BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Application of Southern California Edison Company (U 338-E) for Approval of its 2012-2014 California Alternate Rates for Energy (CARE) 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 Budget (U 39 M)	Application 11-05-019 (Filed May 16, 2011)
Application of San Diego Gas & Electric Company (U 902 M) 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 PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON LOW INCOME ASSISTANCE PROGRAMS FOR OCTOBER 2013

ANN H. KIM
Pacific Gas and Electric Company
Law Department
77 Beale Street, B30A
San Francisco, CA 94105
Telephone: (415) 973-7467
Facsimile: (415) 973-0516
E-mail: AHK4@pge.com

Attorney for:
PACIFIC GAS AND ELECTRIC COMPANY

Dated: November 21, 2013

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MONTHLY REPORT OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON LOW INCOME ASSISTANCE PROGRAMS FOR OCTOBER 2013

In accordance with Ordering Paragraph 17 of Decision 01-05-033, Pacific Gas and Electric Company hereby submits its attached monthly status report on the results of its Energy Savings Assistance Program and CARE Program efforts, showing results through October 2013.

Respectfully submitted,
ANN H. KIM

By: /s/
ANN H. KIM

Pacific Gas and Electric Company
Law Department
77 Beale Street, B30A
San Francisco, CA 94105
Telephone: (415) 973-7467
Facsimile: (415) 973-0516
E-mail: AHK4@pge.com

Dated: November 21, 2013

Pacific Gas and Electric Company

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

Program Monthly Report
For October 2013

(November 21, 2013)

PACIFIC GAS AND ELECTRIC COMPANY

ENERGY SAVINGS ASSISTANCE PROGRAM AND CARE PROGRAM MONTHLY REPORT FOR OCTOBER 2013

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PACIFIC GAS AND ELECTRIC COMPANY

ENERGY SAVINGS ASSISTANCE PROGRAM AND CARE PROGRAM MONTHLY REPORT FOR October 2013

This Monthly Report complies with low income reporting requirements established in Decision (D.)12-08-044, and complies with 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 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 100,998 customers through 2013.

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			
2013	**Authorized / Planning Assumptions**	**Year-to-Date Actual**	**%**
Budget	$ 176,000,047	$117,587,454	67%
Homes Treated	119,940	100,998	84.20%
kWh Saved	NA	34,559,055	
kW Demand Reduced	NA	7,162.41	
Therms Saved	NA	1,540,740	

PG&E has seen an increase in work in the HVAC budget category. This additional work is due to the increased need for replacing and repairing gas appliances. PG&E will shift funds to cover any overspend according to the fund-shifting rules authorized in D.12-08-044.

1.2. ESA Program Customer Outreach and Enrollment Update

PG&E coordinates outreach with other PG&E energy efficiency and rate programs likely to reach income-qualified customers and service providers. For example, PG&E's ESA Program contractors are required to inform customers about other programs for which they may be eligible.

PG&E employees regularly provide information on the company's low income programs at community events throughout PG&E's service area. These presentations educate customers about energy efficiency and inform them about assistance programs and opportunities available to them in multiple languages including: English, Spanish, Vietnamese, Chinese, Russian, Korean, and Hmong.

PG&E contracts directly with both community-based organizations (CBOs) and private contractors who provide a wealth of experience in the communities they serve. PG&E currently has 36 installation contractors including 11 CBOs and 2 appliance contractors who serve 48 counties. Of the 11 CBOs, 6 are Low Income Home Energy Assistance Program (LIHEAP) agencies.

PG&E has five contracts with LIHEAP agencies that are not 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 October,

106 refrigerators have been installed, which equates to $84,800 leveraged through this program.

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

PG&E and its implementation subcontractors perform outreach for the ESA Program that targets low-income populations through a combination of bill inserts, direct mailings, outbound phone calls, text messages, 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 also takes advantage of CARE's marketing strategy.

- Through October, ESA maintained a partnership with PG&E's Middle Income Direct Install (MIDI) Program and through local government 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 October, this effort led to 57 contractor enrollments.

The ESA Program continued to work to relaunch its partnership with a Hispanic-based marketing agency that exclusively promotes the ESA Program (via tabling, brochure distribution and video) to Spanish-speaking customers at Mexican Consulates in San Francisco and Sacramento. This effort has resulted in nearly 900 referrals.

Through October, the ESA Program continued to run the following media and outreach campaigns:

- Television spots aired in the Central Valley featuring customer testimonials in Hmong, Mandarin and Cantonese.

Radio spot aired in Sacramento County in Hmong.

By using our Tableau database, we identified more targeted counties to be served with a combination of direct mail and phone enrollment campaigns in the following month.

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 discussed included: Developing a shared repository database that could include customers served and customers on wait lists by utilities and LIHEAP agencies; and information sharing with LIHEAP agencies about ESA Program customers who are found to be over the ESA Program income guidelines or require HVAC or other services which the utilities are unable to provide under ESA Program guidelines. Three additional pilots are being implemented in 2013: Bulk purchasing, solar water heating and geographic coordination. Discussions continue regarding data sharing.

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.

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. In various capacities, 583 individuals in 52 sessions (2779 student days) have been trained to deliver the ESA Program year-to-date.

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 28 homes that were selected for SASH program participation. PG&E

supplied ESA measure installation data for 152 SASH-selected homes that were treated through the ESA Program in prior years.

2. CARE Program Summary

The CARE Program provides a monthly discount on energy bills for income-qualified 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 2013 is $14,417,512. This 2013 budget includes $127,846 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. In an e-mail dated April 12, 2013, ALJ Kim granted an extension to comply with this requirement. The utilities are now reporting CHANGES activity beginning with the July report.

2.1 CARE Program Cost Summary

CARE Budget Categories	Authorized Budget	Actual Expenses Year to Date	% of Budget Spent
Outreach	$5,268,667	$2,705,754	51%
Processing, Certification, Recertification	$3,667,000	$1,118,638	31%
Post Enrollment Verification	$1,920,000	$921,828	48%
IT Programming	$646,000	$1,029,371	159%
Cooling Centers	$127,846	$115,622	90%
CHANGES Pilot Program	$216,000	$120,286	56%
Measurement and Evaluation	$86,000	$-59,095	-69%
Regulatory Compliance	$316,000	$158,397	50%
General Administration	$2,042,000	$721,494	35%
CPUC Energy Division Staff	$128,000	$34,182	27%
Total Expenses	**$14,417,512**	**$6,866,477**	**48%**
Subsidies and Benefits	$633,029,000	$602,783,692	95%
Total Program Costs and Discounts	**$647,446,512**	**$609,650,169**	**94%**

Starting in July, 2013, PG&E's IT Programing category is over budget. This overspend is due to IT work required for implementing the High Usage initiative and building the database that tracks customer information for reporting purposes. PG&E will fund-shift at year-end to cover the overspend according to the fund-shifting rules authorized in D.12-08-044 and will report this information in its 2013 annual report.

2.1.1 Please provide the CARE Program penetration rate to date

CARE Penetration		
Participants	**Estimated Eligible Participants**	**YTD Penetration Rate**
1,402,586	**1,574,844**	**89%**

The CARE penetration rate has declined since the beginning of the year, due to more strategic and targeted outreach activity, further explained in section 2.2. It is expected to rebound given the launch of a robust acquisition campaign running from October through the end of the year, which generated over 10,000 new enrollments during its first month in market.

2.2 Outreach

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

During the second half of 2013, PG&E has focused on gaining a deeper understanding of the low-income customer segment and their end-to-end experience with PG&E offerings through qualitative and quantitative research. Ultimately, these insights will help PG&E better serve these customers by:

- Overcoming barriers to enrollment
- Increasing participation of households with a high propensity for eligibility
- Improving forms, messaging, processes and the overall customer experience
- Continuing to drive awareness, satisfaction, trust and engagement

During this investigation period, PG&E eased but did not halt outreach activity. In fact, some of the insights gathered, have already been applied to high-usage and acquisition efforts, including:

- Multi-channel, multi-touch approach
- Simplified language and design
- Empathetic tone

- Clearer qualification criteria, documentation needed and timing for response; increased urgency to comply
- More specific savings potential
- New "sharing" function to leverage word-of-mouth tendency
- Enhanced tracking and measuring mechanisms

Messaging and design improvements to High-Usage Post Enrollment Verification communications, targeting CARE customers with usage above 400% of baseline in the previous billing cycle, have reduced incomplete applications from 21% to 15%. Year-to-date, the Post Enrollment Verification package has been mailed to 18,308 customers. 7,731 customers have been removed from the program. 9,919 requests are currently pending due to the 45-day response period.

In October, PG&E launched the first wave of a comprehensive acquisition campaign - including direct mail, email and telemarketing - targeting customers with a high propensity for eligibility, as well as those who participated in the program earlier this year but did not recertify. Emails have achieved an average 27% open rate and 6% click-though, above industry average, and helped increase CARE webpage traffic by 25% over the previous month. This campaign has generated over 10,000 new enrollments during its first month in market. A second wave of communications and an added digital marketing component will follow in November and December. Throughout this effort, PG&E is testing different messaging and creative versions, identifying enhancement opportunities and implementing learnings in real time for optimized results.

