



Energy Savings Assistance (ESA) and California Alternate Rates for Energy (CARE)

Program Monthly Report for May 2014

PACIFIC GAS AND ELECTRIC COMPANY
ENERGY SAVINGS ASSISTANCE PROGRAM AND
CALIFORNIA ALTERNATE RATES FOR ENERGY PROGRAM
MONTHLY REPORT FOR MAY 2014

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PACIFIC GAS AND ELECTRIC COMPANY

**ENERGY SAVINGS ASSISTANCE PROGRAM
AND CALIFORNIA ALTERNATE RATES FOR ENERGY PROGRAM
MONTHLY REPORT FOR MAY 2014**

This Monthly Report complies with low income reporting requirements established in Decision (D.)12-08-044, and with all reporting and program evaluation requirements previously established for the California Alternate Rates for Energy (CARE) and Energy Savings Assistance (ESA) Programs. The utilities met with Energy Division staff to revise reporting tables and formats in compliance with the mandates of D.12-08-044 and now use the resulting Energy Division-approved monthly reporting format.

1. Energy Savings Assistance Program Summary

The ESA Program provides free home weatherization, energy-efficient appliances and energy education services to income-qualified PG&E customers throughout the Company's service area. To qualify for the ESA Program, a residential customer's household income must be at or below 200 percent of Federal Poverty Guidelines, as required in D.05-10-044. PG&E has offered energy efficiency programs to income-qualified customers in its 48 counties since 1983. The ESA Program's objective is to help income-qualified customers reduce their energy consumption and costs while also improving their quality of life. The 2012-2014 ESA Program authorized in D.12-08-044 continues as a resource program emphasizing long-term and enduring energy savings. It continues to serve all willing and eligible low income customer populations by providing all feasible ESA Program measures at no cost to the customer through a direct-install approach. All housing types are eligible to participate, and the ESA Program is available to both homeowners and renters.

1.1 Energy Savings Assistance Program Overview

PG&E's 2012-2014 ESA Program follows the policies and guidance given in D.07-12-051, which established the following programmatic initiative for the ESA Program (formerly known as LIEE):

To provide all eligible customers the opportunity to participate in the LIEE programs and to offer those who wish to participate all cost-effective energy efficiency measures in their residences by 2020.

PG&E's ESA Program has treated 46,552 customers through May 2014.

1.1.1 Provide a summary of the Energy Savings Assistance Program elements as approved in D.12-08-044:

Energy Savings Assistance Program Summary for Month			
2014	Authorized / Planning Assumptions	Year-to-Date Actual	%
Budget	\$ 161,735,112	\$52,724,618	33%
Homes Treated	119,940	46,552	38.81%
kWh Saved	NA	15,114,206	
kW Demand Reduced	NA	2,567	
Therms Saved	NA	784,505	

1.2 ESA Program Customer Outreach and Enrollment Update

PG&E’s outreach team and the ESA Program contractors conduct outreach through different channels and in multiple languages, including: Bill inserts, direct mailings, emails, outbound phone calls, ethnic and local media, community events and partnerships and other innovative approaches. Customers who call PG&E’s customer service centers are referred to the ESA Program and assigned to a contractor in their area.

The ESA Program partners with 37 local installation contractors, 2 appliance contractors, and 11 Community-Based Organizations (CBOs), of which 6 are also Low Income Home Energy Assistance Program (LIHEAP) agencies.

PG&E has 5 contracts with LIHEAP agencies that are now working within PG&E’s ESA Program. PG&E coordinates with these LIHEAP agencies to install Energy Star® refrigerators in homes receiving PG&E electric service where the LIHEAP contractors have installed all other measures under the State Weatherization Program. This allows both the ESA Program and LIHEAP to leverage their resources and help additional low income homes. Through May, 31 refrigerators have been installed through this effort, which equates to \$22,800 leveraged through this program.

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

In May, PG&E launched a set of customizable tools to help contractors promote the ESA Program, as a result of direct feedback from the contractors. Available in both English and Spanish, the tools allow contractors to customize each piece with their company name and contact information while leveraging the PG&E logo and branding from existing ESA Program acquisition materials. The set of tools include a door hanger for neighborhood canvassing, postcard for direct mail, and flyer for outreach at local events.

Sample contractor tool creative:



Energy Savings
Assistance Program

Mejoras en su hogar sin costo alguno para usted

Disponible para aquellos hogares que cumplan con los requisitos

During May, ESA Program launched the new digital ad, online search, and radio campaign. Its main focus is on Spanish- and Chinese-speaking audiences, though displayed on English and Chinese sites. Preliminary results show a 57.6% increase in online traffic to ESA Program main pages since April.

Sample digital ad creative:

<p>Discover savings with PG&E</p>	<p>Descubra ahorros con PG&E</p>
<p>Save with free energy efficient home solutions.</p> <p>See if you qualify ▶</p> <p>Energy Savings Assistance Program</p>	<p>Ahorre con soluciones eficientes y gratuitas para su hogar.</p> <p>Vea si califica ▶</p> <p>Energy Savings Assistance Program</p>

Additionally, the PG&E outreach team launched the ESA Program module in the Home Energy Report. This version will be sent throughout May, June and July to existing CARE customers who already receive PG&E’s Home Energy Report.

Sample Home Energy Report creative:



Your Home Energy Report

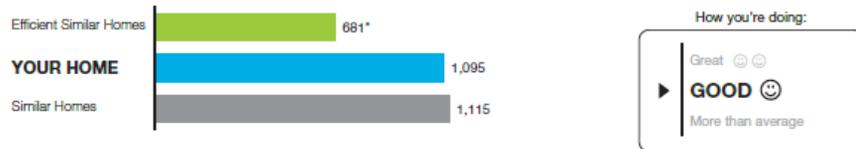
Account number: _____
Report period: 04/03/14–06/03/14

This report gives you context on your energy use to help you make smart energy saving decisions.

For a full list of energy saving products and services for purchase, including rebates from Pacific Gas & Electric, visit:

 pge.com/HER

Last 2 Months Household Comparison | You used **61% more** energy than efficient similar homes.



* This energy index combines electricity (kWh) and natural gas (therms) into a single measurement.

What Homes Are Compared?

■ **Similar Homes:** Approximately 100 occupied, nearby homes (avg 0.12 mi away) that have gas heat.

■ **Efficient Similar Homes:** The most efficient 20 percent of similar homes.

Save even more with our Energy Savings Assistance Program

PG&E's Energy Savings Assistance Program provides home improvements at no cost to help keep your home more energy efficient, safe and comfortable.

Since you're already a member of the California Alternate Rates for Energy (CARE) Program, you're likely to qualify.*

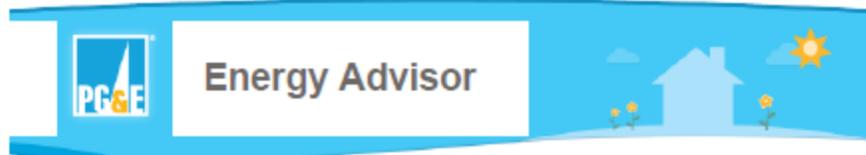
Apply today at pge.com/EnergySavingsNow

*Your home must be at least five years old. Both renters and owners are eligible.



PG&E continued the monthly digital newsletter targeting customers with a high propensity for eligibility in CARE and ESA Program with the purpose of building awareness for both programs. May's digital newsletter included two stories with topics related to the ESA Program.

Sample digital newsletter:



MAY 2014

SHARE



Is your house ready for summer?

As warm weather approaches, now is a good time to prepare your home for the hot, humid days to come. By following a few simple steps, you can reduce your energy bills and stay comfortable this summer.

[Get ready](#) ▶



Manage your energy costs with CARE

When you have eight children, it can be hard to make ends meet. It was even harder after Mr. Vega was laid off. The Vega family was relieved to learn how the CARE Program could help them save money on their energy bills during challenging times.

[See how](#) ▶



How much water do you use each day?

Water is a precious resource and a drain on your budget. Take this online survey to find out how much your household is using. The answer may surprise you. You'll also learn about ways to conserve water and save money.

[Estimate your water use](#) ▶



Celebrate safely with metallic balloons

Metallic balloons make a great addition to your special occasions, but they can cause outages or injuries if they contact power lines. With a few simple precautions, you can safely enjoy the festivities.

[Keep your celebrations safe](#) ▶

MONEY SAVING TIPS

Air dry laundry.

Air drying is free and is easier on fabrics than clothes dryers.

Unplug electronics.

Chargers and other devices continue to use power even when you are not using them.

Spotlight

Low-flow showerheads

Did you know that a five-minute shower can send 25 gallons of water down the drain? Low-flow showerheads can cut your water use in half, saving the average household 14,000 gallons a year. Our Energy Savings Assistance Program includes this and other home improvements at no cost.

[Find out if you qualify](#) ▶

In addition, the ESA Program participated in Cinco de Mayo events in Fresno and San Jose to build awareness among Spanish-speaking communities. At the events, PG&E showcased an electric safety demonstration and shared information on public safety, energy efficiency, and financial assistance programs. The PG&E team distributed more than 3,000 electric and gas safety flyer and the Integrated Programs brochure, which highlights financial assistance programs including CARE and ESA Program, in Spanish as well as nearly 5,000 branded giveaway items.

The following initiative continued building awareness and participation for the ESA Program throughout May:

- Online – Customers can visit pge.com/EnergySavings to find out more information about the ESA Program and apply online. This channel collected 1,224 new referrals in May. Year to date, this channel has collected 5,198 new referrals.

