

April 21, 2008

Hazlyn Fortune  
California Public Utilities Commission  
Energy Division  
505 Van Ness Avenue, Area 4-A  
San Francisco, CA 94102-3214

Re: Eighty-Third Status Report of Pacific Gas and Electric Company on the Results of Its Low Income Energy Efficiency and CARE Program Efforts In Compliance With Ordering Paragraph 17 of Decision 01-05-033, Issued May 7, 2001

Dear Ms. Fortune:

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 eighty-third monthly status report on the results of its Low Income Energy Efficiency and CARE program efforts, showing results through March 2008.

The Joint Utilities, the Energy Division and the Division of Ratepayer Advocates worked together to update and streamline the reporting tables beginning with the January 2007 results. We are submitting the March 2008 report to the Energy Division and providing a notice of availability and courtesy copy to the service list in R.07-01-042, based on the directions given by Administrative Law Judge Malcolm to PG&E on March 21, 2007 at 3:24 p.m.

Very truly yours,

                  /s/                    
DANIEL F. COOLEY  
DFC:pjd

Enclosures

cc: ALJ Sarah R. Thomas  
Sarita Sarvate  
Mariana Campbell  
Donna L. Wagoner  
All Parties on Official Service List for R.07-01-042

## **PG&E Low Income Programs Monthly Report for March 2008**

This Low Income Programs Monthly Report complies with Ordering Paragraphs 14 and 17 of Decision (D.) 01-05-033, requiring the utilities to comply with reporting and program evaluation requirements previously established for the California Alternate Rates for Energy (CARE) and Low Income Energy Efficiency (LIEE) programs, including the reporting of costs and effects from these programs on an annual basis using the Reporting Requirements Manual. Reporting categories are consistent with the definitions contained in the Reporting Requirements Manual filed on January 10, 2002, as revised with Energy Division, following the February 21, 2007 public workshop. Additionally, utilities are required to file regular monthly status reports on the results of their Low Income Programs.

A complete listing of the Low Income Programs Reporting Tables is included in Attachment A to this report.

### **Monthly Low Income Programs Reporting**

This Low Income Programs Report includes actual LIEE and CARE results and expenditures through March 2008. ***All results reported in this monthly report update and supersede data reported in previous reports.***

**2008 Reporting.** D.06-12-038 authorized PG&E's CARE and LIEE programs and budgets for 2007-2008. The authorized CARE administration budget is \$7,557,000 for 2007 (plus \$287,500 for PG&E's 2007 Cooling Center Pilot Program) and \$7,432,000 for 2008. The authorized LIEE program budget is \$77,733,500 per year, plus any unspent carryover from previous years.

The Joint Utilities, the Energy Division and the Division of Ratepayer Advocates worked together on a proposal to update and streamline low income reporting tables for 2007. Some of the previous reporting tables were specific to California State Senate Bill X1-5, enacted in 2001, which required Low Income Rapid Deployment Program funding restrictions and criteria that are no longer relevant to the current programs. Additionally, there have been many changes to the low income programs since 2001 that were not adequately represented in program reports.

D.06-12-038, Ordering Paragraph 9, specified that the Joint Utilities should collaborate with the Energy Division on reporting and comply with reporting requirements set forth by the Energy Division. The Joint Utilities, in consultation with the Energy Division and the Division of Ratepayer Advocates, are using the new reporting criteria agreed to in a November 8, 2006 conference call, beginning with the January 2007 report submitted February 21, 2007. A public workshop to discuss low income program reporting was held at the California Public Utilities Commission (Commission) on February 21, 2007. Workshop participants reviewed and reached consensus on the LIEE monthly reports and reporting categories.

PG&E is using the most recent measure energy savings by climate zone developed in the

Joint Utility 2001 LIEE Program Evaluation and the Standardization Team's Cost Effectiveness Report for all measures where these are available. For measures not included in the program year (PY) 2001 Evaluation, PG&E is using the best data available from the Database of Energy Efficiency Resources (DEER) or other sources. An impact evaluation of the PY2005 LIEE program was completed on December 19, 2007.

**Customer Eligibility.** In March 2003, the Joint Utilities updated and revised the penetration rate calculation methodology in compliance with D.02-07-033 and Assigned Commissioner's Ruling (ACR) dated December 27, 2002, as described in previous reports.<sup>1</sup>

To qualify for the CARE and LIEE programs, a residential customer's household income must be at or below 200 percent of Federal Poverty Guidelines, as required in D.05-10-044.

The Joint Utilities updated their annual customer eligibility estimations as required in a June 24, 2004 Commission Scoping Memo and filed these new annual estimates of the number of CARE-eligible customers in 2007 on October 15, 2006 (as later authorized going forward by D.06-12-038, Ordering Paragraph 10). PG&E uses these new eligibility estimates in these 2007 reports. As a result of this annual demographic adjustment, the estimated CARE and LIEE-eligible populations in PG&E's service area have both increased. As a result of the increase in eligible population, PG&E's 2007 CARE and LIEE penetration rates have decreased slightly from the penetration rate reported at the end of 2006 and are thus not comparable to penetration rates reported for 2006.

