

**Program
Program Implementation Plan Template**

- 1) Program Name **IDEEA 365 –Water Loss Control**
- 2) Program ID number: **SCG3794**
- 3) Type of Program: Core Third Party Partnership
- 4) Market sector or segment that this Program is designed to serve:
 - a. Residential
 - i. Including Low Income? Yes No;
 - ii. Including Moderate Income? Yes No.
 - iii. Including or specifically Multifamily buildings Yes No.
 - iv. Including or specifically Rental units? Yes No.
 - b. Commercial (List applicable NAIC codes: _____)
 - c. Industrial (List applicable NAIC codes: 221310)
 - d. Agricultural (List applicable NAIC codes: _____)
- 5) Is this Program primarily a:
 - a. Non-resource program Yes No
 - b. Resource acquisition program Yes No
 - c. Market Transformation Program Yes No
- 6) Indicate the primary intervention strategies:
 - a. Upstream Yes No
 - b. Midstream Yes No
 - c. Downstream Yes No
 - d. Direct Install Yes No.
 - e. Non Resource Yes No.
- 7) Projected Program Total Resource Cost (TRC) and Program Administrator Cost (PAC) TRC ___ PAC ___ Not applicable for Non-Resource Program

8) Projected Program Budget

Table 1. Projected Program Budget, by Calendar Year¹

Program (\$)	Program Year		
	2013	2014	Total
SCG3794 Admin		\$31,184	\$31,184
SCG3794u Admin		\$1,281	\$1,281
SCG3794 DI Incentive		\$0	\$0
SCG3794 DI Non-Incentive		\$204,082	\$204,082
SCG3794u DI Non-Incentive		\$16,404	\$16,404
SCG3794 Marketing		\$4,484	\$4,484
SCG3794u Marketing		\$768	\$768
Total Budget		\$ 258,203	\$ 258,203

9) Program Description, Objectives and Theory

a) **Program Description and Theory:**

The Innovative Design for Energy Efficiency Activities (IDEEA365) solicitation is the process that all four California Investor Owned Utilities (IOUs) are using to enable third-party contractors to propose and operate new energy efficiency programs. The purpose of the process is to identify innovative, new, cost-effective, and unique programs. The process has two tracks: a solicitation round may be either Targeted, or Innovative. The Water Loss Control (WLC) program evolved from a Targeted Request for Proposals (RFP) solicitation issued in the fourth quarter of 2013. The proposals were scored by a cross-functional team who evaluated criteria such as innovation, experience and results, cost-effectiveness, and supply management considerations. The WLC concept was selected to become the second IDEEA365 sub-program contracted by SoCalGas.

The WLC program will assist SoCalGas water utility customers in identifying water system leaks and reducing leaks through pressure remediation. Reducing water system leaks reduces energy needed for pumping by reducing the amount of water that needs to be pumped to meet water demand.

SoCalGas has chosen the City of Cerritos' water system as the focus for this program and has entered into an agreement with the City to facilitate the work. The City of Cerritos was selected because it is one of few city water agencies that uses natural gas engines to pump and treat water. In addition, the city has not signed a Memorandum of Understanding with the California Urban Water Conservation Council (CUWCC) committing to implement water loss control. It is

¹ Individual utility specific information to be provided in this table

therefore clear that energy savings identified through this program are attributable to the SoCalGas program and are not due to free ridership. The contractor will implement the WLC program as a non-resource program designed to perform leak detection and pressure management, quantify direct energy savings, identify embedded energy savings, evaluate cost-effectiveness, and develop a viable program model for future Water Loss programs.

Reducing water system leaks and losses reduces energy used for water distribution and the energy embedded in saved water supplies that are no longer lost through leaks. The WLC program will achieve these energy savings through the following tasks: (a) identifying leaks and losses within the water system that should be repaired; (b) optimizing pressure management; (c) educating City of Cerritos and other SoCalGas water utility customers, energy utilities, policymakers, regulators, customers, constituents and other stakeholders about the water loss control (WLC) value proposition; (d) training the City of Cerritos and other water agencies in the correct preparation of their water balances; and (e) training the next generation of water-energy professionals (college students and conservation corps interns).