ESA maintained its partnerships with PG&E’s Middle Income Direct Install (MIDI) Program and local government energy efficiency partnerships to help weatherize middle-income households’ homes in the following counties: Monterey, San Benito, Santa Cruz, Fresno, Kern, Madera, Mendocino, Napa, San Luis Obispo, San Mateo, Santa Barbara, Sonoma, Santa Clara (Silicon Valley), Yolo and Tulare/Kings. Through the month of May, this effort led to 343 MIDI customer enrollments.

1.3 Leveraging Success Evaluation, Including California Community Services Department (CSD)

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

PG&E, SCE, SDG&E and SoCalGas have been meeting with CSD staff since October 16, 2012 to discuss leveraging opportunities in compliance with D.12-08-044. Ideas explored have included bulk purchasing and data sharing. PG&E is working with CSD to implement two pilots in 2014: Solar water heating and geographic coordination.

1.4 Workforce Education & Training

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

Contractors are encouraged to hire local workers to implement the ESA Program in their areas. All contractors and subcontractors responsible for implementing the ESA Program are trained at the PG&E Energy Training Center (ETC) in Stockton California. Most of these ESA Program energy

specialists and installation contractors are from the local communities in which they work. Year-to-date, 273 individuals in 25 sessions (1527 student days) have been trained to deliver the ESA Program in various capacities.

PG&E continues to participate in the statewide workforce education and training working group.

1.5 Miscellaneous

ESA Program Coordination with the Single Family Affordable Solar Housing (SASH) Program

PG&E's ESA Program works with Grid Alternatives to deliver ESA services to customers that have been approved to participate in the SASH Program. Grid Alternatives refers SASH-eligible homes to PG&E on a regular basis. If the customer has not yet participated in the ESA Program, the customer is placed in the program. The home is assessed and delivery of all eligible measures is expedited. PG&E then notifies Grid Alternatives of the measures that were installed in the home. Grid Alternatives uses this data in their calculations to accurately size the SASH solar unit to be installed. Year-to-date, the ESA Program has completed treatment of 18 homes that were selected for SASH program participation. PG&E supplied ESA measure installation data for 62 SASH-selected homes that were treated through the ESA Program in prior years.

2 California Alternate Rates for Energy Program Summary

The CARE Program provides a monthly discount on energy bills for qualifying households throughout PG&E's service area.

To qualify for the CARE discount, a residential customer's household income must be at or below 200 percent of Federal Poverty Guidelines, as required in D.05-10-044 and per Public Utility Code Section 739.1(b)(1).

The 2012-2014 CARE Program was adopted in D.12-08-044 issued on August 30, 2012. The authorized CARE administrative budget for 2014 is \$14,766,512. This 2014 budget includes \$134,846 for PG&E's Cooling Centers Program.

D.12-12-011 approved continued funding of the Community Help and Awareness with Natural Gas and Electricity Services (CHANGES) Pilot Program through the CARE Outreach budget at the current statewide funding level of \$60,000 a month until the end of 2014. PG&E is responsible for 30%, or \$18,000 a month, of the Joint Utility pilot program cost. The CHANGES Pilot Program provides funding to Community Based Organizations (CBOs) to assist Limited English Proficient (LEP) customers with energy education and billing issues. D.12-12-011 required that the utilities report CHANGES activity in the monthly reports beginning in April, 2013.

2.1 CARE Program Cost Summary

CARE Budget Categories	Authorized Budget	Actual Expenses Year to Date	% of Budget Spent
Outreach	\$5,451,666	\$1,213,133	22%
Processing, Certification, Recertification	\$3,729,000	\$568,737	15%
Post Enrollment Verification	\$1,920,000	\$509,244	27%
IT Programming	\$651,000	\$421,061	65%
Cooling Centers	\$134,846	\$93,598	69%
CHANGES Pilot Program	\$216,000	\$97,847	45%
Measurement and Evaluation	\$88,000	\$34,293	39%
Regulatory Compliance	\$342,000	\$80,072	23%
General Administration	\$2,106,000	\$537,321	26%
CPUC Energy Division Staff	\$128,000	\$18,851	15%
Total Expenses	\$14,766,512	\$3,574,157	24%
Subsidies and Benefits	\$605,950,000	\$231,780,479	38%
Total Program Costs and Discounts	\$620,716,512	\$235,354,636	38%

PG&E anticipates it will exceed the IT Programming budget category by year-end due to IT costs associated with continuing enhancements to internal databases to track CARE customer information for reporting purposes. These efforts will also result in efficiency gains in processing of customer enrollments. PG&E will fund-shift at year-end to cover the overspending in accordance with the fund-shifting rules authorized in D.12-08-044 and will report this information in its 2014 annual report.

2.1.1 Please provide the CARE Program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,373,212	1,648,774	83%

2.2 Outreach

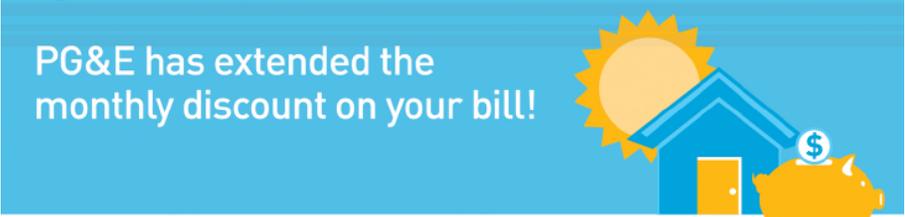
2.2.1 Discuss utility outreach activities and those undertaken by third parties on the utility's behalf.

In May, CARE Program penetration remained level, as the PG&E outreach team wrapped up the first wave of 2014 acquisition direct mail, email and automated voice messaging outreach efforts. The multi-touch acquisition campaign targeted customers with a high propensity for eligibility as well as those who previously participated in the program but did not recertify. Overall, the first wave of acquisition outreach efforts resulted in approximately 18,900 enrollments, which represents a 45% increase in enrollments from our 2013 acquisition efforts. This is due to optimization of messaging and creative versions based on results from

previous performance. PG&E's outreach team is currently planning for a second wave of 2014 acquisition to start in July.

To support the auto-renewal initiative, PG&E designed a letter to be sent to the approximately 55,000 customers who are approaching their two-year program expiration and have been identified as most eligible according to the propensity model. The auto-renewal initiative helps reduce and reinvest outreach and operational costs since these customers no longer need to receive separate recertification notices and go through the process.

Sample auto-renewal creative:



The graphic features a blue background with a yellow sun, a blue house, and a yellow piggy bank with a dollar sign on top. The text reads: "PG&E has extended the monthly discount on your bill!"

John Q. Sample
Address 1
Address 2
City, State, ZIP

Continue saving with the CARE Program. Learn more by visiting pge.com/careguidelines.

Account number: 0123456789

Month XX, 2014

Dear [Name],

PG&E is committed to helping you save.

Congratulations! Your household has been automatically renewed in PG&E's California Alternate Rates for Energy (CARE) Program for the next two years. We are trying to make things easier for our customers: you won't need to go through the renewal process.

[Learn more about your CARE eligibility.](#)

The CARE Program offers a significant monthly discount on PG&E bills for qualifying households, based on the total income of everyone in the home. We've automatically renewed your discount based on your past participation in CARE, and because we estimate that you still qualify¹. If you no longer qualify under the CARE Program guidelines² due to changes in your financial or other household circumstances, please email PG&E at careprogram@pge.com or call 1-866-743-2273.

Enjoy the CARE discount and log in to pge.com/myenergy for even more ways to save!

Sincerely,



Allen Fernandez Smith
Customer Energy Solutions
Pacific Gas and Electric Company

During April, the CARE Program launched a new digital ad, online search, and radio campaign. Its main focus remains on Spanish- and Chinese-speaking audiences, though it's also displayed on English sites. It's continuously optimized to ensure presence of top performing creative on the most effective sites. Preliminary results show an average 17.5% increase per month in online traffic to CARE pages since April.

Sample digital creative:

Additionally, CARE launched the CARE Program module for PG&E's Home Energy Report. This version will be sent throughout May, June and July to those customers deemed most eligible for CARE according to the propensity model and to who currently receive the Home Energy Report.

Sample Home Energy Report creative:





Your Home Energy Report

Account number:
Report period: 04/03/14-06/03/14

This report gives you context on your energy use to help you make smart energy saving decisions.

For a full list of energy saving products and services for purchase, including rebates from Pacific Gas & Electric, visit:

 pge.com/HER

Last 2 Months Household Comparison | You used **2% more** energy than similar homes.



How you're doing:

You used more than average

Turn over for ways to save



* This energy index combines electricity (kWh) and natural gas (therms) into a single measurement.

What Homes Are Compared?

■ **Similar Homes:** Approximately 100 occupied nearby homes that are similar in size to yours (avg 1,606 sq ft) and have gas heat

■ **Efficient Similar Homes:** The most efficient 20 percent of similar homes

Need help paying summer energy bills? Apply for a discount starting this summer with CARE.

PG&E's California Alternate Rates for Energy (CARE) Program offers a significant monthly discount on PG&E bills for qualifying households.

Nearly 1.4 million customers participate in the CARE Program. Applying* is simple and secure.

Get started today at pge.com/CAREprogram

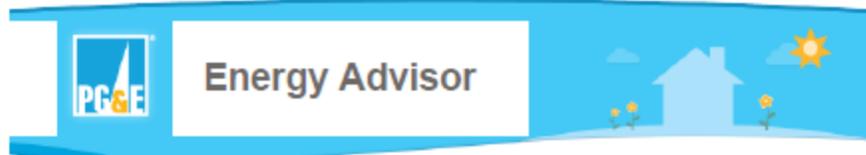
*You're likely to qualify and no proof of income is necessary for enrollment.



Turn over for savings →

CARE continued the monthly digital newsletter targeting customers with a high propensity for eligibility in CARE and ESA Program with the purpose of building awareness for both programs. May's digital newsletter included a video on how the Vega family benefited from the CARE Program.