On May 1, 2007, the Commission issued its annual update to the CARE and LIEE program income guidelines effective June 1, 2007 through May 31, 2008. PG&E has incorporated the new CARE and LIEE income guidelines into its tariffs and all program materials, as described in Advice Letter 3052-E on May 14, 2007.

## **Low Income Program Highlights**

### **CARE Program Updates**

On June 1, 2007, PG&E implemented the following CARE Program changes:

- Revised Income Guidelines.
- Implemented Categorical Enrollment and four-year certification for fixed-income customers as authorized in D.06-12-038.

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<sup>1</sup> The *Joint Utility Methodology for Calculating CARE Penetration* (February 6, 2002) and the *Joint Utility CARE Eligibility Update* (February 21, 2003) can be found as Attachments A and B in PG&E's *Eighteenth Annual Progress Report to the California Public Utilities Commission on the California Alternate Rates for Energy (CARE) Program, January 1, 2006-December 31, 2006*, submitted April 30, 2007.

- Utilized a single application for the CARE and FERA Programs as required by the Commission in Assembly Bill (AB) 2576 enacted in 2006.

### **CARE Program Automatic Enrollment**

PG&E currently exchanges data with Southern California Edison Company (SCE) and Southern California Gas Company (SCG) to automatically enroll their CARE customers who also receive PG&E service. PG&E also participates in data exchanges regarding qualified low income customers with the Sacramento Municipal Utility District (SMUD). PG&E provides natural gas in the SMUD electric service area and will automatically enroll qualified low income customers served by SMUD into CARE.

### **CARE Program Outreach in March**

PG&E's CARE Program rolled out multiple outreach direct mailings to increase enrollment of eligible customers:

- Zip Code Direct Mail: 250,000 English/Spanish direct mail pieces to customers in selected zip codes.
- RDM Direct Mail: 8,650 English/Spanish direct mail pieces were sent to customers who failed to recertify.

The CARE Program participated in outreach events in San Francisco, Oakland, Sacramento, Fresno, and Stockton where program representatives were available to answer questions and help customers enroll in the program.

### **Low Income Energy Efficiency Program**

PG&E contracts directly with both community based organizations and private contractors who provide a wealth of experience in the communities they serve. PG&E currently has 17 installation contractors and three appliance contractors who serve 48 counties and over 70,000 square miles in PG&E's service area.

PG&E has nine contracts with Low Income Home Energy Assistance Program (LIHEAP) agencies that are not working within PG&E's LIEE program. PG&E is coordinating with these LIHEAP agencies to install ENERGY STAR<sup>®</sup> 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 LIEE and LIHEAP programs to leverage their resources and help additional low income homes.

PG&E and its contractors use PG&E's Energy Partners Online database (EPO) for LIEE activities. The database shows which customers received LIEE services, what year they were provided, and which customers are participating in CARE. With this information, the contractors are better able to market to the community, e.g., contacting only those customers who have not received LIEE services in the past.

## Pacific Gas and Electric Company LIEE and CARE Monthly Report

Through EPO, contractors are provided information about customers who have requested LIEE services (referrals). Each home that receives LIEE services where the customer is not on the CARE rate is then signed up for the CARE discount. In the month of March, 608 LIEE participants were enrolled in CARE.

LIEE program materials are provided in seven languages: English, Spanish, Vietnamese, Chinese, Russian, Korean, and Hmong.

In addition, PG&E continues to combine its LIEE and CARE outreach activities in order to leverage low income outreach efforts and provide PG&E low income customers with the knowledge and tools to access all of PG&E's free energy services.