In addition to the high-usage and acquisition campaigns, the following initiatives continued building awareness and participation throughout October:

- 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 8,779 new enrollments and 60,273 recertified customers.
- Online – Customers can visit http://www.pge.com/CARE to find out more information about CARE and to apply online. Year-to-date, this channel has collected 133,286 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 10,519 new enrollments.
- Community Outreach Contractors (COCs) - PG&E has contracted with 78 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 714 new enrollments.
- Media -

- A Spanish-language print ad campaign in the Cronicas throughout Napa, Solano and Sonoma counties.
- A Spanish-language print ad campaign in El Observador Publication throughout Santa Clara, Alameda, San Francisco and San Mateo counties.
- Print ad in Post Newspaper throughout Oakland, Berkeley, Richmond and San Francisco.

Given recent elegibility criteria changes for households of 1-2 members, , PG&E has also been revising all CARE applications to ensure updated materials are in market by January 1st 2014, when the new criteria takes effect.

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 currently 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.

PG&E automatically enrolls customers who receive LIHEAP and Relief for Energy Assistance through Community Help (REACH) payments. Year-to-date, 4,416 LIHEAP customers and 528 REACH customers have been automatically enrolled onto the CARE Program.

Year-to-date, 20,139 ESA Program participants have been enrolled in the CARE Program.

Additionally, PG&E continues to coordinate CARE and ESA outreach efforts to provide likely eligible customers with the knowledge and tools to access all PG&E's services. This will help them to better manage their energy, save money and manage their bills.

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 October.

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.

2. 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

	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	**Through October 31, 2013**												
3		**Authorized Budget [1]**			**Current Month Expenses**			**Year to Date Expenses**			**% of Budget Spent YTD**		
4	**ESA Program:**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
5	**Energy Efficiency**												
6	Appliances	$ 33,707,780	$ 2,537,145	$ 36,244,925	$ 2,040,759	$ 67,615	$ 2,108,374	$ 18,874,627	$ 509,726	$ 19,384,354	56%	20%	53%
7	Domestic Hot Water	$ 892,809	$ 9,422,995	$ 10,315,804	$ 74,785	$ 1,032,253	$ 1,107,038	$ 602,920	$ 8,601,805	$ 9,204,725	68%	91%	89%
8	Enclosure [2]	$ 7,121,645	$ 40,356,197	$ 47,477,842	$ 576,043	$ 3,264,246	$ 3,840,290	$ 5,692,111	$ 32,255,298	$ 37,947,409	80%	80%	80%
9	HVAC [2][3][4]	$ 21,397,426	$ 3,483,237	$ 24,880,662	$ 827,652	$ 597,268	$ 1,424,920	$ 5,960,131	$ 3,900,086	$ 9,860,217	28%	112%	40%
10	Maintenance	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
11	Lighting	$ 27,592,929	$ -	$ 27,592,929	$ 2,222,387	$ -	$ 2,222,387	$ 19,729,775		$ 19,729,775	72%	0%	72%
12	Miscellaneous [2]	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
13	Customer Enrollment	$ 1,115,155	$ 600,468	$ 1,715,623	$ 85,313	$ 45,938	$ 131,251	$ 771,309	$ 415,320	$ 1,186,629	69%	69%	69%
14	In Home Education	$ 9,576,733	$ 5,156,703	$ 14,733,436	$ 838,468	$ 451,483	$ 1,289,951	$ 7,583,962	$ 4,083,672	$ 11,667,634	79%	79%	79%
15	Pilot	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
16	**Energy Efficiency TOTAL**	$ 101,404,477	$ 61,556,744	$ 162,961,222	$ 6,665,408	$ 5,458,803	$ 12,124,211	$ 59,214,836	$ 49,765,907	$ 108,980,742	58%	81%	67%
17													
18	Training Center	$ 613,600	$ 330,400	$ 944,000	$ 43,319	$ 23,326	$ 66,645	$ 373,860	$ 201,309	$ 575,169	61%	61%	61%
19	Inspections	$ 3,770,820	$ 2,030,441	$ 5,801,261	$ 286,140	$ 154,075	$ 440,216	$ 2,652,411	$ 1,428,221	$ 4,080,632	70%	70%	70%
20	Marketing and Outreach	$ 1,193,116	$ 642,447	$ 1,835,563	$ 22,870	$ 12,314	$ 35,184	$ 613,997	$ 330,614	$ 944,610	51%	51%	51%
21	Statewide Marketing Education and Outreach	$ 79,950	$ 43,050	$ 123,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
22	Measurement and Evaluation Studies	$ 131,950	$ 71,050	$ 203,000	$ 143,763	$ 77,411	$ 221,174	$ 254,090	$ 136,818	$ 390,908	193%	193%	193%
23	Regulatory Compliance	$ 262,600	$ 141,400	$ 404,000	$ 11,291	$ 6,080	$ 17,370	$ 112,213	$ 60,423	$ 172,636	43%	43%	43%
24	General Administration	$ 2,387,450	$ 1,285,550	$ 3,673,000	$ 225,995	$ 121,689	$ 347,684	$ 1,578,226	$ 849,814	$ 2,428,040	66%	66%	66%
25	CPUC Energy Division	$ 35,750	$ 19,250	$ 55,000	$ 2,237	$ 1,204	$ 3,441	$ 9,565	$ 5,150	$ 14,716	27%	27%	27%
26													
27	**TOTAL PROGRAM COSTS**	$ 109,879,713	$ 66,120,333	$ 176,000,047	$ 7,401,022	$ 5,854,903	$ 13,255,925	$ 64,809,198	$ 52,778,256	$ 117,587,454	59%	80%	67%
28	**Funded Outside of ESA Program Budget**												
29	Indirect Costs				$ 82,887	$ 44,632	$ 142,450	$ 829,545	$ 446,678	$ 1,276,222			
30	NGAT Costs					$ 260,551	$ 260,551		$ 2,384,336	$ 2,384,336			
31													
32	[1] The authorized budget excludes shifted funds from previous years and/or prior program cycles.												
33	[2] Budget was shifted from Miscellaneous to Enclosure ($1,426,555 Electric/$8,084,023 Gas) and HVAC ($970,264 Electric) for Attic Insulation and Fan Delay measures, respectively.												
34	[3] Authorized Budget Total includes $912,217 in gas dollars from 2012 carryover.												
35	[4] Authorized Budget Total includes $18,724,477 in electric dollars from 2012 carryover.												
36													
37	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

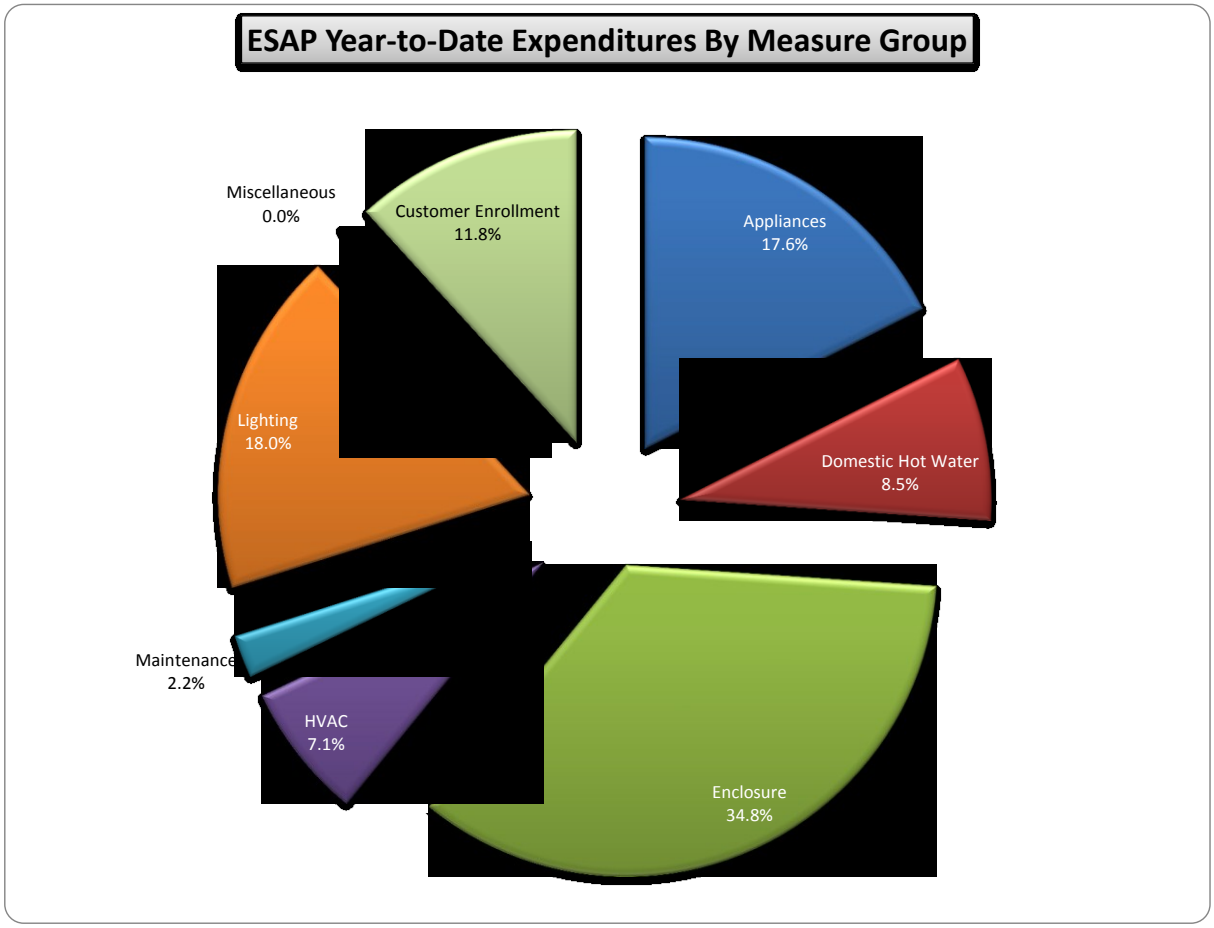
Energy Savings Assistance Program Table 2