Sample digital newsletter:



MAY 2014

SHARE



Is your house ready for summer?

As warm weather approaches, now is a good time to prepare your home for the hot, humid days to come. By following a few simple steps, you can reduce your energy bills and stay comfortable this summer.

[Get ready](#) ▶



Manage your energy costs with CARE

When you have eight children, it can be hard to make ends meet. It was even harder after Mr. Vega was laid off. The Vega family was relieved to learn how the CARE Program could help them save money on their energy bills during challenging times.

[See how](#) ▶



How much water do you use each day?

Water is a precious resource and a drain on your budget. Take this online survey to find out how much your household is using. The answer may surprise you. You'll also learn about ways to conserve water and save money.

[Estimate your water use](#) ▶



Celebrate safely with metallic balloons

Metallic balloons make a great addition to your special occasions, but they can cause outages or injuries if they contact power lines. With a few simple precautions, you can safely enjoy the festivities.

[Keep your celebrations safe](#) ▶

MONEY SAVING TIPS

Air dry laundry.

Air drying is free and is easier on fabrics than clothes dryers.

Unplug electronics.

Chargers and other devices continue to use power even when you are not using them.

Spotlight

Low-flow showerheads

Did you know that a five-minute shower can send 25 gallons of water down the drain? Low-flow showerheads can cut your water use in half, saving the average household 14,000 gallons a year. Our Energy Savings Assistance Program includes this and other home improvements at no cost.

[Find out if you qualify](#) ▶

In addition, CARE participated in Cinco de Mayo events in Fresno and San Jose to build awareness among Spanish-speaking communities. At the events, PG&E showcased an electric safety demonstration and shared information on public safety, energy efficiency, and financial assistance programs. The PG&E team distributed more than 3,000 electric and gas safety flyer and the Integrated Programs brochure, which highlights financial assistance programs including CARE and ESA Program, in Spanish as well as nearly 5,000 branded giveaway items.

The following ongoing efforts continued building CARE awareness and participation throughout May:

- Automated Phone Calls – CARE partners with a third-party vendor and PG&E’s customer service representatives to enroll new households and recertify existing households by telephone. Year to date, this channel has generated 17,752 recertified customers and 6,031 new enrollments.
- Online – Customers can visit pge.com/CARE to find out more information about CARE and to apply online. Year to date, this channel has collected 66,129 new enrollments.
- Local Office Partnerships – CARE partners with local offices to inform customers about the program and to distribute applications. Year to date, this initiative has produced 5,508 new enrollments.
- Community Outreach Contractors (COCs) - PG&E contracted with 72 COCs throughout its service area. These represent a variety of communities, including African-Americans, Hispanics, Asian Pacific Islander Americans (Chinese, Vietnamese, Laotian, and Hmong), Native Americans, seniors, rural residents, agricultural workers, sub-metered tenants, and nonprofit living facilities. Year to date, this initiative has led to 238 new enrollments.

To address enrollment barriers discovered through customer research, PG&E continued efforts to optimize the CARE application for 2014-2015. PG&E applied focus group insights on design and messaging collected in January and collaborated with ORA and other stakeholder groups in the development of a more customer-friendly application filed at the beginning of May.

Throughout these efforts, PG&E continues to evaluate different channels, language and design, identifying optimization opportunities and implementing learnings in real time for improved results, efficiency and cost-effectiveness.

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

PG&E exchanges data with Southern California Edison (SCE) Company and Southern California Gas (SCG) Company and automatically enrolls their CARE households if they also receive PG&E service. PG&E also exchanges data of qualified low income households with the Sacramento Municipal Utility District (SMUD) and Modesto Irrigation District (MID). PG&E provides natural gas within the SMUD and MID electric service areas and automatically enrolls qualified low income customers served by SMUD and MID onto the CARE Program. These data exchanges are currently on hold while PG&E updates their information security agreements.

PG&E automatically enrolls customers who receive LIHEAP and Relief for Energy Assistance through Community Help (REACH) payments. Year-to-date, 1,791 LIHEAP customers and 323 REACH customers have been automatically enrolled onto the CARE Program.

Year-to-date, 11,876 ESA Program participants have been enrolled in the CARE Program.

Additionally, PG&E continues to coordinate CARE, ESA and other low income outreach efforts to provide likely eligible customers with the knowledge and tools to access helpful PG&E services. For example, upcoming CARE and ESA acquisition campaigns will cross-reference programs in automated phone calls, emails and direct mail. The goal with these and similar efforts moving forward is to help financially challenged customers manage their energy bills in a more holistic and sustainable way.

2.2.3 Recertification Complaints

D.08-11-031, Ordering Paragraph 90, directed the IOUs to report in their monthly and annual reports the number of customer complaints received regarding CARE recertification efforts and the nature of the complaints beginning with the first report due on or about December 31, 2008. PG&E reports that it received no complaints about CARE recertification in May.

2.3 Miscellaneous

D.08-11-031, Ordering Paragraph (OP) 64, granted the IOUs discretion about how to enroll eligible public housing residents in each of their service areas. In response, PG&E contracted with Public Housing Authorities as COCs to enroll their eligible residents in the program.

3 Appendix: ESA Tables and CARE Tables

ESA- Table 1- ESA Program Expenses

ESA- Table 2- ESA Measure Installations and Savings

ESA- Table 3- Average Bill Savings per Treated Home

ESA- Table 4a- ESA Homes Treated

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

ESA- Table 5- ESA Customer Summary

ESA- Table 6- Expenditures for Pilots and Studies

CARE- Table 1- CARE Program Expenses

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

CARE- Table 3A- Post-Enrollment Verification results (Model)

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

CARE- Table 4- CARE Self-Certification and Self-Recertification Applications

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 CHANGES Pilot Program

CARE-Table 10- CHANGES

CARE-Table 11- CHANGES

**Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses
Through May 31, 2014**

ESA Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Appliances	\$ 34,907,105	\$ 2,627,416	\$ 37,534,521	\$ 1,770,631	\$ 65,193	\$ 1,835,823	\$ 7,122,034	\$ 256,378	\$ 7,378,411	20%	10%	20%
Domestic Hot Water	\$ 924,532	\$ 9,757,809	\$ 10,682,341	\$ 79,149	\$ 1,070,940	\$ 1,150,089	\$ 312,934	\$ 4,301,753	\$ 4,614,687	34%	44%	43%
Enclosure	\$ 7,457,463	\$ 41,793,263	\$ 49,250,726	\$ 668,546	\$ 3,788,425	\$ 4,456,970	\$ 2,703,480	\$ 15,319,722	\$ 18,023,202	36%	37%	37%
HVAC [3]	\$ 2,685,301	\$ 2,661,646	\$ 5,346,947	\$ 454,439	\$ 452,399	\$ 906,838	\$ 1,489,015	\$ 1,793,668	\$ 3,282,683	55%	67%	61%
Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Lighting	\$ 28,575,478	\$ -	\$ 28,575,478	\$ 2,310,274	\$ -	\$ 2,310,274	\$ 9,339,649	\$ -	\$ 9,339,649	33%	0%	33%
Miscellaneous[2]	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Customer Enrollment	\$ 1,155,071	\$ 621,961	\$ 1,777,032	\$ 85,922	\$ 46,266	\$ 132,187	\$ 348,504	\$ 187,656	\$ 536,160	30%	30%	30%
In Home Education	\$ 9,917,891	\$ 5,340,403	\$ 15,258,294	\$ 850,852	\$ 458,151	\$ 1,309,004	\$ 3,449,409	\$ 1,857,374	\$ 5,306,782	35%	35%	35%
Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Energy Efficiency TOTAL	\$ 85,622,841	\$ 62,802,498	\$ 148,425,339	\$ 6,219,813	\$ 5,881,373	\$ 12,101,186	\$ 24,765,025	\$ 23,716,550	\$ 48,481,575	29%	38%	33%
Training Center	\$ 634,400	\$ 341,600	\$ 976,000	\$ 35,020	\$ 18,857	\$ 53,877	\$ 169,941	\$ 91,507	\$ 261,448	27%	27%	27%
Inspections	\$ 3,899,299	\$ 2,099,623	\$ 5,998,922	\$ 273,879	\$ 147,473	\$ 421,352	\$ 1,379,131	\$ 742,609	\$ 2,121,741	35%	35%	35%
Marketing and Outreach	\$ 1,234,903	\$ 664,948	\$ 1,899,851	\$ 101,936	\$ 54,889	\$ 156,825	\$ 278,877	\$ 150,164	\$ 429,041	23%	23%	23%
Statewide Marketing Education and Outreach [1]	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Measurement and Evaluation Studies	\$ 133,250	\$ 71,750	\$ 205,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Regulatory Compliance	\$ 241,150	\$ 129,850	\$ 371,000	\$ 10,006	\$ 5,388	\$ 15,395	\$ 64,490	\$ 34,725	\$ 99,215	27%	27%	27%
General Administration	\$ 2,472,600	\$ 1,331,400	\$ 3,804,000	\$ 188,794	\$ 101,658	\$ 290,452	\$ 860,470	\$ 463,330	\$ 1,323,801	35%	35%	35%
CPUC Energy Division	\$ 35,750	\$ 19,250	\$ 55,000	\$ 1,281	\$ 690	\$ 1,971	\$ 5,068	\$ 2,729	\$ 7,798	14%	14%	14%
TOTAL PROGRAM COSTS	\$ 94,274,193	\$ 67,460,919	\$ 161,735,112	\$ 6,830,729	\$ 6,210,328	\$ 13,041,057	\$ 27,523,003	\$ 25,201,615	\$ 52,724,618	29%	37%	33%
Funded Outside of ESA Program Budget												
Indirect Costs				\$ 89,294	\$ 48,081	\$ 137,375	\$ 481,856	\$ 259,461	\$ 741,317			
NGAT Costs					\$ 282,301	\$ 282,301		\$ 1,054,222	\$ 1,054,222			

[1] The 2014 ESA Statewide Marketing, Education and Outreach authorized budget of \$127,000 was transferred from the PPP-Low Income Balancing Account to the Statewide ME&O Balancing Account per D.12-08-044, D.13-04-021 and D.13-12-038.

