



Joint IOU Report of the CARE and ESA Programs

Low Income Oversight Board Meeting
San Diego, CA
September 16, 2019

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.

2019 YTD Program Updates *

Authorized 2019 Program Budgets Expenditures				
Utility	2019 Budget	YTD Expenditures	%	YTD Rate Discounts
PG&E	\$18,683,781	\$5,163,088	28%	\$308,447,295
SCE	\$6,791,638	\$2,862,319	42%	\$154,061,356
SDG&E	\$7,227,114	\$3,230,752	45%	\$55,046,673
SoCalGas	\$10,091,122	\$3,300,035	33%	\$79,518,559
Total	\$42,793,655	\$14,556,194		\$597,073,883

2019 YTD Enrollment and Penetration						
Utility	Total Residential Customers	Estimated Eligible Customers	Eligible Rate	Customers Enrolled	Penetration Rate	Newly Enrolled Customers
PG&E	5,507,346	1,446,414	26%	1,372,044	95%	120,715
SCE	4,435,897	1,337,092	30%	1,189,421	89%	111,193
SDG&E	1,339,676	319,125	24%	293,947	92%	37,804
SoCalGas**	5,617,627	1,683,842	30%	1,617,851	96%	156,735
Total	16,896,100	4,786,473		4,473,263		426,447

* 2019 YTD through June 30, 2019, as reported in the IOU ESA-CARE Monthly Report (filed July 21, 2019).

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



CARE Program *(cont'd)*

PG&E 2018 Average Monthly Usage / Bill /Discount *

Average Monthly Gas / Electric Usage *			
Residential Non-CARE vs. CARE Customers			
Customer	Gas Therms	Gas Therms	Total
	Tier 1	Tier 2	
Non-CARE	24.6	9.7	34.3
CARE	21.6	6.4	27.9
Customer	Electric KWh	Electric KWh	Total
	Tier 1	Tier 2 and Above	
Non-CARE	256	212	467
CARE	321	175	495

Average Monthly Gas / Electric Bill *		
Residential Non-CARE vs. CARE Customers		
(Dollars per Customer)		
Customer	Gas	Electric
Non-CARE	\$48.89	\$102.01
CARE	\$32.88	\$68.20

Average Monthly CARE Discount	
Gas	Electric
\$8.11	\$36.49

* As reported in CARE Table 9 of PG&E's ESA-CARE Annual Report (filed July 2, 2019).

CARE Program *(cont'd)*

SCE CARE Average Monthly Usage & Bill *

Average Monthly Gas / Electric Usage ¹			
Residential Non-CARE vs. CARE Customers			
Customer	Gas Therms	Gas Therms	Total
	Tier 1	Tier 2	
Non-CARE	61.8	3.9	65.8
CARE	12.8	1.1	13.9
Customer	Electric kWh	Electric kWh	Total
	Tier 1	Tier 2 and Above	
Non-CARE	292	241	533
CARE	319	184	503

1 – SCE supplies gas only to Edison-owned water & gas operations on Santa Catalina Island.

Average Monthly Gas / Electric Usage ²		
Residential Non-CARE vs. CARE Customers ³		
(Dollars per Customer)		
Customer	Gas	Electric
Non-CARE	\$55.63	\$106.90
CARE	\$49.05	\$57.02

2- Average Monthly Gas/Electric Bill reflects residential Non-CARE (CARE) total billed revenues divided by the average number of Non-CARE (CARE) monthly bills.

3- Excludes master-meter usage

* Data from SCE's Amended Annual Report for 2018 filed July 3, 2019



CARE Program *(cont'd) Average Bill Savings*

SDG&E CARE Average Monthly Usage & Bill

Average Monthly Gas / Electric Usage			
Residential Non-CARE vs. CARE Customers			
Customer	Gas Therms	Gas Therms	Total
	Tier 1	Tier 2	
Non-CARE	19.0	4.0	23.0
CARE	17.0	2.0	19.0
Customer	Electric kWh	Electric kWh	Total
	Tier 1	Tier 2 and Above	
Non-CARE	301	125	426
CARE	298	61	359

Average Monthly Gas / Electric Usage ²		
Residential Non-CARE vs. CARE Customers ¹		
(Dollars per Customer)		
Customer	Gas	Electric
Non-CARE	\$30.12	\$125.53
CARE	\$19.30	\$58.13

- 1- Excludes master-meter usage
- 2- Average Monthly Gas/Electric Bill reflects residential Non-CARE (CARE) 2018 total billed.

