Joint IOU Report of the CARE and ESA Programs

Low Income Oversight Board Meeting
Webex
December 10, 2020

CARE Program

PU Code Section 739.1(a) requires the CPUC to establish a program of assistance to low-income electric and gas customers with annual household incomes that are no greater than 200 percent of the federal poverty guideline levels.

2020 YTD CARE Program Updates *

Authorized 2020 Program Budgets Expenditures				
Utility	**2020 Budget**	**YTD Expenditures**	**%**	**YTD Rate Discounts**
PG&E	$17,955,243	$12,104,901	67%	$586,998,177
SCE	$6,579,068	$4,898,378	74%	$367,211,312
SDG&E	$7,320,433	$4,104,232	56%	$101,766,707
SoCalGas	$10,091,122	$5,689,734	56%	$112,847,465
Total	**$41,945,866**	**$26,797,245**		**$1,168,823,661**

2020 YTD Enrollment and Penetration						
Utility	**Total Residential Customers**	**Estimated Eligible Customers**	**Eligible Rate**	**Customers Enrolled**	**Penetration Rate**	**Newly Enrolled Customers**
PG&E	5,552,167	1,457,418	26%	1,563,914	107%	273,508
SCE	4,477,444	1,332,580	30%	1,379,866	104%	317,714
SDG&E	1,355,763	302,245	22%	330,853	109%	62,987
SoCalGas**	5,652,500	1,675,718	30%	1,728,359	103%	263,375
Total	**17,037,874**	**4,767,961**		**5,002,992**		**917,584**

* 2020 YTD through September 30, 2020, as reported in the IOU ESA-CARE Monthly Report (filed October 21, 2020).

** Total residential gas households. This includes sub-metered households.

Pacific Gas and Electric Company

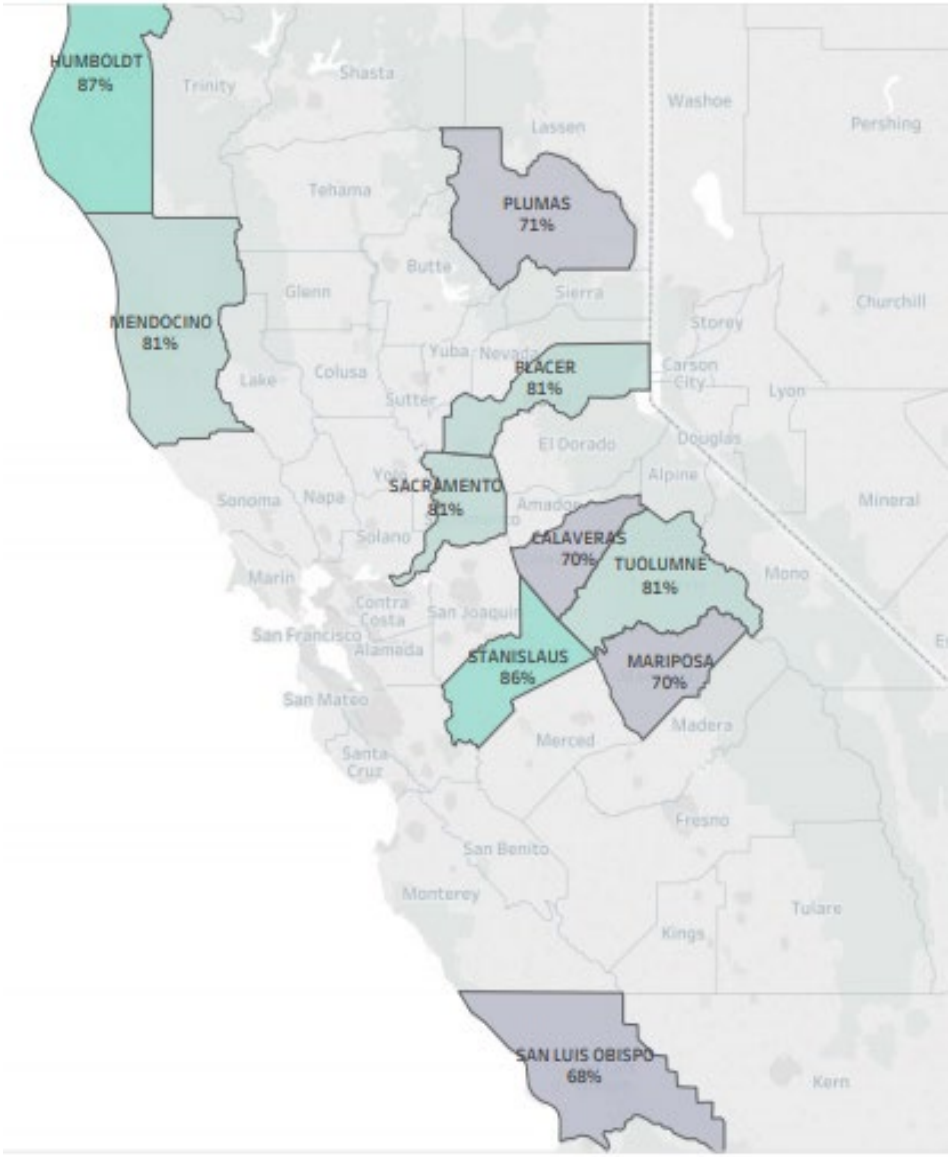
SOUTHERN CALIFORNIA EDISON An EDISON INTERNATIONAL Company

SDGE A Sempra Energy utility

SoCalGas A Sempra Energy utility

CARE Program *CARE Penetration map*

PG&E

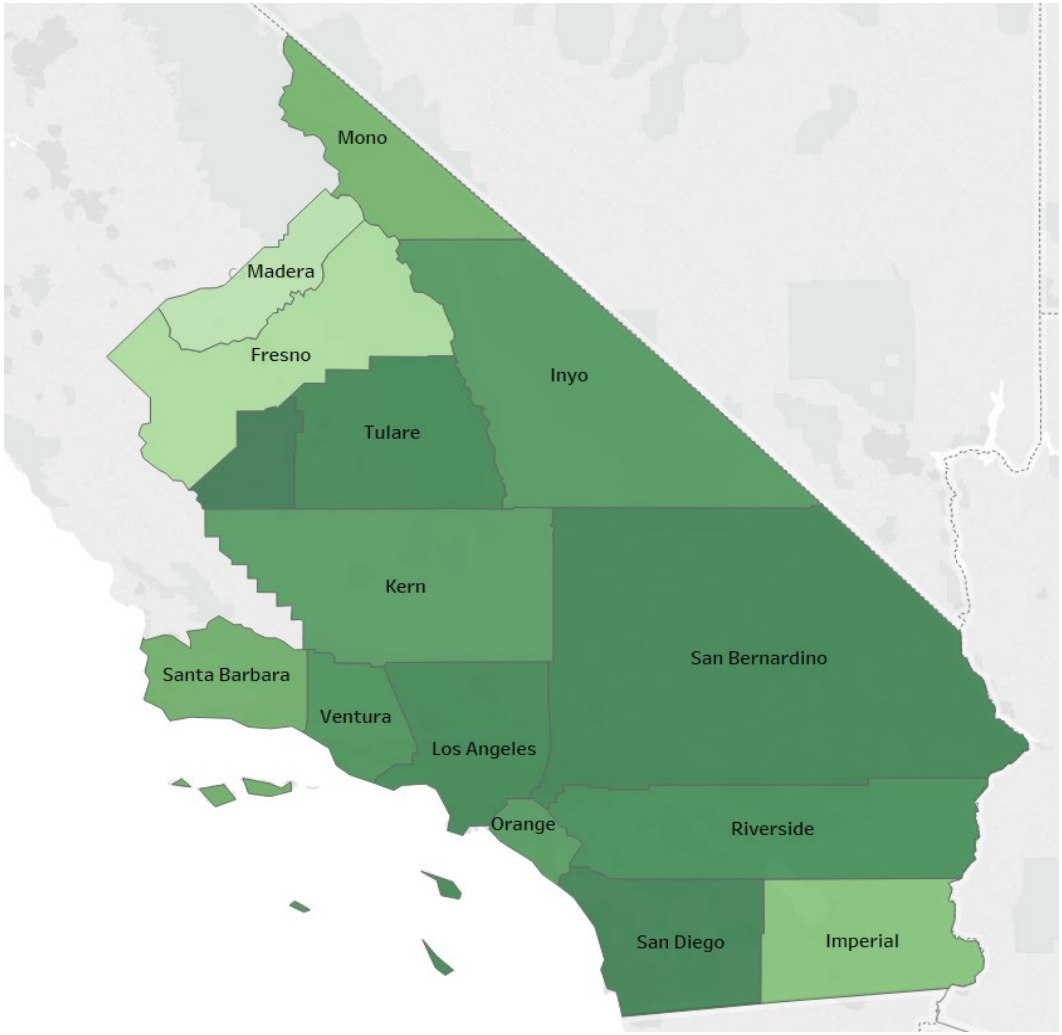


County	Penetration Rate*
SAN LUIS OBISPO	68%
MARIPOSA	70%
CALAVERAS	70%
PLUMAS	71%
TUOLUMNE	81%
SACRAMENTO	81%
PLACER	81%
MENDOCINO	81%
STANISLAUS	86%
HUMBOLDT	87%

*Represents PG&E counties with the lowest penetration rates, as of September 30, 2020.
*Excludes counties with less than 1,000 estimated eligible households

CARE Program *CARE Penetration map*

SCE



County	Penetration Rate*
Kings	135%
San Bernardino	112%
Los Angeles	107%
Riverside	106%
Tulare	105%
Kern	104%
Ventura	92%
Orange	90%
Santa Barbara	58%
Inyo	57%
Mono	47%
Imperial**	37%
Fresno**	9%
San Diego**	0%
Madera**	0%

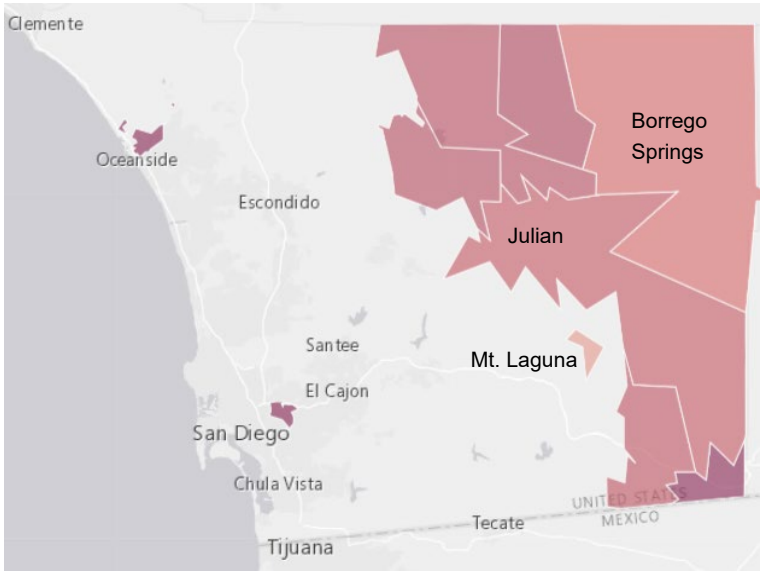
*Represents the penetration rates for all SCE counties effective September 30, 2020.
**Represents counties with less than 1,000 estimated eligible households