The following program strategies will address anticipated customer and market barriers.

Table A: Program Strategies to Address Customer/Market Barriers

Customer/Market Barrier	Program Strategies to Address Barrier
<p><u>Political Risk:</u> Highlighting high levels of losses may bring criticism by water customers & constituents, other staff and management, elected or appointed officials, and other key stakeholders</p>	<p><u>Reduce Political Risks:</u> Recognize early adopters of water loss control; document and communicate the resource, economic and environmental benefits; reinforce linkages between water loss control outcomes and high priority state water, energy & environmental policy goals; communicate program needs and successes to key decision makers, customers and stakeholders.</p>
<p><u>Lack of Resources:</u> Some water agencies are concerned that they may be forced to repair leaks despite lack of staff and funds</p>	<p><u>Build Customer/Constituent/Management Support:</u> Prepare a Strategic WLC Investment Plan that prioritizes/schedules WLC investments; leverages multiple sources of co-funding and low interest loans; and helps water agencies articulate the WLC value proposition to decision makers.</p>
<p><u>Lack of an Accurate Baseline:</u> 30-40% of water utilities do not yet know how to conduct water audits and compute an accurate water</p>	<p><u>Train Water Utility Personnel</u> about water loss control concepts and program principles; interpretation and application of water audit results; and principles and strategies for a cost-effective water loss control program.</p>

Customer/Market Barrier	Program Strategies to Address Barrier
balance.	
<u>Lack of Water Utilities' Staff Time & Attention:</u> Water utilities are faced with multiple competing priorities with limited staff for non-urgent activities.	<u>Provide Additional Values to Staff & Management:</u> Provide continuing education credit for retention/renewals of the 16,500 California Operator Certifications for Water Distribution Systems issued in California.

- b) **Program Energy and Demand Objectives:** Not applicable – This is a non-resource program.

Table 2. Projected Program Net Energy and Demand Impacts, by Calendar Year²
Not applicable for this non-resource program

	Program Years		Total
	2013	2014	
Program Name			
GWh			
Peak MW			
Therms (millions)			

- c) **Program Non-Energy Objectives:**
Not applicable for this program.
- d) **Cost Effectiveness/Market Need:**
This program was ordered by the California Public Utilities Commission (CPUC) in its Ordering Paragraph 115 of Decision 12-05-015. One of the CPUC's objectives for this program is to help build understanding about embedded energy savings, avoided costs, and cost-effectiveness of leak detection and remediation programs from the perspective of energy ratepayers. (See discussion under item 13 for more information.)
- a) **Measure Savings/ Work Papers:**
- a. Indicate data source for savings estimates for program measures (DEER, custom measures, etc.) – not applicable
 - b. Indicate work paper status for program measures: not applicable

² Individual utility specific information to be provided in this table

Table 4 – Work paper Status: not applicable

Table 4 – Work paper Status		Not applicable		
#	Workpaper Number/Measure Name	Approved	Pending Approval	Submitted but Awaiting Review
1				
2				
3				
4				
5				
6				

10) Program Implementation Details

a) Timelines:

Table 5: Program Milestones and Timeline

Milestone	Date*
Project Initiation Meeting	4/15/2014
Program Marketing Materials completed	6/16/2014
Training of SoCalGas Account Managers completed	6/23/2014
Water Loss Control Training completed	9/30/2014
Leak Detection Services completed	10/15/2014
Intern and Student Training completed	10/31/2014
Conclude Program	12/31/2014
Quarterly Progress Reports	7/7/2014 – 12/8/2014
DRAFT Final Report	12/31/2014
2014 Annual Report	1/10/2015
FINAL Report	3/31/2015

* The above schedule may be modified depending on future Commission disposition as to the length of the program cycle.

b) **Geographic Scope:** Leak detection services will be provided to the City of Cerritos (Climate Zone 8). Training and education will be provided to Cerritos and 10 other cities/water agencies within SoCalGas’ service area.