CARE Program *(cont'd) Average Bill Savings*

SoCalGas CARE Average Monthly Usage & Bill

Average Monthly Gas			
Residential Non-CARE vs. CARE Customers			
Customer	Gas Therms	Gas Therms	Total
	Tier 1	Tier 2	
Non-CARE	25.20	9.13	34.33
CARE	20.95	4.81	25.76

Average Monthly Gas Usage ²	
Residential Non-CARE vs. CARE Customers ¹	
(Dollars per Customer)	
Customer	Gas
Non-CARE	\$37.51
CARE	\$28.68

¹ Data from the SoCalGas amended Annual Report for 2018 filed June 28, 2019.

² Excludes master-meter usage.

CARE Program (cont'd) CARE Penetration map

PG&E

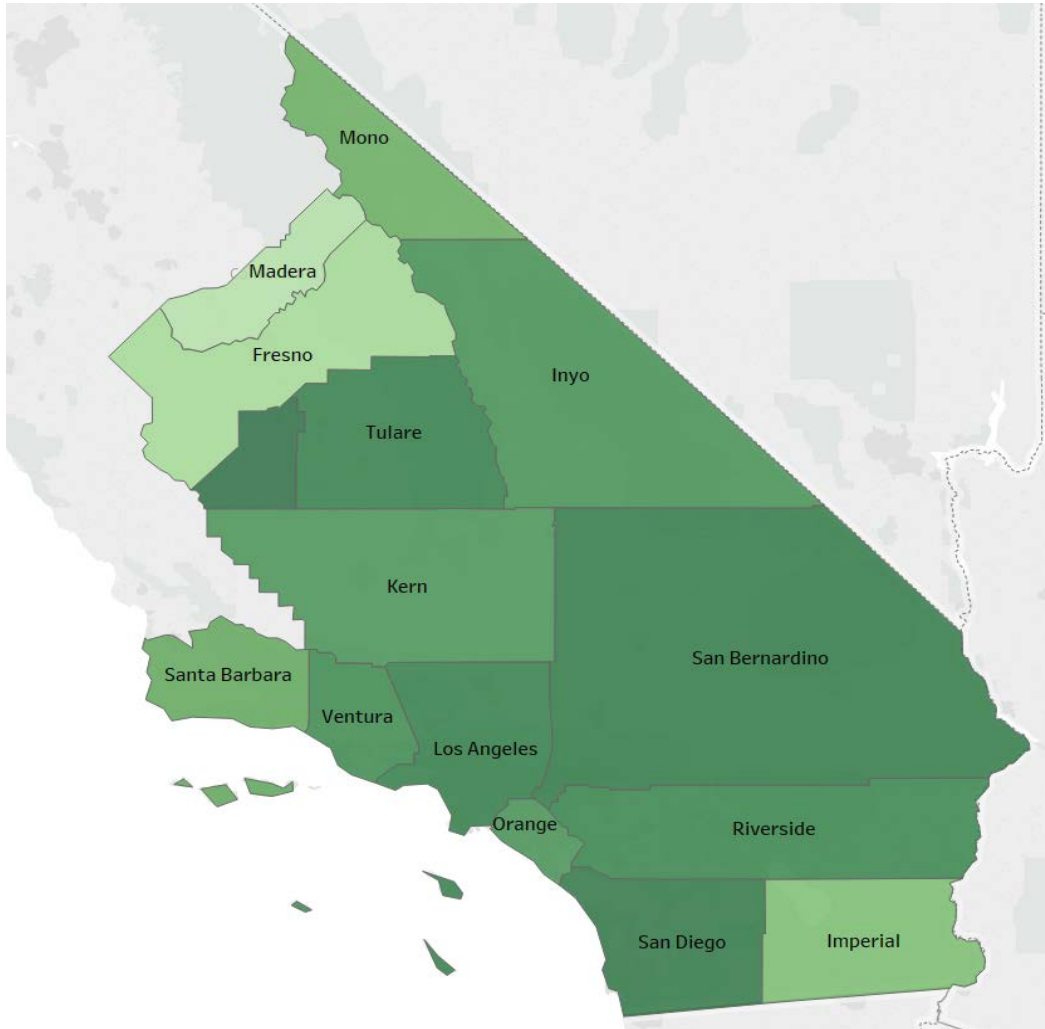
Counties with Lowest CARE Penetration Rates (2019)



