

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Applications of Southern California Edison Company (U 338-e) for Approval of its 2012-2014 California Alternate Rates for Energy and Energy Savings Assistance Programs and Budgets	Application 11-05-017 (Filed May 16,2011)
Application of Southern California Gas Company (U 904 G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014.	Application 11-05-018 (Filed May 16, 2011)
Application of Pacific Gas and Electric Company for Approval of the 2012-2014 Energy Savings Assistance and California Alternate Rates for Energy Programs and Budgets (U39M).	Application 11-05-019 (Filed May 16, 2011)
Application of San Diego Gas & Electric Company (U902M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014	Application 11-05-020 (Filed May 16, 2011)

**MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M) ON
LOW-INCOME ASSISTANCE PROGRAMS FOR DECEMBER 2013**

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January 21, 2013

San Diego Gas & Electric Company
Energy Savings Assistance Program (ESA Program)
And
California Alternate Rates for Energy (CARE)
Program Monthly Report

LOW-INCOME ASSISTANCE PROGRAM MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. Energy Savings Assistance Program Executive Summary

1.1. Energy Savings Assistance Program Overview

1.1.1 Provide a summary of the Energy Savings Assistance Program elements as approved in Decision (D.) 11-11-010.

Energy Savings Assistance Program Summary for Month			
	Authorized / Planning Assumptions	Actual to Date	%
Budget	\$22,140,540	\$17,681,549	80%
Homes Treated	20,316	13,034	64%
kWh Saved	8,416,623	8,230,045	98%
kW Demand Reduced	2,017	575	29%
Therms Saved	283,727	411,609	145%
GHG Emissions Reduced (Tons)	6,290	6,934	110%

1.2 Energy Savings Assistance Program Customer Outreach and Enrollment Update

1.2.1 Provide a summary of the Energy Savings Assistance Program outreach and enrollment strategies deployed this month.

In December, marketing and outreach efforts contributed 4,145 leads and 2,148 enrollments for the Energy Savings Assistance Program (ESA Program).

Below is a summary of those efforts.

Direct Marketing - includes channels of communications directly addressed to the customer which yield program enrollments. Direct marketing for the month of December consisted of Automated Voice Messaging (AVM) campaigns, door-to-door canvassing and targeted telephone outreach. Below is a synopsis of those efforts.

AVM Campaigns

The ESA Program continues to utilize outbound calling campaigns to support ESA Program enrollments. In the month of December, approximately 20,000 customers were targeted through an AVM campaign. As a result, 452 leads were created. Also in December, 75 enrollments resulted from AVM leads created in past months. As the year comes to a close, SDG&E's marketing team, along with Richard Heath and Associates (RHA), will be evaluating the entire AVM process and its effectiveness moving forward.

Email Campaigns

In December, over 20,000 customers were targeted with an email campaign detailing the benefits of both the CARE and ESA programs. Email campaigns contributed 9 leads in December and 6 enrollments.

Door-to-Door Canvassing

Door-to-door canvassing efforts continue to be an important part of generating leads and enrollments for the ESA Program. RHA and SDG&E continue to refine marketing and canvassing efforts to generate enrollments in targeted areas. In December door-to-door canvassing efforts resulted in 1,379 ESA Program enrollments.

Marketing Approaches

SDG&E is analyzing improvements to the entire marketing and outreach process that include restructuring the direct marketing tactics in order to align with one another. For example, SDG&E will target email and AVM campaigns in conjunction with RHA's canvassing efforts in order to "warm the door" for the canvassers. SDG&E is also looking at additional segmentation data that may provide more accurate targets.

1.2.2 Customer Assistance Marketing, Education and Outreach for the CARE and Energy Savings Assistance Programs.

Mass Media – includes diversified communications designed to reach larger audiences and raise general awareness for the programs. Mass media for the month of December included on-line campaigns, print campaigns, radio spots, and social media efforts.

On-line Campaigns

Paid search and banner ads continued to run during the month. Customers searching for information related to assistance, unemployment, or other financial needs through search engines such as Google or Bing were exposed to banner ads about the programs. The banner ads featured diverse SDG&E employees describing the benefits of the programs. Links to SDG&E's website were included for customers to apply for the programs. The ads also included in-language banner ads on sites targeting Hispanic, Chinese, Vietnamese, and Filipino audiences. Sites such as Viet Bao (Vietnamese), Balita (Filipino), Creaders (Chinese) and Univision (Hispanic) featured ads with a mix of SDG&E employees and customers in the appropriate ethnicity, highlighting the benefits of the program and how to apply for SDG&E's assistance programs.

Print Campaigns - Ethnic Marketing

Print ads ran in El Latino and Vida Latina targeting Hispanic audiences. The in-language ads featured SDG&E Hispanic employees talking about how the programs positively benefit the community. Voice and View Point, a publication targeting African Americans, included an ad featuring a customer who participated in the programs.

Radio Spots

In accordance with SDG&E’s Winter Preparation campaign, fifteen-second radio spots featuring information on CARE and ESA Program ran on various English and Spanish radio stations.

Social Media

This month, 2 - 3 Facebook and Twitter posts occurred that promoted SDG&E’s assistance programs and included a link to apply online.

Publications

An article on the programs was featured in the County of San Diego’s newsletter. The article introduced the Banks family and their experience with the programs.

Community Outreach

Multicultural & Multilingual Outreach

SDG&E’s Multicultural & Multilingual Outreach contractor is The Harris Group (THG). THG provides in-culture and in-language presentations as well as provides staffing and outreach at a number of community-based events throughout San Diego County. THG staff provides information to attendees on CARE, ESA and Medical Baseline Programs and assists customers in completing CARE applications on site if assistance is needed. This outreach strategy has been very successful in engaging customers that are otherwise difficult to reach due to language or cultural barriers.