CARE Program *CARE Penetration map*

SDG&E

Zip codes with lowest penetration (overall)	
City	**Penetration Rate**
Rancho Santa Fe	23%
Mount Laguna	12%
Laguna Beach	17%
Coronado	30%
Del Mar	34%
Borrego Springs	45%
La Jolla	50%
Palomar Mountain	50%
Dana Point	54%
Solana Beach	44%
Pala	57%
San Juan Capistrano	57%

Top 7 Areas of Focus*	
City	**Penetration Rate**
Borrego Springs	45%
Boulevard	69%
Santa Ysabel	67%
Ranchita	79%
Warner Springs	71%
Julian	63%
Mount Laguna	12%

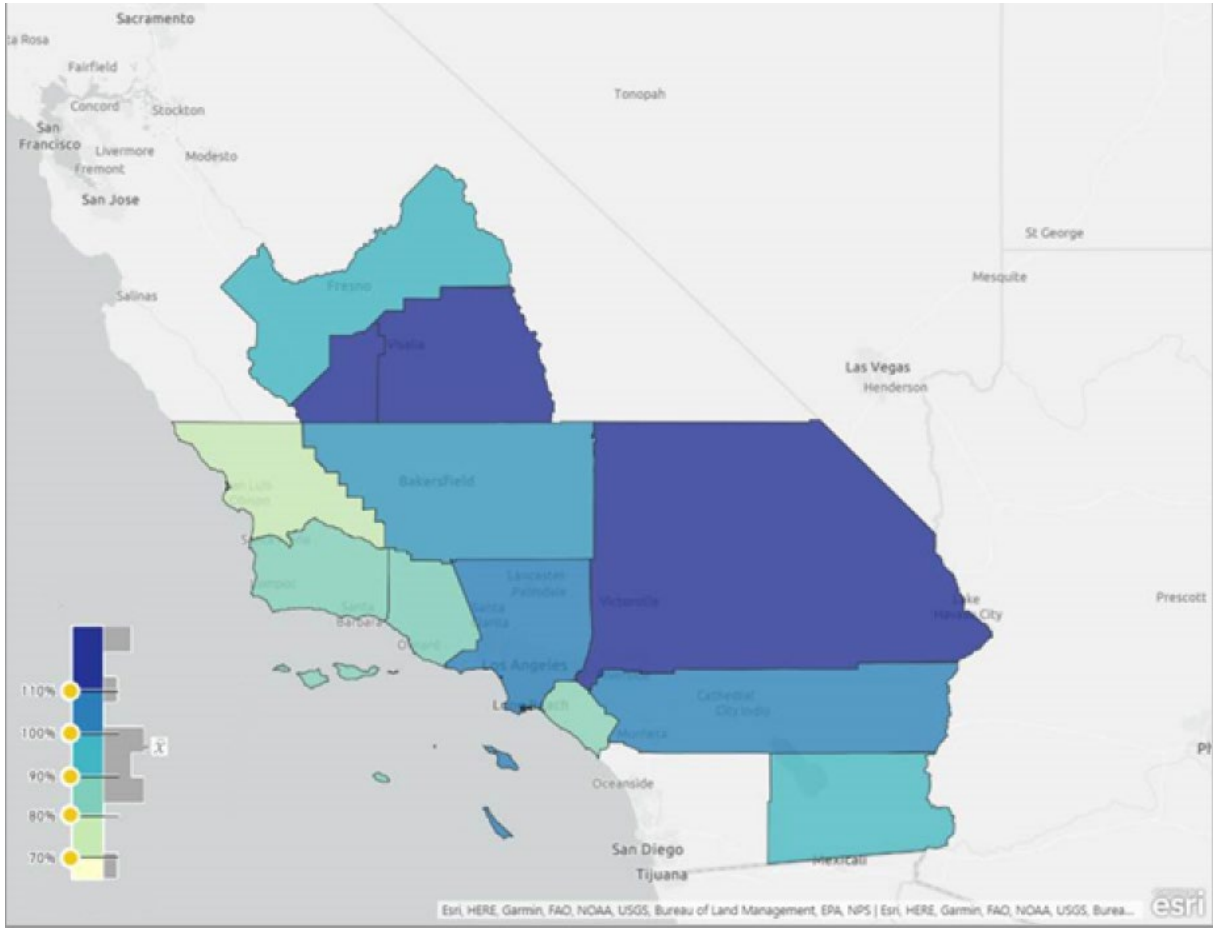


* SDG&E focuses on cities where the percent of the total eligible population is above 50%, and CARE penetration is below 90%.

* Note: Cities with the lowest penetration also have the smallest populations: Mount Laguna – 57; Julian – 1,502; Borrego Springs – 3,429; TOTAL 4,988

CARE Program *CARE Penetration map*

SoCalGas



County	Penetration Rate *
San Bernardino	126%
Kings	129%
Tulare	113%
Fresno	95%
Los Angeles	103%
Kern	100%
Imperial	94%
Riverside	103%
Ventura	95%
Santa Barbara	92%
Orange	91%
San Luis Obispo	68%

* 2020 YTD through September 30, 2020, as reported in the IOU ESA-CARE Monthly Report (filed October 21, 2020).

Energy Savings Assistance Program

PU Code Section 2790 requires the CPUC to provide energy efficiency services to qualifying low-income households. This program provides energy efficiency services such as weather stripping, insulation, and appliance upgrades to help these Californians better manage their energy bills.

2020 YTD ESA Program Budget Updates *

2020 Authorized Program Budgets and YTD Expenditures			
Utility	**Authorized 2020 Budget [1]**	**YTD Expenditures [2]**	**%**
PG&E	$338,612,853	$90,293,469	28%
SCE	$85,250,503	$39,145,269	46%
SDG&E	$35,509,153	$11,304,412	32%
SoCalGas	$216,861,913	$77,041,779	36%
Total	**$676,234,422**	**$217,784,929**	**35.5%**

[1] Authorized funding in Conforming AL Resolutions, Clear Plan Dispositions, and Mid-Cycle Update AL Dispositions, including authorized 2009-2016 unspent funding. This is sum of the amounts shown in the IOU ESA-CARE Monthly Reports, ESA Tables 1 and 1A.

[2] Expenditures are the sum of amounts shown in each IOU's ESA-CARE Monthly Report, ESA Table 1 and Table 1A.

* 2020 YTD through September 30, 2020, as reported in the IOU ESA-CARE Monthly Report (filed October 21, 2020).

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A Sempra Energy utility

Energy Savings Assistance Program

2020 YTD Energy Savings Targets

2020 Annual Savings for YTD Treatment [1]			Estimated Annual HH Usage for HH Treated YTD [2]		Savings as % of Average HH Usage		Annual Program Savings Target [3]	
Utility	**kWh**	**therms**	**kWh**	**therms**	**kWh**	**therms**	**kWh**	**therms**
PG&E	36,692,131	(76,929)	339,329,928	19,547,606	10.8%	-0.4%	51,820,000	1,900,000
SCE	21,444,961	N/A	231,692,736	N/A	9.3%	N/A	33,920,000	N/A
SDG&E	674,419	18,794	26,321,820	1,611,540	2.6%	1.2%	7,220,000	420,000
SoCalGas	N/A	376,105	N/A	22,582,136	N/A	1.7%	N/A	6,530,000
TOTAL	**58,811,511**	**317,970**	**597,344,484**	**43,741,282**			**92,960,000**	**8,850,000**

[1] 2020 through September 30, 2020, as reported in the IOU ESA-CARE Monthly Report (filed October 21, 2020).

[2] Derived from average CARE Customers Usage for PY 2019 (Annual Report CARE Table 9) multiplied by 2020 April homes treated and annualized.

[3] Authorized in ED Dispositions (December 2018 and January 2019) to IOU Mid-Cycle Advice Letter filings.

Energy Savings Assistance Program

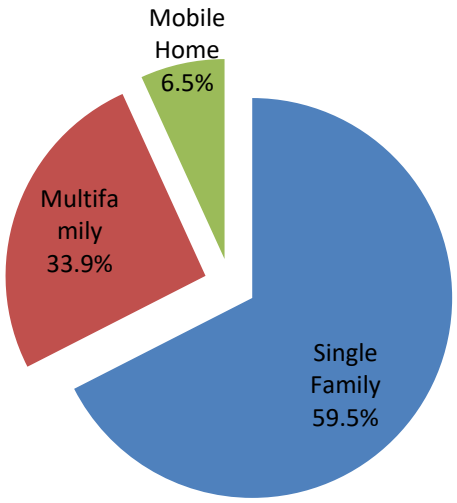
Top Two Drivers for Energy Savings Shortfalls below Target

IOU	Drivers
PG&E	1. PG&E's ESA Program was on pause for in excess of two months due to the COVID-19 pandemic. Barring something unforeseen, it will be a challenge to meet this year's homes treated goal. 2. PG&E is forecasting to not meet ESA's therm target due to (1) the introduction of LED lighting interactive effects, which PG&E indicated in the Mid-Cycle Advice Letter; and (2) transition to using Final Impact Evaluation results beginning with reporting for July 2019. (Final Impact Evaluation results are much lower than the Phase 1 results used in the Mid-Cycle Advice Letter.)
SCE	1. Discounting recent restrictions from the COVID-19 pandemic, SCE would surpass energy savings targets. SCE expects to meet at least 85% of its kWh target. 2. Enrollment rates have increased but are still below Pre-COVID-19 levels. Marketing campaigns have resumed but is still limited.
SoCalGas	1. Enrollment rates are below original forecast and goals. This is a result of the impacts of COVID-19, including enduring challenges some contractors faced while ramping up after suspension of program activities. 2. Lower therm savings per unit installed, compared with the assumptions used to develop the original savings targets.
SDG&E	1. The Impact Evaluation has lowered saving values for program measures, making it challenging to meet program savings targets. 2. COVID-19 Pandemic continues to impact program goals. All contractors resumed operations, however canvassing was conducted at lower levels due to concerns for employee safety. Outreach using outbound calling is more challenging and less successful.

Energy Savings Assistance Program

PU Code Section 2790 requires the CPUC to provide energy efficiency services to qualifying low-income households. This program provides energy efficiency services such as weather stripping, insulation, and appliance upgrades to help these Californians better manage their energy bills.