[2] The 2014 authorized budget in the Miscellaneous category of \$10,854,095 was redistributed to the HVAC category (\$922,598 for AC Fan Delay- Electric) and the Enclosure category (\$1,559,579 for Attic Insulation - Electric and \$8,371,918 for Attic Insulation - Gas).

[3] PG&E will address the higher-than-expected expenditure, and anticipated overspend in the HVAC category in accordance with the fund-shifting rules authorized in D.12-08-044.

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Energy Savings Assistance Program Table 2

Through May 31, 2014

Measures	Units	Year-To-Date Completed & Expensed Installation					% of Expenditure
		Quantity Installed	kWh [4] (Annual)	kW [5] (Annual)	Therms (Annual)	Expenses (\$)	
Appliances [10]							
High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	
Refrigerators	Each	6,566	4,629,068	788.78	-	\$ 6,108,400	13.44%
Evaporative Cooler (Replacement)	Each	1,539	792,296	918.21	-	\$ 1,049,077	2.31%
Microwaves [6]	Each	8,000	1,051,330	-	65,430	\$ 700,494	1.54%
Domestic Hot Water							
Water Heater Blanket	Home	11,331	56,925	12.41	59,037	\$ 676,011	1.49%
Low Flow Shower Head	Home	46,608	132,832	29.94	214,108	\$ 1,941,456	4.27%
Water Heater Pipe Insulation	Home	1,097	3,342	0.57	6,879	\$ 22,361	0.05%
Faucet Aerator	Home	34,865	71,327	15.39	91,401	\$ 640,693	1.41%
Water Heater Repair/Replacement	Each	420	-	-	-	\$ 295,085	0.65%
Thermostatic Shower Valve [7]	Each	36,891	117,035	26.38	171,087	\$ 803,169	1.77%
Enclosure							
Air Sealing / Envelope [1]	Home	33,472	1,572,937	-	155,962	\$ 14,189,146	31.21%
Caulking	Home						
Attic Insulation	Home	1,699	129,377	66.07	20,601	\$ 2,687,081	5.91%
HVAC [10]							
FAU Standing Pilot Conversion	Each						
Furnace Repair/Replacement	Each	778	-	-	-	\$ 953,769	2.10%
Room A/C Replacement	Each	246	18,886	17.06	-	\$ 262,575	0.58%
Central A/C replacement	Each	6	350	0.50	-	\$ 15,201	0.03%
Central A/C Tune up [9]	Home	-	-	-	-	\$ 28,930	0.06%
Duct Testing and Sealing	Home	1,261	-	-	-	\$ 821,602	1.81%
Maintenance							
Furnace Clean and Tune	Home						
Lighting							
Compact Fluorescent Lights (CFL)	Each	161,529	2,235,656	210.45	-	\$ 1,308,509	2.88%
Interior Hard wired CFL fixtures	Each	71,986	3,106,200	354.39	-	\$ 5,988,961	13.17%
Exterior Hard wired CFL fixtures	Each	12,083	521,986	60.42	-	\$ 1,020,400	2.24%
Torchiere	Each	2,479	505,443	49.58	-	\$ 205,874	0.45%
Occupancy Sensor	Each	4,241	169,216	16.96	-	\$ 259,092	0.57%
LED Night Lights	Each						
Miscellaneous							
Pool Pumps	Each						
Smart Power Strips	Each	0	-	0	-	\$ -	0
New Measures							
AC Time Delay [8]	Each	0	-	0	0	\$ -	0
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	46,552				\$ 502,286	1.10%
In-Home Education	Home	46,552				\$ 4,980,134	10.95%
Total Savings/Expenditures			15,114,206	2,567.10	784,505	\$ 45,460,306	
Households Weatherized [2]		41,580					
Households Treated							
- Single Family Households Treated	Home	30,630					
- Multi-family Households Treated	Home	13,189					
- Mobile Homes Treated	Home	2,733					
Total Number of Households Treated	Home	46,552					
# Eligible Households to be Treated for PY [3]	Home	119,940					
% of Households Treated	%	38.81%					
- Master-Meter Households Treated	Home	2,137					

[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.

[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs

[3] Appendix A --- A.11-05-019 Adopted Number of Homes to be Treated

[4] All savings are calculated based on the following sources:

ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011.

[5] Costs exclude support costs that are included in Table 1.

[6] Microwave savings are from ECONorthWest Studies received in December of 2011

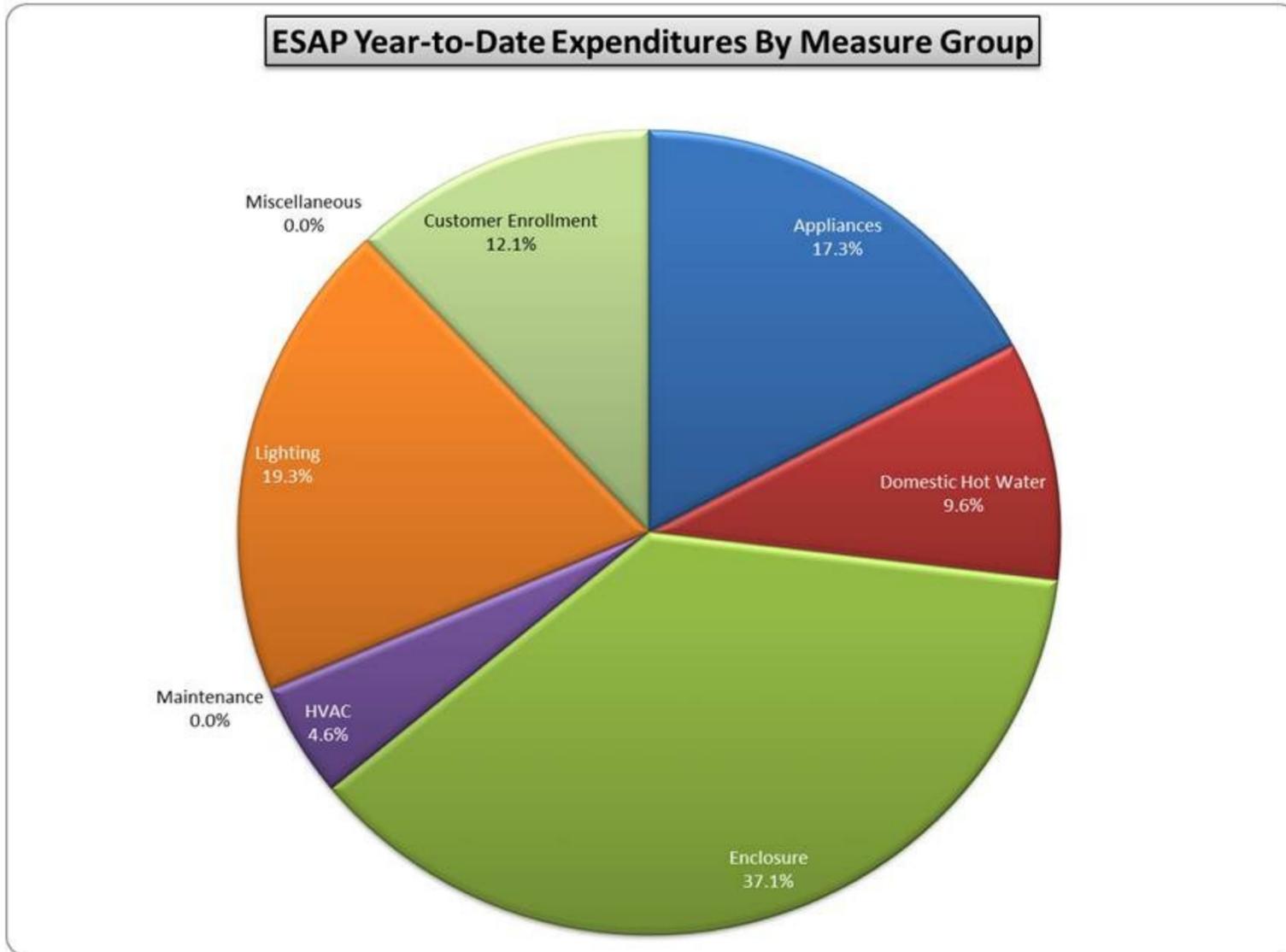
[7] Savings value will be the same as the shower head measure mentioned in footnote [4]

[8] Savings value from Work Paper PGE0077 Revision #1 --- California HVAC Upgrade: Efficient Fan Controller(EFC) for Residential

[9] Expenditures reflect 2013 work that was paid in 2014

[10] This Table reflects the move of the AC Tune Up measure to the HVAC category, and the Evaporative Cooler measure to the Appliances category beginning with the April 2014 report.