Through October 31, 2013

Measures	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh [4] (Annual)	kW [5] (Annual)	Therms (Annual)	Expenses ($)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Each	-	-	-	-	$ -	
Refrigerators	Each	16,815	11,854,943	2,020.05	-	$ 16,905,913	16.39%
Microwaves [6]	Each	13,205	1,706,801	-	111,345	$ 1,237,008	1.20%
Domestic Hot Water							
Water Heater Blanket	Home	23,221	113,116	24.67	122,710	$ 1,400,810	1.36%
Low Flow Shower Head	Home	94,364	263,995	59.50	443,247	$ 3,648,049	3.54%
Water Heater Pipe Insulation	Home	2,507	8,192	1.39	18,648	$ 50,636	0.05%
Faucet Aerator	Home	70,360	140,746	30.34	186,747	$ 1,275,532	1.24%
Water Heater Repair/Replacement	Each	1,159	-	-	-	$ 925,055	0.90%
Thermostatic Shower Valve [7]	Each	54,426	181,827	40.98	258,754	$ 1,456,864	1.41%
Enclosure							
Air Sealing / Envelope [1]	Home	70,987	3,385,455	-	346,181	$ 29,665,962	28.76%
Caulking	Home						
Attic Insulation	Home	4,367	348,558	176.98	53,108	$ 6,240,976	6.05%
HVAC							
FAU Standing Pilot Conversion	Each						
Furnace Repair/Replacement	Each	1,829	-	-	-	$ 2,260,932	2.19%
Room A/C Replacement	Each	564	42,986	39.12	-	$ 488,757	0.47%
Central A/C replacement	Each	3	162	0.26	-	$ 8,510	0.01%
Heat Pump Replacement	Each						
Evaporative Cooler (Replacement)	Each	4,556	2,275,111	2,699.06	-	$ 2,982,836	2.89%
Evaporative Cooler (Installation)	Each						
Duct Testing and Sealing	Home	2,395	-	-	-	$ 1,552,078	1.50%
Maintenance							
Furnace Clean and Tune	Home						
Central A/C Tune up	Home	9,079	40,994	63.10	-	$ 2,275,531	
Lighting							
Compact Fluorescent Lights (CFL)	Each	344,385	4,757,190	443.63	-	$ 2,796,817	2.71%
Interior Hard wired CFL fixtures	Each	152,363	6,571,782	749.85	-	$ 12,220,472	11.85%
Exterior Hard wired CFL fixtures	Each	28,175	1,217,161	140.88	-	$ 2,395,337	2.32%
Torchiere	Each	5,013	1,022,101	100.26	-	$ 449,226	0.44%
Occupancy Sensor	Each	10,565	421,544	42.26	-	$ 669,409	0.65%
LED Night Lights	Each						
Miscellaneous							
Pool Pumps	Each						
Smart Power Strips	Each					$ -	
New Measures							
AC Time Delay [8]	Each	1322	206,390	530.08	-	$ 111,317	0.11%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	100,998				$ 1,111,483	1.08%
In-Home Education	Home	100,998				$ 11,027,778	10.69%
Total Savings/Expenditures			34,559,055	7,162.41	1,540,740	$ 103,157,289	
Households Weatherized [2]		87,462					
Households Treated							
- Single Family Households Treated	Home	67,836					
- Multi-family Households Treated	Home	27,731					
- Mobile Homes Treated	Home	5,431					
Total Number of Households Treated	Home	100,998					
# Eligible Households to be Treated for PY [3]	Home	119,940					
% of Households Treated	%	84.21%					
- Master-Meter Households Treated	Home	6,287					

[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, 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.11-05-017 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

Energy Savings Assistance Program Table 2 Pie-Chart
Through October 31, 2013



Appliances	18,142,921	17.59%
Domestic Hot Water	8,756,948	8.49%
Enclosure	35,906,938	34.81%
HVAC	7,293,113	7.07%
Maintenance	2,275,531	2.21%
Lighting	18,531,261	17.96%
Miscellaneous	-	0.00%
New Measures	111,317	0.11%
Customer Enrollment	12,139,261	11.77%
Total	103,157,289	100.00%

	A	B	C
1		**Energy Savings Assistance Program Table 3 - Average Bill Savings**	
2		**Through October 31, 2013**	
3		**Year-to-Date Installations - Expensed**	
4		Annual kWh Savings	34,559,055
5		Annual Therm Savings	1,540,740
6		Lifecycle kWh Savings	455,092,069
7		Lifecycle Therm Savings	13,485,113
8		Current kWh Rate	$ 0.1086
9		Current Therm Rate	$ 0.7717
10		Number of Treated Households	100,998
11		Average 1st Year Bill Savings / Treated Households	$ 48.92
12		Average Lifecycle Bill Savings / Treated Households	$ 592.23
13			
14		Note: Any required corrections/adjustments are reported herein and supersede	
15		results reported in prior months and may reflect YTD adjustments.	

Energy Savings Assistance Program Table 4a - Energy Savings Assistance Through October 31, 2013

	Eligible Households			Households Treated YTD		
County	**Rural**	**Urban**	**Total**	**Rural**	**Urban**	**Total**
ALAMEDA	3	164,413	**164,416**	-	8,341	**8,341**
ALPINE	124	-	**124**	-	-	**-**
AMADOR	4,499	2	**4,501**	266	10	**276**
BUTTE	12,196	27,033	**39,229**	2,126	17	**2,143**
CALAVERAS	7,528	67	**7,595**	490	81	**571**
COLUSA	3,071	14	**3,085**	141	1	**142**
CONTRA COSTA	1	100,399	**100,400**	5	5,575	**5,580**
EL DORADO	6,385	7,029	**13,414**	795	11	**806**
FRESNO	229	138,750	**138,979**	678	6,994	**7,672**
GLENN	4,639	-	**4,639**	239	23	**262**
HUMBOLDT	21,596	-	**21,596**	1,229	14	**1,243**
KERN	56,202	38,564	**94,766**	3,094	3,741	**6,835**
KINGS	8,467	226	**8,693**	227	-	**227**
LAKE	13,207	1	**13,208**	654	28	**682**
LASSEN	165	-	**165**	8	11	**19**
MADERA	5,861	13,846	**19,707**	890	2	**892**
MARIN	-	23,921	**23,921**	184	1,088	**1,272**
MARIPOSA	3,303	26	**3,329**	85	244	**329**
MENDOCINO	13,562	21	**13,583**	988	1	**989**
MERCED	20,541	20,183	**40,724**	1,033	1,032	**2,065**
MONTEREY	4,770	43,488	**48,258**	199	3,366	**3,565**
NAPA	1	15,598	**15,599**	75	597	**672**
NEVADA	10,899	7	**10,906**	686	8	**694**
PLACER	12,523	19,432	**31,955**	590	965	**1,555**
PLUMAS	3,555	115	**3,670**	150	-	**150**
SACRAMENTO	-	165,947	**165,947**	133	10,637	**10,770**
SAN BENITO	4,997	113	**5,110**	168	-	**168**
SAN BERNARDINO	395	44	**439**	-	-	**-**
SAN FRANCISCO	-	116,553	**116,553**	-	7,317	**7,317**
SAN JOAQUIN	10,072	79,965	**90,037**	519	5,039	**5,558**
SAN LUIS OBISPO	21,770	15,037	**36,807**	2,250	-	**2,250**
SAN MATEO	1	55,552	**55,553**	69	1,651	**1,720**
SANTA BARBARA	1,296	16,751	**18,047**	839	519	**1,358**
SANTA CLARA	3,427	140,268	**143,695**	224	8,224	**8,448**
SANTA CRUZ	9	27,628	**27,637**	168	1,478	**1,646**
SHASTA	12,168	13,053	**25,221**	621	748	**1,369**
SIERRA	237	5	**242**	10	-	**10**
SISKIYOU	21	-	**21**	2	-	**2**
SOLANO	-	40,841	**40,841**	174	2,846	**3,020**
SONOMA	3,168	48,579	**51,747**	696	2,075	**2,771**
STANISLAUS	30,037	38,543	**68,580**	542	3,570	**4,112**
SUTTER	-	13,507	**13,507**	431	-	**431**
TEHAMA	12,097	11	**12,108**	728	18	**746**
TRINITY	457	-	**457**	3	-	**3**
TULARE	8,377	673	**9,050**	181	9	**190**
TUOLUMNE	9,584	-	**9,584**	434	-	**434**
YOLO	1	29,894	**29,895**	674	586	**1,260**
YUBA	73	10,551	**10,624**	433	-	**433**
Total	**331,514**	**1,426,650**	**1,758,164**	**24,131**	**76,867**	**100,998**