2020 SW Participation by Type



2020 YTD Households Treated

2020 YTD Households Treated [1]						
Utility	**Annual Goal**	**First Touch**	**Go-Backs**	**Total**	**Total as % of 2020 Goal**	**Total as % of Eligible ESA HH [2]**
PG&E	104,222	19,709	37,649	57,358	55%	2.68%
SCE	113,612	31,624	8,268	39,892	35%	2.78%
SDG&E	23,761	2,905	3,490	6,395	27%	2.10%
SoCalGas	191,186	40,989	25,390	66,379	35%	3.49%
Total	**432,781**	**95,227**	**74,797**	**170,024**		

[1] 2020 through September 30, 2020, as reported in the IOU ESA-CARE Monthly Report (filed October 21, 2020).

[2] Athens estimate of IOU residential customers estimated eligible for ESA at 200% of FPL; updated annually in February.

Pacific Gas and Electric Company | Southern California Edison | SDGE | SoCalGas

Energy Savings Assistance Program

2020 MULTIFAMILY UPDATES

SPOC: **All IOUs have SPOC facilitation at this time. SPOC continues to leverage with other utility program offerings.**

- **PG&E**: In 2020 PG&E's SPOC conducted 146 referrals across PG&E and non-PG&E multifamily programs.
- **SCE:** Added parking lot lamps to measure offering. Preparing to send out a campaign to approximately 1000 customers in the TCAC list that is expected to generate 60-100 new MFCAM projects. In process of including CAM to SCE's DAC newsletter and actively working on a strategy to leverage the SOMAH program.
- **SDG&E**: Through September 2020, SDG&E's SPOC facilitated the enrollment of 27 properties into at least one SDG&E customer program.
- **SoCalGas:** Since the program resumed on June 1, 2020, ESA CAM has been building the pipeline for common area projects. SoCalGas currently has fourteen projects completed or in the construction phase that involve the replacement of water heaters and boilers.

Common Areas: **All IOUs continue implementing their Common Area Measures Initiative Implementation Plans in 2019.**

- **PG&E:** As of 11/16/2020, PG&E has enrolled 1,882 and audited 1,800 buildings. Upon reaching our enrollment goal, PG&E opened it's 2021 program waitlist. PG&E has successfully completed and paid eleven ESA CAM projects.
- **SCE:** Deed Restricted: In progress – 22 Whole Building, 6 In Unit; Completed – 5 Common Area, Market Rate: In progress – 19 In-Unit.
- **SDG&E:** As of September, SDG&E's ESA CAM implementor has completed 37 Energy Assessments with another 12 currently under way in the 2020 program year. Additionally, 40 properties have been completed with measure installations and another 10 properties are currently in different stages of the installation phase.
- **SoCalGas:** SoCalGas continues to move towards completion of several projects, but the timelines have moved into the 1st quarter of 2021 due to permitting and supply chain delays caused by COVID. SoCalGas is slated to complete between 15 – 20 projects by the end of the bridge funding period of June 30, 2021. Based on this forecast, approximately $2 – 3 million will be spent to provide improved health, safety and comfort to low-income tenants.

ENERGY EDUCATION

The statewide Energy Education Resource Guide has been finalized and the IOUs and SMJU's are in the process of rolling out to Service Providers; the guide is available in English, Spanish, Chinese, Vietnamese, Korean, Hmong, Russian, and Braille.

Energy Savings Assistance Program

PG&E Tribal Outreach for Low Income Programs

# of Federally Recognized Tribes	# of Tribes completed ESA meet and confer	Tribes requested outreach materials or applications	# of Tribes who have not accepted offer to meet and confer	# of Non-Federally Recognized Tribes participated in meetings re: assistance programs
51	21	6	24	2
All tribes have been contacted quarterly via direct outreach from ESA team and PG&E Tribal Liaison with phone calls, emails, letters, agency influencers and offered opportunity to meet and confer. All tribes have received materials explaining PG&E Assistance Programs and Consumer Protections around COVID and wildfires. Number of eligible households on Tribal Lands: approx. 3,500	Berry Creek Big Sandy Cahto of Laytonville Cold Springs Coyote Valley Guidiville Rancheria Upper Lake Hoopa Valley Hopland Band of Pomo Ione Band of Miwok Karuk Manchester Point Mooretown Rancheria North Fork Rancheria Redwood Valley Round Valley Sherwood Valley Table Bluff Tuolumne Me-Wuk United Auburn Rancheria Yurok	Big Valley Rancheria Greenville Rancheria Grindstone Rancheria Mechoopda Pinoleville Pomo Nation Robinson Rancheria	Big Lagoon Blue Lake Rancheria Chicken Ranch Cloverdale Colusa Rancheria Cortina Rancheria Dry Creek Enterprise Rancheria Jackson Rancheria Middletown Paskenta Picayune Pit River Redding Rancheria Rohnerville Rancheria Rumsey Santa Rosa Rancheria Santa Ynez Scotts Valley Shingle Springs Stewarts Point Sulphur Bank Table Mountain Trinidad	Dunlop Band of Mono North Fork Mono

Energy Savings Assistance Program

Summary of Tribal Outreach Activities

- PG&E's tribal liaison works with all tribes in PG&E's service territory, and is point person for Tribal Councils, leadership and government staff.
- 21 individual meetings with tribal leadership and/or staff have occurred. The focus of the meetings was low-income assistance programs. ESA, CARE and Medical Base applications were provided and distributed to tribal members.
- In-person events to promote programs included a Tribal Forum at the Sierra National Forest, Native American Day at the State Capitol, Cahto Tribe Earth Day, and Yurok Tribe on-reservation events.
- PG&E offered tribes to become CARE Community Outreach Contractors in the summer of 2020.
- Webinar presentations were held for TANF offices, Housing Authorities, and American Indian Chamber of Commerce.
- Most ESA contractors are local to the area where they work. PG&E encourages ESA implementers to hire local contractors that are tribal members when serving tribal communities. PG&E utilized an ESA contractor who is also a tribal member for the Yurok project.
- Based on Yurok experience, PG&E developed an enhanced home assessment form and modified the Property Owner Waiver/Property Owner Authorization forms to be more appropriate for tribal use.
- PG&E developed specific turn-key outreach materials for tribes to co-promote programs such as customer letters, postcards, social media announcements, newsletter articles.
- Targeted marketing continues to be in place for all tribal communities in addition to personalized outreach to tribal leadership/staff with information about customer protections during COVID and wildfires.

Energy Savings Assistance Program

SCE Tribal Outreach for Low Income Programs

SCE has met the goal of offering the ESA Program to all tribes in SCE service territory by 2020. However, SCE is continuing enrollment efforts with interested tribes via one-on-one engagements, presentations to their tribal councils and offering virtual enrollments where feasible.

#of Federally Recognized Tribes in SCE Territory	# of Tribes who no longer are in SCE Territory	# of Tribes who Refused/Members not Eligible	# of Tribes enrolled and completed installations	# of Tribes Reached Out to, but no response	# of Tribes Completed Tribal Consultation
13	1	3	2	1	6
	Pechanga	Twenty-Nine Palms Agua Caliente San Manuel Band of Mission Indians	Chemehuevi Death Valley Timbisha Shoshone	Soboba Band of Luiseño Indians	Benton Paiute Tribe Bishop Paiute Tribe Bridgeport Paiute Indian Colony Tule River Indian Tribe Colorado River Indian Tribes (CRIT) Morongo Band of Mission Indians

Note: Marketing and outreach strategies and material to tribal members is tailored according to requests during coordination with either tribal council or housing authority.

Energy Savings Assistance Program

SDG&E Tribal Efforts for Low Income Programs

Tribal Liaison Activities

- SDG&E's tribal liaison works with all tribes in our service territory, and is a point person for Tribal Councils, leadership and government staff.
- In December 2018, SDG&E's tribal liaison attended the SCTCA meeting and discussed SDG&E programs and offerings, including ESA programs, and offered individual meetings to all Chairs to learn more.
- Individual meetings with the tribes have since occurred, with the focus of these meetings being driven by each individual tribe.
- The focus of most meetings has been on wildfire safety, Public Safety Power Shutoff, fire hardening, new service connections and microgrids.
- Additional information on SDG&E programs, including ESA have been provided, where requested.

Outreach Activities

- SDG&E's outreach team has established paid partnerships via SCAIR and SCTCA.
- All tribes in San Diego's service territory are members of both organizations.
- SDG&E works closely with the two associations to make sure that tribal community members are informed about all relevant SDG&E Programs and services.

2020			
	Activity Type	Count	Est. Reach
SCAIR	Events	8	510
	Messaging	27	8,659
	Presentation	0	0
	Total	35	9,169
SCTCA	Events	0	0
	Messaging	12	13,875
	Presentation	1	1
	Total	13	13,876
	Total Activity	**48**	**23,045**

*SCTCA – Southern California Tribal Chairmen's Association

*SCAIR – Southern California American Indian Resource Center

Energy Savings Assistance Program

SoCalGas Tribal Outreach for Low Income Programs

Federally Recognized Tribes in SoCalGas' Service Territory		Tribes with SoCalGas Residential Meters	Tribes Reached Out To for Tribal Consultation
20 Tribes		7 Tribes	4 Tribes
• Agua Caliente Band of Cahuilla Indians • Augustine Band of Cahuilla Indians • Cabazon Band of Mission Indians • Cahuilla Band of Mission Indians of the Cahuilla Reservation • Chemehuevi Indian Tribe of the Chemehuevi Reservation • Chumash Tribe of Indians • Fort Mojave Indian Tribe • Los Coyotes Band of Cahuilla and Cupeño • Indians • Morongo Band of Cahuilla Mission Indians • Pechanga Band of Luiseño • Mission Indians of the Pechanga Reservation • Ramona Band of Cahuilla Indians	• San Manuel Band of Serrano Mission Indians of the San Manuel Reservation • Santa Rosa Band of Cahuilla Indians • Santa Ynez Band of Chumash Mission Indians of the Santa Ynez Reservation • Serrano Nation of Mission Indians • Soboba Band of Luiseño Indians • Tachi Yokut Tribe of Indians • The Juaneño • Band of Mission Indians • Torres-Martinez Desert Cahuilla Indians • Tule River Indian Tribe of the Tule River Reservation • Twenty-Nine Palms Band of Mission Indians of California	• Agua Caliente Band of Cahuilla Indians • Cabazon Band of Mission Indians • Morongo Band of Cahuilla Mission Indians • San Manuel Band of Serrano Mission Indians of the San Manuel Reservation • Santa Rosa Band of Cahuilla Indians • Santa Ynez Band of Chumash Mission Indians of the Santa Ynez Reservation • Soboba Band of Luiseño Indians	• Agua Caliente Band of Cahuilla Indians • Morongo Band of Cahuilla Mission Indians • Santa Rosa Band of Cahuilla Indians • Soboba Band of Luiseño Indians **Add'l Tribes Outreached for ESA** • Augustine Band of Cahuilla Indians • Cahuilla Band of Mission Indians of the Cahuilla Reservation • Pechanga Band of Luiseño Mission Indians of the Pechanga Reservation • Tachi Yokut Tribe of Indians • The Juaneño Band of Mission Indians • Torres-Martinez Desert Cahuilla Indians • Tule River Indian Tribe of the Tule River Reservation • Twenty-Nine Palms Band of Mission Indians of California

Energy Savings Assistance Program

SoCalGas Tribal Outreach for Low Income Programs

SoCalGas Additional Tribal Outreach for Low Income Programs

- Due to COVID-19, all events have been either cancelled, postponed or made virtual. Community Based Organizations and SoCalGas Customer Assistance Outreach Staff continue to actively participate in outreach efforts via virtual means.