**Energy Savings Assistance Program Table 2 Pie-Chart
Through May 31, 2014**



Appliances	7,857,972	17.29%
Domestic Hot Water	4,378,775	9.63%
Enclosure	16,876,227	37.12%
HVAC	2,082,077	4.58%
Maintenance	-	0.00%
Lighting	8,782,835	19.32%
Miscellaneous	-	0.00%
New Measures	-	0.00%
Customer Enrollment	5,482,420	12.06%
Total	45,460,306	100.00%

Energy Savings Assistance Program Table 3 - Average Bill Savings	
Through May 31, 2014	
Year-to-Date Installations - Expensed	
Annual kWh Savings	15,114,206
Annual Therm Savings	784,505
Lifecycle kWh Savings	197,860,961
Lifecycle Therm Savings	6,850,352
Current kWh Rate	\$ 0.0911
Current Therm Rate	\$ 0.8342
Number of Treated Households	46,552
Average 1st Year Bill Savings / Treated Households	\$ 43.65
Average Lifecycle Bill Savings / Treated Households	\$ 375.85

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

**Energy Savings Assistance Program Table 4a - Energy Savings Assistance
Through May 31, 2014**

County	Eligible Households			Households Treated YTD		
	Rural	Urban	Total	Rural	Urban	Total
ALAMEDA	3	164,413	164,416	-	5,052	5,052
ALPINE	124	-	124	-	-	-
AMADOR	4,499	2	4,501	203	7	210
BUTTE	12,196	27,033	39,229	1,238	8	1,246
CALAVERAS	7,528	67	7,595	185	19	204
COLUSA	3,071	14	3,085	82	-	82
CONTRA COSTA	1	100,399	100,400	6	2,232	2,238
EL DORADO	6,385	7,029	13,414	269	1	270
FRESNO	229	138,750	138,979	241	3,631	3,872
GLENN	4,639	-	4,639	65	2	67
HUMBOLDT	21,596	-	21,596	564	12	576
KERN	56,202	38,564	94,766	1,605	1,460	3,065
KINGS	8,467	226	8,693	103	-	103
LAKE	13,207	1	13,208	512	15	527
LASSEN	165	-	165	-	-	-
MADERA	5,861	13,846	19,707	454	-	454
MARIN	-	23,921	23,921	63	326	389
MARIPOSA	3,303	26	3,329	36	32	68
MENDOCINO	13,562	21	13,583	331	10	341
MERCED	20,541	20,183	40,724	549	431	980
MONTEREY	4,770	43,488	48,258	264	954	1,218
NAPA	1	15,598	15,599	27	312	339
NEVADA	10,899	7	10,906	259	-	259
PLACER	12,523	19,432	31,955	104	663	767
PLUMAS	3,555	115	3,670	112	-	112
SACRAMENTO	-	165,947	165,947	72	4,651	4,723
SAN BENITO	4,997	113	5,110	274	5	279
SAN BERNARDINO	395	44	439	31	-	31
SAN FRANCISCO	-	116,553	116,553	-	1,977	1,977
SAN JOAQUIN	10,072	79,965	90,037	242	2,385	2,627
SAN LUIS OBISPO	21,770	15,037	36,807	882	-	882
SAN MATEO	1	55,552	55,553	9	662	671
SANTA BARBARA	1,296	16,751	18,047	375	203	578
SANTA CLARA	3,427	140,268	143,695	126	4,704	4,830
SANTA CRUZ	9	27,628	27,637	69	690	759
SHASTA	12,168	13,053	25,221	226	355	581
SIERRA	237	5	242	4	-	4
SISKIYOU	21	-	21	-	-	-
SOLANO	-	40,841	40,841	140	1,578	1,718
SONOMA	3,168	48,579	51,747	318	996	1,314
STANISLAUS	30,037	38,543	68,580	292	1,258	1,550
SUTTER	-	13,507	13,507	212	1	213
TEHAMA	12,097	11	12,108	404	5	409
TRINITY	457	-	457	1	-	1
TULARE	8,377	673	9,050	182	4	186
TUOLUMNE	9,584	-	9,584	63	-	63
YOLO	1	29,894	29,895	260	341	601
YUBA	73	10,551	10,624	116	-	116
Total	331,514	1,426,650	1,758,164	11,570	34,982	46,552

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate

Through May 31, 2014

County	Reason Provided							
	Customer Declined Program Measures or is Non-Responsive	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Insufficient feasible Measures	Ineligible Dwelling - Prior Program Participation or Dwelling Age	Household Income Exceeds Allowable Limits	Unable to Provide Required Documentation	Other
Alameda	0	5	0	0	0	0	0	0
Alpine	0	0	0	0	0	0	0	0
Amador	0	0	0	0	0	0	0	0
Butte	0	0	0	0	0	0	0	0
Calaveras	0	0	0	0	0	0	0	0
Colusa	0	0	0	0	0	0	0	0
Contra Costa	0	1	0	0	0	0	0	0
El Dorado	0	0	0	0	0	0	0	0
Fresno	4	3	0	0	0	0	0	0
Glenn	0	0	0	0	0	0	0	0
Humboldt	0	0	0	0	0	0	0	0
Kern	1	0	0	0	0	0	0	0
Kings	0	0	0	0	0	0	0	0
Lake	0	0	0	0	0	0	0	0
Lassen	0	0	0	0	0	0	0	0
Madera	0	0	0	0	0	0	0	0
Marin	0	0	0	0	0	0	0	0
Mariposa	0	0	0	0	0	0	0	0
Mendocino	0	0	0	0	0	0	0	0
Merced	0	0	0	0	0	0	0	0
Monterey	4	0	0	0	0	0	0	0
Napa	0	0	0	0	0	0	0	0
Nevada	0	0	0	0	0	0	0	0
Orange	0	0	0	0	0	0	0	0
Placer	0	0	0	0	0	0	0	0
Plumas	0	0	0	0	0	0	0	0
Sacramento	0	6	0	0	0	0	0	0
San Benito	0	0	0	0	0	0	0	0
San Bernardino	0	0	0	0	0	0	0	0
San Francisco	0	0	0	0	0	0	0	0
San Joaquin	0	1	0	0	0	0	0	0
San Luis Obispo	0	0	0	0	0	0	0	0
San Mateo	11	0	0	0	0	0	0	0
Santa Barbara	0	0	0	0	0	0	0	0
Santa Clara	1	5	0	0	0	0	0	0
Santa Cruz	0	0	0	0	0	0	0	0
Shasta	0	0	0	0	0	0	0	0
Sierra	0	0	0	0	0	0	0	0
Siskiyou	0	0	0	0	0	0	0	0
Solano	0	0	0	0	0	0	0	0
Sonoma	1	3	0	0	0	0	0	0
Stanislaus	0	0	0	0	0	0	0	0
Sutter	0	0	0	0	0	0	0	0
Tehama	0	0	0	0	0	0	0	0
Trinity	0	0	0	0	0	0	0	0
Tulare	0	0	0	0	0	0	0	0
Tuolumne	0	0	0	0	0	0	0	0
Yolo	1	0	0	0	0	0	0	0
Yuba	0	0	0	0	0	0	0	0
Total	23	24	0	0	0	0	0	0

**Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary
Through May 31, 2014**

2014	Gas & Electric				Gas Only				Electric Only				Total			
	# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
January	4,628	90,270	1,496,519	232	1,124	10,628	359,716	63	1,152	11,361	101,150	6	6,904	112,259	1,957,384	301
February	10,899	211,824	3,693,999	578	2,668	26,785	997,929	184	2,776	29,968	260,777	20	16,343	268,577	4,952,705	782
March	17,766	349,174	6,216,168	985	4,583	97,465	309,284	6	4,454	363	1,834,893	358	26,803	447,002	8,360,345	1,349
April	24,401	484,417	8,733,105	1,427	6,027	62,182	2,437,661	475	6,113	69,924	589,688	49	36,541	616,523	11,760,454	1,951
May	31,034	612,118	11,209,444	1,857	7,736	81,236	3,158,456	647	7,782	91,151	746,305	62	46,552	784,505	15,114,206	2,567
June																
July																
August																
September																
October																
November																
December																
YTD													-	-	-	-

Figures for each month are YTD. July results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in ESA Table 2.

Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies**Through May 31, 2014**

	Authorized 3-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2012			% of 3-Year Budget Expended		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Pilots												
Studies												
Impact Evaluation [1]	\$ 117,000	\$ 63,000	\$ 180,000	\$ -	\$ -	\$ -	\$ 95,331	\$ 51,332	\$ 146,662	81%	81%	81%
Needs Assessment [2]	\$ 136,500	\$ 73,500	\$ 210,000	\$ (40)	\$ (21)	\$ (61)	\$ 136,425	\$ 73,460	\$ 209,885	100%	100%	100%
Energy Education [2]	\$ 58,500	\$ 31,500	\$ 90,000	\$ -	\$ -	\$ -	\$ 48,899	\$ 26,330	\$ 75,229	84%	84%	84%
Multifamily [3]	\$ 78,000	\$ 42,000	\$ 120,000	\$ -	\$ -	\$ -	\$ 72,521	\$ 39,050	\$ 111,571	93%	93%	93%
Total Studies	\$ 390,000	\$ 210,000	\$ 600,000	\$ (40)	\$ (21)	\$ (61)	\$ 353,176	\$ 190,172	\$ 543,347	91%	91%	32%

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

[1] SDG&E is the project manager of the Impact Evaluation and pays the consultant.

[2] SCE is the project manager of the Needs Assessment and Energy Education Studies and pays the consultants.

[3] PG&E is the project manager of the Multifamily Study and responsible to pay consultant invoices.

