "go solar." The Solar Connection Event is a 50-minute presentation followed by an opportunity to meet with solar contractors to help determine a customer home's solar potential. The CSI-Thermal Program is marketed in these trainings to provide exposure to two key audiences – homeowners and solar contractors.

In Q4 2011, a Solar Connection Event was held in Tulare on November 3, 2011, at SCE's Energy Education Center where more than 30 customers were in attendance.

Additionally, five HSC classes were held in various locations within SCE's service territory. Approximately 200 people took advantage of the opportunity to learn more about solar rebates that are available to them.

The monthly CSI-Thermal Program Contractor and Self-Installer Training is a consistent offering for SCE. Since SCE and SCG have overlapping territories, training is offered at alternating venues each month. The date and location of the trainings are cross promoted within each PA's website. For this reporting period, SCE held two classes at SCE's Energy Education Center with 14 participants in attendance.

Bundled Outreach

SCE participated in appropriate conferences, tradeshow and community-based events as a means to publicize the CSI Thermal program and provide continued program exposure. Program information and fact sheets were distributed at the following events:

- Hispanic Heritage Event, October 7, 2011
- Solar Power International 2011, October 18-21, 2011
- Greening of the Woods, October 23, 2011

- Palm Desert Golf Cart Parade, October 23, 2011
- City of Walnut Residential Block Meeting, October 25, 2011
- Building Industry Show, November 9-10, 2011

Local Market Facilitation Plan

On August 31, 2011, SCE was required to file an advice letter revising its local market facilitation plans and budget in accordance with the Energy Division's Guidance Memo and the feedback received at the public workshop that was held in early August 2011. The Commission approved SCE's advice letter on October 25, 2011 and declared the advice letter effective as of September 30, 2011. The approval allows SCE to execute the local marketing activities outlined in the plan which include paid media, case studies and workshops.

SCE Website

SCE promotes the CSI-Thermal Program through the SCE website, which contains current information including program changes and upcoming Contractor and Self-Installer trainings offered by SCE and SCG. To access the latest information about the program, please visit www.sce.com/csithermal.

5.5.4 Southern California Gas Company

Training and Education

In an effort to increase adoption of SWH systems and increase the number of trained installers, SCG continued its collaboration with SCE and Alternative Energy Systems Consulting (AESC) to provide mandatory contractor and self-installer training courses. To ensure overlapping SCG and SCE service territories were covered by both utilities, training courses alternated every other month between SCE and SCG training facilities. SCG's course was offered at its Energy Resource Center in Downey, California. SCG hosted one workshop with seven attendees during Q4.

Local Market Facilitation Plan

On October 24, 2011, the Energy Division approved the SCG Local Market Facilitation Plan (Plan) that was filed on August 31, 2011. The approval was effective on September 30, 2011, and SCG proceeded to develop implementation strategies for the activities identified in the Plan.

Media Events, Public Forums and Workshops

The CSI-Thermal Program had a presence at the following shows and events in which SCG participated as an Exhibitor. At each venue the Solar Water Heating Fact Sheet, as well as promotional items, were distributed:

- California Hotel and Lodging Conference held at the Crowne Plaza Anaheim Resort on Thursday, October 13, 2011.

- LA Green Festival held at the Los Angeles Convention Center on Saturday, October 29 and Sunday, October 30, 2011.
- Associated Plumbing & Heating Contractors Convention on Saturday, October 29, 2011, at the Anaheim Convention Center
- Institute of Heating and Air Conditioning Industries, Inc. (IHACI), 33rd Annual Trade Show at the Pasadena Convention Center on Wednesday, November 16, 2011.

Solar Thermal Seminar

SCG presented a seminar on “Solar Thermal Technologies: A Source of Alternative Energy Solutions” at its Energy Resource Center in Downey, CA, on Thursday, December 1, 2011.

Aimed at architects, building owners, commercial and industrial customers, contractors, energy managers, facility managers, and municipalities, the seminar included SWH as one of the featured technologies. A presentation on the CSI-Thermal program was also given by the Program Manager. Over 100 attendees were at this event which included Q&A sessions after each presentation.

Website Development

SCG updated the content for its dedicated CSI-Thermal Program pages: <http://www.socalgas.com/solar>, during Q4 2011.

Customer Contact Center

SCG continued to provide fact sheets and information updates to its Customer Contact Center, 1-800-GAS-2000, in an effort to answer and address SWH questions and program inquiries. Interested participants are also provided information and links to the SCG CSI-Thermal Program webpage in an effort to direct and address the callers’ questions. SCG continued to actively monitor its swh@socalgas.com email account for SWH inquiries.

Internal Collaboration

SCG continues to hold meetings and provide updates to its Account Executives to educate staff on the CSI-Thermal Program. Discussions focus on addressing specific hot water loads for residential and large commercial applications.

The SCG CSI-Thermal Program Manager presented on SWH and the CSI-Thermal Program to staff members in the Residential New Construction Department on Wednesday, November 30, 2011, as part of an effort to expand awareness of the technology and the program with our internal partners.

Ongoing planning to expand staff support in Q1 2012, and to develop the content and schedules for the residential, commercial, industrial, and multifamily workshops with a goal to initiate them in Q2 2012, was conducted in Q4 2011.

6. Regulatory Update

As mentioned earlier in the report, Q4 2011 was a busy quarter on the Regulatory front. Since publishing the last quarterly progress report, the Commission delivered several rulings related to the program.

D. 11-10-015, which was issued on October 6, 2011 outlined the components of the low income SWH program. The Decision set the incentive levels, eligibility requirements, and other program implementation elements that must be incorporated into the Handbook. The program offers higher incentives than the mainstream rebates to qualifying single-family and multi-family low-income customers that install SWH systems that displace natural gas usage. Once approved by the Commission, it will be available to natural gas customers of PG&E, SCG and SDG&E. As ordered by D.11-10-015, the CSI-Thermal PAs must file an advice letter that will amend the Program Handbook to include the low income component. As of the writing of this report, the advice letter was filed in early January 2012 and was suspended on February 3, 2012, for up to 120 days for review by Energy Division staff.

On November 10, 2011, in D.11-11-004, the Commission ruled on EchoFirst's Petition to Modify Decision 10-01-022. D.11-11-004 granted in part EchoFirst, Inc.'s petition and directed the PAs to accept SRCC certification performed by IAPMO. D.11-11-004 also established a process for the PAs to consider future requests by other entities to become qualified certifying entity for the program provided that the requestor is approved by a Nationally Recognized Testing Laboratory or an American Standards Institute accredited testing laboratory. As required by the Decision, within 30 days the PAs implemented a change to the statewide database which made equipment certified by IAPMO available for rebates.

D. 10-01-022 was further modified as a result of D.11-11-005, dated November 10, 2011, regarding incentive eligibility for propane-displacing SWH systems. As a result of D.11-11-005, electric customers of PG&E, SCE and SDG&E who install SWH systems that displace propane usage are eligible to receive incentives through the program. It was concluded that it is reasonable to allow electric customers who use propane to heat water to qualify for incentives under the program since these customers are generally electric ratepayers who choose to heat water with propane because they do not have access to natural gas. The PAs are currently modifying the statewide database to allow submission of propane-displacing SWH system incentive applications.

7. Conclusions

With the upcoming inclusion of propane-displacing systems and introduction of the low income component of the program, program activity and new applications are projected to increase.

Along with the program changes, the statewide M&O campaign will also launch in early 2012 and will surely generate a lot of interest in the CSI-Thermal Program from customers in all sectors.



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