The following table outlines THG’s outreach efforts for the month of December:

Event Name/Location	Type of Event/Audience	Details of Event	Est. # of Attendees
South County Career Center – ResCare Workforce Services Chula Vista 91911	Workmen’s Investment Act Orientation 100% Hispanic	THG presented Customer Assistance (CA) programs information to attendees on two different dates	16

Event Name/Location	Type of Event/Audience	Details of Event	Est. # of Attendees
South Metro Career Center San Diego 92113	Orientation for job seekers 25% Caucasian 50% African American 25% Hispanic	THG presented CA programs information to attendees on eight different dates	65
South Bay Community Services Chula Vista 91910	Food Bank – Community Resource Fair 100% Hispanic	THG presented CA programs information to attendees	42
South Bay Community Services Chula Vista 91911	Food Bank 100% Hispanic	THG presented CA programs information to attendees	7
South Bay Community Services International Christian Center Chula Vista 91910	Food Bank 100% Hispanic	THG presented CA programs information to attendees	18
South County Career Center Chula Vista 91911	Workforce Investment Act Orientation 100% Hispanic	THG presented CA programs information to attendees	10
Chula Vista Community College Chula Vista 91910	Community Networking Meeting 100% Hispanic	THG presented CA programs information to attendees	13
Reach Out to Families Imperial Beach 91932	Networking Meeting 100% Hispanic	THG presented CA programs information to attendees	4
Kobey’s Swap Meet San Diego 92110	Community Outreach Event 62% Hispanic 27% Caucasian 8% African American 3% Asian	THG set-up information table and presented CA program information	93
Annual Christmas Extravaganza “As the World Turns” San Diego 92114	Community Outreach Event 57% African American 31% Hispanic 12% Asian	THG set-up information table and presented CA program information	259

Additionally, SDG&E developed and implemented a 6-week campaign with invitations and a briefing held with 50 church leaders in targeted zip codes to promote Customer Assistance solutions including CARE/FERA, ESA and Medical Baseline. Utilizing tactics including presentations and hosted events, outreach was conducted in 13 zip codes at 33 church services. Through this effort, 6,518 people were reached. Results included nearly 800 program applications and fact sheets distributed to customers, 109 CARE completed applications and 91 ESA completed applications.

Outreach by zip code:

Zip code	No. of presentations & events	Church partners
91910	2	<ul style="list-style-type: none"> • Amazing Grace Christian Fellowship • Temple Beth Shalom
91932	1	<ul style="list-style-type: none"> • Latter Rains Ministries
91977	2	<ul style="list-style-type: none"> • New Birth Church • Liberty Temple
92102	5	<ul style="list-style-type: none"> • Mt. Olive Church of God • Faith Tabernacle Church of God • Immanuel Chapel • Macedonia Baptist Church • Rose of Sharon Missionary Baptist Church
92105	4	<ul style="list-style-type: none"> • Church of Nazarene – English service • Church of Nazarene – French Creole service • Church of Nazarene – Cambodian service • Church of Nazarene - Spanish
92111	1	<ul style="list-style-type: none"> • The Church of Yeshua Ha Mashiach
92113	8	<ul style="list-style-type: none"> • United Missionary Baptist Church • Mt. Olive Baptist Church • Higher Praise Christian Fellowship • God’s Way Church of Deliverance • Greater Johnson Missionary Baptist Church • Good Shepherd Baptist Church • Logan Temple AME • Greater Trinity Baptist Church
92114	4	<ul style="list-style-type: none"> • Baptist Fellowship Organization • Mt. Erie Baptist Church • New Paradise Baptist Church • Encanto Southern Baptist Church
92115	1	<ul style="list-style-type: none"> • New Assurance Baptist Church
92139	2	<ul style="list-style-type: none"> • St. Michael’s Catholic Church (2)
91945	1	<ul style="list-style-type: none"> • New Horizon Baptist Church
92020	1	<ul style="list-style-type: none"> • City of Praise Worship Center
92064	1	<ul style="list-style-type: none"> • Mesa View Baptist Church

Partner Agencies

SDG&E leverages the resources of several diverse community-based organizations (CBOs) and agencies called CARE Capitation Contractors to enroll customers in the Customer Assistance solutions. These organizations leverage existing relationships with their low-income clients to offer the CARE and ESA Programs as part of their total assistance package. As an incentive for this outreach effort, SDG&E provides CARE Capitation Contractors with a fee for each new CARE enrollment generated.

To keep these programs top of mind, SDG&E connects with these partners once each month and conducts site visits and/or training each quarter. These organizations generated 65 new CARE enrollments and 2 ESA Program leads that resulted in 2 ESA Program enrollments.

Community outreach for both the CARE and ESA Programs consists of making presentations, participating in community events and leveraging efforts with capitation contractors, including 2-1-1 San Diego. Additionally, these programs are actively promoted at all SDG&E branch offices each month. The community outreach strategy also includes special initiatives designed to reach diverse communities that might otherwise be unaware of general outreach efforts; targeting neighborhoods deemed to be demographically hard-to-reach, and engagement with the senior and disabled, which are considered to be the more vulnerable populations in the SDG&E service territory.

Energy Solutions Partners

2-1-1 San Diego

2-1-1 San Diego is a resource and information hub that connects people with community, health and disaster services through a free, confidential phone service and searchable online database which is available 24 hours a day, 7 days a week. SDG&E leverages the resources of 2-1-1 San Diego to promote CARE, ESA Program and Medical Baseline Allowance program. Through referrals in December, 2-1-1

provided SDG&E with 457 CARE enrollments. Additionally, 284 ESA Program interest forms were submitted resulting in 88 new enrollments. 2-1-1 also mailed 160 Medical Baseline Allowance Program applications.

SDG&E Payment Offices and Customer Contact Center

SDG&E continues to drive awareness efforts with both the SDG&E Payment Office and the Customer Contact Centers.

ESA Program and Single-Family Affordable Solar Housing (SASH) Program

SDG&E's ESA Program works with Grid Alternatives¹ to deliver ESA Program services to customers who have been approved to participate in the SASH program. Grid Alternatives refers SASH eligible homes to SDG&E on a regular basis. If the customers have not participated in the ESA Program, the customer is contacted for enrollment. There was 1 referral in December.

1.3 Leveraging Success Evaluation, Including CSD

1.3.1 Please provide a status of the leveraging effort with CSD. What new steps or programs have been implemented? What were the results in terms of new enrollments?

SDG&E, PG&E, SoCalGas, and SCE continue to work with the California Department of Community Services and Development (CSD) to refine the elements of the pilots and implementation timelines. There were no leveraged enrollments with local LIHEAP agencies to report in December. Leveraging efforts continue to be a challenge mainly due to high turnover of employees at local LIHEAP agencies, and the programs' measure minimum requirement.

Grid Alternatives is a non-profit organization that brings the benefits of solar technology to low-income communities that would not otherwise have access, providing needed savings for families, while preparing workers for jobs in the fast-growing solar industry, and helping clean our environment.

1.4 Workforce Education & Training (WE&T)

1.4.1 Please summarize efforts to improve and expand Energy Savings Assistance Program workforce education and training. Describe steps taken to hire and train low-income workers and how such efforts differ from prior program years.

SDG&E has no activity to report for December.