**Attachment A**  
**Low Income Programs Monthly Reporting Tables**

**LIEE Tables**

**Table 1L** – LIEE Program Expenses

**Table 2L** – LIEE Measure Installations & Savings

**Table 3L** – Average Bill Savings per Treated Home

**Table 4L** – LIEE Homes Treated by County

**Table 5L** – LIEE Customer Summary

**CARE Tables**

**Table 1C** – CARE Program Expenses

**Table 2C** – CARE Enrollment, Recertification, Attrition, and Penetration

**Table 3C** – CARE Standard Random Verification Results

**Table 4C** – CARE Enrollment by County

**Table 5C** – CARE Capitation Contractors

**Table 6C** – CARE Participants as of Month-End

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1			<b>Table 1L - LIEE Program Expenses</b>											
2			<b>Through March 31, 2008 - PG&amp;E</b>											
3			Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent Year to Date		
4	<b>LIEE Program:</b>		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
5	Energy Efficiency													
6	Gas Appliances			6,730,825	6,730,825		560,488	560,488	-	1,024,164	1,024,164	-	15.2%	15.2%
7	Electric Appliances		31,758,760		31,758,760	2,009,443	-	2,009,443	4,393,558	-	4,393,558	13.8%	-	13.8%
8	Weatherization		3,757,420	11,272,261	15,029,681	342,682	1,028,046	1,370,728	723,314	2,169,943	2,893,257	19.3%	19.3%	19.3%
9	Outreach and Assessment		3,591,638	1,539,274	5,130,912	263,803	113,058	376,861	570,423	244,467	814,890	15.9%	15.9%	15.9%
10	In Home Energy Education		4,243,478	1,818,634	6,062,112	304,821	130,638	435,459	651,142	279,061	930,203	15.3%	15.3%	15.3%
11	Education Workshops		280,000	120,000	400,000	-	-	-	-	-	-	-	-	-
12	Pilot - Tankless Water Heaters		-	-	-	-	-	-	-	-	-	-	-	-
13	<b>Energy Efficiency TOTAL</b>		43,631,296	21,480,994	65,112,290	2,920,749	1,832,230	4,752,979	6,338,437	3,717,635	10,056,072	14.5%	17.3%	15.4%
14														
15	Training Center		259,700	111,300	371,000	16,305	6,988	23,293	33,409	14,318	47,727	12.9%	12.9%	12.9%
16	Inspections		2,798,341	1,199,289	3,997,630	179,640	76,988	256,628	549,599	235,543	785,142	19.6%	19.6%	19.6%
17	Marketing		-	-	-	-	-	-	-	-	-	-	-	-
18	M&E Studies		171,150	73,350	244,500	-	-	-	447	191	638	0.3%	0.3%	0.3%
19	Regulatory Compliance		178,500	76,500	255,000	(346)	(148)	(494)	13,468	5,772	19,240	7.5%	7.5%	7.5%
20	General Administration		5,387,256	2,308,824	7,696,080	104,229	44,670	148,899	792,105	339,473	1,131,578	14.7%	14.7%	14.7%
21	CPUC Energy Division		39,900	17,100	57,000	-	-	-	-	-	-	-	-	-
22														
23	<b>TOTAL PROGRAM COSTS</b>		52,466,143	25,267,357	77,733,500	3,220,577	1,960,728	5,181,305	7,727,465	4,312,932	12,040,397	14.7%	17.1%	15.5%
24			Funded Outside of LIEE Program Budget											
25	Indirect Costs		-	-	-	36,810	15,777	52,587	127,920	54,822	182,742	-	-	-
26														
27	NGAT Costs			2,900,000	2,900,000	-	198,779	198,779	-	629,812	629,812	-	21.7%	21.7%
28														

**Table 2L - LIEE Measure Installations & Savings  
Pacific Gas & Electric  
Through March 31, 2008**

	A	B	C	D	E	F	G
1							
2							
3							
4							
5							
6	- Repair - Gas	Each	178	301	-	-	12,010
7	- Replacement - Gas (Dual Pack)	Each	46	74	-	-	5,334
8	- Repair - Electric	Each					
9	- Replacement - Electric	Each					
10							
11	Infiltration & Space Conditioning						
12	- Outlet cover plate gaskets	Home	2,972	6,347	4,412	1	1,831
13	- Duct Sealing	Home	-	-	-	-	-
14	- Duct Sealing	Home	155	279	1,029	2	2,423
15	- Evaporative Coolers	Each	121	280	111,259	172	-
16	- Evaporative Cooler Maintenance	Each					
17	- Evaporative Cooler/Air Cond. Covers	Each	246	612	421	0	1,515
18	- A/C Replacement - Room (landlord)	Each	70	133	31,547	49	-
19	- A/C Replacement - Room (landlord)	Each	-	1	302	0	-
20	- A/C Replacement - Central	Each	7	8	2,463	4	-
21	- A/C Replacement - Central (landlord)	Each					
22	- A/C Tune-up - Central	Each					
23	- A/C Services - Central	Each					
24	- Heat Pump	Each					
25							
26	Weatherization						
27	- Attic Insulation	Home	263	537	23,865	4	22,249
28	- Attic Access Weatherization	Home	1,419	3,081	1,143	0	2,531
29	- Weatherstripping - Door	Home	3,051	6,383	11,767	2	14,749
30	- Caulking	Home	3,059	6,473	13,449	2	18,211
31	- Minor Home Repairs <sup>(3)</sup>	Home	3,076	6,641	39,092	7	42,505
32							
33	Water Heater Savings						
34	- Water Heater Blanket	Home	708	1,528	7,360	1	16,146
35	- Low Flow Showerhead	Home	1,617	3,791	19,652	3	28,381
36	- Water Heater Replacement - Gas	Each	20	27	-	-	583
37	- Water Heater Replacement - Electric	Each	-	-	-	-	-
38	- Tankless Water Heater - Gas	Each					
39	- Tankless Water Heater - Electric	Each					
40	- Water Heater Pipe Wrap	Home	59	136	6,627	1	49
41	- Faucet Aerator	Home	1,755	3,958	10,279	2	12,177
42							
43	Lighting Measures						
44	- CFL	Each	28,522	63,441	1,398,030	173	-
45	- Interior Hard wired CFL fixtures	Each					
46	- Exterior Hard wired CFL fixtures	Each	2,862	6,208	221,005	-	-
47	- Torchiere	Each					
48							
49	Refrigerators (landlord)	Each	1,090	2,360	1,799,335	322	-
50	Refrigerators (landlord)	Each	1	2	1,330	0	-
51							
52	Pool Pumps	Each					
53							
54	Pilots						
55	- A/C Tune-up - Central	Home	-	-	-	-	-
56	- Interior Hard wired CFL fixtures	Each	4,478	10,129	700,744	87	-
57	- Ceiling Fans <sup>(4)</sup>	Each	341	695			
58							
59	Customer Enrollment	Home	4,385	9,366	-	-	-
60	- Outreach & Assessment	Home	4,385	9,366	-	-	-
61	- In-Home Education	Home	4,385	9,366	-	-	-
62	- Education Workshops	Participants	-	0	-	-	-
63							
64	Total Savings				4,405,111	834	180,695
65							
66	Homes Weatherized <sup>(5)</sup>	Home	3,510	7,444			
67							
68	Homes Treated <sup>(4)</sup>						
69	- Single Family Homes Treated	Home	2,999	6,664			
70	- Multi-family Homes Treated	Home	1,022	1,872			
71	- Mobile Homes Treated	Home	364	830			
72	- Total Number of Homes Treated	Home	4,385	9,366			
73							
74	- Master-Metered Homes Treated	Home	335	585			
75							
76							
77							
78							
79							
80							
81							
82							
83							
84							
85							
86							
87							

