

**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)

**ONE-HUNDRED AND FORTY-FOURTH STATUS REPORT OF PACIFIC GAS AND
ELECTRIC COMPANY (U 39 M) ON THE RESULTS OF ITS ENERGY SAVINGS
ASSISTANCE AND CARE PROGRAM EFFORTS IN COMPLIANCE WITH
ORDERING PARAGRAPH 17 OF DECISION 01-05-033, ISSUED MAY 7, 2001**

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Dated: May 21, 2013

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In accordance with Ordering Paragraph 17 of Decision 01-05-033, the direction of Administrative Law Judge Gottstein at the July 11 and 28, 2001 status conferences, and the agreements reached between the utilities and the Energy Division on the format and content of the tables, Pacific Gas and Electric Company submits its attached one-hundred and forty-fourth

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monthly status report on the results of its Energy Savings Assistance and CARE Program efforts, showing results through April, 2013.

Respectfully submitted,

ANN H. KIM

By: _____/s/
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Dated: May 21, 2013

Pacific Gas and Electric Company

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

Program Monthly Report
For April 2013

(May 21, 2013)

PACIFIC GAS AND ELECTRIC COMPANY

**ENERGY SAVINGS ASSISTANCE PROGRAM AND CARE PROGRAM
MONTHLY REPORT FOR APRIL 2013**

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PACIFIC GAS AND ELECTRIC COMPANY
ENERGY SAVINGS ASSISTANCE PROGRAM
AND CARE PROGRAM MONTHLY REPORT
FOR APRIL 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 Executive 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 35,672 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	\$ 156,363,352	\$ 43,069,746	27.54%
Homes Treated	119,940	35,672,520	29.74%
kWh Saved	NA	11,912,707	
kW Demand Reduced	NA	2,167.04	
Therms Saved	NA	545,384	

1.2. ESA Program Customer Outreach and Enrollment Update

PG&E coordinates activities and advertising 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. Additionally, PG&E automatically enrolls customers participating in the ESA Program onto the CARE discount rate.

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.

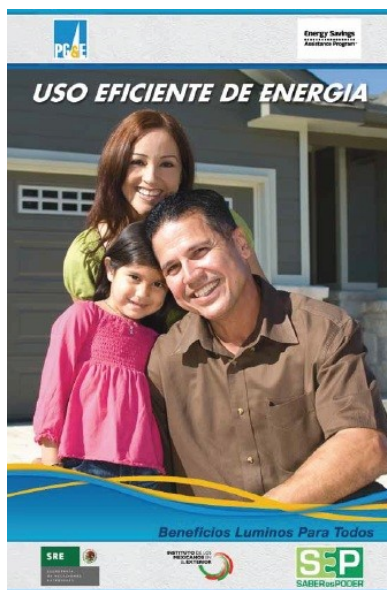
PG&E contracts directly with both community-based organizations (CBOs) and private contractors who provide a wealth of experience in the communities they serve. PG&E currently has 35 installation contractors including 11 CBOs and two appliance contractors who serve 48 counties. Of the 11 CBOs, six are 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 April, 28 refrigerators have been installed, which equates to \$22,400 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 full advantage of CARE's successful marketing strategies by working closely with its outreach team.

- In April, the ESA Program continued 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.



In April, the ESA Program continued to run the following media campaigns:

- PG&E-branded bus shelter and bus advertisements in ZIP code-targeted neighborhoods in the San Francisco Bay Area. Interested households are prompted to text "SAVE" to a "short-code" number on their mobile phone to verify their eligibility. This outdoor media is available 24 hours a day 7 days a week. The ad appearing in the actual buses appear here, followed by a bus shelter ad:



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

1.3. Leveraging Success Evaluation, Including California Department of 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 include: 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. Potential pilots being discussed include: bulk purchasing, 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.

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, 250 individuals in 22 sessions (1198 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 2 homes that were selected for SASH program participation. PG&E supplied ESA measure installation data for 33 SASH-selected homes that were treated through the ESA Program in prior years.

2. CARE Executive 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.

2.1. CARE Program Summary

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 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 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.

2.1.1. Please provide CARE Program summary costs

CARE Budget Categories	Authorized Budget	Actual Expenses Year to Date	% of Budget Spent
Outreach	\$5,268,667	\$963,236	18%
Processing, Certification, Recertification	\$3,667,000	\$459,364	13%
Post Enrollment Verification	\$1,920,000	\$378,270	20%
IT Programming	\$646,000	\$505,776	78%
Cooling Centers	\$127,846	\$15,026	12%
CHANGES Pilot Program [1]	\$216,000	\$36,000	17%
Measurement and Evaluation	\$86,000	\$-59,095	-69%
Regulatory Compliance	\$316,000	\$64,584	20%
General Administration	\$2,042,000	\$197,903	10%
CPUC Energy Division Staff	\$128,000	\$9,921	8%
Total Expenses	\$14,417,512	\$2,570,987	18%
Subsidies and Benefits	\$633,029,000	\$235,742,438	37%
Total Program Costs and Discounts	\$647,446,512	\$238,313,425	37%

[1] Two invoices were paid in April..