2. CARE Executive Summary

2.1 CARE Program Summary

2.1.1. Please provide CARE Program summary costs.

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach	\$2,283,171	\$1,927,709	84%
Proc., Certification and Verification	\$636,188	\$259,463	41%
Post Enrollment Verification	\$403,200	\$156,019	39%
Information Tech./Programming	\$1,224,036	\$474,251	39%
Pilots-CHANGES ²	\$0	\$0	0%
Measurement and Evaluation	\$42,500	\$37,953	89%
Regulatory Compliance	\$160,136	\$102,428	64%
General Administration	\$505,430	\$353,385	70%
CPUC Energy Division Staff	\$53,002	\$16,612	31%
Cooling Centers	\$34,329	\$24,236	71%
Total Expenses	\$5,341,992	\$3,352,056	63%
Subsidies and Benefits	\$82,630,988	\$64,079,640	78%
Total Program Costs and Discounts	\$87,972,980	\$67,431,696	77%

² CHANGES Pilot Program expenditures are reported in CARE Table 9 attached to this report.

2.1.2 Please provide the CARE Program penetration rate to date

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
300,554	353,997	84.9%

2.2 Outreach

2.2.1 Discuss utility outreach activities and those undertaken by third parties on the utility’s behalf. (For additional CARE Marketing, Education and Outreach efforts, see section 1.3.2)

During the month of December, marketing and outreach efforts contributed 8,740 applications with 7,742 eligible for the program, which represents an 88% conversion rate. Below is the summary of these efforts.

Direct Marketing- includes channels of communications addressed directly to the customer which yield program enrollments. In December direct marketing for the program consisted of door-to-door canvassing and ongoing efforts that yield program enrollments.

Door-to-Door Canvassing

The Harris Group (THG) continued to canvass hard to reach neighborhoods on SDG&E’s behalf. THG’s unique approach, using a culturally diverse and at times, in-language staff, produced 441 enrollments for the CARE program in December.

Email Campaigns

In December, over 20,000 customers were targeted with an email campaign detailing the benefits of both the CARE and ESA programs. Of those who received the email, 219 enrolled in the CARE program.

Ongoing Efforts

Efforts such as previous bill inserts, referrals from the call center and customers visiting the SDG&E website and completing the online form contributed to an additional 2,105 enrollments for the program.

2.2.2. Describe the efforts taken to reach and coordinate the CARE Program with other related low-income programs to reach eligible customers.

From mid-June through mid-October, during times of traditionally hotter weather, SDG&E partners with County of San Diego's (County) Department of Aging and Independent Services to support their efforts to bring the benefits of energy savings and safety to the low-income senior and disabled population. The benefit of the Cool Zones program is that vulnerable seniors and disabled customers are able to get a break from the hot summer heat by visiting one of the 117 Cool Zone locations located throughout San Diego County; allowing them to stay safe during periods of hotter weather while helping them reduce their energy burden. For senior or disabled people unable to travel to a Cool Zone location, portable fans were provided.

In December SDG&E received and processed the invoices for the Cooling Centers in 2013. In addition SDG&E filed its annual Cooling Center report in compliance with Decision (D.) 12-08-044. The itemized expenditures for the Cool Zone program in 2013 totaled \$24,326 which was within the 2013 authorized Cool Zone budget of \$34,329.

However, both AIS and SDG&E encountered an obstacle with the mandated sign-in sheets requested from each of the Cool Zone locations. SDG&E was also not able to implement the tracking of CARE enrollments by Cool Zone site. With the high number of Cool Zone facilities (117) and the low number of CARE enrollments (9), SDG&E will be requesting a revision to the reporting requirement in its Application for the 2015-2017 program cycle.

The other programs continue to share information during the customer enrollment process. Customers applying for and determined eligible for the ESA Program are shared with the CARE Program for enrollment purposes.

2.3. CARE Recertification Complaints

There were no recertification complaints in the month of December.

CHANGES Reporting

SDG&E believes this data, provided by the CBOs to each utility monthly in Tables 10 and 11 fulfill D.12-012-011 requirements and are included in the attached list of Tables. Table 11 and also Column C of Table 10 were provided by CHANGES contractor, Self Help for the Elderly, and submitted to the utilities by the Commission's Consumer Service and Information Division.

3. Appendix: Energy Savings Assistance Program Tables and CARE Tables

ESA Program - Table 1- Program Expenses

ESA Program - Table 2- Program Expenses & Energy Savings by Measures Installed

ESA Program - Table 3- Average Bill Savings per Treated Home

ESA Program - Table 4a- Homes Treated

ESA Program - Table 4b- Homes Unwilling/Unable to Participate

ESA Program - Table 5- Program Customer Summary

ESA Program - Table 6- Expenditures for Pilots and Studies

CARE- Table 1- CARE Overall Program Expenses

CARE- Table 2- CARE Enrollment, Recertification, Attrition, and Penetration

CARE- Table 3a- CARE Post-Enrollment Verification Results (Model)

CARE- Table 3b- CARE Post-Enrollment Verification Results (High Usage)