<sup>(1)</sup> kWh based on 2001 Low Income Impact Evaluation Study. Cost Effectiveness Analysis conducted by Iron, Inc. Cost Effectiveness Analysis Conducted by Standardization Team, updated DEER.  
<sup>(2)</sup> kWh is estimate using historic PG&E factors.  
<sup>(3)</sup> Weatherization consists of Attic Insulation, Attic Access Weatherization, Door Weatherstripping, Caulking and Minor Home Repairs.  
<sup>(4)</sup> Includes master-metered and non-master-metered homes.  
<sup>(5)</sup> MHR Measures include: Ceiling Repair, Cover Plates Repl, Door Jamb's, Door Patch/Plate, Door Repl \$s (Wall), Doors Repl, Exhaust Fan Vent \$s, Ex Wall Repair, Floor Repair, Fram Wall Patch, Glass Repl, Glazing Compound, In Wall Repair, Lock Set, Lock Set \$s (Metal), MHR Stopp Fee, Sill Repair, Specialty Glass, Specialty Glass \$s, Thresholds Installed, Vent Alignment, Vent Material \$ - AVH, Vent Repair - AVH, Vent Repair - AVH, Window Assembly Replaces > 12 sq ft, per Window, Window Assembly Repl, Window Assembly Replaces < 12 sq. ft per Window, Window Sash Repair

<sup>(6)</sup> The Ceiling Fan savings from the CFLs installed are shown on the CFL measure row. No savings are shown for the reduction in AC use due to fan operation which we hope to measure in future measurement and evaluation (M&E) studies.

	A	B
<b>Table 3L - Average Bill Savings per Treated Home</b>		
<b>Pacific Gas &amp; Electric</b>		
<b>Through March 31, 2008</b>		
1		
2		
3	Year-to-date Installations - Expensed	
4		
5	Annual kWh Savings	4,405,111
6	Annual Therm Savings	180,695
7	Lifecycle kWh Savings	61,234,498
8	Lifecycle Therm Savings	1,884,211
9	Current kWh Rate	\$ 0.1031
10	Current Therm Rate	\$ 1.0300
11	Number of Treated Homes	9,366
12	<b>Average 1st Year Bill Savings / Treated Home</b>	<b>\$ 68.37</b>
13	<b>Average Lifecycle Bill Savings / Treated Home</b>	<b>\$ 667.24</b>

**Table 4L - LIEE Homes Treated  
Pacific Gas & Electric  
Through March 31, 2008**

	A	B	C	D	E	F	G
1							
2	Eligible Customers				Homes Treated Year to Date		
3	County						
4		Rural	Urban	Total	Rural	Urban	Total
5	ALAMEDA	20	177,141	177,161	0	343	343
6	ALPINE	162	37	199	0	0	0
7	AMADOR	5,321	125	5,446	9	0	9
8	BUTTE	45,221	234	45,455	197	2	199
9	CALAVERAS	7,770	901	8,671	18	0	18
10	COLUSA	3,551	115	3,666	7	1	8
11	CONTRA COSTA	738	89,434	90,172	5	758	763
12	EL DORADO	12,599	118	12,717	66	0	66
13	FRESNO	14,600	130,946	145,546	154	1,165	1,319
14	GLENN	4,910	475	5,385	10	0	10
15	HUMBOLDT	27,540	679	28,219	112	0	112
16	KERN	45,917	49,456	95,373	244	209	453
17	KINGS	8,800	160	8,960	88	0	88
18	LAKE	14,838	1,307	16,145	134	5	139
19	LASSEN	186	128	314	0	0	0
20	MADERA	20,828	957	21,785	96	0	96
21	MARIN	2,472	19,294	21,766	47	65	112
22	MARIPOSA	1,291	2,443	3,734	0	3	3
23	MENDOCINO	14,537	433	14,970	10	0	10
24	MERCED	13,773	24,305	38,078	128	182	310
25	MONTEREY	7,758	41,098	48,856	43	247	290
26	NAPA	2,351	14,009	16,360	1	59	60
27	NEVADA	11,139	597	11,736	29	0	29
28	PLACER	6,434	22,502	28,936	28	221	249
29	PLUMAS	3,580	9	3,589	0	0	0
30	SACRAMENTO	976	149,384	150,360	1	551	552
31	SAN BENITO	4,808	203	5,011	148	0	148
32	SAN BERNARDINO	375	1	376	0	0	0
33	SAN FRANCISCO	0	138,014	138,014	0	519	519
34	SAN JOAQUIN	9,239	81,794	91,033	0	276	276
35	SAN LUIS OBISPO	35,069	303	35,372	180	0	180
36	SAN MATEO	1,308	56,111	57,418	4	142	146
37	SANTA BARBARA	10,261	8,174	18,435	64	38	102
38	SANTA CLARA	3,118	124,795	127,913	38	1,153	1,191
39	SANTA CRUZ	6,267	24,086	30,354	74	157	231
40	SHASTA	10,291	16,955	27,246	64	116	180
41	SIERRA	318	0	318	0	0	0
42	SISKIYOU	25	0	25	0	0	0
43	SOLANO	2,801	37,384	40,185	1	137	138
44	SONOMA	14,653	37,061	51,714	59	273	332
45	STANISLAUS	10,524	51,042	61,567	35	156	191
46	SUTTER	14,604	116	14,720	173	2	175
47	TEHAMA	12,588	433	13,021	78	2	80
48	TRINITY	820	2	822	0	0	0
49	TULARE	6,864	1,078	7,942	88	5	93
50	TUOLUMNE	10,219	367	10,585	34	0	34
51	YOLO	13,549	19,212	32,761	36	23	59
52	YUBA	14,151	24	14,175	53	0	53
53	Total	459,161	1,323,444	1,782,605	2,556	6,810	9,366