CARE Table 1 - CARE Program Expenses - PG&E												
Through May 31, 2014												
CARE Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Outreach [1]	\$ 4,415,849	\$ 1,035,817	\$ 5,451,666	\$ 218,553	\$ 51,265	\$ 269,818	\$ 982,637	\$ 230,495	\$ 1,213,133	22%	22%	22%
Processing, Certification, Recertification	\$ 3,020,490	\$ 708,510	\$ 3,729,000	\$ 84,195	\$ 19,749	\$ 103,944	\$ 460,677	\$ 108,060	\$ 568,737	15%	15%	15%
Post Enrollment Verification	\$ 1,555,200	\$ 364,800	\$ 1,920,000	\$ 79,748	\$ 18,706	\$ 98,454	\$ 412,487	\$ 96,756	\$ 509,244	27%	27%	27%
IT Programming [2]	\$ 527,310	\$ 123,690	\$ 651,000	\$ 81,786	\$ 19,184	\$ 100,970	\$ 341,060	\$ 80,002	\$ 421,061	65%	65%	65%
Cooling Centers	\$ 134,846	\$ -	\$ 134,846	\$ 93,598	\$ -	\$ 93,598	\$ 93,598	\$ -	\$ 93,598	69%	0%	69%
CHANGES Pilot Program [3]	\$ 174,960	\$ 41,040	\$ 216,000	\$ 17,453	\$ 4,094	\$ 21,547	\$ 79,256	\$ 18,591	\$ 97,847	45%	45%	45%
Measurement & Evaluation	\$ 71,280	\$ 16,720	\$ 88,000	\$ -	\$ -	\$ -	\$ 27,778	\$ 6,516	\$ 34,293	39%	39%	39%
Regulatory Compliance	\$ 277,020	\$ 64,980	\$ 342,000	\$ 13,794	\$ 3,236	\$ 17,029	\$ 64,859	\$ 15,214	\$ 80,072	23%	23%	23%
General Administration	\$ 1,705,860	\$ 400,140	\$ 2,106,000	\$ 67,952	\$ 15,939	\$ 83,891	\$ 435,230	\$ 102,091	\$ 537,321	26%	26%	26%
CPUC Energy Division Staff	\$ 103,680	\$ 24,320	\$ 128,000	\$ 3,189	\$ 748	\$ 3,937	\$ 15,270	\$ 3,582	\$ 18,851	15%	15%	15%
SUBTOTAL PROGRAM COSTS	\$ 11,986,495	\$ 2,780,017	\$ 14,766,512	\$ 660,266	\$ 132,922	\$ 793,188	\$ 2,912,851	\$ 661,306	\$ 3,574,157	24%	24%	24%
CARE Rate Discount [4]	\$ 490,819,500	\$ 115,130,500	\$ 605,950,000	\$ 32,938,030	\$ 5,578,022	\$ 38,516,052	\$ 184,224,319	\$ 47,556,160	\$ 231,780,479	38%	41%	38%
TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 502,805,995	\$ 117,910,517	\$ 620,716,512	\$ 33,598,296	\$ 5,710,944	\$ 39,309,241	\$ 187,137,169	\$ 48,217,466	\$ 235,354,636	37%	41%	38%
Other CARE Rate Benefits												
- DWR Bond Charge Exemption				\$ 2,714,904		\$ 2,714,904	\$ 14,141,192		\$ 14,141,192			
- CARE PPP Exemption [5]				\$ 3,638,231	\$ 670,261	\$ 4,308,492	\$ 19,670,064	\$ 4,468,694	\$ 24,138,758			
- California Solar Initiative Exemption				\$ 473,763		\$ 473,763	\$ 2,478,370		\$ 2,478,370			
- kWh Surcharge Exemption												
Total - Other CARE Rate Benefits				\$ 6,826,898	\$ 670,261	\$ 7,497,159	\$ 36,289,626	\$ 4,468,694	\$ 40,758,320			
Indirect Costs				\$ 48,278	\$ 11,324	\$ 59,602	\$ 278,516	\$ 65,331	\$ 343,847			

[1] The Outreach category includes expenses from Capitation Fee, Mass Media Advertising, Outreach, and Expanded Outreach.

[2] PG&E anticipates it will exceed the IT Programming budget category by year-end due to IT costs associated with continuing enhancements to internal databases to track CARE customer information for reporting purposes. These efforts will also result in efficiency gains in processing of customer enrollments. PG&E will fund-shift at year-end to cover the overspending in accordance with the fund-shifting rules authorized in D.12-08-044 and will report this information in its 2014 annual report.

[3] D.12-12-011 approved continued funding for the CHANGES Pilot Program through the CARE Outreach budget authorized in D.12-08-044 at the current funding level of \$60,000/month. Expenditures include contract and PG&E support costs for the CHANGES pilot.

[4] The Authorized Budget for the CARE Rate Discount per D.12-08-044.

Per D.02-09-021, PG&E is authorized to recover the full value of the discount through the CARE two-way balancing account on an automatic pass-through basis.

[5] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the CARE surcharge.

Notes: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

**CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration - PG&E
Through May 31, 2014**

2014	New Enrollment										Recertification				Attrition				Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)		
	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 ⁴	Failed PEV	Failed Recertification	Other ⁵	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)					
	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone																	Combined (F+G+H)	
January	0	154	0	154	16,861	10,686	865	28,412	62	28,628	25,607	8,260	12,287	46,154	n/a	6,779	11,600	12,353	30,732	74,782	-2,104	1,383,966	1,648,774	84%	
February	0	5,241	0	5,241	12,293	8,167	495	20,945	94	26,280	24,234	5,681	21,427	51,342	n/a	5,486	13,736	12,420	31,642	77,622	-5,362	1,378,604	1,648,774	84%	
March	0	2,622	0	2,622	15,098	8,230	3,524	26,852	155	29,629	23,116	7,624	9,791	40,531	n/a	10,494	12,822	14,069	37,385	70,160	-7,756	1,370,848	1,648,774	83%	
April	0	3,039	0	3,039	11,278	12,004	388	23,670	191	26,900	24,691	7,391	10,624	42,706	n/a	7,588	6,258	10,230	24,076	69,606	2,824	1,373,672	1,648,774	83%	
May	0	2,934	0	2,934	10,599	7,699	769	19,067	238	22,239	67,955	6,572	10,998	85,525	n/a	4,631	5,827	12,241	22,699	107,764	-460	1,373,212	1,648,774	83%	
June																									
July																									
August																									
September																									
October																									
November																									
December																									
YTD Total	0	13,990	0	13,990	66,129	46,786	6,031	118,946	740	133,676	165,603	35,528	65,127	266,258	n/a	34,978	50,243	61,313	146,534	399,934	-12,858	1,373,212	1,648,774	83%	

¹ Enrollments via data sharing between the IOUs.

² Enrollments via data sharing between departments and/or programs within the utility.

³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.

⁴ PG&E counts attrition due to no response in the Failed PEV and Failed Recertification columns, respectively.

⁵ Includes customers who closed their accounts, requested to be removed, or were otherwise ineligible for the program.

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Table 3A - Post-Enrollment Verification Results (Model) - PG&E								
Through May 31, 2014								
2014	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify	CARE Households De-Enrolled (Due to no response)	CARE Households De-Enrolled (Verified as Ineligible) ¹	Total Households De-Enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-Enrolled
January	1,383,966	3,144	0.23%	2,031	112	2,143	68.16%	0.15%
February	1,378,604	1,713	0.12%	1,036	89	1,125	65.67%	0.08%
March	1,370,848	4,734	0.35%	2,306	377	2,683	56.68%	0.20%
April	1,373,672	4,616	0.34%					
May	1,373,212	3,756	0.27%					
June								
July								
August								
September								
October								
November								
December								
YTD Total	1,373,212	17,963	1.31%	5,373	578	5,951	62.05%	0.43%

¹ Includes customers verified as over income or who requested to be de-enrolled.

² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Table 3B - Post-Enrollment Verification Results (High Usage) - PG&E								
Through April 30, 2014								
2014	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify	CARE Households De-Enrolled (Due to no response)	CARE Households De-Enrolled (Verified as Ineligible) ¹	Total Households De-Enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-Enrolled
January	1,383,966	9,369	0.68%	8,228	495	8,723	93.10%	0.63%
February	1,378,604	6,783	0.49%	5,976	357	6,333	93.37%	0.46%
March	1,370,848	1,168	0.09%	1,019	65	1,084	92.81%	0.08%
April	1,373,672	1,314	0.10%					
May	1,373,212	812	0.06%					
June								
July								
August								
September								
October								
November								
December								
YTD Total	1,373,212	19,446	1.42%	15,223	917	16,140	93.19%	1.18%

¹ Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.

² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Table 4 - CARE Self-Certification and Self-Recertification Applications - PG&E						
Through May 31, 2014						
	Provided ¹	Received	Approved	Denied	Pending/ Never Completed	Duplicates
Total YTD	720,573	274,487	257,446	8,587	8,454	35,528
Percentage ²		100.00%	93.79%	3.13%	3.08%	12.94%

¹ Includes number of applications provided via direct mail campaigns, call centers, bill inserts and other outreach methods. Because there are other means by which customers obtain applications which are not counted, this number is only an approximation.

² Percentage of Received. Duplicates are also counted as Approved, so the total will not add up to 100%.