CARE- Table 4- Self Certification and Re-Certification

CARE- Table 5- Enrollment by County

CARE- Table 6- Recertification Results

CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month End

CARE- Table 9- Expenditures for the CHANGES Pilot

CARE – Table 10 – CHANGES One-On-One Customer Assistance Sessions

CARE – Table 11- CHANGES Group Customer Assistance Sessions

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	San Diego Gas & Electric												
3	DECEMBER 2013												
4		Authorized Budget [1]			Current Month Expenses [5]			Year to Date Expenses [5]			% of Budget Spent YTD		
5	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	Appliances	\$ 3,703,271	\$ 891,923	\$ 4,595,194	\$ 166,035	\$ 46,987	\$ 213,022	\$ 1,793,751	\$ 543,662	\$ 2,337,413	48%	61%	51%
8	Domestic Hot Water	\$ 48,473	\$ 1,579,958	\$ 1,628,431	\$ 4,475	\$ 144,688	\$ 149,163	\$ 34,411	\$ 1,112,614	\$ 1,147,024	71%	70%	70%
9	Enclosure	\$ 1,424,793	\$ 1,855,723	\$ 3,280,516	\$ 201,109	\$ 266,587	\$ 467,696	\$ 1,620,470	\$ 2,148,064	\$ 3,768,534	114%	116%	115%
10	HVAC [3]	\$ 380,775	\$ 1,272,769	\$ 1,653,543	\$ 82,563	\$ 395,760	\$ 478,323	\$ 258,929	\$ 2,465,940	\$ 2,724,869	68%	194%	165%
11	Maintenance	\$ 4,334	\$ 549,917	\$ 554,251	\$ -	\$ 90,128	\$ 90,128	\$ 125	\$ 387,871	\$ 387,996	3%	71%	70%
12	Lighting	\$ 2,694,451	\$ -	\$ 2,694,451	\$ 304,788	\$ -	\$ 304,788	\$ 1,669,697	\$ -	\$ 1,669,697	62%	0%	62%
13	Miscellaneous	\$ 470,826	\$ -	\$ 470,826	\$ 11,305	\$ -	\$ 11,305	\$ 12,320	\$ -	\$ 12,320	3%	0%	3%
14	Customer Enrollment	\$ 1,592,991	\$ 1,592,991	\$ 3,185,982	\$ 419,739	\$ 419,739	\$ 839,479	\$ 1,331,933	\$ 1,331,933	\$ 2,663,867	84%	84%	84%
15	In Home Education	\$ 208,900	\$ 208,900	\$ 417,800	\$ 59,068	\$ 59,068	\$ 118,136	\$ 188,878	\$ 188,878	\$ 377,756	90%	90%	90%
16	Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17	Energy Efficiency TOTAL	\$ 10,528,813	\$ 7,952,181	\$ 18,480,994	\$ 1,249,082	\$ 1,422,957	\$ 2,672,039	\$ 6,910,513	\$ 8,178,962	\$ 15,089,475			
18													
19	Training Center	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
20	Inspections [3]	\$ 28,738	\$ 28,738	\$ 57,475	\$ 3,108	\$ 3,108	\$ 6,217	\$ 48,782	\$ 48,781	\$ 97,563	170%	170%	170%
21	Marketing and Outreach	\$ 576,870	\$ 576,870	\$ 1,153,740	\$ 81,253	\$ 81,253	\$ 162,506	\$ 369,902	\$ 369,902	\$ 739,804	64%	64%	64%
22	Statewide Marketing Education and Outreach	\$ 30,000	\$ 30,000	\$ 60,000	\$ -	\$ -	\$ -	\$ 2,274	\$ 2,274	\$ 4,548	8%	8%	8%
23	Measurement and Evaluation Studies [4]	\$ 27,500	\$ 27,500	\$ 55,000	\$ (269,150)	\$ (269,150)	\$ (538,301)	\$ (24,468)	\$ (24,468)	\$ (48,936)	-89%	-89%	-89%
24	Regulatory Compliance	\$ 169,692	\$ 169,692	\$ 339,384	\$ 9,309	\$ 9,309	\$ 18,619	\$ 106,202	\$ 106,201	\$ 212,403	63%	63%	63%
25	General Administration	\$ 974,474	\$ 974,474	\$ 1,948,947	\$ 110,428	\$ 110,428	\$ 220,857	\$ 789,785	\$ 789,788	\$ 1,579,573	81%	81%	81%
26	CPUC Energy Division	\$ 22,500	\$ 22,500	\$ 45,000	\$ 415	\$ 415	\$ 830	\$ 3,560	\$ 3,560	\$ 7,119	16%	16%	16%
27													
28	TOTAL PROGRAM COSTS [2, 5]	\$ 12,358,586	\$ 9,781,954	\$ 22,140,540	\$ 1,184,446	\$ 1,358,321	\$ 2,542,766	\$ 8,206,549	\$ 9,475,000	\$ 17,681,549	66%	97%	80%
29													
30	Indirect Costs				\$ 39,029	\$ 41,303	\$ 80,332	\$ 418,962	\$ 430,984	\$ 849,946			
31	NGAT Costs					\$ 77,567	\$ 77,567		\$ 292,397	\$ 292,397			
32													
33	[1] The authorized budget does not include unspent funds shifted from prior years.												
34	[2] Any required correction/adjustments are reported herein and supersede results reported in prior months and reflect YTD adjustments.												

	A	B
1	Energy Savings Assistance Program Table 3 - Average Bill	
2	Savings per Treated Home	
3	San Diego Gas & Electric	
3	DECEMBER 2013	
4	Year-to-Date Installations - Expensed	
5	Annual kWh Savings	8,230,045
6	Annual Therm Savings	411,609
7	Lifecycle kWh Savings	81,374,683
8	Lifecycle Therm Savings	3,755,893
9	Current kWh Rate	\$ 0.13
10	Current Therm Rate	\$ 1.10
11	Number of Treated Households	14,178
12	Average 1st Year Bill Savings / Treated households	107
13	Average Lifecycle Bill Savings / Treated Household	1,038
14		
15	Any required corrections/adjustments are reported herein and supersede results	
16	reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4a - Energy Savings Assistance Program Homes Treated						
2	San Diego Gas & Electric						
3	DECEMBER 2013						
4		Eligible Households			Households Treated YTD		
5	County	Rural	Urban	Total	Rural	Urban	Total
6	ORANGE	-	17,202	17,202	-	30	30
7	SAN DIEGO	8,500	331,241	339,741	267	13,881	14,148
8	Total	8,500	348,443	356,943	267	13,911	14,178
9							
10	Any required corrections/adjustments are reported herein and supersede results reported in						
11	prior months and may reflect YTD adjustments .						