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior

	A	B	C	D	E	F	G	H	I
1	**Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate**								
2	**Through October 31, 2013**								
3		**Reason Provided**							
4	**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 or Dwelling Age**	**Household Income Exceeds Allowable Limits**	**Unable to Provide Required Documentation**	**Other**
5	Alameda	1	63	0	5	0	1	2	
6	Alpine	0	0	0	0	0	0	0	
7	Amador	0	0	0	0	0	0	0	
8	Butte	6	16	0	0	0	2	0	
9	Calaveras	0	0	0	0	0	0	1	
10	Colusa	0	1	0	0	0	0	0	
11	Contra Costa	1	51	0	0	0	0	0	
12	El Dorado	0	0	0	3	0	0	4	
13	Fresno	14	63	0	10	0	1	10	
14	Glenn	0	2	0	0	0	0	0	
15	Humboldt	0	8	1	3	0	0	1	
16	Kern	9	29	1	15	0	0	7	
17	Kings	1	0	0	1	0	0	1	
18	Lake	0	0	0	1	0	0	0	
19	Lassen	0	0	0	0	0	0	0	
20	Madera	2	6	0	4	0	0	0	
21	Marin	1	7	0	2	0	0	0	
22	Mariposa	0	0	0	1	0	0	0	
23	Mendocino	0	0	0	0	0	0	0	
24	Merced	1	14	0	0	0	3	1	
25	Monterey	0	31	0	1	0	0	0	
26	Napa	1	5	0	0	0	1	0	
27	Nevada	0	5	0	0	0	0	2	
28	Placer	1	8	0	0	0	0	1	
29	Plumas	0	0	0	0	0	0	0	
30	Sacramento	0	74	0	16	0	2	3	
31	San Benito	0	2	0	0	0	0	0	
32	San Bernardino	0	0	0	0	0	0	0	
33	San Francisco	2	13	0	2	0	1	1	
34	San Joaquin	2	54	0	2	0	0	3	
35	San Luis Obispo	1	0	0	2	0	0	1	
36	San Mateo	0	15	0	3	0	1	1	
37	Santa Barbara	0	0	0	1	0	0	0	
38	Santa Clara	21	92	0	6	0	0	12	
39	Santa Cruz	2	8	0	1	0	0	0	
40	Shasta	0	6	0	1	0	0	0	
41	Sierra	0	0	0	0	0	0	0	
42	Siskiyou	0	0	0	0	0	0	0	
43	Solano	6	25	0	0	0	0	0	
44	Sonoma	0	17	0	4	0	1	1	
45	Stanislaus	1	51	1	6	0	0	8	
46	Sutter	1	2	0	0	0	0	0	
47	Tehama	0	6	0	2	0	0	0	
48	Trinity	0	0	4	0	0	0	1	
49	Tulare	2	0	0	0	0	0	4	
50	Tuolumne	0	0	0	0	0	0	1	
51	Yolo	2	8	0	1	0	1	2	
52	Yuba	0	1	0	0	0	0	0	
53									
54									
55									
56	**Total**	78	683	7	93	0	14	68	0

	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	**Through October 31, 2013**																
3		**Gas & Electric**				**Gas Only**				**Electric Only**				**Total**			
4		**# of Household Treated by Month**	**(Annual)**			**# of Household Treated by Month**	**(Annual)**			**# of Household Treated by Month**	**(Annual)**			**# of Household Treated by Month**	**(Annual)**		
5	**2013**		**Therm**	**kWh**	**kW**		**Therm**	**kWh**	**kW**		**Therm**	**kWh**	**kW**		**Therm**	**kWh**	**kW**
6	January	2,689	607,218	721,526	143	800	186,425	55,114	2	761	44	631,513	130	4,250	793,686	1,408,152	274
7	February	9,007	178,874	3,033,177	540	2,424	51,642	165,857	6	2,274	294	833,848	164	13,705	230,810	4,032,882	711
8	March	16,108	307,292	6,006,192	1,085	4,282	101,035	297,156	11	4,130	455	1,766,643	346	24,520	408,782	8,069,991	1,441
9	April	23,267	409,505	8,848,627	1,631	6,172	135,330	440,123	17	6,233	550	2,623,957	519	35,672	545,384	11,912,707	2,167
10	May	30,179	531,616	11,601,043	2,170	8,405	174,966	557,737	21	8,203	833	3,504,341	695	46,787	707,415	15,663,122	2,886
11	June	35,157	619,191	13,551,340	2,549	9,589	200,417	643,838	23	9,985	771	4,107,170	819	54,731	820,379	18,302,347	3,391
12	July	43,768	777,186	16,934,522	3,365	12,039	246,236	777,137	27	12,417	1,009	5,242,981	1,070	68,224	1,024,431	22,954,640	4,462
13	August	50,946	912,654	19,816,424	4,083	14,131	285,206	894,744	31	14,387	1,343	6,252,097	1,369	79,464	1,199,204	26,963,265	5,484
14	September	57,132	1,036,464	22,381,950	4,704	16,071	324,403	1,007,510	35	16,345	1,442	7,161,284	1,589	89,548	1,362,310	30,550,745	6,327
15	October	64,279	1,173,435	25,266,349	5,320	18,372	365,763	1,119,489	38	18,347	1,542	8,173,217	1,805	100,998	1,540,740	34,559,055	7,162
16	November													-	-	-	-
17	December													-	-	-	-
18	**YTD**													-	-	-	-
19																	
20	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																
21	every month in ESA Table 2.																
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	**Through October 31, 2013**												
3		**Authorized 3-Year Budget**			**Current Month Expenses**			**Expenses Since Jan. 1, 2012**			**% of 3-Year Budget Expensed**		
4		**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
5	**Pilots**												
6													
7	**Studies**												
8	Impact Evaluation [1]	$ 117,000	$ 63,000	$ 180,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
9	Needs Assessment [2]	$ 136,500	$ 73,500	$ 210,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
10	Energy Education [2]	$ 58,500	$ 31,500	$ 90,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
11	Multifamily [3]	$ 78,000	$ 42,000	$ 120,000	$ 143,763	$ 77,411	$ 221,174	$ 254,090	$ 136,818	$ 390,908	326%	326%	326%
12	Total Studies	$ 390,000	$ 210,000	$ 600,000	$ 143,763	$ 77,411	$ 221,174	$ 254,090	$ 136,818	$ 390,908	65%	65%	23%
13													
14	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												
15	[1] SDG&E is the project manager of the Impact Evaluation and pays the consultant. SDG&E has not yet invoiced PG&E for its share.												
16	[2] SCE is the project manager of the Needs Assessment and Energy Education Studies and pays the consultants. SCE has not yet invoiced PG&E for its shares.												
17	[3] PG&E is the project manager of the Multifamily Study and responsible to pay consultant invoices. PG&E will invoice SCE, SCG, and SDG&E at the end of 2013 for their shares of the study. When cross-billing occurs, PG&E's study expenditures will be under 100% of authorized budget.												