2.1.2. Please provide the CARE Program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,473,831	1,574,844	93.6%

2.2. Outreach

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

PG&E employs a variety of marketing channels and outreach initiatives to target households with a high-propensity for CARE eligibility. The following initiatives helped build awareness and increase participation and retention in April:

- Automated Phone Calls –A third-party vendor and PG&E’s customer service is being utilized to enroll new households and recertify existing households by telephone. Year-to-date, this initiative has generated 3,526 new enrollments and 20,729
- Online – Customers can visit <http://www.pge.com/CARE> to find out more information about CARE, ESAP and other programs that might serve them. They can also apply for CARE online. Year-to-date, this initiative has generated 57,220 new enrollments.
- Local Office Partnerships – The CARE Program partners with local offices to maintain self-service kiosks in the lobby. These kiosks help raise awareness and generate new enrollments while providing a convenient and local site for customers to complete and submit a CARE application. In addition to the kiosks, customer service representatives have been trained to convey the benefits of CARE to every customer. Year-to-date, this initiative has generated 4,613 new enrollments.
- PG&E has contracted with 36 Community Outreach Contractors (COCs) throughout its service area. These COCs 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 generated 371 new enrollments.

Welcome Packet Insert –English/Spanish applications are inserted into new customers’ welcome packets. Though we are not specifically targeting households with a high-propensity for eligibility, year-to-date this initiative has generated 4,799 new enrollments. The CARE Program implemented the following media campaigns:

- A Spanish print ad campaign in the Cronicas in Napa, Solano and Sonoma counties.
- A Spanish print ad campaign in the El Observador Publication in Santa Clara, Alameda, San Francisco and San Mateo counties. A Tagalog print ad campaign in Manila Mail in the San Francisco Bay Area.
- An African American print ad in the Post Newspaper in Oakland, Berkeley, Richmond and San Francisco.

In April, PG&E launched a small-scale implementation of the CARE High Usage Post Enrollment Verification Campaign. PG&E mailed a letter to 350 customers with usage above 400% of baseline in the previous billing cycle. The letter informed these customers that in order to remain enrolled, they are required to submit a Tax Return Transcript or Verification of Non-filing and agree to

participate in the ESA program. Included with the letter was a multi-lingual insert informing customers that this information is available in eight languages. PG&E is currently evaluating customer response to the small-scale implementation and plans to launch the communication campaign in July.

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, 1,804 LIHEAP customers and 194 REACH customers have been automatically enrolled onto the CARE Program.

PG&E automatically enrolls customers that receive ESA Program services. Year-to-date, 6,982 ESA Program participants have been enrolled onto the CARE Program.

In addition, PG&E continues to coordinate CARE and ESA outreach efforts to provide likely eligible customers with the knowledge and tools to access all of PG&E's services and 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 recently received comments from Senator Wolk's assistant, Tracy Krumpen, and from Patt Perlow, Office of Assembly member Joan Buchanan.

Both are related to the impact of the recent shift in the Federal poverty guidelines that impact their constituents' CARE eligibility. Recently the guidelines split a 2-person household into its individual components. As a result, approximately 4% of our participants will no longer be eligible for CARE when they come up for recertification, even though their single-person household income has not changed

from prior years. Additionally, the eligible population has been adjusted downward as previously eligible single-person households are no longer eligible.