County	Penetration Rate
TRINITY	36%
SIERRA	38%
LASSEN	59%
SAN LUIS OBISPO	62%
MARIN	66%
PLACER	66%
PLUMAS	67%
CALAVERAS	71%
MARIPOSA	73%
HUMBOLDT	73%

CARE Program *(cont'd) CARE Penetration map*

SCE

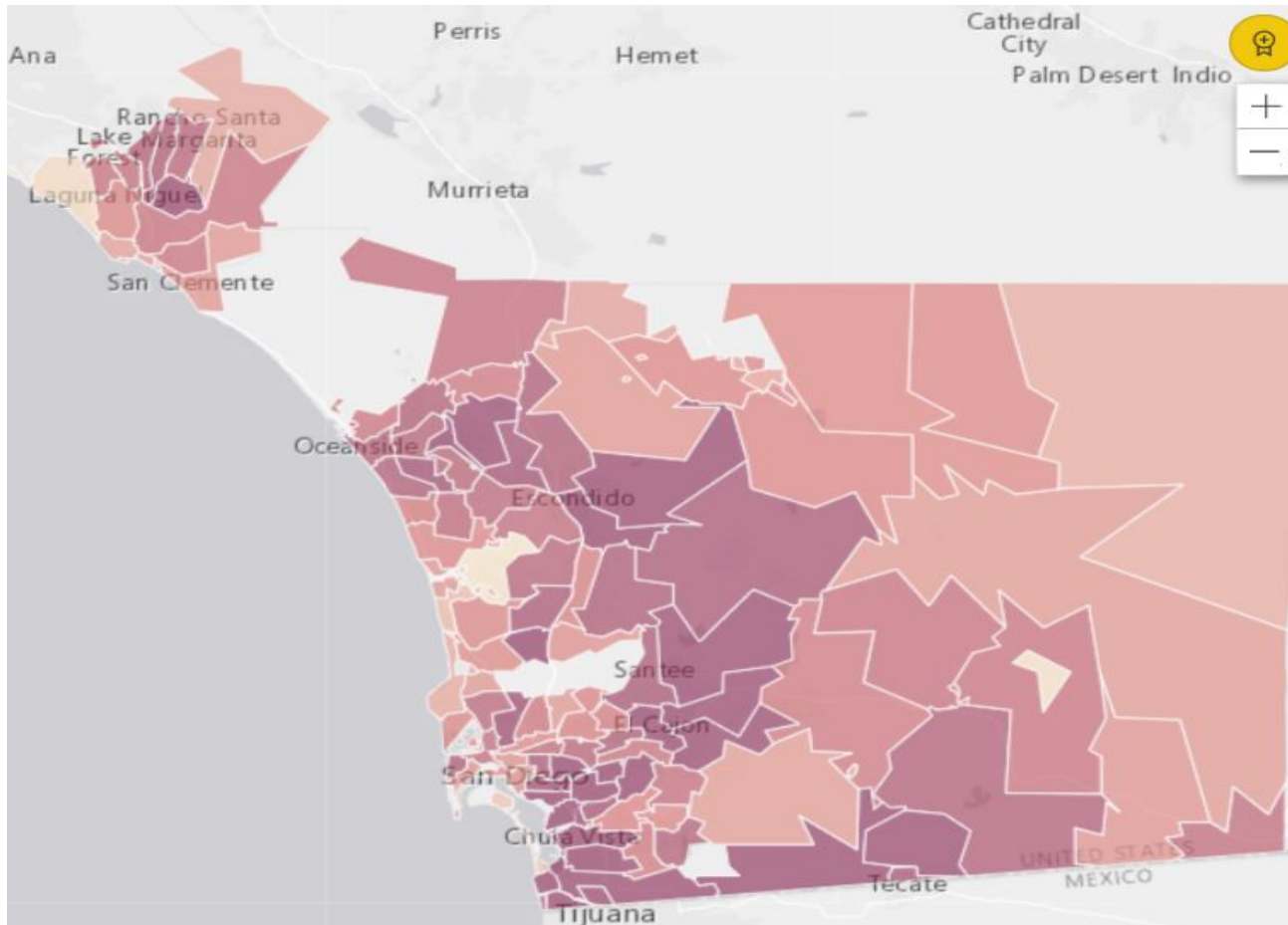


County	Penetration Rate*
Kings	105%
San Diego	100%
San Bernardino	98%
Los Angeles	93%
Tulare	94%
Riverside	87%
Ventura	82%
Inyo	75%
Orange	74%
Kern	74%
Santa Barbara	53%
Mono	47%
Imperial*	32%
Fresno*	8%
Madera*	0%

* Represents the penetration rates for all SCE counties effective June 30, 2019.