Table 6: Geographic Regions Where the Program Will Operate

Southern California Gas Company services all the WLC program territory. See Table 6 for the geographic regions (e.g., CEC weather zones) where the program will operate.

Table 6 Geographic Regions

Geographic Region	IDEEA365 WLC Program
CEC Climate Zone 1	
CEC Climate Zone 2	
CEC Climate Zone 3	
CEC Climate Zone 4	x
CEC Climate Zone 5	x
CEC Climate Zone 6	x
CEC Climate Zone 7	
CEC Climate Zone 8	x
CEC Climate Zone 9	x
CEC Climate Zone 10	x
CEC Climate Zone 11	
CEC Climate Zone 12	
CEC Climate Zone 13	x
CEC Climate Zone 14	x
CEC Climate Zone 15	x
CEC Climate Zone 16	x

c) Program Administration

Table 7: Program Administration of Program Components

Program Name	Program Component	Implemented by IOU Staff? (X = Yes)	Implemented by contractors to be selected by competitive bid process (if Yes then enter type of contractor/other market actor possibly used)	Implemented by contractors NOT selected by competitive bid process (list prime contractor and sub-contractor names)	Implemented by local government or other entity (X = Yes)
IDEEA365- Water Loss Control Program	PowerPoint program summary and Q&A document		Water Energy Innovations		
IDEEA365- Water Loss Control Program	Updated Work Plan		Water Energy Innovations		
IDEEA365- Water Loss Control Program	Program Documents (Agreements, Surveys, etc.)		Water Energy Innovations		
IDEEA365- Water Loss Control Program	Program Operations Manual		Water Energy Innovations		
IDEEA365- Water Loss Control Program	Quality Assurance Plan		Water Energy Innovations		
IDEEA365- Water Loss Control Program	Address & Resolve All Customer Issues		Water Energy Innovations		
IDEEA365- Water Loss Control	Document Retention		Water Energy Innovations		

Program Name	Program Component	Implemented by IOU Staff? (X = Yes)	Implemented by contractors to be selected by competitive bid process (if Yes then enter type of contractor/other market actor possibly used)	Implemented by contractors NOT selected by competitive bid process (list prime contractor and sub-contractor names)	Implemented by local government or other entity (X = Yes)
Program					
IDEEA365- Water Loss Control Program	Program Reporting: Monthly (10), Quarterly (4), Annual (1)		Water Energy Innovations		
IDEEA365- Water Loss Control Program	Program Data, Invoicing and Reporting Training		Water Energy Innovations		
IDEEA365- Water Loss Control Program	Invoice and Reporting Tools Set-Up		Water Energy Innovations		
IDEEA365- Water Loss Control Program	Invoicing		Water Energy Innovations		
IDEEA365- Water Loss Control Program	CPUC Reporting		Water Energy Innovations		
IDEEA365- Water Loss Control Program	Shutdown Plan		Water Energy Innovations		
IDEEA365- Water Loss Control Program	Program Shutdown		Water Energy Innovations		
IDEEA365- Water Loss Control Program	Water Loss Control Program Kick-off with City Staff		Water Energy Innovations		
IDEEA365- Water Loss Control Program	Draft Program Report		Water Energy Innovations		
IDEEA365- Water Loss Control Program	Final Program Report		Water Energy Innovations		

d) **Program Eligibility Requirements:**

Customers: Water agencies that receive technical assistance and training through this program must be SoCalGas customers and use some natural gas for distribution of water to water customers. A study conducted by SoCalGas showed that the City of Cerritos is one of few cities within SoCalGas' service area that (a) uses natural gas for water pumping, and (b) is not a signatory to the California Urban Water Conservation Council's Memorandum of Understanding agreeing to implement water loss control and other best management practices. Consequently, there is no free ridership issue associated with providing the following services to the City.