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

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

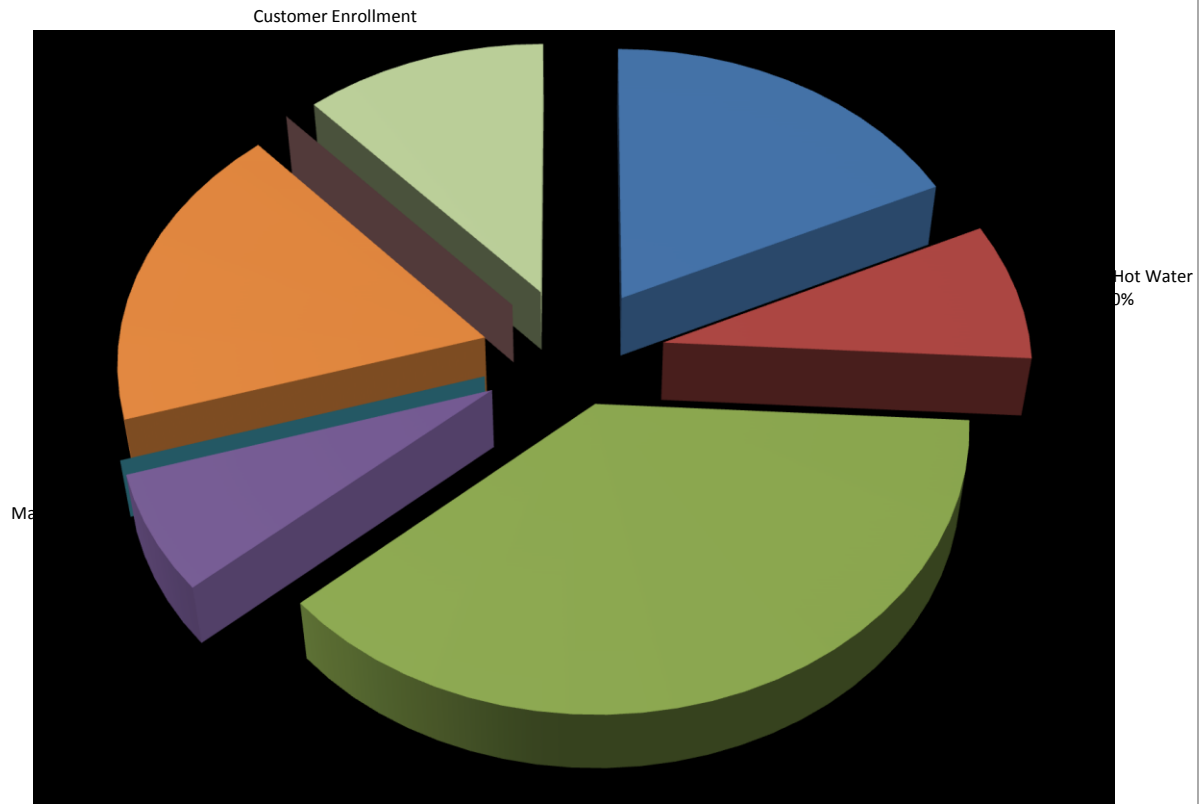
	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Through April 30, 2013												
3		Authorized Budget [1]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
4	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
5	Energy Efficiency												
6	Appliances	\$ 33,707,780	\$ 2,537,145	\$ 36,244,925	\$ 2,085,758	\$ 51,438	\$ 2,137,196	\$ 7,128,624	\$ 165,572	\$ 7,294,196	21%	7%	20%
7	Domestic Hot Water	\$ 892,809	\$ 9,422,995	\$ 10,315,804	\$ 71,977	\$ 1,001,919	\$ 1,073,896	\$ 206,238	\$ 2,987,191	\$ 3,193,429	23%	32%	31%
8	Enclosure	\$ 5,695,090	\$ 32,272,174	\$ 37,967,264	\$ 678,432	\$ 3,844,447	\$ 4,522,879	\$ 2,261,358	\$ 12,814,362	\$ 15,075,720	40%	40%	40%
9	HVAC	\$ 1,702,684	\$ 2,571,020	\$ 4,273,704	\$ 348,621	\$ 449,483	\$ 798,104	\$ 1,159,366	\$ 1,470,129	\$ 2,629,495	68%	57%	62%
10	Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
11	Lighting	\$ 27,592,929	\$ -	\$ 27,592,929	\$ 2,091,424	\$ -	\$ 2,091,424	\$ 7,301,072	\$ -	\$ 7,301,072	26%	0%	26%
12	Miscellaneous	\$ 2,396,819	\$ 8,084,023	\$ 10,480,842	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	Customer Enrollment	\$ 1,115,155	\$ 600,468	\$ 1,715,623	\$ 83,101	\$ 44,747	\$ 127,848	\$ 283,268	\$ 152,529	\$ 435,797	25%	25%	25%
14	In Home Education	\$ 9,576,733	\$ 5,156,703	\$ 14,733,436	\$ 818,197	\$ 440,568	\$ 1,258,765	\$ 2,784,320	\$ 1,499,249	\$ 4,283,568	29%	29%	29%
15	Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16	Energy Efficiency TOTAL	\$ 82,680,001	\$ 60,644,527	\$ 143,324,528	\$ 6,177,510	\$ 5,832,602	\$ 12,010,112	\$ 21,124,245	\$ 19,089,032	\$ 40,213,277	26%	31%	28%
17													
18	Training Center	\$ 613,600	\$ 330,400	\$ 944,000	\$ 38,865	\$ 20,927	\$ 59,792	\$ 151,802	\$ 81,739	\$ 233,541	25%	25%	25%
19	Inspections	\$ 3,770,820	\$ 2,030,441	\$ 5,801,261	\$ 256,287	\$ 138,001	\$ 394,288	\$ 952,854	\$ 513,075	\$ 1,465,929	25%	25%	25%
20	Marketing and Outreach	\$ 1,193,116	\$ 642,447	\$ 1,835,563	\$ 75,033	\$ 40,402	\$ 115,435	\$ 184,507	\$ 99,350	\$ 283,858	15%	15%	15%
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	\$ (3,121)	\$ (1,681)	\$ (4,802)	\$ 25,521	\$ 13,742	\$ 39,263	19%	19%	19%
23	Regulatory Compliance	\$ 262,600	\$ 141,400	\$ 404,000	\$ 12,274	\$ 6,609	\$ 18,883	\$ 75,290	\$ 40,541	\$ 115,831	29%	29%	29%
24	General Administration	\$ 2,387,450	\$ 1,285,550	\$ 3,673,000	\$ 141,116	\$ 75,985	\$ 217,101	\$ 464,871	\$ 250,315	\$ 715,187	19%	19%	19%
25	CPUC Energy Division	\$ 35,750	\$ 19,250	\$ 55,000	\$ -	\$ -	\$ -	\$ 1,859	\$ 1,001	\$ 2,860	5%	5%	5%
26													
27	TOTAL PROGRAM COSTS	\$ 91,155,237	\$ 65,208,115	\$ 156,363,352	\$ 6,697,963	\$ 6,112,846	\$ 12,810,809	\$ 22,980,950	\$ 20,088,796	\$ 43,069,746	25%	31%	28%
28		Funded Outside of ESA Program Budget											
29	Indirect Costs				\$ 83,495	\$ 44,959	\$ 128,454	\$ 303,459	\$ 163,401	\$ 466,861			
30	NGAT Costs					\$ 284,699	\$ 284,699		\$ 1,143,396	\$ 1,143,396			
31													
32	[1] The authorized budget excludes shifted funds from previous years and/or prior program cycles.												
33													
34	[2] \$1,930.04 in current and year to date expenses for HVAC and Domestic Hot Water reflects work completed in 2012.												
35													
36	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	Energy Savings Assistance Program Table 2							
2	Through April 30, 2013							
3			Year-To-Date Completed & Expensed Installation					
4	Measures	Units	Quantity Installed	kWh [4] (Annual)	kW [5] (Annual)	Therms (Annual)	Expenses (\$)	% of Expenditure
5	Appliances							