CARE Program

SDG&E

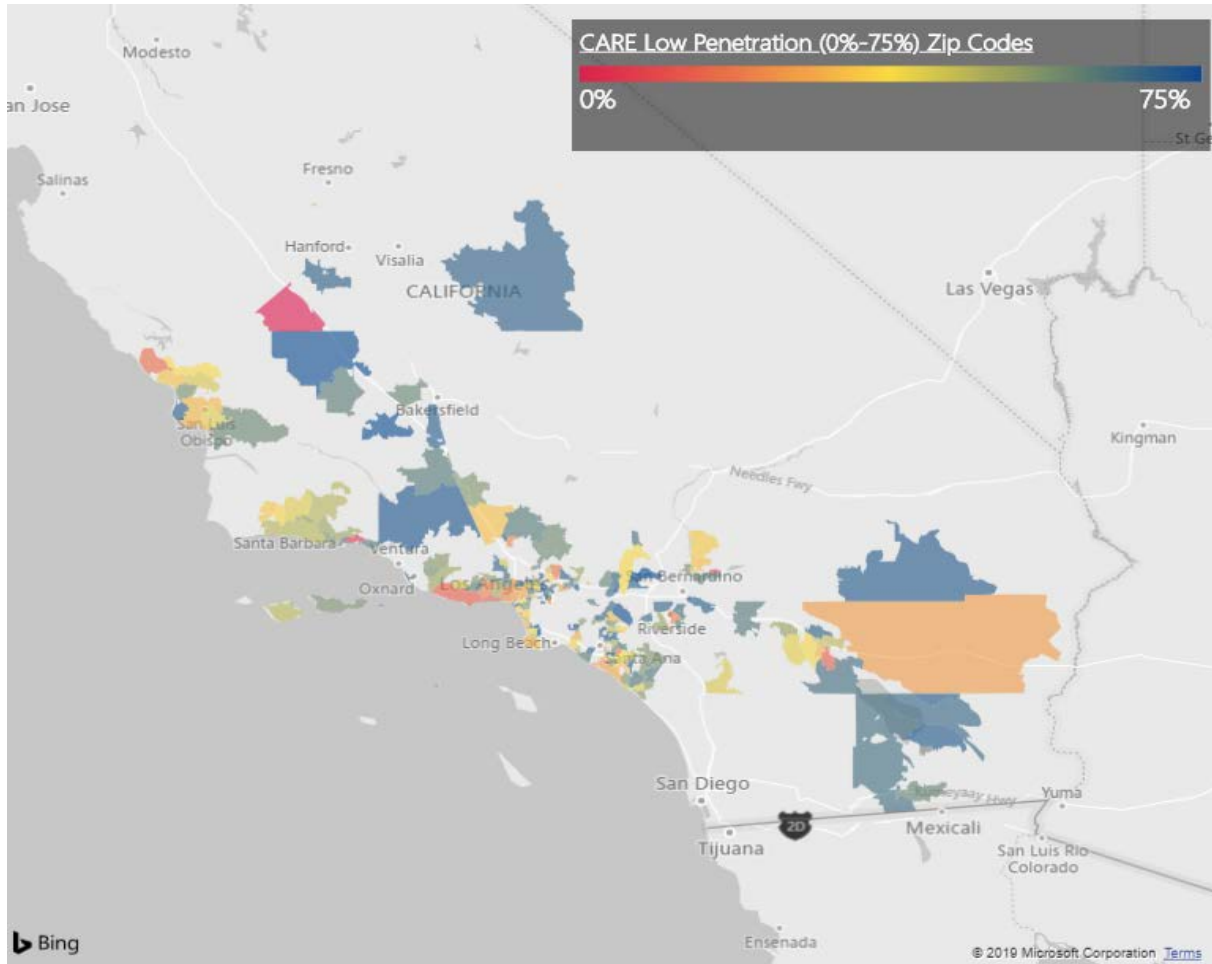


City	Penetration Rate*
Rancho Santa Fe	7.3%
Mount Laguna	10.1%
Laguna Beach	13.4%
Coronado	24.4%
Del Mar	28.6%
Borrego Springs	35.8%
Trabuco Canyon	39.5%
La Jolla	39.8%
Rancho Santa Fe	41.7%
Palomar Mountain	42.2%
Dana Point	43.7%
Pala	44.6%
Jamul	47.7%
Capistrano Beach	47.9%
San Diego	48.8%
Julian	48.9%
Solana Beach	49.7%

* Cities with the lowest CARE penetration rate.

CARE Program (cont'd) CARE Penetration map

SoCalGas



County	Penetration Rate *
Fresno	100%
Imperial	97%
Kern	97%
Kings	109%
Los Angeles	98%
Orange	80%
Riverside	95%
San Bernardino	112%
San Luis Obispo	69%
Santa Barbara	83%
Tulare	106%
Ventura	86%

* 2019 YTD through June 30, 2019, as reported in the IOU ESA-CARE Monthly Report (filed July 22, 2019).

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.

2019 YTD ESA Program Budget Updates *

2019 Authorized Program Budgets and YTD Expenditures			
Utility	Authorized 2019 Budget ¹	YTD Expenditures ²	%
PG&E	\$252,568,249	\$77,228,237	31%
SCE	\$83,272,261	\$39,508,569	47%
SDG&E	\$34,652,791	\$9,123,068	26%
SoCalGas	\$208,099,969	\$51,229,243	25%
Total	\$578,593,273	\$177,089,117	

¹ Authorized funding in Conforming AL Resolutions, Clear Plan Dispositions, and Mid-Cycle Update AL Dispositions, including authorized 2009-2016 unspent funding. This is the sum of the amounts shown in the IOU's ESA-CARE Monthly Report; ESA Table 1 and Table 1A.