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	**CARE Table 1 - CARE Program Expenses - PG&E**												
2	**Through October 31, 2013**												
3		**Authorized Budget**			**Current Month Expenses**			**Year to Date Expenses**			**% of Budget Spent YTD**		
4	**CARE Program:**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
5	Outreach [1]	$ 4,267,620	$ 1,001,047	**$ 5,268,667**	$ 519,426	$ 121,841	$ 641,267	$ 2,191,661	$ 514,093	$ 2,705,754	51%	51%	51%
6	Processing, Certification, Recertification	$ 2,970,270	$ 696,730	**$ 3,667,000**	$ 95,527	$ 22,408	$ 117,935	$ 906,097	$ 212,541	$ 1,118,638	31%	31%	31%
7	Post Enrollment Verification	$ 1,555,200	$ 364,800	**$ 1,920,000**	$ 85,552	$ 20,068	$ 105,620	$ 746,681	$ 175,147	$ 921,828	48%	48%	48%
8	IT Programming	$ 523,260	$ 122,740	**$ 646,000**	$ 89,067	$ 20,892	$ 109,959	$ 833,790	$ 195,580	$ 1,029,371	159%	159%	159%
9	Cool Centers	$ 127,846	$ -	**$ 127,846**	$ (184)	$ -	$ (184)	$ 115,622	$ -	$ 115,622	90%	0%	90%
10													
11	CHANGES Pilot Program [2]	$ 174,960	$ 41,040	**$ 216,000**	$ 1,525	$ 358	$ 1,883	$ 97,432	$ 22,854	$ 120,286	56%	56%	56%
12													
13	Measurement & Evaluation	$ 69,660	$ 16,340	**$ 86,000**	$ -	$ -	$ -	$ (47,867)	$ (11,228)	$ (59,095)	-69%	-69%	-69%
14	Regulatory Compliance	$ 255,960	$ 60,040	**$ 316,000**	$ 13,231	$ 3,104	$ 16,335	$ 128,302	$ 30,095	$ 158,397	50%	50%	50%
15	General Administration	$ 1,654,020	$ 387,980	**$ 2,042,000**	$ 59,606	$ 13,982	$ 73,588	$ 584,410	$ 137,084	$ 721,494	35%	35%	35%
16	CPUC Energy Division Staff	$ 103,680	$ 24,320	**$ 128,000**	$ 5,552	$ 1,302	$ 6,854	$ 27,688	$ 6,495	$ 34,182	27%	27%	27%
17													
18	**SUBTOTAL MANAGEMENT COSTS**	**$ 11,702,475**	**$ 2,715,037**	**$ 14,417,512**	**$ 869,303**	**$ 203,954**	**$ 1,073,257**	**$ 5,583,815**	**$ 1,282,662**	**$ 6,866,477**	**48%**	**47%**	**48%**
19													
20	CARE Rate Discount [3]	$ 512,753,490	$ 120,275,510	**$ 633,029,000**	$ 40,630,776	$ 4,742,103	$ 45,372,879	$ 525,952,511	$ 76,831,181	$ 602,783,692	103%	64%	95%
21													
22	**TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS**	**$ 524,455,965**	**$ 122,990,547**	**$ 647,446,512**	**$ 41,500,078**	**$ 4,946,057**	**$ 46,446,135**	**$ 531,536,326**	**$ 78,113,843**	**$ 609,650,169**	**101%**	**64%**	**94%**
23													
24	Other CARE Rate Benefits												
25	- DWR Bond Charge Exemption				$ 3,137,272		$ 3,137,272	$ 35,537,591		$ 35,537,591			
26	- CARE PPP Exemption [4]				$ 5,381,308	$ 537,676	$ 5,918,984	$ 60,820,216	$ 7,435,750	$ 68,255,966			
27	- California Solar Initiative Exemption				$ 592,974		$ 592,974	$ 6,665,765		$ 6,665,765			
28	- kWh Surcharge Exemption												
29	**Total - Other CARE Rate Benefits**				**$ 9,111,554**	**$ 537,676**	**$ 9,649,230**	**$ 103,023,571**	**$ 7,435,750**	**$ 110,459,322**			
30													
31	Indirect Costs				**$ 47,939**	**$ 11,253**	**$ 59,192**	**$ 534,199**	**$ 124,926**	**$ 659,125**			
32													

33 [1] The Outreach category includes expenses from Capitation Fee, Mass Media Advertising, Outreach, and Expanded Outreach.

34 [2] 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.

35 [3] The Authorized Budget for the CARE Rate Discount per D.12-08-044.

36 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.

37 [4] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the CARE surcharge.

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

39 The overspend in the IT Programming category is due to the IT work required for implementing the High Usage initiative and building a database to track customer information for reporting purposes.

40 PG&E will fund-shift to cover the overspend according to the fund-shifting rules authorized in D.12-08-044 and report this in its 2013 annual report.

CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration - PG&E

Through October 31, 2013

2013	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	1,572	0	1,572	14,312	14,414	1,341	30,067	66	31,705	18,894	11,746	9,510	40,150	n/a	6,956	9,529	18,277	34,762	71,855	-3,057	1,488,356	1,574,844	95%
February	0	2,779	0	2,779	14,150	10,446	931	25,527	113	28,419	22,774	8,710	17,545	49,029	n/a	6,760	11,465	16,515	34,740	77,448	-6,321	1,482,035	1,574,844	94%
March	0	2,064	0	2,064	14,221	12,507	747	27,475	74	29,613	23,447	9,582	11,995	45,024	n/a	6,638	10,993	15,090	32,721	74,637	-3,108	1,478,927	1,574,844	94%
April	0	2,565	0	2,565	14,537	15,311	507	30,355	86	33,006	21,486	11,631	13,114	46,231	n/a	7,779	12,512	17,811	38,102	79,237	-5,096	1,473,831	1,574,844	94%
May	0	2,740	0	2,740	10,430	8,930	307	19,667	72	22,479	19,285	6,847	13,470	39,602	n/a	6,947	14,300	16,978	38,225	62,081	-15,746	1,458,085	1,574,844	93%
June	0	2,837	0	2,837	11,463	7,960	278	19,701	45	22,583	28,909	8,172	15,688	52,769	n/a	3,636	11,555	18,746	33,937	75,352	-11,354	1,446,731	1,574,844	92%
July	0	2,755	0	2,755	13,878	8,676	775	23,329	40	26,124	25,327	7,364	13,529	46,220	n/a	8,679	10,595	19,296	38,570	72,344	-12,446	1,434,285	1,574,844	91%
August	0	2,792	0	2,792	13,708	8,642	839	23,189	119	26,100	32,873	6,616	12,764	52,253	n/a	2,780	13,010	15,409	31,199	78,353	-5,099	1,429,186	1,574,844	91%
September	0	2,510	0	2,510	13,034	7,684	528	21,246	45	23,801	23,708	8,062	12,143	43,913	n/a	8,267	11,104	17,218	36,589	67,714	-12,788	1,416,398	1,574,844	90%
October	0	2,469	0	2,469	13,553	8,245	2,526	24,324	54	26,847	24,153	9,790	12,242	46,185	n/a	9,982	16,465	14,212	40,659	73,032	-13,812	1,402,586	1,574,844	89%
November																								
December																								
YTD Total	**0**	**25,083**	**0**	**25,083**	**133,286**	**102,815**	**8,779**	**244,880**	**714**	**270,677**	**240,856**	**88,520**	**132,000**	**461,376**	**n/a**	**68,424**	**121,528**	**169,552**	**359,504**	**732,053**	**-88,827**	**1,402,586**	**1,574,844**	**89%**

[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.