6	High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	
7	Refrigerators	Each	5,738	4,061,848	692.10	-	\$ 6,417,083	16.94%
8	Microwaves [6]	Each	3,822	492,056	-	32,456	\$ 380,830	1.01%
9	Domestic Hot Water							
10	Water Heater Blanket	Home	8,414	41,818	9.12	46,842	\$ 517,157	1.37%
11	Low Flow Shower Head	Home	32,932	85,966	19.37	163,524	\$ 1,308,973	3.46%
12	Water Heater Pipe Insulation	Home	916	2,836	0.48	7,659	\$ 19,226	0.05%
13	Faucet Aerator	Home	23,885	46,314	9.99	67,976	\$ 441,020	1.16%
14	Water Heater Repair/Replacement	Each	422	-	-	-	\$ 322,433	0.85%
15	Thermostatic Shower Valve [7]	Each	13,363	40,307	9.08	65,663	\$ 405,576	1.07%
16	Enclosure							
17	Air Sealing / Envelope [1]	Home	26,614	1,311,004	-	138,198	\$ 11,566,723	30.54%
18	Caulking	Home						
19	Attic Insulation	Home	1,860	144,430	74.27	23,065	\$ 2,687,236	7.09%
20	HVAC							
21	FAU Standing Pilot Conversion	Each						
22	Furnace Repair/Replacement	Each	682	-	-	-	\$ 868,642	2.29%
23	Room A/C Replacement	Each	158	11,824	10.90	-	\$ 141,805	0.37%
24	Central A/C replacement [9]	Each	-	-	-	-	\$ 529	0.00%
25	Heat Pump Replacement	Each						
26	Evaporative Cooler (Replacement)	Each	1,390	701,833	819.28	-	\$ 976,951	2.58%
27	Evaporative Cooler (Installation)	Each						
28	Duct Testing and Sealing	Home	751	-	-	-	\$ 569,548	1.50%
29	Maintenance							
30	Furnace Clean and Tune	Home						
31	Central A/C Tune up	Home	-	-	-	-	\$ -	
32	Lighting							
33	Compact Fluorescent Lights (CFL)	Each	123,139	1,695,175	155.61	-	\$ 1,033,684	2.73%
34	Interior Hard wired CFL fixtures	Each	53,443	2,303,731	262.94	-	\$ 4,438,356	11.72%
35	Exterior Hard wired CFL fixtures	Each	10,542	455,414	52.71	-	\$ 920,502	2.43%
36	Torchiere	Each	1,738	354,361	34.76	-	\$ 162,078	0.43%
37	Occupancy Sensor	Each	4,105	163,790	16.42	-	\$ 267,268	0.71%
38	LED Night Lights	Each						
39	Miscellaneous							
40	Pool Pumps	Each						
41	Smart Power Strips	Each					\$ -	
42	New Measures							
43	AC Time Delay [8]	Each					\$ -	
44	Pilots							
45								
46	Customer Enrollment							
47	Outreach & Assessment	Home	35,672				\$ 405,683	1.07%
48	In-Home Education	Home	35,672				\$ 4,027,810	10.63%
49								
50	Total Savings/Expenditures			11,912,707	2,167.04	545,384	\$ 37,879,110	
51								
52	Households Weatherized [2]		32,088					
53								
54	Households Treated							
55	- Single Family Households Treated	Home	25,557					
56	- Multi-family Households Treated	Home	8,168					
57	- Mobile Homes Treated	Home	1,947					
58	Total Number of Households Treated	Home	35,672					
59	# Eligible Households to be Treated for PY [3]	Home	119,940					
60	% of Households Treated	%	29.74%					
61	- Master-Meter Households Treated	Home	1,893					
62								
63								
64	[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door,							
65	and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.							
66	[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs							
67	[3] Based on Attachment H of D.12-08-044.							
68	[4] All savings are calculated based on the following sources:							
69	ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011.							
70	[5] Costs exclude support costs that are included in Table 1.							
71	[6] Microwave savings are from ECONorthWest Studies received in December of 2011							
72	[7] Savings value will be the same as the shower head measure mentioned in footnote [4]							
73	[8] Savings value from Work Paper PGE0077 Revision #1 --- California HVAC Upgrade: Efficient Fan Controller(EFC) for Residential							
74	[9] Dollars spent are attributable to the measure's contribution to the "Direct Costs" portion of program changes.							
75	Note: any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							
76								