- SoCalGas has formally partnered with Walking Shield, an organization that provides assistance to American Indian Families. Activities include:
  - Held 74 one-on-one virtual meetings where participants were provided brochures and information on enrolling in SoCalGas Customer Assistance Programs
  - Emailed over 1,200 participants from their education program with information on SoCalGas programs with a link to apply
  - Posted SoCalGas program information and links via Facebook, Instagram and Twitter reaching approximately 8,400 views
  - Once in-person events resume, SoCalGas programs will be promoted at community gatherings, such as Pow Wows

- SoCalGas Regional Public Affairs has provided materials, information, links and offered to make presentations on the ESA Program. Efforts include:
  - Outreach to the Tribal Association of Sovereign Indian Nations (TASIN), the American Indian Chamber of Commerce of California and the California Nations Indian Gaming Association (CNIGA)
    - American Indian Chamber of Commerce will include ESA information in their E-News
    - CNIGA to send an email blast on ESA and other CAPs to their membership
  - Outreach to specific tribes includes the Sobobas, Pechanga, Agua Caliente, Cahuilla, Torres Martinez, Santa Rosa, 29 Palms, Cabazon, Augustine, Morongo, Tejon, Juaneño Band of Mission Indians, the Tachi Yokut, and Tule tribes.
    - Morongo will be forwarding information on ESA and other CAPs to their BIA Social Services Staff and TANF offices

Joint IOU's Unspent Funds for Energy Savings Assistance Program

Low Income Oversight Board Meeting
Webex
December 10, 2020

PG&E's Unspent ESA Program Funds

Total Remaining ESA Unspent Funds ($M)	
Remaining Unspent/Uncommitted 2009-2016 funds [1]	$2.56
Total 2017-2020 Unspent funds authorized from 2009-2016 Unspent Funding [2]	$104.34
Total 2017-2020 Unspent funds authorized from D.16-11-022 and D.17-12-009 [3]	$113.76
Total Unspent Funds as of 9/30/2020 [4]	**$220.66**
Total Unspent funds for 2021 Bridge Funding Activities [5]	$61.67
Total Unspent funds Committed to continue 2017-2020 MF CAM activities during 2021 Bridge Funding [6]	$28.00
Total Unspent funds for Post-Pandemic Return to Service (PPRS) credit in 2021 [7]	$9.24

1. Unspent/Uncommitted 2009-2016 Funds is the remaining amount of the ESA program funds collected from 2009-2016 program cycles that have not been authorized for the 2017-2020 ESA Program.
2. The remaining amount of 2009-2016 Unspent Funds budget authorized by the Commission to perform 2017-2020 ESA program activities in Mid-Cycle Advice Letter 3990-G-A/5329-E-A and 3990-G-B/5329-E-B (These funds are reported in Table 1A of PG&E's Monthly and Annual Reports.)
3. The remaining amount of D.16-11-022 and D.17-12-009 authorized ESA funding.
4. Unspent funds may only be used for ESA program activities. In Application (A.) 19-11-003 et. al., PG&E proposes using unspent funds to offset future revenue collections for the 2021-2026 period.
5. Authorized bridge funding amount approved in PG&E Advice Letter 4131-G-A/5614-E-A for January 1, 2021 - June 30, 2021, effective August 12, 2019.
6. Reserved/contracted amount with signed customer agreements for MF CAM activities.
7. Estimated amount for PPRS credit from January – May 2021 per Resolution E-5074.

SCE's Unspent Funds for ESA Program

Total Remaining Unspent Funds ($M)	
Remaining 2009-2016 Unspent/Uncommitted fund	$ 56.22
Total 2017-2020 Revenue Remaining as of 9/30/2020	$ 31.12
Total 2017-2020 Unspent Funds - applied to cover Actual Expenses remaining as of 9/30/2020	$ 28.80
Total Remaining Unspent Funds as of 9/30/2020	**$ 116.15**
Total Unspent funds for Bridge Funding Activities	$ 40.92

- The revenue remaining comes from the budget authorized in Decision (D.) 16-11-002 and Resolution E-4855 was $318.37 million and indicates what SCE is authorized to collect through 2020.
- Unspent funds total as of September 30, 2020. SCE cannot estimate the total unspent funds balance at the end of 2020.
- The term "Unspent Funds" includes uncommitted and committed unspent funds. Unspent funds may only be used for ESA program activities. In Application (A.) 19-11-003 et. al., SCE proposing using unspent funds to offset future revenue collections for the 2021-2026 period.
- Total for bridge funding activities is based on the authorized bridge funding amount approved in SCE Advice Letter 4053-E, effective December 16, 2019.

SDG&E's Unspent Funds for ESA Program

Total Remaining Unspent Funds ($M) [1]	
2009-2016 Unspent funds [2]	**$23.32**
Total 2017-2020 Revenue Collected as of 9/30/2020 [3]	**+ $82.26**
Total 2017-2020 Actual Expenses as of 9/30/2020 [4]	**- $71.28**
Total Remaining Unspent Funds as of 9/30/2020 [5]	**= $34.30**
Total allocated as of 9/30/2020 [5]	**- $11.75**
Total Remaining Unspent Funds as of 9/30/2020	**= $22.55**
Total funding requested for 2021 [6]	**$27.74**

1. Unspent funds are only available for ESA activities.
2. SDG&E's unspent/over collected funds at the end of 2016 totaled $23,322,672. Resolution E-4884 authorized $12,959,793 to be used in the 2017-2020 budget cycle. Unspent carryover funds from PY2017 and PY2018 were redistribution to PY2019 as authorized in SDG&E Advice Letter 3250-E/2688-G.
3. The revenues collected were less than the authorized budget levels in D.16-11-022, Resolution E-4884 and budgets approved in AL 3250-E/2688-G.
4. Reflects expenses from ESA Tables 1 + 1A, net of manual adjustments.
5. Includes $10.75M of Unspent/Committed funds and $1.00M of unspent funds used to offset October through December revenue collections, totaling $11.75M.
6. 2021 Budget amount requested in A.19-11-005, pending decision. Pursuant to OP 9 of D.20-08-033, SDG&E will file its bridge funding advice letter on or before October 12, 2020.

Note: This does not include cumulative interest collections in the ESA balancing accounts.

Energy Savings Assistance Program

Unspent/Uncommitted ESA Funds

SoCalGas Remaining Unspent Funds

Total Remaining Unspent Funds ($M)	
Remaining 2009-2016 Unspent Funds [1]	$125.15
2017-2020 Revenues Collected as of 9/30/2020	$460.25
2017-2020 Total Expenses as of 9/30/2020 [2]	$362.44
2017-2020 Unspent Funds as of 9/30/2020 [3]	$97.81
Total Remaining Unspent Funds as of 9/30/2020	$222.96
Total Unspent Funds for Bridge Funding Activities [4]	$67.07
Footnotes	
[1] PY 2009-2016 Unspent Funds related to Revenues Collected.	
[2] PY 2017-2020 Total Expenses from Tables 1 and 1A.	
[3] PY 2017-2020 Unspent Funds related to Revenues Collected.	
[4] 2021 Budget amount requested in A.19-11-006, pending decision. Pursuant to OP 9 of D.20-08-033, the IOU's are to use unspent and uncommitted funds during the bridge period before new revenue collections.	
*Unspent funds can only be used for ESA Program activities or returned to ratepayers.	

Energy Savings Assistance Program *Unspent/Uncommitted ESA Funds*

Top Two Drivers for Unspent Funds

IOU	Drivers
PG&E	1. ESA budget under spent due to not meeting homes treated goals in 2017-2018, and over estimation of measures to be installed. Current 2020 enrollment and installation rates are below pre-COVID-19 levels, impacting ESA spending. 2. 2009-2016 Unspent Funds committed for ESA 2017-2020 through Conforming and Mid-Cycle Advice Letters (Table 1A): a) Delayed launch of new measures pending 2018 Mid-Cycle Advice Letter Filing Resolution; b) Delayed start installing measures for Multi-Family Common Area Measure (CAM) as a result of transitioning to a deemed measures program based on options provided by Energy Division; c) COVID-19.
SCE	1. Enrollment and installation rates are still below pre-COVID-19 levels. Although eligible population has likely increased, willingness to enroll is still fluid during the pandemic. This has also impacted MF CAM progress, whose budget is taken from unspent funds. 2. So far, limited opportunities to leverage with CSD. Current projects have few potential measures that SCE can reimburse CSD for.
SoCalGas	1. Enrollment rates below the original forecast and goals. This is a result of the challenges the program faces in finding and enrolling new, untreated, eligible and willing customers as well as ongoing impacts from COVID-19. 2. Lower forecast rates of feasibility for some of the program measures.
SDG&E	1. Enrollment and measure installation rates fell below the original forecasted goals for 2017-2019. For 2019, contractor feedback indicated low unemployment rates made it challenging to find eligible customers for program participation and impacted the availability of employee resources. 2. Due to COVID-19, current 2020 enrollment and installation rates are below projections, causing increase in unspent funds.

COVID-19 IMPACTS

CARE

ESA

PSPS

Low Income Oversight Board Meeting
Webex
December 10, 2020

PG&E Report on COVID-19 Impacts: Consumer Protections, CARE, ESA, PSPS

COVID-19 Impacts: CARE/FERA Program

Since COVID-19, PG&E has put in place numerous consumer protections related to the CARE program to support our customers during this emergency.