- Technical water loss control services will be provided to the City of Cerritos.
- Training and education about water loss control will be provided to the City of Cerritos and 10 other water distribution agencies within SoCalGas' service area.

Table 8: Customer Eligibility Requirements (Joint Utility Table)

Customer Eligibility Requirement (list of requirements)	PGE	SCE	SDGE	SCG
SoCalGas Customer				X
Water agency that uses natural gas for distributing water				X

- i. **Contractors/Participants:** Water Energy Innovations, Inc. (WEI), a dual-certified woman-owned and minority-owned business enterprise (WMBE) by the Supplier Clearinghouse, was selected as prime contractor for this program through a targeted competitive solicitation. WEI's team includes Water Systems Optimization, a contractor experienced in water loss control; CLEAResult, an energy efficiency consultant with expertise in cost-effectiveness evaluations; and a certified MBE, Energized Solutions, an energy efficiency consultant with qualifications in energy and water education.

Table 9: Contractor/Participant Eligibility Requirements (Joint Utility Table)

Contractor Eligibility Requirement (list of requirements)	PGE	SCE	SDGE	SCG
Contractor & subcontractors selected via competitive bid process				X

e) **Program Partners:**

- **Manufacturer/Retailer/Distributor partners:** For upstream or midstream incentive and/or buy down programs indicate³: Not applicable

Table 10: Manufacturer/Retailer/Distributor Partners Not applicable to this program.

Manufacturer/Retailer/Distributor Partner Information	PGE	SCE	SDGE	SCG

- **Other key program partners:** Indicate any research or other key program partners: Not applicable.

f) **Measures and incentive levels:** Not applicable for this Non-Resource Program.

³ Provide in a consistent format for all IOUs. Indicate program partners across all IOU territories in one table or spreadsheet. Append to end of PIP.

Table 11: Summary Table of Measures, Incentive Levels and Verification Rates Not applicable for this non-resource program.

Measure Group	Market Actor Receiving Incentive or Rebate	PGE		SCE		SDGE		SCG	
		Incentive Level	Installation Sampling Rate						

- g) **Additional Services:** The WLC program will provide several types of training:
- Training on preparation of accurate water balances will be provided to at least 10 other cities/water agencies that are SoCalGas customers.
 - Training will be provided to the next generation of water-energy professionals through a student intern program that targets at least five Conservation Corps interns and five college-level students. All will be trained in leak detection and will be given an opportunity to learn about the water-energy nexus value proposition. Participating college level students will also be guided in the development of an implementation-ready marketing plan for a comprehensive water loss control program within SoCalGas' service area.

Table 12: Additional Services

Additional Services that the Sub-Program Will Provide	To Which Market Actors	PGE	SCE	SDGE	SCG
Training of ten cities in preparation of water balances	Water utilities that use natural gas for pumping				\$2,520
Training the next generation of water-energy professionals	Conservation Corps Interns and College Level Students				\$30,870

- h) **Program Specific Marketing and Outreach:**
Following is a description of the program marketing and outreach activities:

Table B – Marketing and Outreach Delivery Methods

Program Services	Delivery Methods
<ul style="list-style-type: none"> ▪ Provide information about how WLC results in energy savings to SoCalGas Program and Account Managers. ▪ Assist City/Water Agency staff in providing information about the WLC Value proposition to decision-makers that approve budget expenditures. 	<ul style="list-style-type: none"> ▪ Prepare presentation and conduct webinar. ▪ Provide copy of Case Study and training materials for City/ Water Agency staff and student participants that describe the WLC Value Proposition from an energy standpoint.