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Energy Savings Assistance Program Table 2a**Through April 30, 2013**

Appliances	6,797,913.01	17.95%
Domestic Hot Water	3,014,385.67	7.96%
Enclosure	14,253,959.22	37.63%
HVAC	2,557,473.36	6.75%
Maintenance	-	0.00%
Lighting	6,821,886.44	18.01%
Miscellaneous	-	0.00%
New Measures	-	0.00%
Customer Enrollment	4,433,492.68	11.70%
Total	37,879,110.38	

ESAP Year-to-date Expenditures By Measure Group

	A	B
1	Energy Savings Assistance Program Table 3 - Average Bill Savings per Treated Home	
2	Through April 30, 2013	
3	Year-to-Date Installations - Expensed	
4	Annual kWh Savings	11,912,707
5	Annual Therm Savings	545,384
6	Lifecycle kWh Savings	156,773,312
7	Lifecycle Therm Savings	4,765,058
8	Current kWh Rate	\$ 0.1085
9	Current Therm Rate	\$ 0.7663
10	Number of Treated Households	35,672
11	Average 1st Year Bill Savings / Treated households	\$ 47.94
12	Average Lifecycle Bill Savings / Treated Household	\$ 579.10
13		
14	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	Energy Savings Assistance Program Table 4a - Energy Savings Assistance						
2	Program Homes Treated						
3	Through April 30,2013						
4		Eligible Households			Households Treated YTD		
5	County	Rural	Urban	Total	Rural	Urban	Total
6	ALAMEDA	3	164,413	164,416	-	3,362	3,362
7	ALPINE	124	-	124	-	-	-
8	AMADOR	4,499	2	4,501	108	1	109
9	BUTTE	12,196	27,033	39,229	690	9	699
10	CALAVERAS	7,528	67	7,595	96	7	103
11	COLUSA	3,071	14	3,085	94	-	94
12	CONTRA COSTA	1	100,399	100,400	2	2,084	2,086
13	EL DORADO	6,385	7,029	13,414	299	1	300
14	FRESNO	229	138,750	138,979	244	2,564	2,808
15	GLENN	4,639	-	4,639	119	10	129
16	HUMBOLDT	21,596	-	21,596	481	1	482
17	KERN	56,202	38,564	94,766	1,123	1,514	2,637
18	KINGS	8,467	226	8,693	102	-	102
19	LAKE	13,207	1	13,208	92	-	92
20	LASSEN	165	-	165	-	-	-
21	MADERA	5,861	13,846	19,707	222	-	222
22	MARIN	-	23,921	23,921	64	452	516
23	MARIPOSA	3,303	26	3,329	23	76	99
24	MENDOCINO	13,562	21	13,583	382	1	383
25	MERCED	20,541	20,183	40,724	390	345	735
26	MONTEREY	4,770	43,488	48,258	54	963	1,017
27	NAPA	1	15,598	15,599	30	232	262
28	NEVADA	10,899	7	10,906	171	-	171
29	PLACER	12,523	19,432	31,955	142	453	595
30	PLUMAS	3,555	115	3,670	-	-	-
31	SACRAMENTO	-	165,947	165,947	60	3,917	3,977
32	SAN BENITO	4,997	113	5,110	48	-	48
33	SAN BERNARDINO	395	44	439	-	-	-
34	SAN FRANCISCO	-	116,553	116,553	-	1,785	1,785
35	SAN JOAQUIN	10,072	79,965	90,037	129	1,758	1,887
36	SAN LUIS OBISPO	21,770	15,037	36,807	690	-	690
37	SAN MATEO	1	55,552	55,553	11	408	419
38	SANTA BARBARA	1,296	16,751	18,047	246	188	434
39	SANTA CLARA	3,427	140,268	143,695	85	3,004	3,089
40	SANTA CRUZ	9	27,628	27,637	110	630	740
41	SHASTA	12,168	13,053	25,221	329	330	659
42	SIERRA	237	5	242	-	-	-
43	SISKIYOU	21	-	21	-	-	-
44	SOLANO	-	40,841	40,841	72	637	709
45	SONOMA	3,168	48,579	51,747	280	798	1,078
46	STANISLAUS	30,037	38,543	68,580	192	1,286	1,478
47	SUTTER	-	13,507	13,507	298	-	298
48	TEHAMA	12,097	11	12,108	320	13	333
49	TRINITY	457	-	457	2	-	2
50	TULARE	8,377	673	9,050	106	2	108
51	TUOLUMNE	9,584	-	9,584	181	-	181
52	YOLO	1	29,894	29,895	261	243	504
53	YUBA	73	10,551	10,624	250	-	250
54	Total	331,514	1,426,650	1,758,164	8,598	27,074	35,672
55	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior						
56	months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	K
1	Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate									
2	Through April 30, 2013									
3		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	
4	County									
5	Alameda	1	33	0	4		0	2		
6	Butte	0	3	0	0		2	0		
7	Calaveras	0	0	0	0		0	1		
8	Colusa	0	1	0	0		0	0		
9	Contra Costa	1	15	0	0		0	0		
10	El Dorado	0	0	0	3		0	4		
11	Fresno	3	25	0	11		1	12		
12	Humboldt	0	2	1	3		0	1		
13	Kern	10	15	1	15		0	8		
14	Kings	1	0	0	1		0	1		
15	Lake	0	0	0	1		0	0		
16	Madera	0	0	0	4		0	0		
17	Marin	1	2	0	2		0	0		
18	Mariposa	0	0	0	1		0	0		
19	Merced	1	7	0	0		3	1		
20	Monterey	0	12	0	1		0	0		
21	Napa	1	1	0	0		1	0		
22	Nevada	0	0	0	0		0	2		
23	Placer	1	3	0	0		0	1		
24	Sacramento	0	36	0	16		2	3		
25	San Benito	0	0	0	0		0	0		
26	San Francisco	2	0	0	2		1	1		
27	San Joaquin	2	18	0	2		0	3		
28	San Luis Obispo	0	0	0	2		0	1		
29	San Mateo	0	3	0	3		1	1		
30	Santa Barbara	0	0	0	1		0	0		
31	Santa Clara	8	31	0	4		0	12		
32	Santa Cruz	0	4	0	1		0	0		
33	Shasta	0	0	0	1		0	0		
34	Solano	6	9	0	0		0	0		
35	Sonoma	0	9	0	5		1	1		
36	Stanislaus	1	26	1	5		0	8		
37	Sutter	1	1	0	0		0	0		
38	Tehama	0	1	0	2		0	0		
39	Trinity	0	0	5	0		0	1		
40	Tulare	2	0	0	0		0	4		
41	Tuolumne	0	0	0	0		0	1		
42	Yolo	2	2	0	0		1	2		
43	Yuba	1	0	0	1		0	0		
44										
45										
46	Total	45	259	8	91	0	13	71	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 April 30, 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			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
6	2013																
7	January	2,689	231,734	684,320	135	800	76,569	55,114	2	761	33	319,604	61	4,250	308,337	1,059,037	197.15
8	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	710.61
9	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	1,441.35
10	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	2,167.04
11	May													-	-	-	-
12	June													-	-	-	-
13	July													-	-	-	-
14	August													-	-	-	-
15	September													-	-	-	-
16	October													-	-	-	-
17	November													-	-	-	-
18	December													-	-	-	-
19	YTD													-	-	-	-
20																	
21																	
22	Figures for each month are YTD. December 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 Table 2.																
23	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	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 April 30, 2013												
3		Authorized 3-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2013			% of 3-Year Budget Expended		
4		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
5	Pilots												
6													
7	Studies												
8	Impact Evaluation	\$117,000	\$ 63,000	\$180,000	\$ (1,805)	\$ (972)	\$ (2,776)	\$ -	\$ -	\$ -	0%	0%	0%
9	Needs Assessment	\$136,500	\$ 73,500	\$210,000	\$ (663)	\$ (357)	\$ (1,020)	\$ -	\$ -	\$ -	0%	0%	0%