	A	B	C	D	E	F	G	H	I
1	Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate								
2	San Diego Gas & Electric								
3	DECEMBER 2013								
4		Reason Provided							
5	County	Customer Declined Program Measures or is Non-Responsive	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Insufficient feasible Measures	Ineligible Dwelling - Prior Program Participation	Household Income Exceeds Allowable Limits	Unable to Provide Required Documentation	Other
6	ORANGE	63	-	-	-	-	82	7	1
7	SAN DIEGO	8,585	288	-	74	27	3,329	441	193
8									
9	Total	8,648	288	-	74	27	3,411	448	194
10									
11	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																
2	San Diego Gas & Electric																
3	DECEMBER 2013																
4		Gas & Electric				Gas Only				Electric Only				Total			
5		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
6	2013		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
7	January	185	24,044	421,435	32.0	-	-	-	-	12	-	16,516	1.2	197	24,044	437,951	33
8	February	963	37,491	689,996	48.5	-	-	-	-	27	-	20,905	1.3	990	37,491	710,901	50
9	March	951	40,322	769,556	55.5	-	-	-	-	28	-	25,391	2.6	979	40,322	794,948	58
10	April	1,787	48,985	982,351	67.1	-	-	-	-	41	-	26,438	2.5	1,828	48,985	1,008,788	70
11	May	1,352	44,417	835,924	57.1	-	-	-	-	62	-	36,125	1.8	1,414	44,417	872,049	59
12	June	1,000	35,856	658,947	41.0	-	-	-	-	23	-	17,534	1.0	1,023	35,856	676,482	42
13	July	1,189	33,255	606,810	39.4	-	-	-	-	16	-	14,197	1.1	1,205	33,255	621,006	40
14	August	1,332	27,992	598,014	46.9	-	-	-	-	48	-	27,344	1.8	1,380	27,992	625,359	49
15	September	1,058	26,147	597,731	47.2	-	-	-	-	41	-	29,599	2.7	1,099	26,147	627,330	50
16	October	674	24,547	459,780	33.6	-	-	-	-	32	-	15,225	1.4	706	24,547	475,006	35
17	November	819	26,091	460,855	29.5	-	-	-	-	42	-	29,069	1.5	861	26,091	489,924	31
18	December	2,413	42,462	855,248	55.8	-	-	-	-	83	-	35,053	2.2	2,496	42,462	890,301	58
19	YTD	13,723	411,609	7,936,649	554	-	-	-	-	455	-	293,396	21	14,178	411,609	8,230,045	575
20																	
21	Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.																
22	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	San Diego Gas & Electric												
3	DECEMBER 2013												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2013			% of 3-Year Budget Expended		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots												
7													
8	Studies												
9	Multifamily	\$ 30,000	\$ 30,000	\$ 60,000							0%	0%	0%
10	Needs Assessment	\$ 52,500	\$ 52,500	\$105,000				\$ 8,963	\$ 8,963	\$ 17,926	17%	17%	17%
11	Impact Evaluation [1]	\$ 45,000	\$ 45,000	\$ 90,000	\$(269,150)	\$(269,150)	\$(538,301)	\$ (33,431)	\$ (33,431)	\$ (66,863)	-74%	-74%	-74%
12	Energy Education Assessment	\$ 22,500	\$ 22,500	\$ 45,000							0%	0%	0%
13													
14	Total Studies [2]	\$150,000	\$150,000	\$300,000	\$(269,150)	\$(269,150)	\$(538,301)	\$ (24,468)	\$ (24,468)	\$ (48,936)	-16%	-16%	-16%
15													
16	[1] SDG&E has billed the other IOU's for their portion of the Load Impact Evaluation Study, however, there was a posting error which caused a YTD credit. This error is being corrected in January 2014 and will be reflected in the ESA annual report.												
17	[2] Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses												
2	San Diego Gas & Electric												
3	DECEMBER 2013												
4		Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
5	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Outreach	\$ 1,826,537	\$ 456,634	\$ 2,283,171	\$ 277,149	\$ 69,287	\$ 346,437	\$ 1,565,543	\$ 362,166	\$ 1,927,709	86%	79%	84%
7	Processing / Certification Re-certification	\$ 508,950	\$ 127,238	\$ 636,188	\$ 20,970	\$ 5,243	\$ 26,212	\$ 210,660	\$ 48,803	\$ 259,463	41%	38%	41%
8	Post Enrollment Verification	\$ 322,560	\$ 80,640	\$ 403,200	\$ 10,186	\$ 2,547	\$ 12,733	\$ 126,642	\$ 29,377	\$ 156,019	39%	36%	39%
9	IT Programming	\$ 979,229	\$ 244,807	\$ 1,224,036	\$ 106,049	\$ 26,512	\$ 132,561	\$ 384,676	\$ 89,575	\$ 474,251	39%	37%	39%
10	Cooling Centers	\$ 27,463	\$ 6,866	\$ 34,329	\$ -	\$ -	\$ -	\$ 19,389	\$ 4,847	\$ 24,236	71%	71%	71%
11													
12	Measurement and Evaluation ²	\$ 34,000	\$ 8,500	\$ 42,500	\$ -	\$ -	\$ -	\$ 30,742	\$ 7,211	\$ 37,953	90%	85%	89%
13	Regulatory Compliance	\$ 128,109	\$ 32,028	\$ 160,136	\$ 7,399	\$ 1,850	\$ 9,249	\$ 83,256	\$ 19,172	\$ 102,428	65%	60%	64%
14	General Administration	\$ 404,344	\$ 101,086	\$ 505,430	\$ 29,667	\$ 7,417	\$ 37,084	\$ 287,268	\$ 66,117	\$ 353,385	71%	65%	70%
15	CPUC Energy Division	\$ 42,402	\$ 10,600	\$ 53,002	\$ 1,549	\$ 387	\$ 1,937	\$ 13,482	\$ 3,130	\$ 16,612	32%	30%	31%
16													
17	SUBTOTAL MANAGEMENT COSTS	\$ 4,273,594	\$ 1,068,399	\$ 5,341,992	\$ 452,970	\$ 113,243	\$ 566,213	\$ 2,721,658	\$ 630,398	\$ 3,352,056	64%	59%	63%
18													
19	CARE Rate Discount	\$ 66,104,790	\$ 16,526,198	\$ 82,630,988	\$ 4,250,326	\$ 1,529,787	\$ 5,780,113	\$ 51,018,950	\$ 13,060,690	\$ 64,079,640	77%	79%	78%
20													
21	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 70,378,384	\$ 17,594,596	\$ 87,972,980	\$ 4,703,296	\$ 1,643,030	\$ 6,346,326	\$ 53,740,608	\$ 13,691,088	\$ 67,431,696	76%	78%	77%
22													
23	Other CARE Rate Benefits												
24	- DWR Bond Charge Exemption				\$ 676,950		\$ 676,950	\$ 7,951,134		\$ 7,951,134			
25	- CARE PPP Exemption				\$ 420,176	\$ 186,205	\$ 606,381	\$ 4,924,863	\$ 1,763,769	\$ 6,688,632			
26	- California Solar Initiative Exemption ¹				\$ -		\$ -	\$ -		\$ -			
27	- kWh Surcharge Exemption				\$ 1,724,661		\$ 1,724,661	\$ 19,395,764		\$ 19,395,764			
28	Total Other CARE Rate Benefits				\$ 2,821,787	\$ 186,205	\$ 3,007,992	\$ 32,271,761	\$ 1,763,769	\$ 34,035,530			
29													
30	Indirect Costs				\$ 38,080	\$ 9,520	\$ 47,600			\$ -			
31													
32	1. Pursuant to D.12-12-018, SDG&E will not be collecting a CSI rate in 2013; hence, no Electric - Residential CARE CSI exemption amount will occur in 2013.												
33	2. Measurement & Evaluation year-to-date expenses are approximately 90% of the 2013 program budget due to Southern California Edison Company invoices for 2009-2011 CARE Annual Eligibility Estimates which were posted in January 2013.												
34	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																								
2	San Diego Gas & Electric																								
3	DECEMBER 2013																								
4	2013	New Enrollment								Recertification					Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)	
5		Automatic Enrollment			Self-Certification (Income or Categorical)					Capitation	Total New Enrollment (E+I+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)				Net Adjusted (K-T)
6	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)																	
7	January	0	124	42	166	1,787	2,380	694	4,861	357	5,384	2,933	1,128	3,339	7,400	1,834	168	113	2,791	4,906	12,784	478	310,083	352,657	87.9%
8	February	0	0	103	103	1,172	1,873	532	3,577	220	3,900	3,479	1,133	3,025	7,637	1,097	187	97	2,909	4,290	11,537	-390	309,693	352,657	87.8%
9	March	0	138	1	139	1,530	2,236	594	4,360	298	4,797	3,636	1,324	3,593	8,553	1,529	202	118	2,864	4,713	13,350	84	309,777	352,657	87.8%
10	April	0	168	14	182	523	2,439	932	3,894	282	4,358	2,989	1,298	3,243	7,530	1,120	144	100	4,228	5,592	11,868	-1,234	308,543	353,010	87.4%
11	May	0	188	11	199	513	2,284	402	3,199	353	3,751	2,682	1,737	5,266	9,685	1,973	168	85	2,226	4,452	13,436	-701	307,842	353,010	87.2%
12	June	116	203	0	319	945	1,807	379	3,131	337	3,787	3,029	702	3,806	7,537	2,706	121	113	3,494	6,434	11,324	-2,647	305,195	353,010	86.5%
13	July	0	64	14	78	407	1,634	184	2,225	393	2,696	1,993	529	3,691	6,213	1,647	82	61	5,000	6,790	8,909	-4,094	301,101	353,422	85.2%
14	August	0	123	14	137	1,755	3,123	142	5,020	621	5,778	2,322	1,060	4,226	7,608	1,630	36	28	3,708	5,402	13,386	376	301,477	353,422	85.3%
15	September	0	87	0	87	2,215	2,393	125	4,733	696	5,516	2,801	900	3,587	7,288	2,079	54	56	3,957	6,146	12,804	-630	300,847	353,422	85.1%
16	October	0	221	73	294	2,680	3,319	219	6,218	791	7,303	3,812	1,641	5,160	10,613	808	160	112	3,365	4,445	17,916	2,858	303,675	353,997	85.8%
17	November	48	217	7	272	1,172	2,099	190	3,461	517	4,250	3,695	1,725	3,983	9,403	1,351	130	111	3,368	4,960	13,653	-710	302,965	353,997	85.6%
18	December	0	256	2	258	1,169	1,485	308	2,962	534	3,754	2,584	1,404	3,707	7,695	1,933	139	131	3,962	6,165	11,449	-2,411	300,554	353,997	84.9%
19	YTD Total	164	1,789	281	2,234	15,868	27,072	4,701	47,641	5,399	55,274	35,955	14,581	46,626	97,162	19,707	1,591	1,125	41,872	64,295	152,436	-9,021	300,554	353,997	84.9%
20																									
21	¹ Enrollments via data sharing between the IOUs.																								
22	² Enrollments via data sharing between departments and/or programs within the utility.																								
23	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																								
24	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																								