- i) **Program Specific Training:**
 The WLC program will include comprehensive Water Loss Control elements that can be scaled up quickly and cost-effectively for widespread deployment when needed. Training will be developed and conducted during June through October 2014. Lessons learned during the technical work will be integrated into the training as appropriate.

Table C– Program Specific Training

TRAINING	WLC Best Practices	Leak Detection	Water-Energy Management
Course Title	Accurate Water Balances	Field Training	Water-Energy Programs
Targeted Participants	<ul style="list-style-type: none"> City of Cerritos Water Department Staff Other SoCalGas service area Water Utility Staff & Management 	<ul style="list-style-type: none"> Water Utility Operations Los Angeles Conservation Corps Students 	<ul style="list-style-type: none"> Students Water & Energy Utility Account Managers
Educational Venue	<ul style="list-style-type: none"> On-site & web-based training for City staff Webinar for other water utilities 	<ul style="list-style-type: none"> Assist in performing leak detection 	<ul style="list-style-type: none"> 2 x ½ day workshops (one introductory, one intermediate)
Course Description	<ul style="list-style-type: none"> Identify the data needed to prepare an accurate Water Balance in accordance with American Water Works Association (AWWA) and California Urban Water Conservation Council (CUWCC) best practices Explain key concepts & definitions Demonstrate use of AWWA's Water Audit Software Help interpret/apply results 	<ul style="list-style-type: none"> Field training in importance of prompt leak detection and remediation Train interns in use of acoustical leak-detection equipment 	<ul style="list-style-type: none"> Basics of cost-benefit evaluations (water utility perspective vs. energy utility perspective) Cost-effectiveness evaluations of CPUC regulated energy programs Comprehensive (societal) cost-benefit evaluations of complex multi-resource programs
Education Credits	<ul style="list-style-type: none"> Continuing education units 	<ul style="list-style-type: none"> Certificate of completion 	<ul style="list-style-type: none"> Continuing education units

- j) **Program Software and/or Additional Tools:**
- List all eligible software or similar tools required for Program participation. *Not applicable*
 - Indicate if pre and/or post implementation audits will be required for the Program.
 Pre-implementation audit required ___ Yes X No
 Post-implementation audit required ___ Yes X No
 - As applicable, indicate levels at which such audits shall be rebated or funded, and to whom such rebates/funding will be provided (i.e. to customer or contractor). *Not applicable*

Table 13: Post-implementation Audits Not applicable for this non-resource program

Levels at Which Program Related Audits Are Rebated or Funded	Who Receives the Rebate/Funding (Customer or Contractor)

k) **Program Quality Assurance Provisions:** The following are the key elements of the Quality Assurance/Quality Control (QA/QC) plan being implemented for the Cerritos WLC program:

- WEI's local Day-to-Day Project Manager available for quick access and response to SoCalGas' Program Manager, the City of Cerritos and other program participants, and other members of WEI's Team
- Senior WEI Key Client Liaison assigned to address problems that cannot be adequately resolved by the Day-to-Day Project Manager
- Multi-Level Technical Reviews by qualified senior team members of all work products and deliverables
- Routine and Frequent (minimum monthly) tracking, monitoring, reporting and remedial actions with respect to budgetary and schedule variances
- Establish and maintain protocols for protection of confidential data

Table 14: Quality Assurance Provisions

QA Requirements	QA Sampling Rate (Indicate Pre/Post Sample)	QA Personnel Certification Requirements
Multi-Level Technical Reviews	As Deliverables are submitted	Principal or Sr. Principal level
Routine Tracking, Monitoring, Reporting & Remedy of Budgetary and Scheduling Variances	Monthly	Principal or Sr. Principal level
Protection of Confidential Customer Data	Quarterly	Principal or Sr. Principal level

l) **Program Delivery Method and Measure Installation /Marketing or Training:** Direct technical assistance will be provided to help the City of Cerritos compute its water balance, identify leaks, develop pressure management strategies, and develop a water loss control plan. Please see description in item 10) h) and 10) i) above for program delivery method of marketing and educational components.