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

* 2019 YTD through June 30, 2019, as reported in the IOU's ESA-CARE Monthly Report (filed July 21, 2019).



Energy Savings Assistance Program *(cont'd)*

2019 YTD Energy Savings Targets

2019 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	
Utility	kWh	therms	kWh	therms	kWh	therms	kWh	therms
PG&E	35,730,566 ³	618,685 ³	284,430,960	16,031,563	12.6%	3.9%	49,350,000	1,900,000
SCE	28,418,110	N/A	263,000,592	N/A	11%	N/A	36,500,000	N/A
SDG&E	1,930,630	13,906	24,878,770	109,725	7%	1%	6,880,000	400,000
SoCalGas	N/A	636,476	N/A	11,664,643	N/A	5.5%	N/A	6,530,000
TOTAL	65,935,591	1,269,067	572,310,322	27,805,931			92,730,000	8,830,000

¹ 2019 through June 30, 2019, as reported in the IOU ESA-CARE Monthly Report (filed July 21, 2019).

² Derived from average CARE Customers Usage for PY 2018 (Annual Report CARE Table 9) multiplied by 2019 June homes treated and annualized.

³ PG&E's YTD energy savings do not include updates from the ESA 2019 Impact Evaluation. Energy Savings adjustments will be included in PG&E's July monthly reporting (filed August 21) and it is anticipated that Therm savings will be revised downward significantly.