Program Changes

- All Standard and high-usage post-enrollment verifications have been frozen for 12 months
- All CARE and FERA program removals have been halted
- All recertifications have been halted to avoid removing people from the discount

Expanded Outreach

- Aggressive promotion of consumer protections including email, TV and digital media, PG&E web site
- Working with CBO partners to better inform customers of program changes
- Invited all LIHEAP providers to apply to become CARE Outreach Contractors
- Targeted and co-marketing of similar programs to expand reach, such as on the Fresh EBT mobile app and CA Lifeline program

COVID-19 Impacts: CARE/FERA Program

Since March 1st, PG&E has seen rapid enrollment increases in CARE and FERA:

- CARE enrollments have increased by over 172k customers
- FERA enrollments have increased by over 11k customers

Notable CARE Increases

County	Trend	% Increase
Placer	67% - 81%	22%
Marin	77% - 94%	22%
San Mateo	78% - 95%	21%
San Luis Obispo	58% - 68%	17%
Sonoma	86% - 99%	14%

Notable FERA Increases

County	Trend	% Increase
Marin	13% - 27%	105%
Napa	14% - 24%	71%
Sonoma	13% - 23%	71%
San Francisco	13% - 21%	67%
Santa Cruz	9% - 14%	62%

- **Tripled frequency** of emails and direct mail campaigns
- Increased the size of the target audience to **include the entire eligible residential customer base** with emails on file
- **71% of new enrollments** have come from online applications, driven by media and email campaigns

COVID-19 Impacts: ESA Program Performance

Program Summary for Month (as of September 2020)			
2020	**Authorized/Planning Assumptions**	**Year-to-date Actual**	**%**
Budget	$229,715,098	$90,293,469	39%
Homes Treated	104,222	57,358	55%
kWh Saved	51,820,000 kWh	36,692,131 kWh	71%
Therms Saved	1,900,000 Therms	(76,929) Therms	0%

COVID-19 Impacts: ESA Program

PG&E's ESA program was suspended as of 3/19/20 due to COVID19. The program was resumed in full on 5/31/20.

Dispersed 60-day advances to eligible Contractors. Six month Post Pandemic Return to Service Credit (PPRS) earning period to begin on 12/1/20.

Developed virtual training for contractors to increase efficiency and adhere to physical distancing guidelines.

Implemented a virtual education and enrollment pilot so that Contractors and customers have the option to enroll without face-to-face contact.

Homes Treated

Time period	% vs goal
Jan-Apr 2020	107%
September 2020	81%

SCE Report on COVID-19 Impacts:
CARE Program
ESA Program
PSPS Update

SOUTHERN CALIFORNIA EDISON®

COVID-19 Impacts: CARE/FERA Program

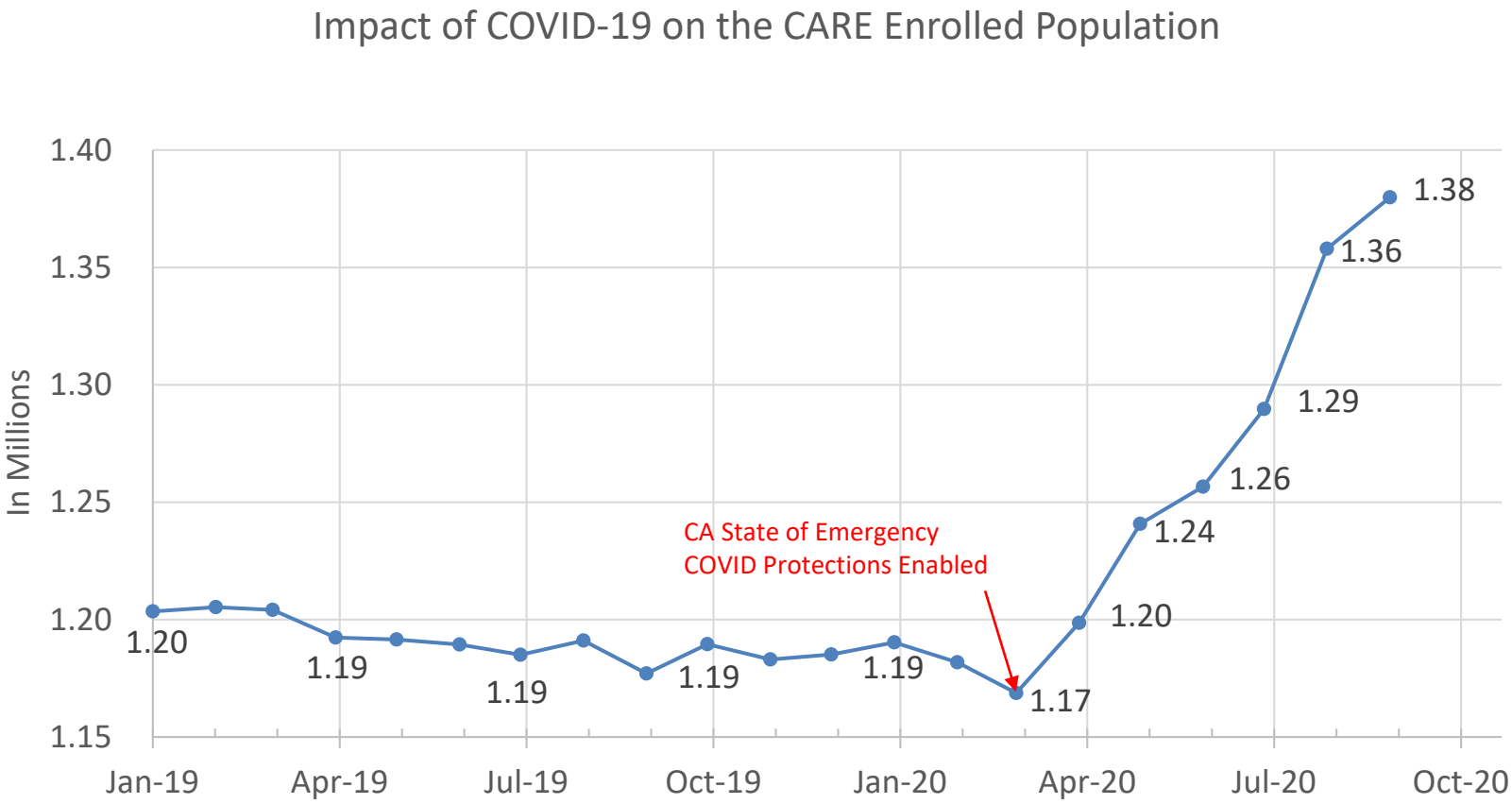
As of September 2020, SCE has continued to see an increase in CARE/FERA enrollments since Consumer Protections went into effect in March 2020.

- CARE enrollments have increased by over 210,000 customers
- FERA enrollments have increased by over 7,000 customers

Outreach strategies have increased awareness and enrollment in SCE's Income Qualified Programs

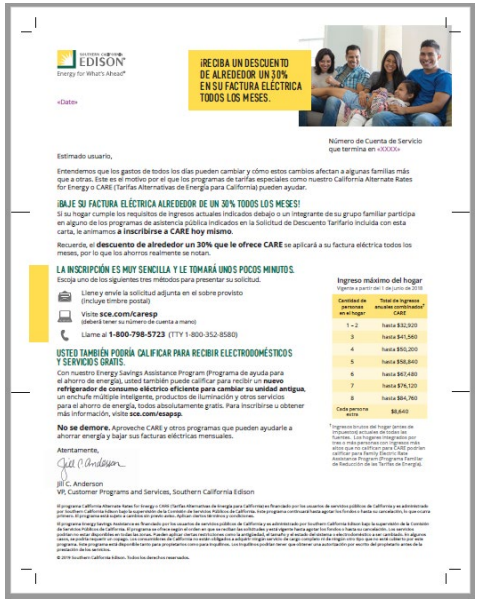
- Targeted direct mail efforts included hot climate zones and hard to reach customers average more than 200,000 letters per month.
- Email blast to eligible CARE/FERA customers reach approximately 120,000 customers each month.
- Text message campaign in April reached 1.6 million SCE customers.
- Social media messaging via NextDoor app in May reached nearly 1,000,000 subscribers.
- Updated pages on sce.com to include Additional Assistance Programs including links to Low Income Home Energy Assistance (LIHEAP), California LifeLine, 2-1-1, and www.everyoneon.org for information about affordable internet and low-cost computers.

COVID-19 Impacts: CARE/FERA Program

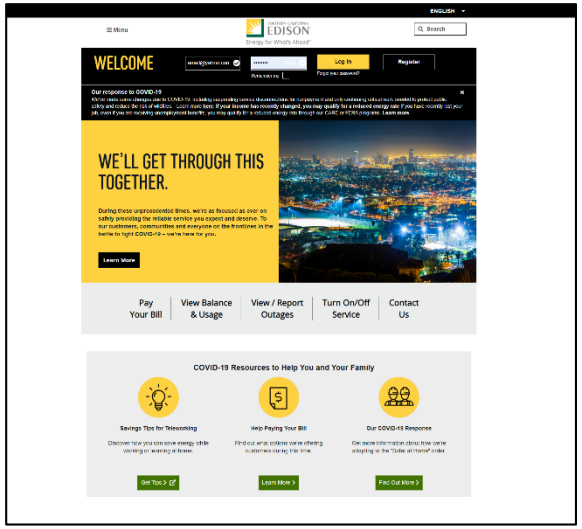


COVID-19 Impacts: Outreach Strategies

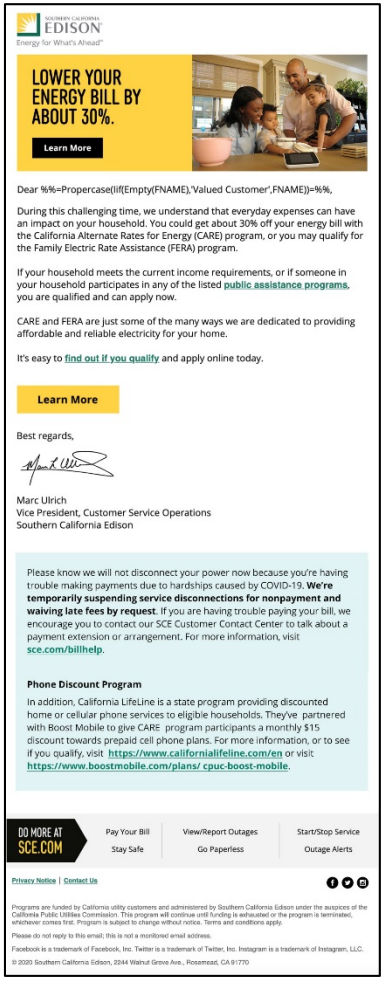
Increased awareness and enrollment in SCE's Income Qualified Programs



Targeted Direct Mail (Spanish Version)



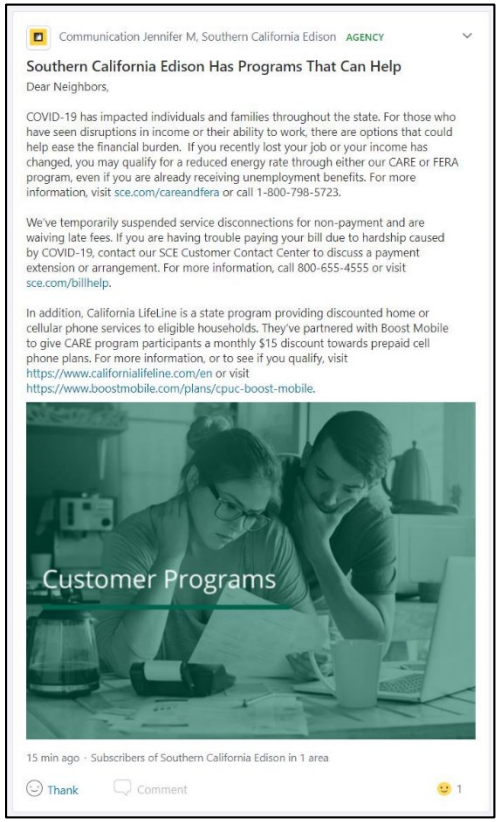
Updated sce.com landing page for COVID-19