	A	B	C	D	E	F	G	H	I
1	**CARE Table 3A - Post-Enrollment Verification Results (Model) - PG&E**								
2	**Through October 31, 2013**								
3	**2013**	**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**
4	**January**	1,488,356	9,862	0.66%	6,290	1,034	7,324	74.26%	0.49%
5	**February**	1,482,035	11,575	0.78%	7,647	927	8,574	74.07%	0.58%
6	**March**	1,478,927	10,616	0.72%	7,074	694	7,768	73.17%	0.53%
7	**April**	1,473,831	5,013	0.34%	3,229	495	3,724	74.29%	0.25%
8	**May**	1,458,085	13,130	0.90%	8,392	1,583	9,975	75.97%	0.68%
9	**June**	1,446,731	3,955	0.27%	2,610	498	3,108	78.58%	0.21%
10	**July**	1,434,285	7,926	0.55%	5,897	311	6,208	78.32%	0.43%
11	**August**	1,429,186	8,123	0.57%	6,106	289	6,395	78.73%	0.45%
12	**September**	1,416,398	4,626	0.33%					
13	**October**	1,402,586	4,677	0.33%					
14	**November**								
15	**December**								
16	**YTD Total**	**1,402,586**	**79,503**	**5.67%**	**47,245**	**5,831**	**53,076**	**75.61%**	**3.78%**
17									
18	[1] Includes customers verified as over income or who requested to be de-enrolled.								
19	[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.								
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
21									
22									
23	**CARE Table 3B - Post-Enrollment Verification Results (High Usage) - PG&E**								
24	**Through October 31, 2013**								
25	**2013**	**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**
26	**January**	1,488,356	0	0.00%	0	0	0	n/a	n/a
27	**February**	1,482,035	0	0.00%	0	0	0	n/a	n/a
28	**March**	1,478,927	0	0.00%	0	0	0	n/a	n/a
29	**April**	1,473,831	350	0.02%	308	15	323	92.29%	0.02%
30	**May**	1,458,085	0	0.00%	0	0	0	n/a	n/a
31	**June**	1,446,731	0	0.00%	0	0	0	n/a	n/a
32	**July**	1,434,285	3,009	0.21%	2,578	177	2,755	91.56%	0.19%
33	**August**	1,429,186	5,030	0.35%	4,373	280	4,653	92.50%	0.33%
34	**September**	1,416,398	4,922	0.35%					
35	**October**	1,402,586	4,997	0.36%					
36	**November**								
37	**December**								
38	**YTD Total**	**1,402,586**	**18,308**	**1.31%**	**7,259**	**472**	**7,731**	**92.16%**	**0.55%**
39									
40	[1] Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.								
41	[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.								
42	Note: PG&E sent requests to a test group in April and began gradual deployment of the high usage PEV process in July 2013.								
43	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 - PG&E**						
2	**Through October 31, 2013**						
3		**Provided [1]**	**Received**	**Approved**	**Denied**	**Pending/ Never Completed**	**Duplicates**
4	**Total YTD**	9,367,914	609,929	574,970	22,341	12,618	88,520
5	**Percentage [2]**		100.00%	94.27%	3.66%	2.07%	14.51%
6							
7	[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.						
8	[2] Percentage of Received. Duplicates are also counted as Approved, so the total will not add up to 100%.						
9	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	H	I	J	K
1	**CARE Table 5 - Enrollment by County - PG&E**										
2	**Through October 31, 2013**										
3	**County**	**Estimated Eligible Households**			**Total Households Enrolled**			**Penetration Rate**			
4		**Urban**	**Rural [1]**	**Total**	**Urban**	**Rural [1]**	**Total**	**Urban**	**Rural [1]**	**Total**	
5	ALAMEDA	138,501	3	138,504	126,623	6	126,629	91%	179%	91%	
6	ALPINE	0	123	123	0	15	15	n/a	12%	12%	
7	AMADOR	2	4,461	4,463	0	3,983	3,983	0%	89%	89%	
8	BUTTE	25,642	11,857	37,500	23,560	12,271	35,831	92%	103%	96%	
9	CALAVERAS	66	7,497	7,563	64	5,608	5,672	97%	75%	75%	
10	COLUSA	12	3,014	3,026	10	3,129	3,139	86%	104%	104%	
11	CONTRA COSTA	90,884	1	90,885	83,298	1	83,299	92%	139%	92%	
12	EL DORADO	7,007	6,366	13,373	5,617	5,668	11,285	80%	89%	84%	
13	FRESNO	132,161	222	132,384	140,892	174	141,066	107%	78%	107%	
14	GLENN	0	4,554	4,554	1	4,620	4,621	n/a	101%	101%	
15	HUMBOLDT	0	20,689	20,689	0	18,480	18,480	0%	89%	89%	
16	KERN	37,522	54,968	92,490	38,820	56,700	95,520	103%	103%	103%	
17	KINGS	222	8,402	8,624	137	8,349	8,486	62%	99%	98%	
18	LAKE	1	13,073	13,074	1	12,173	12,174	178%	93%	93%	
19	LASSEN	0	164	164	0	174	174	n/a	106%	106%	
20	MADERA	13,579	5,829	19,408	15,149	5,216	20,365	112%	89%	105%	
21	MARIN	20,918	0	20,918	12,926	0	12,926	62%	n/a	62%	
22	MARIPOSA	24	3,241	3,266	15	2,437	2,452	62%	75%	75%	
23	MENDOCINO	21	13,321	13,342	5	10,640	10,645	23%	80%	80%	
24	MERCED	19,813	19,717	39,530	18,631	19,212	37,843	94%	97%	96%	
25	MONTEREY	39,412	4,438	43,850	33,261	5,142	38,403	84%	116%	88%	
26	NAPA	14,349	1	14,350	11,085	0	11,085	77%	n/a	77%	
27	NEVADA	7	10,692	10,698	2	9,128	9,130	30%	85%	85%	
28	PLACER	18,809	11,798	30,607	12,951	8,026	20,977	69%	68%	69%	
29	PLUMAS	115	3,548	3,663	11	1,766	1,777	10%	50%	49%	
30	SACRAMENTO	138,170	0	138,170	105,332	0	105,332	76%	n/a	76%	
31	SAN BENITO	109	4,883	4,992	74	4,717	4,791	68%	97%	96%	
32	SAN BERNARDINO	44	395	439	43	248	291	98%	63%	66%	
33	SAN FRANCISCO	78,542	0	78,542	65,680	0	65,680	84%	n/a	84%	
34	SAN JOAQUIN	74,190	9,745	83,935	75,630	8,881	84,511	102%	91%	101%	
35	SAN LUIS OBISPO	14,728	21,586	36,314	5,916	14,131	20,047	40%	65%	55%	
36	SAN MATEO	46,598	0	46,598	36,423	0	36,423	78%	n/a	78%	
37	SANTA BARBARA	16,388	1,243	17,631	15,588	723	16,311	95%	58%	93%	
38	SANTA CLARA	117,272	3,235	120,507	106,689	2,809	109,498	91%	87%	91%	
39	SANTA CRUZ	25,013	9	25,022	20,455	1	20,456	82%	11%	82%	
40	SHASTA	12,322	11,997	24,319	10,843	9,704	20,547	88%	81%	84%	
41	SIERRA	5	236	240	1	147	148	22%	62%	62%	
42	SISKIYOU	0	21	21	0	8	8	n/a	38%	38%	
43	SOLANO	37,395	0	37,395	38,693	0	38,693	103%	n/a	103%	
44	SONOMA	45,582	3,054	48,635	39,535	2,543	42,078	87%	83%	87%	
45	STANISLAUS	35,898	29,093	64,991	25,661	23,800	49,461	71%	82%	76%	
46	SUTTER	12,285	0	12,286	13,394	0	13,394	109%	0%	109%	
47	TEHAMA	11	11,974	11,985	8	11,194	11,202	71%	93%	93%	
48	TRINITY	0	448	449	0	319	319	0%	71%	71%	
49	TULARE	657	8,284	8,941	360	8,511	8,871	55%	103%	99%	
50	TUOLUMNE	0	9,560	9,561	0	7,152	7,152	0%	75%	75%	
51	YOLO	26,677	1	26,679	20,109	1	20,110	75%	75%	75%	
52	YUBA	10,073	73	10,146	11,172	114	11,286	111%	156%	111%	
53	**Total**	**1,251,029**	**323,815**	**1,574,844**	**1,114,665**	**287,921**	**1,402,586**	**89%**	**89%**	**89%**	
54											
55	[1] "Rural" includes ZIP Codes classified as such by the Goldsmith modification that was developed to identify small										
56	towns and rural areas within large metropolitan counties. ZIP Codes not defined as rural are classified as urban.										
57	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	H
1	**CARE Table 6 - Recertification Results - PG&E**							
2	**Through October 31, 2013**							
3	**2013**	**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)**
4	**January**	1,488,356	37,440	2.52%	24,928	12,512	66.58%	0.84%
5	**February**	1,482,035	36,047	2.43%	21,747	14,300	60.33%	0.96%
6	**March**	1,478,927	34,606	2.34%	23,051	11,555	66.61%	0.78%
7	**April**	1,473,831	33,900	2.30%	23,305	10,595	68.75%	0.72%
8	**May**	1,458,085	38,410	2.63%	25,400	13,010	66.13%	0.89%
9	**June**	1,446,731	39,234	2.71%	28,130	11,104	71.70%	0.77%
10	**July**	1,434,285	47,987	3.35%	31,522	16,465	65.69%	1.15%
11	**August**	1,429,186	43,522	3.05%				
12	**September**	1,416,398	42,221	2.98%				
13	**October**	1,402,586	41,495	2.96%				
14	**November**							
15	**December**							
16	**YTD Total**	**1,402,586**	**394,862**	**28.15%**	**178,083**	**89,541**	**66.54%**	**6.38%**
17								
18	[1] Does not include participants who closed their accounts during the 90-day response period.							
19	[2] Results are tied to the month initiated. Therefore, results may be pending due to the time permitted for a participant to respond.							
20	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 - PG&E**						
2	**Through October 31, 2013**						
3	**Contractor Name**	**Contractor Type**				**Total Enrollments**	
4		**Private**	**CBO**	**WMDVBE**	**LIHEAP**	**Current Month**	**Year to Date**
5	Advancing Vibrant Communities, Inc.		X			0	0
6	Amador-Tuolumne Community Action Agency		X			0	7
7	American Canyon Family Resource Center		X			0	0
8	Anderson Cottonwood Christian Assistance		X			1	9
9	Arc of San Francisco		X			0	0
10	Area 12 Agency on Aging		X			1	3
11	Area Agency on Aging Serving Napa and Solano		X			0	1
12	Arriba Juntos					0	0
13	Asian Community Center		X			4	25
14	Asian Community Mental Health Services		X			0	0
15	Asian Pacific American Community Center		X			0	0
16	Berkeley Housing Authority					0	2
17	Breathe California of the Bay Area					2	4
18	California Association of Area Agencies on Aging		X			0	11
19	California Human Development Corporation					0	1
20	Catholic Charities Diocese of Fresno		X			2	47
21	Center of Vision Enhancement					0	0
22	Central Coast Energy Services, Inc.					6	93
23	Child Abuse Prevention Council of San Joaquin County		X			0	0
24	Chinese Christian Herald Crusades					0	9
25	Chinese Newcomers Service Center					1	10
26	Community Action Marin		X			3	85
27	Community Pantry of San Benito County		X			0	3
28	Community Resources for Independent Living		X			0	3
29	CSU Chico Research Foundation - Passages					0	0
30	Delta Community Services, Inc.		X			0	0
31	Disability Resource Agency for Independent Living		X			0	1
32	Filipino American Development Foundation		X			0	6
33	Fresno Center for New Americans		X			1	5
34	GOD Financial Plan, Inc.					1	83
35	Golden Umbrella					0	1
36	Help Line Information & Assistance/Area 4 Agency on Aging					0	2
37	Heritage Institute for Family Advocacy					10	63
38	Housing Authority of the City of Fresno					7	12
39	Housing Authority of the County of Kern					1	26
40	Independent Living Center of Kern County, Inc.					1	4
41	Independent Living Services of Northern California					1	2
42	KidsFirst					1	4
43	Kings Community Action Organization, Inc.		X			1	26
44	La Luz Center					0	3
45	Lao Khmu Association., Inc.					1	23
46	Marin Center for Independent Living					0	1
47	Merced County Community Action Agency		X			1	13
48	Merced Lao Family Community Inc.		X			0	15
49	Moncada Outreach					0	2
50	Monument Crisis Center		X			0	0
51	Mutual Assistance Network of Del Paso Heights					0	6
52	Oakland Citizens Committee for Urban Renewal (OCCUR)		X			3	31
53	Opportunity Junction					0	1
54	Project Access, Inc.					0	0
55	REDI (Renewable Energy Development Institute)					0	1
56	Ritter Center					0	0
57	Roseville Housing Authority					0	1
58	Salvation Army Golden State Divisional Headquarters					2	37
59	Second Harvest Food Bank of Santa Cruz County					0	0
60	Self-Help for the Elderly					1	14
61	Shasta Women's Refuge					0	0
62	Silicon Valley Independent Living Center					0	0
63	St. Helena Family Center					0	3
64	Suscol Intertribal Council					0	2
65	Transitions Mental Health Association					0	0
66	United Way of Fresno County					0	1
67	Valley Oak Children's Services, Inc.					0	5
68	Volunteer Center of Sonoma County					0	0
69	West Valley Community Services		X			1	2
70	Yolo County Housing Authority					0	4
71	Yolo Family Resource Center					1	1
72	**Total Enrollments**					**54**	**714**
73							
74	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD						
75	adjustments.						