Energy Savings Assistance Program *(cont'd)*

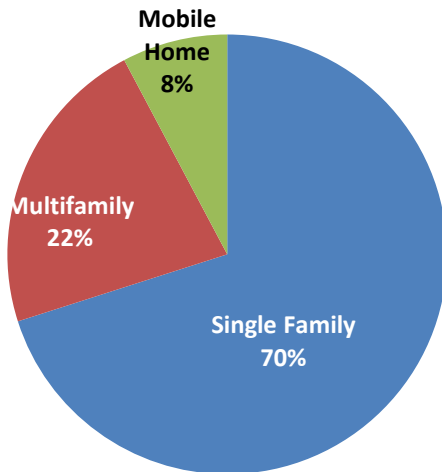
Top Two Drivers for Energy Savings Shortfalls below Target

IOU	Drivers
PG&E	<ol style="list-style-type: none"> 1. PG&E is forecasting to meet ESA's kWh target. 2. PG&E is forecasting to not meet ESA's therm target due to the (1) 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	<ol style="list-style-type: none"> 1. Currently on target to meet energy savings goals. However, Homes Treated goals remain in jeopardy due to fewer customers eligible for the program. Program is in last years of cycle, and most customers have already participated or are unwilling to participate regardless of efforts. 2. Eligible customers are non-responsive to outreach efforts. Considering other ways of reaching out to customers including advanced digital marketing and outbound calling efforts.
SoCalGas	<ol style="list-style-type: none"> 1. Penetration 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. 2. Lower forecast rates of feasibility for some of the program measures. Also, the differences between the assumptions used to develop the original targets and those currently being used for monthly reporting.
SDG&E	<ol style="list-style-type: none"> 1. Weatherization rates were lower than expected. 2. Measures were less desirable, and customers refused measures.

Energy Savings Assistance Program *(cont'd)*

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.

2019 SW Participation by Type



2019 YTD Households Treated

2019 YTD Households Treated ¹						
Utility	Annual Goal	First Touch	Go-Backs	Total	Total as % of 2019 Goal	Total as % of Eligible ESA HH ²
PG&E	102,237	21,379	26,505	47,884	47%	2.93%
SCE	98,953	34,710	8,862	43,572	44%	2.5%
SDG&E	22,641	2,729	3,046	5,775	26%	1.8%
SoCalGas	182,265	17,731	20,004	37,735	21%	1.98%
Total	406,096	76,549	58,417	129,197		

¹ 2019 through June 30, 2019, as reported in the IOU ESA-CARE Monthly Report (filed July 21, 2019).

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



Energy Savings Assistance Program *(cont'd)*

2019 MULTIFAMILY UPDATES

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

- **PG&E:** In 2019 PG&E's SPOC enrolled 22 properties in 7 PG&E customer programs.
- **SCE:** SCE's MF CAM contractors are currently working on 8 projects. Another SPOC has been added to help increase MF CAM efforts.
- **SDG&E:** In 2019 SDG&E's SPOC enrolled 8 properties into at least one SDG&E customer program.
- **SoCalGas:** SoCalGas is currently evaluating two large properties with the potential of a combined 13 boilers that provide hot water for 533 units (over 1,000 tenants).

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

- **PG&E:** As of 8/8/2019, PG&E has enrolled 398 and audited 355 buildings (50 properties). PG&E is currently enrolling 3 additional projects. First projects are forecasted to be completed in October.
- **SCE:** As of 8/1/2019, SCE's MF CAM contractors are currently working on 8 projects. Another SPOC has been added to help increase MF CAM efforts. Added T5s and T8s (as a lighting measure). Also allowed CFL replacement with LEDs (formerly only incandescent bulbs can be replaced).
- **SDG&E:** As of July 2019, SDG&E's ESA CAM implementor has completed 8 Energy Assessments since the inception of the program. 4 Energy Assessments are pending completion with 17 more in the queue. 8 sites are currently undergoing measure installations.
- **SoCalGas:** Construction and Installation is 50% complete on the 1,100 unit project in Los Angeles. Completion is set for early October, 2019. Construction is nearly completed on the 358 unit project in Rancho Cucamonga and is scheduled for completion in September, 2019. Year to date these two projects and the completed Santa Ana project represent approximately 9% of the allocated budget. SoCalGas has incorporated water heaters for small Deed Restricted properties to make CAM more assessible. A project in Corona is underway to replace twelve 75-gallon, 76k BTU water heaters. The estimated completion date for the Corona project is August, 2019.