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Table 5 - Enrollment by County - PG&E**Through May 31, 2014**

County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
	Urban	Rural ¹	Total	Urban	Rural ¹	Total	Urban	Rural ¹	Total
ALAMEDA	148,671	4	148,675	123,634	7	123,641	83%	180%	83%
ALPINE	0	136	136	0	13	13	n/a	10%	10%
AMADOR	1	4,555	4,556	0	3,978	3,978	0%	87%	87%
BUTTE	26,492	12,152	38,644	22,531	11,945	34,476	85%	98%	89%
CALAVERAS	63	7,708	7,771	57	5,329	5,386	91%	69%	69%
COLUSA	11	3,003	3,014	11	3,093	3,104	103%	103%	103%
CONTRA COSTA	95,070	1	95,071	81,265	1	81,266	85%	133%	85%
EL DORADO	6,763	6,017	12,780	5,403	5,520	10,923	80%	92%	85%
FRESNO	141,508	246	141,754	137,712	165	137,877	97%	67%	97%
GLENN	0	4,571	4,572	1	4,459	4,460	271%	98%	98%
HUMBOLDT	0	23,137	23,137	0	17,787	17,787	0%	77%	77%
KERN	37,904	56,439	94,343	37,473	55,616	93,089	99%	99%	99%
KINGS	238	8,926	9,164	129	8,108	8,237	54%	91%	90%
LAKE	1	16,418	16,419	1	11,917	11,918	80%	73%	73%
LASSEN	0	155	155	0	173	173	n/a	111%	111%
MADERA	16,403	7,810	24,212	14,802	5,095	19,897	90%	65%	82%
MARIN	19,577	0	19,577	12,462	0	12,462	64%	n/a	64%
MARIPOSA	24	3,327	3,351	16	2,345	2,361	66%	70%	70%
MENDOCINO	22	16,375	16,396	6	10,126	10,132	28%	62%	62%
MERCED	18,236	19,097	37,333	18,350	18,937	37,287	101%	99%	100%
MONTEREY	38,568	5,105	43,673	33,108	5,255	38,363	86%	103%	88%
NAPA	12,523	1	12,524	10,888	0	10,888	87%	0%	87%
NEVADA	9	10,412	10,420	2	8,780	8,782	23%	84%	84%
PLACER	20,166	11,207	31,372	12,556	7,801	20,357	62%	70%	65%
PLUMAS	113	3,226	3,338	11	1,700	1,711	10%	53%	51%
SACRAMENTO	153,023	0	153,023	104,057	0	104,057	68%	n/a	68%
SAN BENITO	153	6,081	6,233	73	4,678	4,751	48%	77%	76%
SAN BERNARDINO	50	382	432	40	256	296	79%	67%	69%
SAN FRANCISCO	85,337	0	85,337	63,447	0	63,447	74%	n/a	74%
SAN JOAQUIN	78,256	10,247	88,504	75,213	8,660	83,873	96%	85%	95%
SAN LUIS OBISPO	10,790	17,654	28,444	5,962	13,499	19,461	55%	76%	68%
SAN MATEO	52,770	0	52,770	35,284	0	35,284	67%	n/a	67%
SANTA BARBARA	17,679	1,611	19,290	15,544	670	16,214	88%	42%	84%
SANTA CLARA	118,480	4,024	122,505	104,163	2,761	106,924	88%	69%	87%
SANTA CRUZ	24,875	9	24,884	19,962	2	19,964	80%	23%	80%
SHASTA	11,710	11,090	22,800	10,394	9,298	19,692	89%	84%	86%
SIERRA	3	193	196	1	134	135	31%	69%	69%
SISKIYOU	0	21	21	0	9	9	n/a	43%	43%
SOLANO	41,536	0	41,536	38,742	0	38,742	93%	n/a	93%
SONOMA	52,270	3,326	55,596	38,848	2,534	41,382	74%	76%	74%
STANISLAUS	35,983	29,030	65,013	25,788	23,777	49,565	72%	82%	76%
SUTTER	12,974	1	12,975	13,072	0	13,072	101%	0%	101%
TEHAMA	11	11,965	11,976	7	11,028	11,035	61%	92%	92%
TRINITY	0	464	464	0	308	308	n/a	66%	66%
TULARE	669	8,302	8,971	332	8,391	8,723	50%	101%	97%
TUOLUMNE	0	9,931	9,931	0	6,872	6,872	0%	69%	69%
YOLO	24,694	2	24,696	19,892	1	19,893	81%	63%	81%
YUBA	10,714	75	10,789	10,839	106	10,945	101%	142%	101%
Total	1,314,342	334,432	1,648,774	1,092,078	281,134	1,373,212	83%	84%	83%

Pacific Gas and Electric Company ESA and CARE Programs Monthly Report

CARE Table 6 - Recertification Results - PG&E							
Through May 31, 2014							
2014	Total CARE Households	Households Requested to Recertify ¹	% of Total Households (C/B)	Households Recertified ²	Households De-Enrolled	Recertification Rate % (E/C)	% of Total Households De-Enrolled (F/B)
January	1,383,966	35,603	2.57%	29,345	6,258	82.42%	0.45%
February	1,378,604	33,005	2.39%	27,178	5,827	82.35%	0.42%
March	1,370,848	39,881	2.91%				
April	1,373,672	36,828	2.68%				
May	1,373,212	32,106	2.34%				
June							
July							
August							
September							
October							
November							
December							
YTD Total	1,373,212	177,423	12.92%	56,523	12,085	82.39%	0.88%

¹ Does not include participants who closed their accounts during the 90-day response period.

² Results are tied to the month initiated. Therefore, results may be pending due to the time permitted for a participant to respond.

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Table 7 - Capitation Contractors - PG&E						
Through May 31, 2014						
Contractor Name	Contractor Type				Total Enrollments	
	Private	CBO	WMDVBE	LIHEAP	Current Month	Year to Date
Advancing Vibrant Communities, Inc.		X			0	0
Amador-Tuolumne Community Action Agency		X			0	1
American Canyon Family Resource Center		X			0	0
Anderson Cottonwood Christian Assistance		X			0	9
Arc of San Francisco		X			0	0
Area 12 Agency on Aging		X			0	1
Area Agency on Aging Serving Napa and Solano		X			0	1
Arriba Juntos					0	0
Asian Community Center		X			0	5
Asian Community Mental Health Services		X			0	0
Asian Pacific American Community Center		X			0	0
Berkeley Housing Authority					2	3
Breathe California of the Bay Area					0	0
California Association of Area Agencies on Aging		X			25	92
California Human Development Corporation					0	2
Catholic Charities Diocese of Fresno		X			3	17
Center of Vision Enhancement					0	1
Central California Legal Services, Inc.					0	1
Central Coast Energy Services, Inc					3	62
Child Abuse Prevention Council of San Joaquin County		X			0	1
Chinese Christian Herald Crusades					0	3
Chinese Newcomers Service Center					0	6
Community Action Marin		X			9	15
Community Pantry of San Benito County		X			0	0
Community Resource Project, Inc.					12	75
Community Resources for Independent Living		X			0	1
CSU Chico Research Foundation - Passages					0	0
Delta Community Services, Inc.		X			0	1
Disability Resource Agency for Independent Living		X			0	3
Ebony Counseling Center					0	1
Filipino American Development Foundation		X			2	6
Fresno Center for New Americans		X			0	3
GOD Financial Plan, Inc.					0	0
Golden Umbrella					0	2
Heritage Institute for Family Advocacy					3	19
Housing Authority of the City of Fresno					0	3
Housing Authority of the County of Kern					4	13
Independent Living Center of Kern County, Inc.					0	1
Independent Living Services of Northern California					0	0
KidsFirst					1	2
Kings Community Action Organization, Inc.		X			3	5
La Luz Bilingual Center					0	0
Lao Khmu Assoc., Inc					3	12
Marin Center for Independent Living					0	0
Merced County Community Action Agency		X			4	16
Merced Lao Family Community Inc.		X			0	2
Moncada Outreach					155	286
Monument Crisis Center		X			0	0
Mutual Assistance Network of Del Paso Heights					0	0
National Alliance on Mental Illness-Santa Clara County					0	0
National Asian American Coalition					2	3
Oakland Citizens Committee for Urban Renewal (OCCUR)		X			0	8
Opportunity Junction					0	0
Project Access, Inc					0	0
REDI (Renewable Energy Development Institute)					0	1
Ritter Center					0	2
Roseville Housing Authority					0	0
Sacred Heart Community Service					3	19
Salvation Army Golden State Divisional Headquarters					4	23
Second Harvest Food Bank of Santa Cruz and San Benito Counties					0	1
Self-Help for the Elderly					0	5
Shasta Women's Refuge					0	0
Silicon Valley Independent Living Center					0	0
St. Helena Family Center					0	3
Suscol Intertribal Council					0	0
Transitions Mental Health Association					0	0
United Way of Fresno County					0	0
Valley Oak Children's Services, Inc.					0	1
Volunteer Center of Sonoma County					0	1
West Valley Community Services		X			0	0
Yolo County Housing Authority					0	1
Yolo Family Resource Center					0	1
Total Enrollments					238	740

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Table 8 - Participants as of Month-End - PG&E								
Through May 31, 2014								
2014	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts ¹
January	823,171	228,691	332,104	1,383,966	1,648,774	84%	-0.2%	5,227,339
February	819,970	228,431	330,203	1,378,604	1,648,774	84%	-0.4%	5,227,339
March	815,345	227,060	328,443	1,370,848	1,648,774	83%	-0.6%	5,227,339
April	816,065	228,555	329,052	1,373,672	1,648,774	83%	0.2%	5,227,339
May	816,666	227,730	328,816	1,373,212	1,648,774	83%	0.0%	5,227,339
June								
July								
August								
September								
October								
November								
December								

¹ Excludes households with meters that are not eligible for CARE.

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Program Table 9 - Expenditures for CHANGES Pilot Program				
Through May 31, 2014				
	Authorized 3-Year Budget [1]	Current Month Expenses [2]	Expenses Since Jan. 1, 2012 [4]	% of 2012 - 2014 Budget Expended [3]
	Total	Total	Total	Total
Pilots				
CHANGES	\$648,000	\$0	\$542,885	84%
Total Pilots	\$648,000	\$0	\$542,885	84%

1. D.12-12-011, Ordering Paragraph 1, approved continued funding for the CHANGES Pilot Program at the current funding level of \$60,000/month until the end of the 2012-2014 CARE Program cycle; PG&E's funding level is 30% (\$216,000/annually).

2. D.12-12-011, Conclusion of Law, p.34, states that the CARE Program ME&O budget ["Outreach" line in Appendix M in D.12-08-044] is to be increased to account for the additional CHANGES Pilot Program funding through the end of 2014.