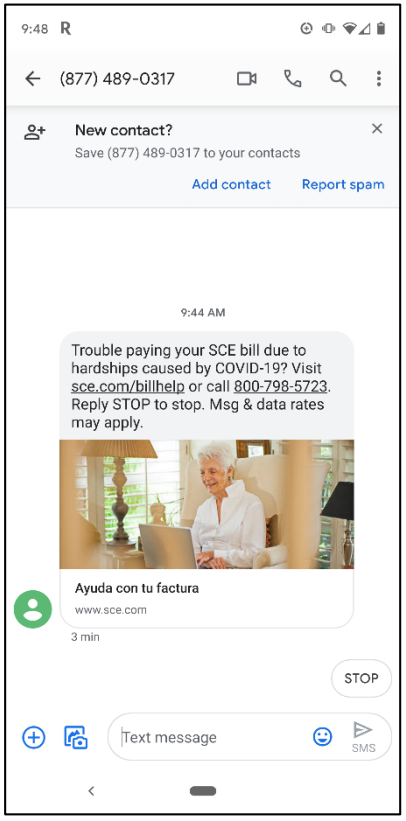
Updated e-mail for COVID-19

COVID-19 Impacts: Outreach Strategies

Increased awareness and enrollment in SCE's Income Qualified Programs



NextDoor App Post for COVID-19 reached 1 million SCE customers



Text Message for COVID-19 delivered to 1.6 million SCE customers

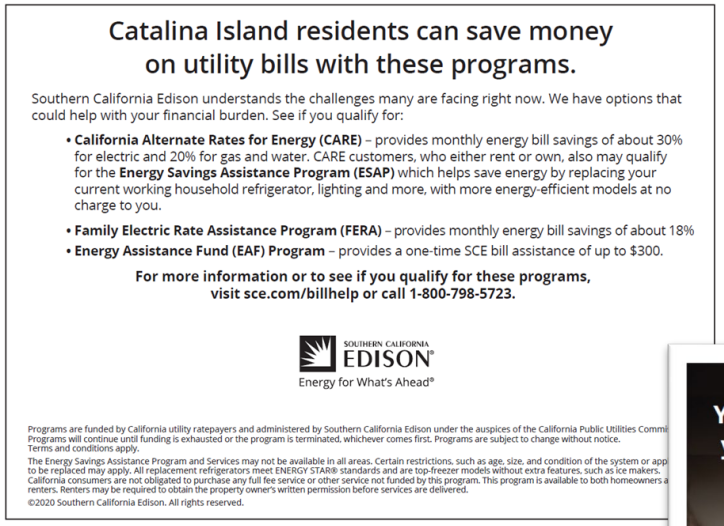
COVID-19 Impacts: Catalina Island

Special IQP Outreach Effort for Catalina Island

- Tourism is the number one source of revenue on the island and Catalina Island is severely impacted due to the impact of COVID-19.
- Initiative began in October raising awareness for CARE, FERA, ESA and EAF availability to income eligible residents on Catalina Island.
- Outreach efforts through a multi-faceted market campaign included:
  - Advertising in local island newspaper, *The Catalina Islander*
  - Social media posting on NextDoor phone app
  - Advertising on community information board posted at the island's only grocery store
  - Direct mail effort to targeted island residents
  - Flyer distribution via Catalina Island's local food banks

COVID-19 Impacts: CARE/FERA Program

Special IQP Outreach Effort for Catalina Island



Catalina Island residents can save money on utility bills with these programs.

Southern California Edison understands the challenges many are facing right now. We have options that could help with your financial burden. See if you qualify for:

- **California Alternate Rates for Energy (CARE)** – provides monthly energy bill savings of about 30% for electric and 20% for gas and water. CARE customers, who either rent or own, also may qualify for the **Energy Savings Assistance Program (ESAP)** which helps save energy by replacing your current working household refrigerator, lighting and more, with more energy-efficient models at no charge to you.
- **Family Electric Rate Assistance Program (FERA)** – provides monthly energy bill savings of about 18%
- **Energy Assistance Fund (EAF) Program** – provides a one-time SCE bill assistance of up to $300.

For more information or to see if you qualify for these programs, visit sce.com/billhelp or call 1-800-798-5723.

SOUTHERN CALIFORNIA EDISON®
Energy for What's Ahead®

Programs are funded by California utility ratepayers and administered by Southern California Edison under the auspices of the California Public Utilities Commi
Programs will continue until funding is exhausted or the program is terminated, whichever comes first. Programs are subject to change without notice.
Terms and conditions apply.
The Energy Savings Assistance Program and Services may not be available in all areas. Certain restrictions, such as age, size, and condition of the system or app
to be replaced may apply. All replacement refrigerators meet ENERGY STAR® standards and are top-freezer models without extra features, such as ice makers.
California consumers are not obligated to purchase any full fee service or other service not funded by this program. This program is available to both homeowners a
renters. Renters may be required to obtain the property owner's written permission before services are delivered.
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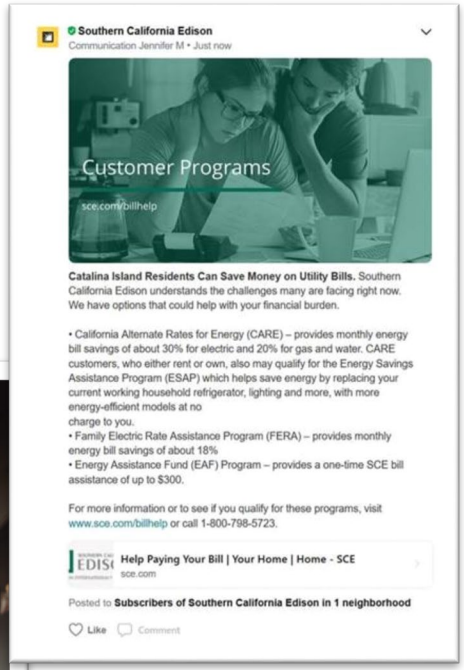
The Catalina Islander print advertising

Community Information Board Post

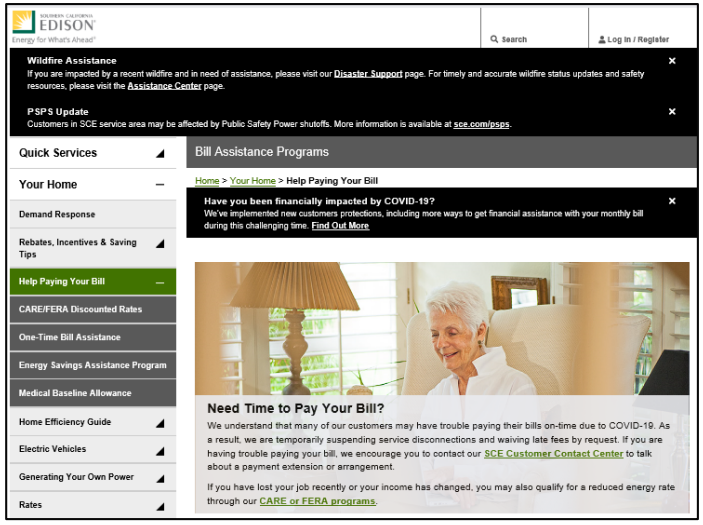


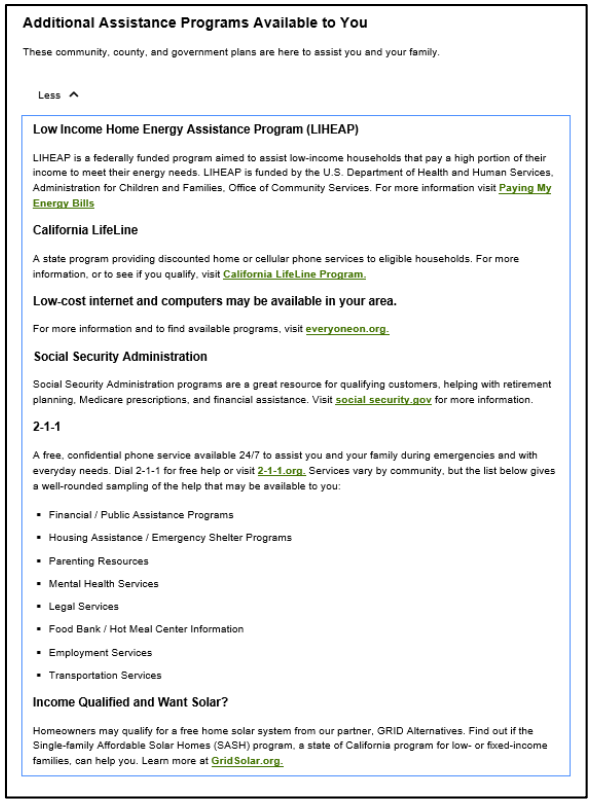
NextDoor App Posting

Additional Assistance Programs

Additional Assistance Programs Featured on sce.com/billhelp:

- Low Income Home Energy Assistance (LIHEAP)
- California LifeLine, 2-1-1
- Information about affordable internet via www.everyoneon.org





Additional Assistance Programs

Partnering with www.auntbertha.com (now www.findhelp.org), an aggregate Web site offering assistance to customers based on their ZIP code input.

- SCE's income-qualified programs are featured on their site, and provide links to SCE programs for customers to learn about and enroll in CARE, FERA, ESA and EAF.

In conversations with Inland Empire Health Plan (IEHP) and Molina Healthcare to encourage Riverside and San Bernardino county residents to enroll in eligible health insurance programs.

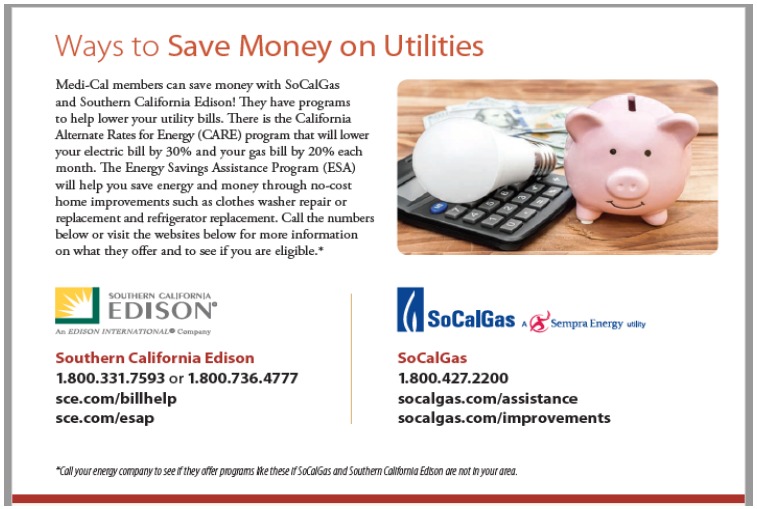
- Working with SCE Community Based Organizations (CBOs) to partner together for cross-promotion efforts.