ENERGY EDUCATION

The statewide Energy Education Resource Guide is being used by all Service Providers. The guide is available in English, Spanish, Chinese, Vietnamese, Korean, Hmong, Russian, and Braille.

Energy Savings Assistance Program *(cont'd)*

Tribal Activities

IOU	Federally-Recognized Tribes	Activities
PG&E	51	<p>In addition to outreach and communication with the 11 priority tribes, PG&E has had contact with 12 others, bringing the total outreach to 23 tribal communities of which 21 were federally recognized and 2 that were not. PG&E is continuing to work with the Yurok tribe to gain more in-depth information regarding the barriers to ESA participation. During June, the ESA Contractor was trained on the new customized home assessment form, scheduled 24 assessments out of the 68 total Yurok households, completed 8 assessments and had 15 pending. Full reports from the completed assessments will be forthcoming. Given these households were primarily on propane and wood fuel sources, the list of eligible measures was reduced. The most common measure was light bulbs.</p> <p>As of June 2019, the penetration rate for homes treated reached 56 percent for the estimated number of ESA-eligible customers living on tribal lands in PG&E's service area.</p>
SCE	12	<p>Utu Utu Gwaitu/ Benton Paiute Tribal council approved last June ESA Program enrollments of their members. SCE contractor is expected to enroll interested members by the end of summer.</p> <p>Bishop Paiute tribal administrators have provided a resident list, SCE currently working on completing documentation requirements so that enrollments can begin.</p>
SoCalGas	20	<p>SoCalGas attended the 38th annual UC Riverside Pow Wow and Strawberry Festival & Pow Wow at the Native American United Methodist Church in Anaheim. SoCalGas also attended the American Indian and Alaska Native Community Gathering where event staff was present at an information booth providing attendees with Customer Assistance Program information. SoCalGas staff have continued to actively participate in the Inter-Tribal Educational Collaborative (ITEC) monthly meetings. SoCalGas staff attended a second meeting with the Southern California Indian Center and Southern California Tribal Chairman's Association to discuss potential partnership and further involvement and coordination with Native American tribes within SoCalGas' territory. Additional meetings and follow-ups are scheduled for the remainder of 2019 along with participation in the American Indian Expo, community events and continuing partnership with ITEC.</p>
SDG&E	19	<p>Since May of 2019, SDG&E has attended six events/presentations reaching over 300 people. The Tribal partners of our Energy Solutions Partner Network have shared SDG&E messaging reaching over 2,000 people. On July 6, 2019, The Southern California American Indian Resource Center held an All Tribes event at Sycuan Casino, SDG&E attended the event reaching out to over 200 people of the Native American Community.</p>
Total	102	



Energy Savings Assistance Program (cont'd) Additional Tribal Data



PG&E Tribal Outreach for Low Income Programs

TRIBAL OUTREACH STATUS	In Person	No Response or Materials Only	Non-FR
Berry Creek Rancheria of the Tyme-Maiou Tribe	X NC		
Big Sandy Rancheria of Western Mono Indians of California	X SF		
Cahto Indians of the Laytonville Rancheria	X		
Chicken Ranch Rancheria of Me-Wuk Indians of California		No Response	
Cold Springs Rancheria of Mono Indians	X SF		
Dunlap Band of Mono	X SF		X
Grindstone Rancheria of Wintun-Wailaki Indians		X	
Guidiville Rancheria of California	X NC		
Habematolel Pomo of Upper Lake	X		
Hoopla Valley Tribe	X		
Hopland Band of Pomo Indians	X		
Manchester Band of Pomo Indians	X NC		
Mooretown Rancheria of Maidu Indians	X NC		
North Fork Mono	X SF		X
North Fork Rancheria of Mono Indians	X SF		
Pinoleville Pomo Nation		X	
Redwood Valley Rancheria of Pomo Indians	X		
Robinson Rancheria of Pomo Indians		X	
Round Valley Indian Tribe	X		
Sherwood Valley Rancheria of Pomo Indians	X		
Tuolumne Me-Wuk Tribe	X		
United Auburn Indian Community/Auburn Rancheria	X		
Yurok Tribe	X		

All 11 priority tribes have been contacted. 12 other tribes have been contacted, of which 2 are non-federally recognized.