	A	B	C	D	E	F	G	H	I
1	CARE Table 3A - Post-Enrollment Verification Results (Model)								
2	San Diego Gas & Electric								
3	DECEMBER 2013								
4	2013	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ²	Total Households De-enrolled ³	% De-enrolled through Post Enrollment Verification ⁴	% of Total CARE Households De-enrolled
5	January	310,083	1,195	0.39%	656	144	800	66.95%	0.26%
6	February	309,693	1,066	0.34%	575	125	700	65.67%	0.23%
7	March	309,777	1,211	0.39%	555	168	723	59.70%	0.23%
8	April	308,543	1,156	0.37%	392	124	516	44.64%	0.17%
9	May	307,842	295	0.10%	168	50	218	73.90%	0.07%
10	June	305,195	873	0.29%	531	150	681	78.01%	0.22%
11	July	301,101	782	0.26%	351	136	487	62.28%	0.16%
12	August	301,477	296	0.10%	176	101	277	93.58%	0.09%
13	September	300,847	1,023	0.34%	501	129	630	61.58%	0.21%
14	October	303,675	998	0.33%	0	90	90	9.02%	0.03%
15	November	302,965	3,149	1.04%	0	108	108	3.43%	0.04%
16	December	300,544	2,260	0.75%	0	13	13	0.58%	0.00%
17	YTD Total	300,544	14,304	4.76%	3,905	1,338	5,243	36.65%	1.74%
18									
19	¹ Includes all participants who were selected for verification process and customers who failed the SDG&E's CARE eligibility probability model								
20	² Includes customers verified as over income or who requested to be de-enrolled								
21	³ Verification results are tied to the month initiated and the verification process allows customers 90 days to respond to the verification request. Results may								
22	⁴ Percentage of customers dropped compared to the total participants requested to provide verification in that month.								
23	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
24									
25									
26	CARE Table 3B Post-Enrollment Verification Results (High Usage) -								
27	San Diego Gas & Electric								
28	DECEMBER 2013								
29	2013	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ²	Total Households De-enrolled ³	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
30	January	310,083	0	0.00%	0	0	0	0.00%	0.00%
31	February	309,693	0	0.00%	0	0	0	0.00%	0.00%
32	March	309,777	0	0.00%	0	0	0	0.00%	0.00%
33	April	308,543	0	0.00%	0	0	0	0.00%	0.00%
34	May	307,842	0	0.00%	0	0	0	0.00%	0.00%
35	June	305,195	31	0.01%	24	6	30	96.77%	0.01%
36	July	301,101	2	0.00%	2	0	2	100.00%	0.00%
37	August	301,477	50	0.02%	36	9	45	90.00%	0.01%
38	September	300,847	0	0.00%	0	0	0	0.00%	0.00%
39	October	303,675	87	0.03%	72	12	84	0.00%	0.03%
40	November	302,965	212	0.07%	8	19	27	0.00%	0.00%
41	December	300,554	0	0.00%	0	0	0	0.00%	0.00%
42	YTD Total	301,477	382	0.13%	142	46	188	49.21%	0.06%
43									
44	¹ Includes all participants who were selected for high usage verification process. Closed accounts will not be tracked in Ineligible or De-enrolled data.								
45	² Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized								
46	³ Verification results are tied to the month initiated and the high usage verification process allows customers 90 days to respond to the verification process.								
46	Results may be pending due to the time permitted for a participant to respond								
47	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications						
2							
3							
		Provided	Received	Approved	Denied	Pending/Never Completed	Duplicates
4							
5	Total (Y-T-D)	922,952	121,752	105,971	4,970	5,721	5,090
6	Percentage		13%	87%	4%	5%	4%
7	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
8							
9							