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	<b>Table 5L - LIEE Customer Summary</b>																
2	<b>Pacific Gas &amp; Electric</b>																
3	<b>Through March 31, 2008</b>																
4		Gas & Electric				Gas Only				Electric Only				Total			
5	Month	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW
6	January 2008	1,309	28,252	632,696	112.9	185	3,852	4,710	1.5	405	-	237,810	61.9	1,899	32,104	875,216	176
7	February 2008	3,624	84,317	1,891,364	330.1	463	10,559	5,799	1.7	894	-	525,563	126.3	4,981	94,876	2,422,725	458
8	March 2008	6,998	159,095	3,501,386	622.2	875	21,601	8,670	2.3	1,493	-	895,055	209.3	9,366	180,695	4,405,111	834
9	April 2008																
10	May 2008																
11	June 2008																
12	July 2008																
13	August 2008																
14	September 2008																
15	October 2008																
16	November 2008																
17	December 2008																
18	Figures for each month are Year To Date (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 in Table 2L.																
19																	
20																	
21																	

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Table 1C - CARE Program Expenses - PG&amp;E</b>												
2	<b>Through March 31, 2008</b>												
3	<b>FINAL</b>	<b>Authorized Budget</b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
4	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
5	Outreach <sup>[1]</sup>	\$ 3,270,800	\$ 1,761,200	\$ 5,032,000	\$215,069	\$ 115,807	\$ 330,876	\$ 736,736	\$ 396,704	\$ 1,133,440	23%	23%	23%
6	Automatic Enrollment	\$ 97,500	\$ 52,500	\$ 150,000	\$206	\$ 111	\$ 317	\$ 206	\$ 111	\$ 317	0%	0%	0%
7	Processing/ Certification/Verification	\$ 1,040,000	\$ 560,000	\$ 1,600,000	\$137,178	\$ 73,865	\$ 211,044	\$ 356,211	\$ 191,806	\$ 548,017	34%	34%	34%
8	Information Technology / Programming	\$ 97,500	\$ 52,500	\$ 150,000	\$44,510	\$ 23,967	\$ 68,477	\$ 95,865	\$ 51,620	\$ 147,484	98%	98%	98%
9													
10	Pilots												
11	- Pilot SB 580	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
12	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Total Pilots	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15													
16	Measurement & Evaluation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17	Regulatory Compliance	\$ 65,000	\$ 35,000	\$ 100,000	\$ 6,952	\$ 3,743	\$ 10,695	\$ 14,350	\$ 7,727	\$ 22,077	22%	22%	22%
18	<b>General Administration</b>	\$ 195,000	\$ 105,000	\$ 300,000	\$ 30,230	\$ 18,292	\$ 48,522	\$ 97,642	\$ 52,986	\$ 150,628	50%	50%	50%
19	CPUC Energy Division	\$ 65,000	\$ 35,000	\$ 100,000	\$ -	\$ -	\$ -	\$ 12,525	\$ 6,744	\$ 19,270	19%	19%	19%
20													
21	<b>SUBTOTAL MANAGEMENT COSTS</b>	\$ 4,830,800	\$ 2,601,200	\$ 7,432,000	\$ 434,146	\$ 235,785	\$ 669,931	\$ 1,313,535	\$ 707,697	\$ 2,021,232	27%	27%	27%
22													
23	<b>CARE Rate Discount</b>	\$ 478,000,000	\$ 110,000,000	\$ 588,000,000	\$ 23,019,076	\$ 9,633,896	\$ 32,652,972	\$ 90,636,307	\$ 38,821,571	\$ 129,457,878	19%	35%	22%
24	Service Establishment Charge Discount												
25													
26	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	\$ 482,830,800	\$ 112,601,200	\$ 595,432,000	\$ 23,453,221	\$ 9,869,682	\$ 33,322,903	\$ 91,949,842	\$ 39,529,268	\$ 131,479,110	19%	35%	22%
27													
28	Other CARE Rate Benefits												
29	- DWR Bond Charge Exemption				\$ 2,107,910		\$ 2,107,910	\$ 7,200,237		\$ 7,200,237			
30	- CARE PPP Exemption <sup>[2]</sup>				\$ 2,310,461	\$ 679,197	\$ 2,989,658	\$ 6,959,383	\$ 2,895,837	\$ 9,855,220			
31	- California Solar Initiative Exemption				\$ 733,997		\$ 733,997	\$ 2,383,346		\$ 2,383,346			
32	- kWh Surcharge Exemption												
33	Total - Other CARE Rate Benefits				\$ 5,152,368	\$ 679,197	\$ 5,831,565	\$ 16,542,966	\$ 2,895,837	\$ 19,438,803			
34													
35	Indirect Costs				\$ 37,550	\$ 20,522	\$ 58,071	\$ 111,344	\$ 59,982	\$ 171,326			
36													
37	<sup>[1]</sup> The Outreach category includes expenses from Capitation Fee, Mass Media Advertising, Outreach and Expanded Outreach expenses.												
38	<sup>[2]</sup> PPP Exemption - CARE customers are exempt from paying CARE program costs, including PPP costs for CARE admin.												
39													