Ongoing partnership with SoCalGas and LA Care, one of the largest Medi-Cal provider in Los Angeles county to cross-promote the CARE and ESA programs

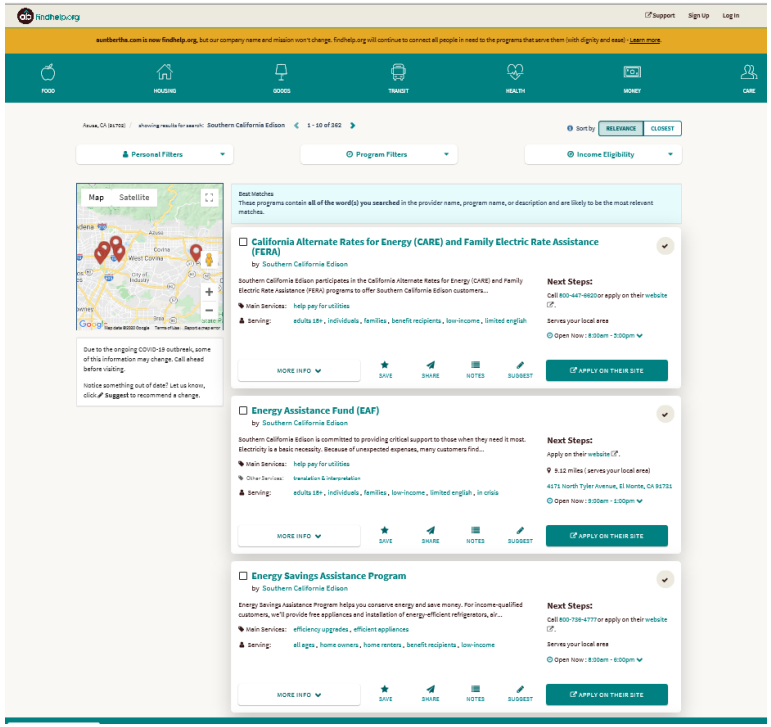
- Medi-Cal is an automatically eligible Public Assistance program.
- SCE and So Cal Gas, planned to participate in LA Care's eight (8) Community Resource Center activities. Due to the extended COVID-19 pandemic restrictions, events will be rescheduled as appropriate in 2021.
- In October, SCE and SoCalGas were featured in LA Care's Fall 2020 issue of their *Be Well* member newsletter.

Additional Assistance Programs

Increased awareness for SCE's Income Qualified Programs



LA Care *Be Well* newsletter information on SCE and SoCalGas assistance programs



SCE programs on www.findhelp.org

COVID-19 Impacts: ESA Program Performance

Program Summary for the Month (As of September 2020)			
2020	**Authorized/Planning Assumptions**	**Year-to-date Actual**	**%**
Budget	$65,067,100	$30,451,291	47%
Homes Treated	113,612	39,892	35%
kWh Saved	33,920,000	21,444,961	63%
Therms Saved	N/A	N/A	N/A

COVID-19 Impacts: ESA Program

ESA Workforce

- All contractors are back to work

Virtual ESA

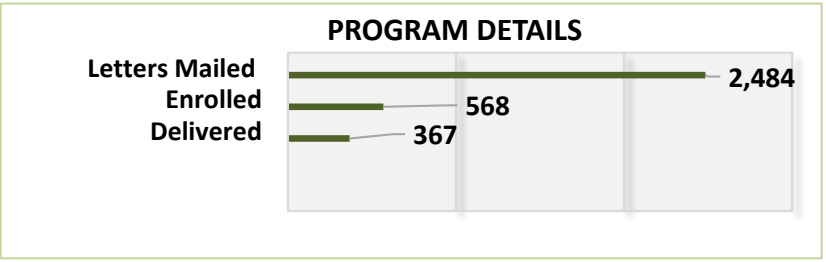
- Virtual enrollments with option for Self-certification allowed for income verification has been implemented. Enrollment measures either mailed or provided through contactless delivery.
- Held various virtual safety trainings to address COVID-19 exposures

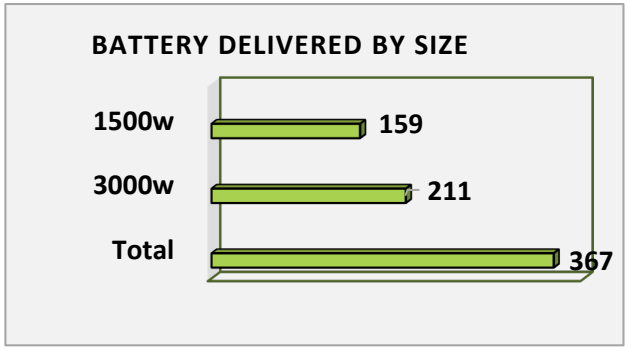
Outreach

- Outreach strategies focus on ESA contractors directly calling customers to limit door-knocking activities.
- Continuing partnership with SignIFICANT to reach out to deaf and hard of hearing community. Outreach is done online and through video calls.

PSPS Update: Critical Care Backup Battery Program

CRITICAL CARE BACKUP BATTERY (CCBB) PROGRAM	ELIGIBILITY REQUIREMENTS	BATTERY SOLUTION OFFERING
The (CCBB) Program offers eligible customers a free portable backup battery to power their medical devices in the event of a power outage or emergency.	Eligible customers must be enrolled in SCE's Medical Baseline program and identified as a critical care customer, enrolled in SCE's CARE or FERA income-qualified bill assistance program and live in a high fire risk area.	The program will offer 3 different sizes of backup batteries. Each battery will be equipped with a 200W solar panel. Customers will be assessed, and the size of backup battery provided will be dependent on the energy usage from the customers medical devices.





Portable Backup Battery

+

Solar Panel

Battery sizes offered
- 1500kW
- 3000kW
- 6000kW

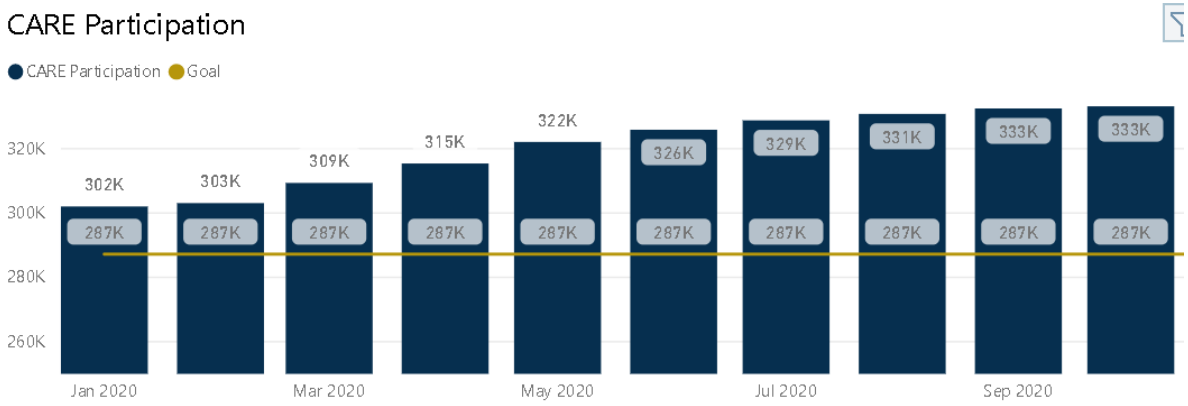
- CCBB Program launched July 2020
- To date outreach letters sent to 2,500 eligible customers
- Each month newly eligible customers are identified and invited to participate in the program
- Contractors make direct calls to conduct assessments and schedule battery deliveries.
- To address COVID concerns, Program offers a contactless delivery option
- Additional marketing and outreach efforts will be conducted to amplify battery deployment

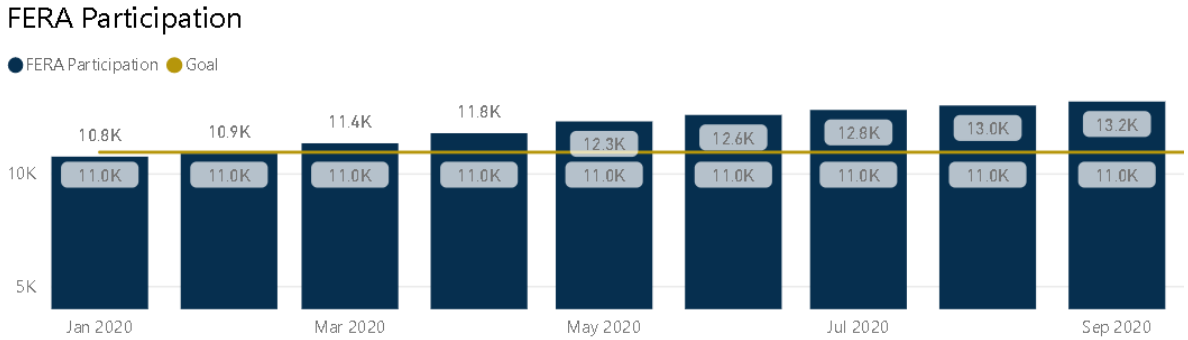
SDG&E's Response to COVID-19

CARE, ESA, PSPS

COVID-19 Impacts: CARE & FERA Programs

- Enrollments have stabilized in recent months.
- 110% penetration for CARE and 32% penetration for FERA.
- 79% of the applications were submitted over the internet.





SDG&E continues to recognize that the COVID-19 pandemic is an evolving crisis and continues to monitor the situation and perceived customer impacts. While CARE/FERA enrollments have increased during the pandemic period, SDG&E cannot conclusively state that the increased enrollments are a direct result of the pandemic.

COVID-19 Impacts:
ESA Program Performance

2020 Program Summary through September			
Description	**Authorized/Planning Assumptions**	**Year-to-date Actual[1]**	**%**
Budget	$35,509,153	$11,304,412	32%
Homes Treated	23,761	6,395	27%
kWh Saved	7,220,000	674,419	9%
Therms Saved	420,000	18,794	4%

[1] 2020 through September 30, as reported in SDG&E's ESA-CARE Monthly Report (filed October 21, 2020)

COVID-19 Impacts:
ESA Program Workforce & Outreach

ESA Workforce

- ESA Program enrollment remains below activity.
- All contractors have resumed ESA Program services.
- The PPRS Credit Earning period will begin December 1, 2020 and end May 31, 2021.
- Contractor Advance tracking.
  - Five contractors are eligible to earn PPRS credits.