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	San Diego Gas & Electric									
3	DECEMBER 2013									
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Orange	17,427		17,427	12,584		12,584	72.2%	0.0%	72.2%
7	San Diego	328,299	8,272	336,571	281,605	6,365	287,970	85.8%	76.9%	85.6%
8	Total	345,726	8,272	353,998	294,189	6,365	300,554	85.1%	76.9%	84.9%
9										
10	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results							
2	San Diego Gas & Electric							
3	DECEMBER 2013							
4	2013	Total CARE Households	Households Requested to Recertify ¹	% of Households Total (C/B)	Households Recertified ²	Households De-enrolled ³	Recertification Rate % ⁴ (E/C)	% of Total Households De-enrolled (F/B)
5	January	310,083	3,359	1.1%	2,003	1,236	59.63%	0.40%
6	February	309,693	3,497	1.1%	2,093	1,296	59.85%	0.42%
7	March	309,777	4,073	1.3%	2,579	1,262	63.32%	0.41%
8	April	308,543	3,850	1.2%	2,326	1,432	60.42%	0.46%
9	May	307,842	2,901	0.9%	1,660	1,176	57.22%	0.38%
10	June	305,195	4,374	1.4%	2,551	1,781	58.32%	0.58%
11	July	301,101	4,496	1.5%	2,970	1,532	66.06%	0.51%
12	August	301,477	4,974	1.6%	3,124	1,602	62.81%	0.53%
13	September	300,847	4,253	1.4%	2,467	362	58.01%	0.12%
14	October	303,675	6,178	2.0%	3,254	310	52.67%	0.10%
15	November	302,965	4,528	1.5%	1,980	160	43.73%	0.05%
16	December	300,544	4,879	1.6%	453	59	9.28%	0.02%
17	YTD	303,675	51,362	16.91%	27,460	12,208	53.46%	4.02%
18								
19	¹ Includes all participants who were selected for recertification process and customers who failed the SDG&E's CARE eligibility probability model.							
20	² Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.							
21	³ Includes customers who did not respond or who requested to be de-enrolled.							
22	⁴ Percentage of customers recertified compared to the total participants requested to recertified in that month.							
23	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	CARE Table 7 - Capitation Contractors						
2	San Diego Gas & Electric						
3	DECEMBER 2013						
4	Contractor	Contractor Type (Check one or more if applicable)				Total Enrollments	
5		Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date
6							
7	211 PHONE		X			455	4110
8	AFRICAN ALLIANCE		X			0	3
9	AKA HEAD START		X			0	6
10	AMERICAN RED CROSS		X	X		15	321
11	BAME RENAISSANCE INC.		X			1	1
12	BLACK CONTRACTORS ASSOCIATION INC		X			0	0
13	CASA FAMILIAR		X			0	2
14	CATHOLIC CHARITIES		X			0	38
15	CHILDREN'S INITIATIVE		X			0	2
16	CHULA VISTA COMMUNITY COLLABORATIVE		X			2	20
17	COMMUNITY ACTION PARTNERSHIP - Orange County		X		X	0	1
18	COMMUNITY RESOURCE CENTER		X			12	15
19	CRISIS HOUSE		X			0	5
20	DEAF COMMUNITY SERVICES		X			0	0
21	FEEDING AMERICA SAN DIEGO		X			0	1
22	FOSTER LIFT		X			0	13
23	HEARTS AND HANDS TOGETHER		X			0	10
24	HOME START		X			0	2
25	HORN OF AFRICA		X			0	0
26	INTERFAITH COMMUNITY SERVICES		X			0	15
27	KURDISH HUMAN RIGHTS WATCH		X			0	0
28	LA MAESTRA FAMILY CLINIC		X			2	15
29	MAAC PROJECT		X			0	140
30	NATIONAL ASIAN AMERICAN COALITION		X			0	3
31	NEIGHBORHOOD HEALTH CARE		X			2	53
32	NETWORK OF MYANMAR AMERICAN ASSOCIATION		X			0	0
33	NORTH COUNTY HEALTH PROJECT		X			1	81
34	PAZZAZ, INC.		X			0	0
35	REBUILDING TOGETHER SAN DIEGO		X			0	0
36	SALVATION ARMY		X			0	1
37	SAN DIEGO FOOD BANK		X			0	1
38	SAN DIEGO STATE UNIVERSITY		X			24	280
39	SAY SAN DIEGO		X			0	0
40	SCRIPPS HEALTH		X			1	36
41	SERVICENTRO SAN CLEMENTE, INC	X				5	83
42	SOMALI FAMILY SERVICE OF SAN DIEGO		X			0	0
43	THE HARRIS GROUP	X				30	198
44	UNION OF PAN ASIA COMMUNITIES		X			0	0
45	VISTA COMMUNITY CLINIC		X			0	15
46	YMCA YOUTH		X			0	5
47	Total Enrollments					550	5476
48							
49	Any required corrections/adjustments are reported herein and supersede results reported in prior months and reflect YTD adjustments						