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	
1	<b>Table 2C - CARE Enrollment, Recertification, Attrition, and Penetration - PG&amp;E</b>																	
2	<b>Through March 31, 2008</b>																	
3		Gross Enrollment											Enrollment					
4		Automatic Enrollment																
5		Inter-Utility	CPUC	Inter-Agency	SB 580	Combined (B+C+D+E)	Capitation	Other Sources <sup>1</sup>	Total (F+G+H)	Recertification	Total Adjusted (I+J)	Attrition (Drop Offs)	Net (K-L)	Net Adjusted (M-J)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (O/P)	
6	Jan-08	0	0	0	0	0	0	23,531	23,531	33,556	57,087	28,584	28,503	-5,053	1,102,680	1,528,221	72%	
7	Feb-08	0	0	0	0	0	2	33,758	33,760	29,183	62,943	17,708	45,235	16,052	1,118,732	1,528,221	73%	
8	Mar-08	0	0	0	0	0	1,547	24,879	26,426	27,640	54,066	32,153	21,913	-5,727	1,113,005	1,528,221	73%	
9	Apr-08																	
10	May-08																	
11	Jun-08																	
12	Jul-08																	
13	Aug-08																	
14	Sep-08																	
15	Oct-08																	
16	Nov-08																	
17	Dec-08																	
18	<b>Total for 2008</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,549</b>	<b>82,168</b>	<b>83,717</b>	<b>90,379</b>	<b>174,096</b>	<b>78,445</b>	<b>95,651</b>	<b>5,272</b>				
19																		
20	<sup>1</sup> Not Including Recertification Enrollment																	

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H	I
1	<b>Table 3C - CARE Standard Random Verification Results - PG&amp;E</b>								
2	<b>Through March 31, 2008</b>								
3		Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped	% Dropped through Random Verification <sup>1</sup>	% of Total Population Dropped
4	<b>Jan-08</b>	1,102,680	11,965	1.09%	0	0	0	0.00%	0.00%
5	<b>Feb-08</b>	1,118,732	3,230	0.29%	0	0	0	0.00%	0.00%
6	<b>Mar-08</b>	1,113,005	4,190	0.38%	0	0	0	0.00%	0.00%
7	<b>Apr-08</b>								
8	<b>May-08</b>								
9	<b>Jun-08</b>								
10	<b>Jul-08</b>								
11	<b>Aug-08</b>								
12	<b>Sep-08</b>								
13	<b>Oct-08</b>								
14	<b>Nov-08</b>								
15	<b>Dec-08</b>								
16	<b>Total for 2008</b>	<b>1,113,005</b>	<b>19,385</b>	<b>1.74%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>
17									
18	<sup>1</sup> Participants are given 90 days to respond to requests for verification, therefore dropped data will always lag by 90 days.								