Virtual ESA

- Contractors continue conducting follow-up in-home assessments and measure installation for customers enrolled through ESA's virtual enrollment campaigns.
- Contractors continue to offer virtual enrollment for customers unwilling to schedule an in-home visit.

Outreach

- Marketing and outreach efforts include direct mail, email campaigns, and community engagement with community partners.
- Door-to-door canvassing activity continued on a limited basis.

PSPS Update:
2-1-1 Referral Service / AFN Support Model

In September 2020, SDG&E launched the AFN Support Models with 2-1-1 San Diego and 2-1-1 Orange County in an effort to mitigate adverse impacts to those experiencing PSPS events.

These 2-1-1 support model partnerships proved to be an effective means of providing education, information and social services support to AFN customers during the three PSPS events that have occurred to date in 2020 on September 7, September 25 and October 24 .

During the three PSPS events, 2-1-1 San Diego received a total of 81 calls with 51 of the callers requiring general PSPS information. Disaster assessments were conducted for 18 callers identifying additional referral services for the affected customer. Some examples of these referral services include transportation, temporary shelter (hotel vouchers), food, personal goods and services.

Inter-Tribal Agency Assistance

In 2020, SDG&E began discussions with Indian Health Councils to better understand how it can help support tribal AFN communities. These discussions are ongoing and have resulted in a partnership between SDG&E and Feeding San Diego to directly benefit the tribal population served by Indian Health Council with food security during PSPS events. SDG&E has also provided grant funding to tribal governments, as well as Inter-Tribal Long-Term Recovery Foundation, to support tribes specifically with PSPS events.

PSPS Update: Resiliency Programs

Generator Grant Program

Targeted at **medical baseline (MBL) customers** who may be impacted by PSPS.

More than 1,400 units have been delivered. 75 units went specifically to MBL customers who live in Mobile Home Parks impacted by PSPS events.

Eligible customers receive a **Goal Zero Yeti 3000 generator coupled with a Boulder 100 Briefcase solar module** which produces power to recharge the unit. Provided at **no cost** to the customer.

Generator Assistance Program

The Generator Assistance Program (GAP) is an SDG&E pilot program in 2020 to expand its offerings **beyond Medical Baseline customers** to a larger population of vulnerable customers.

Eligibility is all customers in High Fire Threat District (HFTD) who have experienced a previous year PSPS outage.

Over 28,000 customers were invited to participate in 2020. Qualifying customers are offered **a rebate of $300** on a list of portable gas generators through local and online retailers. **CARE customers are eligible for $450.**

To date nearly 1,500 coupons have been downloaded including 229 CARE customers.

350 customers have purchased a generator / 76 of those purchasers were CARE customers.

SoCalGas

COVID-19 IMPACTS

Consumer Protections

CARE

ESA

COVID-19 IMPACTS: Consumer Protections

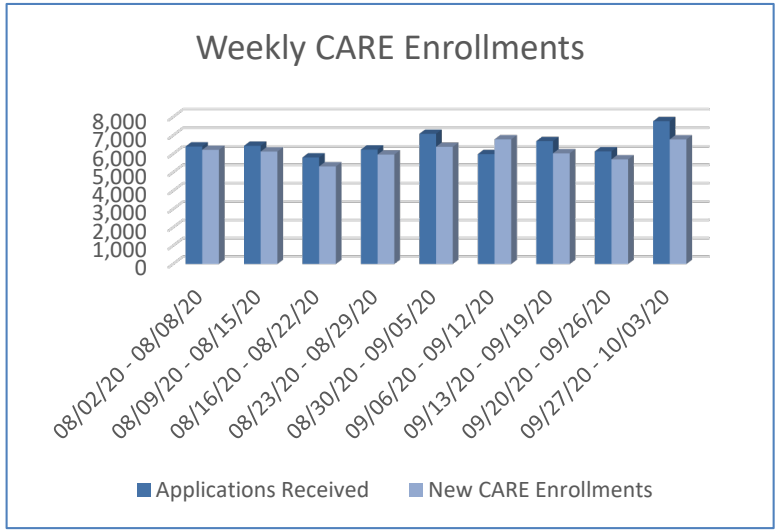
SoCalGas' COVID-19 Pandemic Protections provides the following to residential and small business customers until April 16, 2021:
• Waives deposit requirements
• Implements payment plan options
• Suspends disconnection for non-payment
• Waives late fees for small businesses
• Suspends all collections activity, including field service collections
• Suspends recertification and verification requests for the CARE program
• Suspends all CARE removals
• Suspends recertification requests for Medical Baseline customers
• Contacts all community outreach contractors to help them better inform customers of these eligibility changes
• Doubles Gas Assistance Fund eligibility to $200

COVID-19 IMPACTS: SoCalGas' CARE Program

Enrollment trends – weekly CARE enrollment tracking August - September 2020

Total New Enrollments: 263,375*

Total CARE Participants July 2020			**1,699,741**	
08/02/20 - 08/08/20	6,398	-17.94%	6,218	3.22%
08/09/20 - 08/15/20	6,437	0.61%	6,127	-1.46%
08/16/20 - 08/22/20	5,805	-9.82%	5,320	-13.17%
08/23/20 - 08/29/20	6,234	7.39%	5,963	12.09%
Total CARE Participants August 2020			**1,713,163**	
08/30/20 - 09/05/20	7,087	13.68%	6,382	7.03%
09/06/20 - 09/12/20	5,988	-15.51%	6,788	6.36%
09/13/20 - 09/19/20	6,692	11.76%	6,029	-11.18%
09/20/20 - 09/26/20	6,136	-8.31%	5,701	-5.44%
09/27/20 - 10/03/20	7,771	26.65%	6,784	19.00%
Total CARE Participants September 2020			**1,728,359**	



*Based on Total New enrollments in September 2020 CARE Table 2.

COVID-19 IMPACTS: SoCalGas' CARE Program

Future Marketing & Outreach Strategy (1 year - 2 year)

- To reach newly eligible customers, SoCalGas' Marketing & Outreach strategy will continue to integrate mass advertising campaigns, direct marketing, emails, bill inserts, texting, and outreach to community organizations; planned Nov/Dec media blitz.
- Digital and virtual channels will be prioritized for ease of enrolling on-line.
- Focusing on counties with lower penetration rates:
  - San Luis Obispo: SoCalGas developed small, tactical campaigns integrating local media and Community Based Organizations (CBO) in this rural county. SoCalGas began a partnership with Center for Family Strengthening – Promotores Collaborative of San Luis Obispo County and with Lazer Broadcasting (Radio Lazer 103.1 and La Mejor 106.7) two local Spanish language radio stations.
  - Orange County: Increased partnerships with food banks and organizations that outreach to those at risk of homelessness; Added Goodwill of Orange County to partnerships to help distribute CARE applications.
- To address and reduce attrition once emergency protections are lifted, SoCalGas will increase messaging to customers in 2021, to let them know about recertification and income verification that will be reinstated in April 2021.

COVID-19 IMPACTS: SoCalGas' CARE Program

Coordination with Social Services for Customer Assistance Program Outreach

- SoCalGas' partnership with Goodwill of Southern California to promote customer assistance programs to customers visiting stores is exceeding expectations. 100,000 informational sheets were distributed in the first month alone! An additional 100,000 were ordered to accommodate need and continue the awareness.
- SoCalGas continues to work with government agencies in their service territory to promote CARE program information during the enrollment of customers onto social service programs.

- SoCalGas established a partnership with Center for Family Strengthening (CFS) Promotores to promote the CARE program in San Luis Obispo. The Promotores Director, Coordinator and their 20 Promotores share the program information in community forums, community events, presentations to partner agencies, Promotores Newsletter, and at the Promotores Quarterly meetings. The Promotores focus their outreach in the remote and under resourced regions of San Luis Obispo County and specialize in connecting with the Mixteco community. Through this partnership, CFS Promotores has informed 25 of their staff members on CARE in their zoom meetings and have participated in 18 community events such as food drives, Family resource fairs and Church events.

ESA Program Performance

Program Summary through September 2020			
2020	Authorized / Planning Assumptions*	Year-to-Date Actual	%
Budget	$216,861,913	$77,041,779	35.53%
Homes Treated	191,186	66,379	34.72%
Therms Saved	6,530,000	376,105	5.76%

* Annual budget and homes treated goals through September 30, 2020 as reported in the IOU ESA-CARE Monthly Report (filed October 21, 2020).

COVID-19 IMPACTS: SoCalGas' ESA Program

Workforce

- Resolution E-5074 requires the following:
  - Up to 60 days advance payments to ESA contractors.
    SoCalGas has paid out over $14M through July to support the workforce.
  - Provides a Post-Pandemic Return to Service (PPRS) credit which will be earned through actual work performed in ESA eligible households for a six-month period.
  - Advance payments must be repaid no later than Dec 31, 2021.

COVID-19 IMPACTS: SoCalGas' ESA Program

Future Marketing & Outreach strategy (1 year - 2 year)
• To reach newly eligible customers, SoCalGas' Marketing & Outreach strategy will continue to integrate advertising campaigns, direct marketing, and outreach to community organizations.
• Digital and virtual channels will be prioritized for ease of reaching customers about the ESA Program.
• SoCalGas will continue to support the Clear Plan as well as the virtual enrollment process which launched on May 12. The virtual enrollment process allows contractors to enroll customers over the phone with eligibility documentation being transmitted through secure means.

COVID-19 IMPACTS: SoCalGas' ESA Program

Timeline and Milestones
• The suspension of in-person program activities in response to COVID-19 and related state and local orders began on March 18 and ended May 31.
• In alignment with SoCalGas company directives and state and local Stay-at-Home orders, SoCalGas developed and implemented on May 12 a process to virtually enroll customers into the ESA Program. This process has allowed the program to maintain continuity for eligible customers while supporting the contractor workforce by building a pipeline of enrolled customers.
• SoCalGas lifted the program suspension effective June 1.
• Resolution E-5074 was approved on May 28, 2020, requiring 60-day advance payment offers to ESA contractors to cover the period of suspended activity, and establishing a Post-Pandemic Return to Service (PPRS) credit and earning period.
• SoCalGas began the six-month PPRS credit-earning period on July 15, 2020.
• All Prime Contractors who accepted an advance payment must zero out their balances no later than December 31, 2021.

COVID-19 IMPACTS: SoCalGas' ESA Program

Weatherization programs overall performance/penetration rates

- The program activity was paused between March 18 and May 31 due to stay-at-home orders. Since the suspension was lifted, ESA Program contractors have been ramping up their program activity. Below are homes treated by month, as reported in SoCalGas' Monthly Reports.

  - February: 13,616
  - March: 9,405
  - April: 13,506
  - May: 2,696
  - June: 1,274
  - July: 7,530
  - August: 8,081
  - September: 10,271

Note: homes treated are reported once invoices are paid, thus the numbers in April reflect work that was completed prior to April (pre-suspension) but invoiced and paid in April.