	A	B	C	D	E	F	G	H	I
1	**CARE Table 8 - Participants as of Month-End - PG&E**								
2	**Through October 31, 2013**								
3	**2013**	**Gas and Electric**	**Gas Only**	**Electric Only**	**Total**	**Eligible Households**	**Penetration**	**% Change**	**Total Residential Accounts [1]**
4	**January**	877,977	254,996	355,383	1,488,356	1,574,844	95%	-0.2%	5,246,113
5	**February**	874,589	253,928	353,518	1,482,035	1,574,844	94%	-0.4%	5,246,113
6	**March**	873,497	252,548	352,882	1,478,927	1,574,844	94%	-0.2%	5,246,113
7	**April**	873,041	248,943	351,847	1,473,831	1,574,844	94%	-0.3%	5,246,113
8	**May**	863,253	245,854	348,978	1,458,085	1,574,844	93%	-1.1%	5,246,113
9	**June**	856,092	243,752	346,887	1,446,731	1,574,844	92%	-0.8%	5,246,113
10	**July**	849,391	240,649	344,245	1,434,285	1,574,844	91%	-0.9%	5,246,113
11	**August**	848,523	237,565	343,098	1,429,186	1,574,844	91%	-0.4%	5,246,113
12	**September**	841,373	234,725	340,300	1,416,398	1,574,844	90%	-0.9%	5,246,113
13	**October**	834,963	230,007	337,616	1,402,586	1,574,844	89%	-1.0%	5,246,113
14	**November**								
15	**December**								
16									
17	[1] Excludes households with meters that are not eligible for CARE.								
18	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
1	**CARE Program Table 9 - Expenditures for CHANGES Pilot Program**				
2	**Through October 31, 2013**				
3		**Authorized 3-Year Budget [1]**	**Current Month Expenses [2]**	**Expenses Since Jan. 1, 2012 [4]**	**% of 2012 - 2014 Budget Expensed [3]**
4		**Total**	**Total**	**Total**	**Total**
5	**Pilots**				
6	CHANGES	$648,000	$0	$336,286	52%
7	Total Pilots	$648,000	$0	$336,286	52%
8					
9	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				
10	cycle; PG&E's funding level is 30% ($216,000/annually).				
11	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				
12	additional CHANGES Pilot Program funding through the end of 2014.				
13	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				
14	for the month of December 2011, and the remaining $108,000 for the period January through June 2012.				
15	4. Expenditures also include PG&E support costs for the CHANGES pilot.				
16	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	H	I	J	K	L	M	N	O	P
1	**CARE Table 10 CHANGES One-On-One Customer Assistance Sessions**															
2					**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**
3											**Dedicated Toll-Free Number Used**			**Dedicated Toll-Free Number Used**		
4	**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.**	**1 = Yes 0 = No**	**How Enrolled**	**CARE**	**FERA**	**Medical Baseline**	**#**	**1 = Yes 0 = No**	**Reason 800 # Not Used**	**#**	**1 = Yes 0 = No**	**Reason 800 # Not Used**	
5	6/3/2013	Spanish		Disconnection pending and no resources to help her. We made a pledge; grandaughter will help her.	1						0				User called IOU but we were not tracking 1-800 usage at this time.	
6	7/18/2013	English		HEAP/LiHeap Application Assistance Set Up/Change Payment Plan Restore Service	0							User called IOU but we were not tracking 1-800 usage at this time.				
7	7/19/2013	English		HEAP/LiHeap Application Assistance Restore Service	1						0	This call was to another company/organization (example: HEAP provider).				
8	8/1/2013	Chinese/Cantonese		ESAP Application Assistance	1							User called IOU but we were not tracking 1-800 usage at this time.				
9	8/2/2013	English		HEAP/LiHeap Application Assistance Stop Disconnection REACH Application Assistance	1							User called IOU but we were not tracking 1-800 usage at this time.				
10	8/6/2013	Khmer		HEAP/LiHeap Application Assistance Educated on Energy efficiency/ Conservation	1										User called IOU but we were not tracking 1-800 usage at this time.	
11	8/6/2013	Spanish		Set Up/Change Payment Plan Stop Disconnection	0										User called IOU but we were not tracking 1-800 usage at this time.	
12	8/7/2013	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
13	8/12/2013	Chinese/Cantonese		ESAP Application Assistance	1							User called IOU but we were not tracking 1-800 usage at this time.				
14	8/14/2013	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy efficiency/ Conservation Educated on energy assistance programs	1						0	Meeting with client.				
15	8/14/2013	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy efficiency/ Conservation Educated on energy assistance programs	1						0	Meeting with client.				
16	8/16/2013	Vietnamese		HEAP/LiHeap Application Assistance Educated on Energy efficiency/ Conservation	1						0	Meeting with client.				
17	8/19/2013	Vietnamese		HEAP/LiHeap Application Assistance Educated on Energy efficiency/ Conservation Educated on energy assistance programs	1						0	Meeting with client.				

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
18	8/20/2013	Chinese/Cantonese		ESAP Application Assistance	1							User called IOU but we were not tracking 1-800 usage at this time.				
19	8/26/2013	Spanish		HEAP/LiHeap Application Assistance Restore Service	1							User called IOU but we were not tracking 1-800 usage at this time.				
20	8/27/2013	Spanish		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
21	8/28/2013	English		Set Up/Change Payment Plan	1										User called IOU but we were not tracking 1-800 usage at this time.	
22	8/29/2013	English		Educated on CARE/FERA Educated on energy assistance programs Set Up/Change Payment Plan	0							User called IOU but we were not tracking 1-800 usage at this time.				
23	8/30/2013	Spanish		HEAP/LiHeap Application Assistance Educated on energy assistance programs	1						0	Meeting with client.				
24	8/30/2013	Spanish		HEAP/LiHeap Application Assistance Stop Disconnection	1						0	This call was to another company/organization (example: HEAP provider).				
25	9/1/2013	English		Set Up/Change Payment Plan	0									1		
26	9/3/2013	Laotian		HEAP/LiHeap Application Assistance Educated on Energy efficiency/ Conservation	0										User did not specify if 1-800 number is used when calling the IOU.	
27	9/3/2013	Chinese/Cantonese		Educated on Energy efficiency/ Conservation ESAP Application Assistance Schedule Energy Audit	1							User did not specify if 1-800 number is used when calling the IOU.				
28	9/4/2013	Spanish		HEAP/LiHeap Application Assistance Educated on energy assistance programs	1							User did not specify if 1-800 number is used when calling the IOU.				
29	9/4/2013	Spanish		HEAP/LiHeap Application Assistance Educated on avoiding disconnection Educated on energy assistance programs	1						0	This call was to another company/organization (example: HEAP provider).				
30	9/4/2013	Chinese/Cantonese		Changes to Account	1						0	Meeting with client.				
31	9/4/2013	Vietnamese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
32	9/5/2013	Spanish		HEAP/LiHeap Application Assistance Educated on avoiding disconnection	1						0	This call was to another company/organization (example: HEAP provider).				
33	9/5/2013	Vietnamese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
34	9/6/2013	Spanish		Set Up/Change Payment Plan	1						1					
35	9/6/2013	Spanish		HEAP/LiHeap Application Assistance Educated on energy assistance programs Changes to Account	1						0	Meeting with client.				
36	9/6/2013	Chinese/Cantonese		Changes to Account	1						0	Meeting with client.				