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Participants as of Month-End								
2	San Diego Gas & Electric								
3	DECEMBER 2013								
4	2013	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts
5	January	208,779	N/A	101,304	310,083	352,657	87.9%	0.15%	1,251,410
6	February	208,481	N/A	101,212	309,693	352,657	87.8%	-0.11%	1,251,410
7	March	208,528	N/A	101,249	309,777	352,657	87.8%	0.02%	1,251,410
8	April	207,672	N/A	100,871	308,543	353,010	87.4%	-0.44%	1,252,631
9	May	207,228	N/A	100,614	307,842	353,010	87.2%	-0.20%	1,252,631
10	June	205,341	N/A	99,854	305,195	353,010	86.5%	-0.75%	1,252,631
11	July	202,871	N/A	98,230	301,101	353,422	85.2%	-1.26%	1,254,071
12	August	202,961	N/A	98,516	301,477	353,422	85.3%	0.11%	1,254,071
13	September	202,147	N/A	98,700	300,847	353,422	85.1%	-0.18%	1,254,071
14	October	203,970	N/A	99,705	303,675	353,997	85.8%	0.66%	1,256,084
15	November	203,296	N/A	99,669	302,965	353,997	85.6%	-0.20%	1,256,084
16	December	201,671	N/A	98,883	300,554	353,997	84.9%	-0.68%	1,256,084
17	YTD	201,671	N/A	98,883	300,554	353,997	84.9%	0.66%	1,256,084
18									
19	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E
1	CARE Program Table 9 - Expenditures for CHANGES Pilot				
2	San Diego Gas & Electric				
3	DECEMBER				
4		Authorized 3-Year Budget¹	Current Month Expenses	Expenses Since Jan. 1, 2013	% of 2013 - 2014 Budget Expended
5		Total	Total	Total	Total
6	Pilots				
7	CHANGES	\$ 216,000	\$ 9,000	\$ 190,588	88%
8	Total Pilots	\$ 216,000	\$ 9,000	\$ 190,588	88%
9					
10	¹ Budget dollars are only for 2013-2014. Furthermore, In accordance with D.12-12-011, funding for the CHANGES Pilot Program through the CARE				
11	Program is to remain at current funding level (\$108,000/year) through the 2012-2014 CARE Program Cycle.				
12					
13	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.				

**CARE Table 10 CHANGES One-On-One Customer Assistance Sessions
Reporting Period November 2013**

Date	CHANGES Participants' self-identified language of preference	Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) ³	Description of each contact made with that customer's utility until a solution is reached.	If on CARE, Enter How Initially Enrolled			Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU [3]			Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.			Calls to Dedicated 800 # Recorded by IOU ²	
				#	How Enrolled ¹	CARE	FERA	Medical Baseline	#	1 = Yes 0 = No	Dedicated Toll-Free Number Used		#	1 = Yes 0 = No	Dedicated Toll-Free Number Used		
											Reason 800 # Not Used				Reason 800 # Not Used		
10/8/2013	Spanish	Set Up/Change Payment Plan	Undetermined	0	n/a	0	0	0	0	n/a	n/a	n/a	User did not specify if 1-800 number is used when calling the IOU.	Undetermined			
#####	Arabic	Set Up Account	Undetermined	1	Call Center	0	0	0	0	n/a	There was no answer on the designated CHANGES number so I called the regular customer service number.	n/a	Undetermined	Undetermined			
#####	Arabic	Bill Adjustment	Undetermined	1	Call Center	0	0	0	0	n/a	n/a	0	There was no answer on the designated CHANGES number so I called the regular customer service number.	Undetermined			
#####	English	HEAP/LiHeap Application Assistance	Undetermined	1	Call Center	0	0	0	0	n/a	This call was to another company/organization (example: HEAP provider).	n/a	Undetermined	Undetermined			
#####	Spanish	N2N Application Assistance (SDG&E) Stop Disconnection	Undetermined	1	Capitation Agency	0	0	0	0	n/a	This call was to another company/organization (example: HEAP provider).	n/a	Undetermined	Undetermined			
#####	Burmese	Set Up Account	Undetermined	1	Call Center	0	0	0	0	n/a	User did not specify if 1-800 number is used when calling the IOU.	n/a	Undetermined	Undetermined			
#####	Spanish	N2N Application Assistance (SDG&E) Stop Disconnection	Undetermined	1	Capitation Agency	0	0	0	0	n/a	n/a	0	There was no answer on the designated CHANGES number so I called the regular customer service number.	Undetermined			
#####	Arabic	Changes to Account	Undetermined	1	Call Center	0	0	0	0	n/a	n/a	0	There was no answer on the designated CHANGES number so I called the regular customer service number.	Undetermined			
#####	Spanish	N2N Application Assistance (SDG&E) Stop Disconnection	Undetermined	1	Capitation Agency	0	0	0	0	n/a	n/a	0	This call was to another company/organization (example: HEAP provider).	Undetermined			
11/4/2013	English	Waive/Decrease Deposit	Undetermined	0	n/a	0	0	0	0	n/a	n/a	0	I did not get the assistance I needed so I called the regular customer service number.	Undetermined			
#####	Spanish	N2N Application Assistance (SDG&E) Stop Disconnection	Undetermined	1	Unknown	0	0	0	0	n/a	n/a	0	There was no answer on the designated CHANGES number so I called the regular customer service number.	Undetermined			
#####	Spanish	N2N Application Assistance (SDG&E) Stop Disconnection	Undetermined	1	Unknown	0	0	0	0	n/a	There was no answer on the designated CHANGES number so I called the regular customer service number.	n/a	Undetermined	Undetermined			
#####	Arabic	Set Up Account	Undetermined	1	Call Center	0	0	0	0	n/a	There was no answer on the designated CHANGES number so I called the regular customer service number.	n/a	Undetermined	Undetermined			
#####	Arabic	Set Up Account	Undetermined	1	Branch Office	0	0	0	0	n/a	There was no answer on the designated CHANGES number so I called the regular customer service number.	n/a	Undetermined	Undetermined			
Current Month Total				12		0	0	0	0								
Year-to-Date Total				70		0	0	0	0								

[1] Information "Unable to Track" is information from accounts with CARE enrollment statuses transferred from a previous account or applications submitted without source codes.

[2] Total calls received to SDG&E's CHANGES toll-free line through June totaled 2. Call data per one-on-one sessions is not available.

[3] For column C, this data was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original version in order to have a more consistent appearance and format with existing SDG&E tables:

CARE Table 11 CHANGES Group Customer Assistance Sessions November 2013

Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
			# of Sessions	Length (Hours) ²	Number of Attendees	Description of Information / Literature Provided
N/A						
N/A		None reported				
N/A						
N/A						
N/A						
N/A						
N/A						
N/A						
N/A						
Current Month Total			0		0	
Year-to-Date			0		835	

[1] This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original version in order to have a more consistent appearance and format with existing SDG&E tables. Table formats are included in Attachment A.

[2] Contractor states all sessions at least 30 minutes.

	Understanding Your Bill ¹	Safety	Level Pay Plan	Energy Conservation	CARE, FERA, & Other Programs	Avoiding Disconnection
SDG&E	0	0	0	0	0	0

None reported

Language ¹	SDG&E
Arabic	0
Chinese	0
English	0
Farsi	0
Indonesian	0
Japanese	0
Korean	0
Spanish	0
Tagalog	0
Vietnamese	0

[1]This data table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original version in order