10	Energy Education	\$ 58,500	\$ 31,500	\$ 90,000			\$ -	\$ -	\$ -	\$ -	0%	0%	0%
11	Multifamily	\$ 78,000	\$ 42,000	\$120,000	\$ (654)	\$ (352)	\$ (1,005)	\$ 25,521	\$ 13,742	\$ 39,263	33%	33%	65%
12	Total Studies	\$390,000	\$210,000	\$600,000	\$ (3,121)	\$ (1,681)	\$ (4,802)	\$ 25,521	\$ 13,742	\$ 39,263	33%	33%	65%
13													
14	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses - PG&E												
2	Through April 30, 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	\$ 137,454	\$ 32,242	\$ 169,697	\$ 780,222	\$ 183,015	\$ 963,236	18%	18%	18%
6	Processing, Certification, Recertification	\$ 2,970,270	\$ 696,730	\$ 3,667,000	\$ 92,845	\$ 21,778	\$ 114,623	\$ 372,085	\$ 87,279	\$ 459,364	13%	13%	13%
7	Post Enrollment Verification	\$ 1,555,200	\$ 364,800	\$ 1,920,000	\$ 75,218	\$ 17,644	\$ 92,862	\$ 306,399	\$ 71,871	\$ 378,270	20%	20%	20%
8	IT Programming	\$ 523,260	\$ 122,740	\$ 646,000	\$ 94,988	\$ 22,281	\$ 117,269	\$ 409,679	\$ 96,098	\$ 505,776	78%	78%	78%
9	Cool Centers	\$ 127,846	\$ -	\$ 127,846	\$ 11,838	\$ -	\$ 11,838	\$ 15,026	\$ -	\$ 15,026	12%	0%	12%
10													
11	CHANGES Pilot Program ^[2]	\$ 174,960	\$ 41,040	\$ 216,000	\$ 29,160	\$ 6,840	\$ 36,000	\$ 29,160	\$ 6,840	\$ 36,000	17%	17%	17%
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	\$ 9,778	\$ 2,294	\$ 12,072	\$ 52,313	\$ 12,271	\$ 64,584	20%	20%	20%
15	General Administration	\$ 1,654,020	\$ 387,980	\$ 2,042,000	\$ 26,108	\$ 6,124	\$ 32,232	\$ 160,301	\$ 37,602	\$ 197,903	10%	10%	10%
16	CPUC Energy Division Staff	\$ 103,680	\$ 24,320	\$ 128,000	\$ -	\$ -	\$ -	\$ 8,036	\$ 1,885	\$ 9,921	8%	8%	8%
17													
18	SUBTOTAL MANAGEMENT COSTS	\$ 11,702,475	\$ 2,715,037	\$ 14,417,512	\$ 477,389	\$ 109,203	\$ 586,592	\$ 2,085,355	\$ 485,633	\$ 2,570,987	18%	18%	18%
19													
20	CARE Rate Discount ^[3]	\$ 512,753,490	\$ 120,275,510	\$ 633,029,000	\$ 33,343,357	\$ 6,504,037	\$ 39,847,394	\$ 186,392,727	\$ 49,349,712	\$ 235,742,438	36%	41%	37%
21													
22	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$524,455,965	\$122,990,547	\$647,446,512	\$ 33,820,745	\$ 6,613,240	\$ 40,433,986	\$188,478,081	\$ 49,835,344	\$238,313,425	36%	41%	37%
23													
24	Other CARE Rate Benefits												
25	- DWR Bond Charge Exemption				\$ 2,701,202		\$ 2,701,202	\$ 13,405,836		\$ 13,405,836			
26	- CARE PPP Exemption ^[4]				\$ 4,601,561	\$ 711,537	\$ 5,313,098	\$ 22,980,768	\$ 4,821,396	\$ 27,802,164			
27	- California Solar Initiative Exemption				\$ 755,670		\$ 755,670	\$ 3,731,603		\$ 3,731,603			
28	- kWh Surcharge Exemption												
29	Total - Other CARE Rate Benefits				\$ 8,058,433	\$ 711,537	\$ 8,769,970	\$ 40,118,208	\$ 4,821,396	\$ 44,939,603			
30													
31	Indirect Costs				\$ 51,464	\$ 11,502	\$ 62,966	\$ 230,600	\$ 53,420	\$ 284,020			
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.												
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	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	Q	R	S	T	U	V	W	X	Y
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration - PG&E																								
2	Through April 30, 2013																								
3	2013	New Enrollment										Recertification				Attrition				Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)	
4		Automatic Enrollment			Self-Certification (Income or Categorical)				Capitation	Total New Enrollment (E+H+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)				
5		Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone														Combined (F+G+H)			
6	January	0	1,572	0	1,572	14,312	14,439	1,341	30,092	41	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%
7	February	0	2,779	0	2,779	14,150	10,493	931	25,574	66	26,419	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%
8	March	0	2,064	0	2,064	14,221	12,527	747	27,495	54	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%
9	April	0	2,565	0	2,565	14,537	15,331	507	30,375	66	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%
10	May																								
11	June																								
12	July																								
13	August																								
14	September																								
15	October																								
16	November																								
17	December																								
18	YTD Total	0	8,980	0	8,980	57,220	52,790	3,526	113,536	227	122,743	86,601	41,669	52,164	180,434	n/a	28,133	44,499	67,693	140,325	303,177	-17,582	1,473,831	1,574,844	94%
19																									
20	¹ Enrollments via data sharing between the IOUs.																								
21	² Enrollments via data sharing between departments and/or programs within the utility.																								
22	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																								
23	⁴ PG&E counts attrition due to no response in the Failed PEV and Failed Recertification columns, respectively.																								
24	⁵ Includes customers who closed their accounts, requested to be removed, or were otherwise ineligible for the program.																								
25	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 April 30, 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	1,478,927	9,862	0.67%	6,290	1,034	7,324	74.26%	0.50%
5	February	1,473,831	11,575	0.79%	7,647	927	8,574	74.07%	0.58%
6	March	1,478,927	10,616	0.72%					
7	April	1,473,831	5,013	0.34%					
8	May								
9	June								
10	July								
11	August								
12	September								
13	October								
14	November								
15	December								
16	YTD Total	1,473,831	37,066	2.51%	13,937	1,961	15,898	74.16%	1.08%
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 April 30, 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	1,478,927	0	0.00%	0	0	0	n/a	n/a
27	February	1,473,831	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%					
30	May								
31	June								
32	July								
33	August								
34	September								
35	October								
36	November								
37	December								
38	YTD Total	0	350	0.02%	0	0	0	n/a	n/a
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 plans to fully implement 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.								