**Table 4C - CARE Enrollment by County - PG&E**

**Through March 31, 2008**

	A	B	C	D	E	F	G	H	I	J	K	L	
													Estimated Eligible
1	2	3	4	5	6	7	8	9	10	11	12	13	
County	Urban	Rural	Total	Current Month	Year to Date	Urban	Rural	Total	Urban	Rural	Urban	Rural	Total
ALAMEDA	134,710	19	134,729	5,865	18,293	107,686	9	107,695	80%	47%	80%		
ALPINE	36	162	197	0	4	0	13	13	0%	8%	7%		
AMADOR	124	5,204	5,328	145	490	93	2,794	2,887	75%	54%	54%		
BUTTE	223	42,403	42,626	1,298	4,344	121	27,783	27,904	54%	66%	65%		
CALAVERAS	894	7,742	8,636	151	579	394	3,272	3,666	44%	42%	42%		
COLUSA	112	3,463	3,575	132	407	55	2,424	2,479	49%	70%	69%		
CONTRA COSTA	76,439	715	77,154	3,463	10,388	62,829	151	62,980	82%	21%	82%		
EL DORADO	117	12,545	12,662	426	1,482	50	8,149	8,199	43%	65%	65%		
FRESNO	120,874	14,075	134,949	5,607	17,369	96,792	10,223	107,015	80%	73%	79%		
GLENN	460	4,795	5,256	163	598	419	3,155	3,574	91%	66%	68%		
HUMBOLDT	666	25,566	26,232	867	2,814	319	16,685	17,004	48%	65%	65%		
KERN	47,221	44,426	91,647	3,345	11,105	36,748	34,984	71,732	78%	79%	78%		
KINGS	159	8,728	8,886	290	966	87	6,526	6,613	55%	75%	74%		
LAKE	1,297	14,645	15,942	731	1,839	582	8,561	9,143	45%	58%	57%		
LASSEN	128	185	313	4	37	72	80	152	56%	43%	49%		
MADERA	966	20,384	21,339	793	2,368	560	14,364	14,924	59%	70%	70%		
MARIN	15,524	2,097	17,621	578	1,981	9,749	1,332	11,081	63%	64%	63%		
MARIPOSA	2,433	1,241	3,675	85	274	1,310	504	1,814	54%	41%	49%		
MENDOCINO	431	14,234	14,665	607	1,678	181	8,722	8,903	42%	61%	61%		
MERCED	23,212	13,488	36,700	1,487	4,662	17,510	10,044	27,554	75%	74%	75%		
MONTEREY	35,294	7,088	42,382	1,629	5,036	24,062	6,050	30,112	68%	85%	71%		
NAPA	12,655	2,054	14,709	435	1,343	7,704	1,196	8,900	61%	58%	61%		
NEVADA	597	10,801	11,398	304	1,084	235	6,224	6,459	39%	58%	57%		
PLACER	21,403	6,406	27,809	771	2,747	12,198	3,886	16,084	57%	61%	58%		
PLUMAS	9	3,559	3,569	66	217	3	1,446	1,449	32%	41%	41%		
SACRAMENTO	122,758	864	123,622	3,875	13,688	80,991	312	81,303	66%	36%	66%		
SAN BENITO	193	4,636	4,828	144	575	71	3,295	3,366	37%	71%	70%		
SAN BERNARDINO	1	375	376	10	32	1	311	312	139%	83%	83%		
SAN FRANCISCO	79,317	0	79,317	2,271	7,296	64,149	0	64,149	81%	n/a	81%		
SAN JOAQUIN	73,922	8,824	82,746	3,185	10,060	53,927	7,274	61,201	73%	82%	74%		
SAN LUIS OBISPO	291	34,608	34,900	692	2,360	37	16,575	16,612	13%	48%	48%		
SAN MATEO	42,561	1,253	43,814	1,581	5,102	31,721	886	32,607	75%	71%	74%		
SANTA BARBARA	7,941	10,088	18,029	556	1,833	5,627	7,726	13,353	71%	77%	74%		
SANTA CLARA	95,915	2,857	98,772	4,262	13,466	89,455	2,264	91,719	93%	79%	93%		
SANTA CRUZ	19,364	5,806	25,171	699	2,242	13,335	3,078	16,413	69%	53%	65%		
SHASTA	16,314	9,835	26,149	663	2,484	9,480	6,544	16,024	58%	67%	61%		
SIERRA	0	316	316	4	15	0	102	102	n/a	32%	32%		
SISKIYOU	0	25	25	0	2	0	7	7	n/a	28%	28%		
SOLANO	33,300	2,720	36,020	1,309	4,257	25,966	1,988	27,954	78%	73%	78%		
SONOMA	33,540	13,744	47,285	1,597	5,072	26,378	8,095	34,473	79%	59%	73%		
STANISLAUS	47,996	10,372	58,368	1,622	5,892	32,548	7,223	39,771	68%	70%	68%		
SUTTER	109	13,055	13,164	492	1,557	58	10,100	10,158	53%	77%	77%		
TEHAMA	424	12,351	12,775	327	1,094	188	8,377	8,565	44%	68%	67%		
TRINITY	2	809	811	7	30	0	273	273	0%	34%	34%		
TULARE	1,044	6,782	7,825	295	960	684	6,296	6,980	66%	93%	89%		
TUOLUMNE	367	10,182	10,549	240	737	79	5,174	5,253	22%	51%	50%		
YOLO	15,701	12,259	27,960	617	2,121	8,346	7,358	15,704	53%	60%	56%		
YUBA	24	13,373	13,397	376	1,116	7	8,363	8,370	29%	63%	62%		
Total	1,087,060	441,161	1,528,221	54,066	174,096	822,807	290,198	1,113,005	76%	66%	73%		