NC = Northern Circle Indian Housing Authority

SF = Sierra Tribal Forum

Priority Tribe



Energy Savings Assistance Program *(cont'd) Additional Tribal Details*



SCE Tribal Outreach for Low Income Programs

# 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	2	4
	- Pechanga	- Twenty-Nine Palms - Agua Caliente - San Manuel Band of Mission Indians	- Chemehuevi - Death Valley - Timbisha - Shoshone	- Morongo Band of Mission Indians - Soboba Band of Luiseño Indians	- Benton Paiute Tribe - Bishop Paiute Tribe - Bridgeport Paiute Indian Colony - Tule River Indian Tribe - Colorado River Indian Tribes (CRIT)



Energy Savings Assistance Program *(cont'd) Additional Tribal Data*



SDG&E Tribal Outreach for Low Income Programs

Event Title	Association	Activity
Eblast - TOU	Southern California American Indian Resource Center - SCAIR	Monthly Messaging: Newsletter/Website
Career & resource Fair Pala CA	Southern California American Indian Resource Center - SCAIR	Event/Booth
Website - TOU	Southern California American Indian Resource Center - SCAIR	Monthly Messaging: Newsletter/Website
Website - All	Southern California Tribal Chairmen's Association - SCTCA	Monthly Messaging: Newsletter/Website
Earth Day	Ad-Hoc Event	Event/Booth
Facebook - TOU	Southern California American Indian Resource Center - SCAIR	Monthly Messaging: Social Media
Safety Preparedness	Southern California American Indian Resource Center - SCAIR	Presentation
Men's Wellness Health Fair	Southern California American Indian Resource Center - SCAIR	Event/Booth
Eblast - Level Pay Plan	Southern California American Indian Resource Center - SCAIR	Monthly Messaging: Newsletter/Website
Newsletter	Southern California American Indian Resource Center - SCAIR	Monthly Messaging: Newsletter/Website
Event - All Tribes Sycuan	Southern California American Indian Resource Center - SCAIR	Event/Booth
Seasonal Family Gathering	Southern California American Indian Resource Center - SCAIR	Event/Booth
Facebook - Summer EE Tips	Southern California American Indian Resource Center - SCAIR	Monthly Messaging: Social Media



Energy Savings Assistance Program *(cont'd) Additional Tribal Data*

SoCalGas Tribal Outreach for Low Income

Name	Organizer	Location
College Exploration Day Pow Wow	Inter-Tribal Educational Collaborative	UC Irvine
49th Annual CSU Long Beach Puvungna Pow Wow and Outreach	Puvunga Tribe	Long Beach
Noli Indian School Career Fair	Noli / Soboba	San Jacinto
Native American Festival @Shoreline Village	Shoreline Village	Long Beach
One Mind One Heart One Spirit Conference	San Manuel Band of Mission Indians	Highland
Oxnard's First Annual Native American Peoples Intertribal Pow Wow Honoring Our Elders and Veterans	Oxnard Pow Wow Committee Southern Cheyenne, Northern Paiute, Tejon, Fernandeno Tatavian Vanyume, Northern Cheyenne, Kumeyaay/Pascua Yaqui	Oxnard
38th Annual UC Riverside Pow Wow	UC Riverside Native American Student Programs	Riverside
Strawberry Festival & Pow Wow	Native American United Methodist Church	Anaheim
American Indian / Alaska Native Community Gathering	Southern California Indian Center/ Torres Martinez Tribal TANF	Los Angeles
Redbird's 18th Annual Children of Many Colors Pow Wow	Rebird	Moorpark College, Moorpark
19th Annual Robert Canada Friendship Pow Wow	Organizers from - Tongva, Ohlone/Yaqui, Iowa Tribe of Kansas & Nebraska	Hawaiian Gardens