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
37	9/6/2013	Vietnamese		HEAP/LiHeap Application Assistance Bill Education	N/A						0	Meeting with client.				
38	9/6/2013	Chinese/Cantonese		Educated on Energy efficiency/ Conservation ESAP Application Assistance Schedule Energy Audit	1							User did not specify if 1-800 number is used when calling the IOU.				
39	9/6/2013	Chinese/Cantonese		Educated on Energy efficiency/ Conservation ESAP Application Assistance Schedule Energy Audit	1							User did not specify if 1-800 number is used when calling the IOU.				
40	9/6/2013	Chinese/Cantonese		Educated on Energy efficiency/ Conservation ESAP Application Assistance Schedule Energy Audit	1							User did not specify if 1-800 number is used when calling the IOU.				
41	9/6/2013	Chinese/Cantonese		Educated on Energy efficiency/ Conservation ESAP Application Assistance Schedule Energy Audit	1							User did not specify if 1-800 number is used when calling the IOU.				
42	9/6/2013	Chinese/Cantonese		Educated on Energy efficiency/ Conservation ESAP Application Assistance Schedule Energy Audit	1							User did not specify if 1-800 number is used when calling the IOU.				
43	9/6/2013	English		Educated on Energy efficiency/ Conservation ESAP Application Assistance Schedule Energy Audit	1							User did not specify if 1-800 number is used when calling the IOU.				
44	9/6/2013	Chinese/Cantonese		Educated on Energy efficiency/ Conservation ESAP Application Assistance Schedule Energy Audit	1							User did not specify if 1-800 number is used when calling the IOU.				
45	9/6/2013	Chinese/Cantonese		Educated on Energy efficiency/ Conservation ESAP Application Assistance Schedule Energy Audit	1							User did not specify if 1-800 number is used when calling the IOU.				
46	9/9/2013	Spanish		HEAP/LiHeap Application Assistance	1							User did not specify if 1-800 number is used when calling the IOU.				
47	9/9/2013	Chinese/Cantonese		Changes to Account	1						0	Meeting with client.				
48	9/9/2013	Chinese/Cantonese		Changes to Account	1						0	Meeting with client.				
49	9/9/2013	Chinese/Cantonese		Changes to Account	1						0	Meeting with client.				
50	9/9/2013	English		HEAP/LiHeap Application Assistance Educated on Energy efficiency/ Conservation Set Up/Change Payment Plan	1										User did not specify if 1-800 number is used when calling the IOU.	
51	9/10/2013	Chinese/Cantonese		Changes to Account	1						0	Meeting with client.				
52	9/10/2013	Chinese/Cantonese		Changes to Account	1						0	Meeting with client.				
53	9/10/2013	Chinese/Cantonese		Changes to Account	1						0	Meeting with client.				
54	9/10/2013	Chinese/Cantonese		Changes to Account	1						0	Meeting with client.				
55	9/10/2013	Chinese/Cantonese		Changes to Account	1						0	Meeting with client.				

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
56	9/10/2013	Laotian		Set Up/Change Payment Plan	1										User did not specify if 1-800 number is used when calling the IOU.	
57	9/10/2013	Chinese/Cantonese		Educated on Energy efficiency/ Conservation ESAP Application Assistance Schedule Energy Audit	1							User did not specify if 1-800 number is used when calling the IOU.				
58	9/10/2013	Chinese/Cantonese		Educated on Energy efficiency/ Conservation ESAP Application Assistance Schedule Energy Audit	1							User did not specify if 1-800 number is used when calling the IOU.				
59	9/10/2013	Chinese/Cantonese		Educated on Energy efficiency/ Conservation ESAP Application Assistance Schedule Energy Audit	1							User did not specify if 1-800 number is used when calling the IOU.				
60	9/10/2013	Chinese/Cantonese		Educated on Energy efficiency/ Conservation ESAP Application Assistance Schedule Energy Audit	1							User did not specify if 1-800 number is used when calling the IOU.				
61	9/10/2013	Chinese/Cantonese		Educated on Energy efficiency/ Conservation ESAP Application Assistance Schedule Energy Audit	1							User did not specify if 1-800 number is used when calling the IOU.				
62	9/10/2013	Chinese/Cantonese		Educated on Energy efficiency/ Conservation ESAP Application Assistance Schedule Energy Audit	1							User did not specify if 1-800 number is used when calling the IOU.				
63	9/10/2013	Chinese/Cantonese		Educated on Energy efficiency/ Conservation ESAP Application Assistance Schedule Energy Audit	1							User did not specify if 1-800 number is used when calling the IOU.				
64	9/10/2013	Chinese/Cantonese		Educated on Energy efficiency/ Conservation ESAP Application Assistance Schedule Energy Audit	1							User did not specify if 1-800 number is used when calling the IOU.				
65	9/10/2013	English		Educated on Energy efficiency/ Conservation ESAP Application Assistance Schedule Energy Audit	1							User did not specify if 1-800 number is used when calling the IOU.				
66	9/10/2013	English		Educated on Energy efficiency/ Conservation ESAP Application Assistance Schedule Energy Audit	1							User did not specify if 1-800 number is used when calling the IOU.				
67	9/10/2013	Chinese/Cantonese		Educated on Energy efficiency/ Conservation ESAP Application Assistance Schedule Energy Audit	1							User did not specify if 1-800 number is used when calling the IOU.				
68	9/11/2013	Spanish		HEAP/LiHeap Application Assistance Educated on energy assistance programs Set Up/Change Payment Plan	1										User did not specify if 1-800 number is used when calling the IOU.	
69	9/12/2013	Chinese/Cantonese		Changes to Account	1						0	Meeting with client.				

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
70	9/13/2013	English		Set Up/Change Payment Plan Stop Disconnection	1									1		
71	9/16/2013	Laotian		HEAP/LiHeap Application Assistance Educated on Energy efficiency/ Conservation Set Up/Change Payment Plan	1										User did not specify if 1-800 number is used when calling the IOU.	
72	9/16/2013	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	This call was to my client.				
73	9/16/2013	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
74	9/17/2013	English		HEAP/LiHeap Application Assistance Educated on energy assistance programs Restore Service	1						0	This call was to another company/organization (example: HEAP provider).				
75	9/17/2013	English		HEAP/LiHeap Application Assistance Educated on energy assistance programs	1						0	Meeting with client.				
76	9/18/2013	English		HEAP/LiHeap Application Assistance Educated on energy assistance programs	1						0	Meeting with client.				
77	9/18/2013	Spanish		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
78	9/20/2013	English		HEAP/LiHeap Application Assistance Educated on energy assistance programs	1						0	Meeting with client.				
79	9/20/2013	Chinese/Cantonese		Changes to Account	1						0	Meeting with client.				
80	9/20/2013	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on energy assistance programs	1						0	Meeting with client.				
81	9/23/2013	Korean		Verified Bill	1									1		
82	9/23/2013	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on energy assistance programs	N/A						0	This call was to another company/organization (example: HEAP provider).				
83	9/23/2013	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on avoiding disconnection Educated on energy assistance programs	1						0	Meeting with client.				
84	9/24/2013	English		Set Up/Change Payment Plan	1						1					
85	9/24/2013	English		HEAP/LiHeap Application Assistance Set Up/Change Payment Plan	1						1					
86	9/25/2013	Khmer		HEAP/LiHeap Application Assistance Educated on Energy efficiency/ Conservation	1										User did not specify if 1-800 number is used when calling the IOU.	
87	9/26/2013	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
88	9/27/2013	English		Educated on Energy efficiency/ Conservation Educated on energy assistance programs	1									1		
89	9/27/2013	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy efficiency/ Conservation	1						0	This call was to my client.				
90																
91	September Total				61											
92	Year-to-Date Total				78											
93																
94	[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. The Contractors must provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.															
95	Note: Data for the current reporting month is not available due to one month lag in the availability of the data															

CARE Table 11 CHANGES Group Customer Assistance Sessions
January through September 2013 - PG&E

				Session Logistics			
Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	# of Sessions	Length (Hours)	Number of Attendees	Description of Information / Literature Provided
Jan-May	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
June	Spanish	Avoiding Disconnection	2	minimum of 30 minutes	74	N/A
June	Spanish	CARE/FERA and Other Assistance Programs	8	minimum of 30 minutes	186	N/A
June	Spanish	Energy Conservation	5	minimum of 30 minutes	139	N/A
June	Spanish	Level Pay Plan	2	minimum of 30 minutes	31	N/A
June	Spanish	Safety Tips	4	minimum of 30 minutes	89	N/A
June	Spanish	Understanding Your Bill	1	minimum of 30 minutes	37	N/A
July	English	Safety Tips	1	minimum of 30 minutes	13	N/A
July	Japanese	Safety Tips	1	minimum of 30 minutes	6	N/A
July	Indonesian	Safety Tips	1	minimum of 30 minutes	1	N/A
August	Spanish	Understanding Your Bill	1	minimum of 30 minutes	19	N/A
August	Spanish	Safety Tips	1	minimum of 30 minutes	10	N/A
August	Spanish	Level Pay Plan	1	minimum of 30 minutes	19	N/A
August	Spanish	Energy Conservation	1	minimum of 30 minutes	10	N/A
August	Spanish	CARE/FERA and Other Assistance Programs	1	minimum of 30 minutes	19	N/A
September	English	Understanding Your Bill	3	minimum of 30 minutes	32	N/A
September	Spanish	Energy Conservation	1	minimum of 30 minutes	1	N/A
September	English	Energy Conservation	2	minimum of 30 minutes	43	N/A
September	Japanese	Energy Conservation	1	minimum of 30 minutes	2	N/A
September	Spanish	CARE/FERA and Other Assistance Programs	5		116	N/A
September Total			12		194	
Year-to-Date			42		847	

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