m) **Program Process Flow Chart:** See Figure 1 below.

n) **Cross-cutting Program and Non-IOU Partner Coordination:** As discussed under item 9)c), this program anticipates identifying opportunities for saving water by reducing water system leaks and reducing both direct and embedded energy consumption (natural gas therms as well as electric kWh and kW). Electric incentives available through Southern California Edison (SCE) will be considered in the Strategic WLC Investment Plan for the City of Cerritos, as well as other potential sources of grants, subsidies, incentives, and zero and low interest loans from state and federal agencies that could increase the cost-effectiveness of both water and energy aspects of recommended projects.

Table 15: Cross-cutting Program and Non-IOU Partner Coordination

Other IOU Sub-program Name	Coordination Mechanism	Expected Frequency
SCE Water Leak Detection Program	City of Cerritos to authorize release of its electric data for WLC	one-time
Coordination Partners Outside CPUC		
California Dept. of Water Resources (DWR)	interview for potential grants, subsidies, loans	one-time
State Water Resources Control Board (SWRCB)		
Air Resources Board (ARB)		

o) **Logic Model:** See Figure 2 below.

11) Additional Program Information

a) **Advancing Strategic Plan Goals and Objectives:** This program is consistent with the goals and objectives of the California Long-Term Energy Efficiency Strategic Plan in that it supports energy efficiency as the state’s highest priority energy resource; helps to establish understanding of the energy and greenhouse gas (GHG) benefits achieved via water loss control within water distribution systems; and helps to move the state’s water sector towards long-term deep energy savings now and in the future.

b) **Integration**

i. **Integrated/coordinated Demand Side Management:** This program focuses on reducing energy through water loss control management by identifying/repairing leaks and reducing the amount of energy needed for water distribution pumping through pressure management.

Table 16: Non-EE Program Information To be determined

Non-EE Sub-Program	Budget	Rationale and General Approach for Integrating Across Resource Types

ii. **Integration across resource types** (energy, water, air quality, etc.): Non-energy benefits include water savings and reductions of GHG emissions attributable to the energy avoided by repairing leaks and implementing pressure management.

c) **Leveraging of Resources:** Please describe if the subprogram will leverage additional investments by market actors or other state, local or federal agencies.

The Strategic WLC Investment Plan prepared for the City of Cerritos will include opportunities for leveraging the City's funds for repairing water system leaks and implementing recommended pressure management strategies.

d) **Trials/ Pilots:** Please describe any trials or pilot projects planned for this Program

Not applicable

e) **Knowledge Transfer:** Describe the strategy that will be used to identify and disseminate best practices and lessons learned from this Program

Knowledge transfer will be achieved through multiple means:

Table D – Strategies and Venues for Disseminating Best Practices and Lessons Learned

Key Deliverables	Description
Case Study: City of Cerritos	Document Program Experience Using A Case Study, including: <ul style="list-style-type: none"> • Expected water and energy savings, non-energy benefits (e.g., reduced GHGs), and other types of benefits (e.g., reduced costs of emergency repairs, improved bottom line for utilities). • Cost-effectiveness of a water loss control program for water agencies within SoCalGas' service area ("cost-effectiveness" will be considered from both SoCalGas and its water distribution utility customers' perspectives). • Lessons learned during this program, including the types of actions deemed technically, economically, and operationally feasible from the City's perspective. • Opportunities for collaboration among Investor Owned Utilities, local government and water agency utility partners, and trade associations.
White Paper	Water loss control as a method for achieving multiple high priority resource, economic and environmental goals.
Training	Knowledge transfer will also be achieved through three types of training: (a) Water Loss Control Best Practices for water distribution utility customers of SoCalGas, and (b) Leak Detection and (c) Water-Energy Programs for college level students and California Conservation Corps interns.