**Table 5C - CARE Capitation Contractors - PG&E  
Through March 31, 2008**

	A	B	C	D	E	F	G	H	I								
										Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		Year to Date Expenditures
											Private	CBO	WMD/VBE	LIHEAP	Rural	Urban	
1																	
2																	
3																	
4																	
5																	
6	Allen Temple Health and Social Services Ministries					0	3	3	\$45								
7	Amador-Tuolumne Community Action Agency		X			12	0	12	\$180								
8	Area 12 Agency on Aging	X				0	0	0	\$0								
9	Asian Community Mental Health Services		X			0	0	0	\$0								
10	Asian Resources		X			0	4	4	\$60								
11	California Association of Area Agencies on Aging		X			23	181	204	\$3,060								
12	California Association of the Physically Handicapped, Inc. (Fresno)		X			0	3	3	\$45								
13	California Diversified Services		X			0	0	0	\$0								
14	California Welfare To Independence Network 2000, Inc.				X	0	0	0	\$0								
15	Carle Cares Patient Assistance		X			0	2	2	\$30								
16	Catholic Charities Diocese of Fresno		X			1	3	4	\$60								
17	Catholic Charities Diocese of Stockton		X			0	0	0	\$0								
18	Center for Training and Careers, Inc.		X			0	0	0	\$0								
19	Central Coast Energy Services, Inc.		X			2	21	23	\$345								
20	Central Valley Opportunity Center		X			5	3	8	\$120								
21	Chabot College Foundation		X			0	1	1	\$15								
22	Charles P. Foster Foundation	X				0	0	0	\$0								
23	Child Care Links		X	X		1	30	31	\$465								
24	Communication Services, LLC		X			4	27	31	\$465								
25	Community Action Agency of Butte County, Inc.					22	2	24	\$360								
26	Community Action Marin		X		X	11	111	122	\$1,830								
27	Community Action of Napa Valley		X			0	0	0	\$0								
28	Community Action Partnership of Madras County		X			16	7	23	\$345								
29	Community Resource Project, Inc.		X			6	75	81	\$1,215								
30	Davis Street Community Center		X			0	0	0	\$0								
31	Disability Resource Agency for Independent Living		X			0	3	3	\$45								
32	Dixon Family Services		X			0	0	0	\$0								
33	God Financial Plan, Inc.		X			0	0	0	\$0								
34	Heritage Institute for Family Advocacy		X			0	8	8	\$120								
35	Hip Housing Human Investment Project, Inc.		X			0	1	1	\$15								
36	H & R Block		X			170	722	892	\$4,460								
37	Independent Living Center of Kern County, Inc.		X			2	4	6	\$90								
38	Independent Living Resource Center SF		X			0	0	0	\$0								
39	Kings Community Action Organization, Inc.		X			0	0	0	\$0								
40	La Luz Bilingual Center		X	X		1	0	1	\$15								
41	Merced County Community Action Agency		X		X	2	8	10	\$150								
42	Merced Lao Family Community Inc.		X			3	18	21	\$315								
43	Monument Crisis Center		X			0	1	1	\$15								
44	Northeast Community Federal Credit Union		X			0	0	0	\$0								
45	Oakland Citizens Committee for Urban Renewal (O.C.C.U.R.)		X		X	0	0	0	\$0								
46	Pack N Ship		X			0	1	1	\$15								
47	Partners For Peace		X			0	0	0	\$0								
48	Peoples Community Partnership Federal Credit Union		X			0	0	0	\$0								
49	Plumas County Community Development Commission	X				0	0	0	\$0								
50	Plumas Crisis Intervention & Resource Center		X			7	0	7	\$105								
51	Proteus Inc.		X			1	0	1	\$15								
52	REDI (Renewable Energy Development Institute)		X			4	0	4	\$60								
53	Redwood Community Action Agency	X			X	0	0	0	\$0								
54	Resources for Independent Living Inc. - Sacramento		X			1	0	1	\$15								
55	Rising Sun Energy Center		X			0	0	0	\$0								
56	Salvation Army Golden State Divisional Headquarters		X			0	8	8	\$120								
57	San Francisco Community Power Cooperative		X			0	0	0	\$0								
58	Second Harvest Food Bank of Santa Cruz and San Benito Counties					0	0	0	\$0								
59	Shasta County Child Abuse Prevention Council		X			1	3	4	\$60								
60	Seniors First, Inc.		X			1	2	3	\$45								
61	Universal Multi-Cultural Awareness Foundation		X			0	0	0	\$0								
62	Volunteer Center Of Sonoma County		X			0	1	1	\$15								
63	YMCA of the East Bay West Contra Costa Branch		X			0	0	0	\$0								
64	<b>Total Enrollments and Expenditures</b>					<b>296</b>	<b>1,253</b>	<b>1,549</b>	<b>\$14,315</b>								

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E
1	<b>Table 6C - CARE Participants as of Month-End - PG&amp;E</b>				
2	<b>Through March 31, 2008</b>				
3		Gas and Electric	Gas Only	Electric Only	Total
4	<b>Jan-08</b>	654,698	184,903	263,079	1,102,680
5	<b>Feb-08</b>	664,390	187,636	266,706	1,118,732
6	<b>Mar-08</b>	659,397	188,060	265,548	1,113,005
7	<b>Apr-08</b>				0
8	<b>May-08</b>				0
9	<b>Jun-08</b>				0
10	<b>Jul-08</b>				0
11	<b>Aug-08</b>				0
12	<b>Sep-08</b>				0
13	<b>Oct-08</b>				0
14	<b>Nov-08</b>				0
15	<b>Dec-08</b>				0
16					