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications - PG&E						
2	Through April 30, 2013						
3		Provided ¹	Received	Approved	Denied	Pending/ Never Completed	Duplicates
4	Total YTD	5,036,669	259,896	242,033	10,251	7,612	41,669
5	Percentage ²		100.00%	93.13%	3.94%	2.93%	16.03%
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 April 30, 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	134,572	6	134,578	97%	179%	97%	
6	ALPINE	0	123	123	0	17	17	n/a	14%	14%	
7	AMADOR	2	4,461	4,463	0	4,160	4,160	0%	93%	93%	
8	BUTTE	25,642	11,857	37,500	24,558	12,731	37,289	96%	107%	99%	
9	CALAVERAS	66	7,497	7,563	70	5,926	5,996	107%	79%	79%	
10	COLUSA	12	3,014	3,026	11	3,255	3,266	95%	108%	108%	
11	CONTRA COSTA	90,884	1	90,885	87,239	1	87,240	96%	139%	96%	
12	EL DORADO	7,007	6,366	13,373	5,966	5,975	11,941	85%	94%	89%	
13	FRESNO	132,161	222	132,384	142,391	170	142,561	108%	76%	108%	
14	GLENN	0	4,554	4,554	1	4,769	4,770	n/a	105%	105%	
15	HUMBOLDT	0	20,689	20,689	0	20,557	20,557	0%	99%	99%	
16	KERN	37,522	54,968	92,490	39,190	57,774	96,964	104%	105%	105%	
17	KINGS	222	8,402	8,624	137	8,624	8,761	62%	103%	102%	
18	LAKE	1	13,073	13,074	1	12,753	12,754	178%	98%	98%	
19	LASSEN	0	164	164	0	182	182	n/a	111%	111%	
20	MADERA	13,579	5,829	19,408	15,396	5,295	20,691	113%	91%	107%	
21	MARIN	20,918	0	20,918	13,800	0	13,800	66%	n/a	66%	
22	MARIPOSA	24	3,241	3,266	17	2,552	2,569	70%	79%	79%	
23	MENDOCINO	21	13,321	13,342	4	11,578	11,582	19%	87%	87%	
24	MERCED	19,813	19,717	39,530	19,267	19,676	38,943	97%	100%	99%	
25	MONTEREY	39,412	4,438	43,850	34,731	5,368	40,099	88%	121%	91%	
26	NAPA	14,349	1	14,350	11,865	0	11,865	83%	n/a	83%	
27	NEVADA	7	10,692	10,698	3	9,638	9,641	45%	90%	90%	
28	PLACER	18,809	11,798	30,607	13,698	8,377	22,075	73%	71%	72%	
29	PLUMAS	115	3,548	3,663	14	1,864	1,878	12%	53%	51%	
30	SACRAMENTO	138,170	0	138,170	115,325	0	115,325	83%	n/a	83%	
31	SAN BENITO	109	4,883	4,992	84	4,931	5,015	77%	101%	100%	
32	SAN BERNARDINO	44	395	439	46	290	336	105%	73%	77%	
33	SAN FRANCISCO	78,542	0	78,542	68,190	0	68,190	87%	n/a	87%	
34	SAN JOAQUIN	74,190	9,745	83,935	77,559	9,171	86,730	105%	94%	103%	
35	SAN LUIS OBISPO	14,728	21,586	36,314	6,589	14,978	21,567	45%	69%	59%	
36	SAN MATEO	46,598	0	46,598	39,301	0	39,301	84%	n/a	84%	
37	SANTA BARBARA	16,388	1,243	17,631	16,307	777	17,084	100%	63%	97%	
38	SANTA CLARA	117,272	3,235	120,507	113,364	2,928	116,292	97%	91%	97%	
39	SANTA CRUZ	25,013	9	25,022	22,007	1	22,008	88%	11%	88%	
40	SHASTA	12,322	11,997	24,319	11,872	10,546	22,418	96%	88%	92%	
41	SIERRA	5	236	240	1	157	158	22%	67%	66%	
42	SISKIYOU	0	21	21	0	8	8	n/a	38%	38%	
43	SOLANO	37,395	0	37,395	40,359	0	40,359	108%	n/a	108%	
44	SONOMA	45,582	3,054	48,635	42,924	2,763	45,687	94%	90%	94%	
45	STANISLAUS	35,898	29,093	64,991	28,696	25,436	54,132	80%	87%	83%	
46	SUTTER	12,285	0	12,286	13,648	0	13,648	111%	0%	111%	
47	TEHAMA	11	11,974	11,985	11	11,597	11,608	97%	97%	97%	
48	TRINITY	0	448	449	0	353	353	0%	79%	79%	
49	TULARE	657	8,284	8,941	365	8,661	9,026	56%	105%	101%	
50	TUOLUMNE	0	9,560	9,561	0	7,503	7,503	0%	78%	78%	
51	YOLO	26,677	1	26,679	21,307	1	21,308	80%	75%	80%	
52	YUBA	10,073	73	10,146	11,479	117	11,596	114%	160%	114%	
53	Total	1,251,029	323,815	1,574,844	1,172,365	301,466	1,473,831	94%	93%	94%	
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.										