12) **Market Transformation Information:** Not applicable for this non-resource program

13) **Additional information as required by Commission decision or ruling or as needed:** Include here additional information as required by Commission decision or ruling (As applicable. Indicate decision or ruling and page numbers):

Of the water-energy pilot projects conducted during the 2010-2012 Energy Efficiency Program Cycle, the CPUC determined that saving energy by reducing water system leaks appeared to be one of the most cost-effective strategies.

"The evaluation of the pilots conducted pursuant to D.07-12-050 concluded that the leak detection pilot program generated high energy savings for the utility, and

parties recommend that leak detection and pressure management programs be offered by the IOUs in the transition period.” CPUC Decision 12-05-015, p.287]

The CPUC therefore directed the energy IOUs to:

“... propose 2013-2014 efforts (either through limited, water sector focused pilot programs or through targeted efforts within the existing calculated savings programs) on leak-loss detection and remediation and pressure management services for water entities that are IOU customers. These efforts should build off of the results of the previous pilots. These programs (or projects) should be designed to calculate reductions in water consumption, quantify embedded energy savings, and capture water and energy avoided costs to support cost-effectiveness determinations. Commission Staff’s evaluation of this program should report on energy savings, including embedded energy savings, avoided costs, and cost-effectiveness. As noted by Association of California Water Agencies in its comments on the Proposed Decision, this should include the embedded energy from all IOUs.” [CPUC Decision 12-05-015, pp.288-289]

This program is structured to meet the CPUC’s directive and the stipulated objectives for this “Phase 2 Pilot” with respect to building understanding about embedded energy savings, avoided costs, and cost-effectiveness of leak detection and remediation programs from the perspective of energy ratepayers.

ATTACHMENT 1

Program Non-Energy Objectives

For New or Substantially changed programs and sub-programs, provide the following information for Program Non-Energy Objectives and follow the format used for the previous cycle Program Performance Metrics found in Resolution E-4385.

- i. List the primary SMART⁴ non-energy objectives of the program. These should correspond to key methods identified above to overcome the market barriers, areas of concern or gaps, and to the outputs and short, mid- and long-term non-energy outcomes identified in the logic model requested below.
- ii. For each SMART objective, identify the quantitative targets, direction or percent of change that you hope to achieve during the program cycle.⁵ .
- iii. For each proposed SMART objective, describe any relevant baseline data on current market conditions that you have assembled or plan to assemble and the sources.
- iv. **Quantitative program targets (PPMs):** If not already provided above, indicate estimates of the number of measure units, buildings, etc. projected to be treated by the Program.

Table 3. Quantitative Program Targets (PPMs)

[Table 3 Quantitative Program Targets (PPMs) to be provided as an Excel Attachment to this PIP. Please see file "AppendixC_2013-2014_PIPTemplate_NEWPrograms_V05Attachment.xlsx" for table formats]

⁴ A SMART objective is one that is **S**pecific (i.e. quantitative and quantifiable generally, in terms of the results to be achieved), **M**easurable, **A**mbitious, **R**ealistic, and **T**ime-bound. For example, for a vender training component of an innovative commercial program, two SMART mid-term objectives and one long-term objective might be:

- a) During the period 2013-2014, the number of HVAC installers in the SCE service territory who are able to perform quality installations of energy efficient packaged air conditioners will increase by 20%.
- b) During the period 2013-2014, the number of installations of energy efficient packaged air conditions in the SCE service territory that are considered quality installations will increase by 25%.
- c) By 2020, installations of energy efficient packaged air conditions in the SCE service territory that are considered quality installations will increase by 75%.

⁵ Please also add any new program objectives and quantitative targets for statewide programs to the portfolio PPM/MTI reporting template.