3. In November 2011, a grant of \$126,000 was paid to the contractor for the interim bridge period December 2011 through June 2012, (authorized in Resolution CSID-005), of which \$18,000 was for the month of December 2011, and the remaining \$108,000 for the period January through June 2012.

4. Expenditures also include PG&E support costs for the CHANGES pilot.

Note: 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															
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)	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 [1]			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
				1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used		
										1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
3/4/2014	Chinese/Cantonese		Energy Assistance Fund Application ESAP Application Assistance Educated on Energy Efficiency/ Conservation	1						0	Meeting with client				
3/4/2014	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Set Up/Change Payment Extension Stop Disconnection	1						1					
3/5/2014	English		HEAP/LiHeap Application Assistance Verified Bill	1									1		
3/5/2014	English		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Verified Bill REACH Application Assistance	1									1		
3/5/2014	English		HEAP/LiHeap Application Assistance	1						0	This call was to another company/organization (example: HEAP provider).				
3/12/2014	Spanish		HEAP/LiHeap Application Assistance Verified Bill	1									1		
3/13/2014	English		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs Verified Bill REACH Application Assistance	1									1		
3/21/2014	English		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
3/10/2014	Tagalog		HEAP/LiHeap Application Assistance Set Up/Change Payment Extension	1						1					
3/10/2014	Chinese/Cantonese		Energy Assistance Fund Application Educated on CARE/FERA Educated on Energy Efficiency/ Conservation	0						0	Meeting with client				

3/10/2014	Vietnamese		HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Bill Education	1					0	Meeting with client				
3/11/2014	Vietnamese		HEAP/LiHeap Application Assistance	1					0	Meeting with client				
3/12/2014	Vietnamese		HEAP/LiHeap Application Assistance	1					0	Meeting with client				
3/13/2014	Vietnamese		HEAP/LiHeap Application Assistance	N/A					0	Meeting with client				
3/13/2014	English		HEAP/LiHeap Application Assistance Stop Disconnection	0					0	Meeting with client				
3/17/2014	Vietnamese		HEAP/LiHeap Application Assistance	1					0	This call was to another company/organization (example: HEAP provider)				
3/18/2014	Vietnamese		HEAP/LiHeap Application Assistance	0					0	This call was to my client				
3/19/2014	Spanish		HEAP/LiHeap Application Assistance Stop Disconnection	1					0	Meeting with client				
3/19/2014	Chinese/Cantonese		Energy Assistance Fund Application Gas Assistance Fund Application Assistance	1					0	Meeting with client				
3/21/2014	Vietnamese		HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Bill Education Educated on Energy Efficiency/ Conservation	1					0	Meeting with client				
3/27/2014	Vietnamese		HEAP/LiHeap Application Assistance	1					0	Meeting with client				
3/28/2014	Vietnamese		HEAP/LiHeap Application Assistance	1					0	Meeting with client				
3/31/2014	Spanish		Energy Assistance Fund Application	1					0	Meeting with client				
4/1/2014	English		Bill Adjustment Verified Bill Changes to Account	1								1		
4/4/2014	English		HEAP/LiHeap Application Assistance Set Up/Change Payment Plan Stop Disconnection	1					1					
4/7/2014	Spanish		HEAP/LiHeap Application Assistance Verified Bill	1								1		
4/7/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	0					0	Meeting with client.				
4/7/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1					0	Meeting with client.				

4/7/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1						0	Meeting with client.			
4/7/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.			
4/7/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1						0	Meeting with client.			
4/7/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.			
4/7/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1						0	Meeting with client.			
4/7/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.			
4/7/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.			
4/7/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.			
4/7/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.			
4/7/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.			
4/8/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1						0	Meeting with client.			
4/8/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1						0	Meeting with client.			
4/8/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.			
4/8/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.			
4/8/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.			
4/8/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.			
4/8/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.			
4/9/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.			
4/10/2014	Laotian		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1						0	Meeting with client.			
4/10/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.			

4/11/2014	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1					0	Meeting with client.				
4/11/2014	Chinese/Cantonese		Changes to Account	1						User did not specify if 1-800 number is used when calling the IOU.				
4/11/2014	Chinese/Cantonese		Changes to Account	1					0	Meeting with client.				
4/11/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1					0	Meeting with client.				
4/11/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1					0	Meeting with client.				
4/11/2014	English		HEAP/LiHeap Application Assistance Set Up/Change Payment Plan Stop Disconnection	1					1					
4/12/2014	English		HEAP/LiHeap Application Assistance Set Up/Change Payment Extension Set Up/Change Payment Plan	1					0	This call was to another company/organization (example: HEAP provider).				
4/12/2014	English		HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Stop Disconnection	1					1					
4/12/2014	English		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs Set Up/Change Payment Plan Stop Disconnection	1					1					
4/14/2014	Chinese/Cantonese		Changes to Account	1					0	Meeting with client.				
4/14/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1					0	Meeting with client.				
4/14/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1					0	Meeting with client.				
4/14/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1					0	Meeting with client.				
4/14/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1					0	Meeting with client.				
4/14/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1					0	Meeting with client.				
4/14/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1					0	Meeting with client.				
4/14/2014	Vietnamese		HEAP/LiHeap Application Assistance	1					0	Meeting with client.				

4/16/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1					0	Meeting with client.			
4/16/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1					0	Meeting with client.			
4/16/2014	Vietnamese		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1					0	Meeting with client.			
4/16/2014	Vietnamese		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Request Meter Service or Testing	1									User did not specify if 1-800 number is used when calling the IOU.
4/17/2014	Spanish		HEAP/LiHeap Application Assistance Set Up/Change Payment Plan Stop Disconnection Restore Service	0							1		
4/17/2014	Khmer		HEAP/LiHeap Application Assistance Educated on CARE/FERA	1					0	Meeting with client.			
4/18/2014	English		Gas Assistance Fund Application Assistance Educated on Energy Assistance Programs	1					0	Meeting with client.			
4/18/2014	Spanish		HEAP/LiHeap Application Assistance Stop Disconnection	0					0	Meeting with client.			
4/18/2014	Vietnamese		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1					0	Meeting with client.			
4/18/2014	Vietnamese		HEAP/LiHeap Application Assistance REACH Application Assistance	0							0		Meeting with client.
4/18/2014	Vietnamese		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Request Meter Service or Testing	1									User did not specify if 1-800 number is used when calling the IOU.
4/18/2014	English		HEAP/LiHeap Application Assistance Set Up/Change Payment Plan Stop Disconnection	1					0	This call was to another company/organization (example: HEAP provider).			
4/21/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation	1					0	Meeting with client.			
4/24/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1					0	Meeting with client.			

4/25/2014	Vietnamese		HEAP/LiHeap Application Assistance Educated on CARE/FERA Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	0					0	Meeting with client.			
4/25/2014	Vietnamese		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1					0	Meeting with client.			
4/28/2014	Spanish		HEAP/LiHeap Application Assistance Set Up/Change Payment Extension Stop Disconnection	1					0	Meeting with client.			
4/28/2014	Khmer		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1					0	Meeting with client.			
4/28/2014	Khmer		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1					0	Meeting with client.			
4/28/2014	Khmer		HEAP/LiHeap Application Assistance Bill Education Educated on CARE/FERA Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	0					0	Meeting with client.			
4/28/2014	Khmer		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1					0	Meeting with client.			
March-April Total				76									
Year-to-Date Total				130									

[1] Enrollment may occur in the subsequent month to the contact due to time required for IOU processing. Enrollment may not be linked to the specific one-on-one visit.
Note: Data includes March and April reporting month since delayed March data submission by CPUC in previous month

**CARE Table 11 CHANGES Group Customer Assistance Sessions
April 2014 - PG&E**

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)	Number of Attendees	Description of Information / Literature Provided
April	Spanish	Understanding Your Bill	5	minimum of 30 minutes	73	N/A
April	Cambodian/Khmer	Understanding Your Bill	1	minimum of 30 minutes	12	N/A
April	Vietnamese	Understanding Your Bill	3	minimum of 30 minutes	35	N/A
April	Lao	Understanding Your Bill	1	minimum of 30 minutes	3	N/A
April	Vietnamese	Safety Tips	2	minimum of 30 minutes	43	N/A
April	Spanish	Safety Tips	1	minimum of 30 minutes	10	N/A
April	Spanish	Energy Conservation	3	minimum of 30 minutes	47	N/A
April	Cantonese	Energy Conservation	2	minimum of 30 minutes	42	N/A
April	Vietnamese	Energy Conservation	2	minimum of 30 minutes	42	N/A
April	Cambodian/Khmer	Energy Conservation	1	minimum of 30 minutes	7	N/A
April	Cantonese	CARE/FERA and Other Assistance Programs	3	minimum of 30 minutes	39	N/A
April	Spanish	CARE/FERA and Other Assistance Programs	4	minimum of 30 minutes	82	N/A
April	Lao	CARE/FERA and Other Assistance Programs	1	minimum of 30 minutes	4	N/A
April	Hmong	CARE/FERA and Other Assistance Programs	1	minimum of 30 minutes	8	N/A
April	Russian	CARE/FERA and Other Assistance Programs	2	minimum of 30 minutes	17	N/A
April	Cambodian/Khmer	CARE/FERA and Other Assistance Programs	2	minimum of 30 minutes	18	N/A
April	English/Native	CARE/FERA and Other Assistance Programs	4	minimum of 30 minutes	80	N/A
April	Spanish	Avoiding Disconnection	1	minimum of 30 minutes	24	N/A
April Total			39		586	
Year-to-Date			185		2334	

Note: Data for the current reporting month is not available due to one month lag in the availability of the data