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	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results - PG&E							
2	Through April 30, 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	38,423	2.59%				
6	March	1,478,927	36,880	2.49%				
7	April	1,473,831	35,932	2.44%				
8	May							
9	June							
10	July							
11	August							
12	September							
13	October							
14	November							
15	December							
16	YTD Total	1,473,831	148,675	10.09%	24,928	12,512	66.58%	0.85%
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 April 30, 2013						
3	Contractor Name	Contractor Type (Check one or more if applicable)				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			1	6
7	American Canyon Family Resource Center		X			0	0
8	Area Agency on Aging Serving Napa and Solano		X			0	0
9	Arriba Juntos					0	0
10	Asian Community Center of Sacramento Valley, Inc		X			0	9
11	Breathe California of the Bay Area					0	0
12	California Association of Area Agencies on Aging					2	8
13	Catholic Charities Diocese of Fresno					11	22
14	Center of Vision Enhancement					0	0
15	Central Coast Energy Services, Inc.					26	64
16	Cesar A Moncada DBA Moncada Outreach					0	0
17	Child Abuse Prevention Council of San Joaquin County					0	0
18	Chinese Christian Herald Crusades					1	6
19	City of Roseville DBA Roseville Housing Authority					1	1
20	Community Action Marin		X			12	53
21	Filipino American Development Foundation					1	4
22	Fresno Center for New Americans					2	3
23	God Financial Plan, Inc.					0	0
24	Housing Authority of the City of Fresno					0	0
25	Housing Authority of the County of Kern					3	14
26	Independent Living Services of Northern California					0	0
27	Kidsfirst					0	3
28	La Luz Center					0	1
29	Merced Lao Family Community, Inc.		X			0	8
30	Monument Crisis Center		X			0	0
31	Oakland Citizens Committee for Urban Renewal (OCCUR)		X			1	16
32	Opportunity Junction					0	0
33	REDI (Renewable Energy Development Institute)					1	1
34	Silicon Valley Independent Living Center					0	0
35	St. Helena Family Center		X			1	2
36	The Arc San Francisco					0	0
37	United Way of Fresno County					0	0
38	Valley Oak Children's Services, Inc.					1	3
39	Yolo County Housing Authority					2	3
40	Yolo Family Resource Center					0	0
41	Total Enrollments					66	227
42							
43	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD						
44	adjustments.						

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Participants as of Month-End - PG&E								
2	Through April 30, 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%	-0.6%	5,246,113
6	March	873,497	252,548	352,882	1,478,927	1,574,844	94%	-0.8%	5,246,113
7	April	873,041	248,943	351,847	1,473,831	1,574,844	94%	-1.2%	5,246,113
8	May								
9	June								
10	July								
11	August								
12	September								
13	October								
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.								

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E
1	CARE Program Table 9 - Expenditures for CHANGES Pilot Program				
2	Through April 30, 2013				
3		Authorized 3-Year Budget 1	Current Month Expenses 2	Expenses Since Jan. 1, 2013	% of 2012 - 2014 Budget Expended 3
4		Total	Total	Total	Total
5	Pilots				
6	CHANGES	\$648,000	\$36,000	\$36,000	5.56%
7	Total Pilots	\$648,000	\$36,000	\$36,000	5.56%
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 <u>ME&O budget ["Outreach" line in Appendix M in D.12-08-044]</u> 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.				