Figure 1 Water Loss Control Program Process Flow Chart

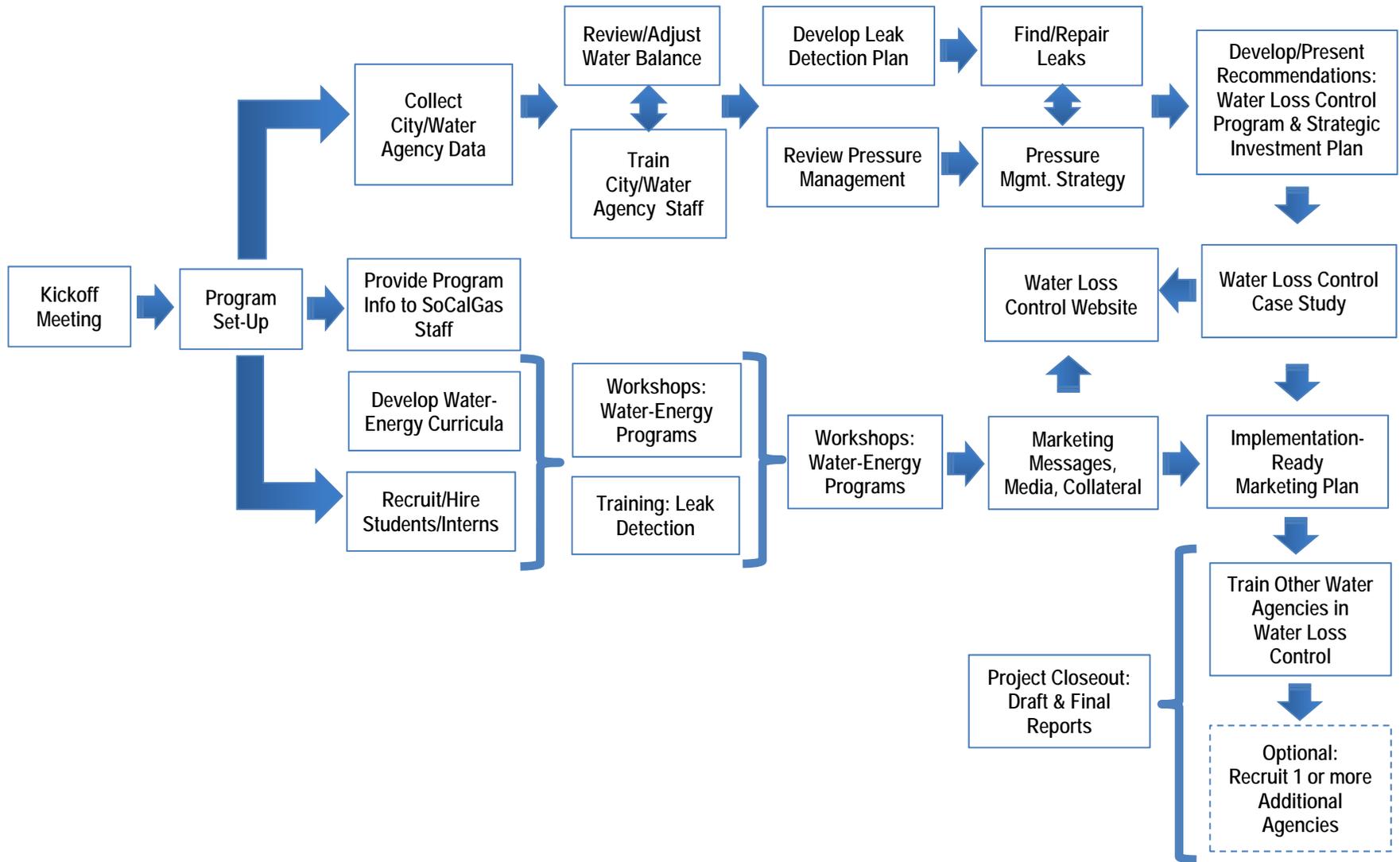


Figure 2 Water Loss Control Program Logic Model

