



*Pacific Gas and
Electric Company™*

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May 21, 2009

VIA HAND DELIVERY

DOCKET OFFICE
California Public Utilities Commission
505 Van Ness Avenue, Rm. 2001
San Francisco, CA 94102-3214

Re: Ninety-Sixth 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 Docket Clerk:

Enclosed are an original and six (6) copies of the Ninety-Sixth Status Report of Pacific Gas and Electric Company in the above-referenced proceeding.

Please return an endorsed copy of this report to the Company representative submitting this filing. Service of this document was submitted to all parties on the official service lists for R.08-07-011, A.08-05-022 et al., and A. 08-05-031.

Very truly yours,

/s/
DANIEL F. COOLEY

DFC:pak
Enclosures

cc: Commissioner Dian M. Grueneich
ALJ Kimberly Kim
Sarita Sarvate, Energy Division
All Parties of Record in R.08-07-011, A.08-05-022, et al., and A. 08-06-031

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE
STATE OF CALIFORNIA**

Application of Pacific Gas and Electric Company for Approval of the 2009-2011 Low Income Energy Efficiency and California Alternate Rates for Energy Programs and Budget (U 39 M)	Application 08-05-022 (Filed May 15, 2008)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011	Application 08-05-024 (Filed May 15, 2008)
Application of Southern California Gas Company (U 904 G) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011	Application 08-05-025 (Filed May 15, 2008)
Application of Southern California Edison Company (U 338-E) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009, 2010, and 2011	Application 08-05-026 (Filed May 15, 2008)

**NINETY-SIXTH STATUS REPORT OF PACIFIC GAS AND ELECTRIC COMPANY
(U 39 M) 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**

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Dated: May 21, 2009

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE
STATE OF CALIFORNIA**

Application of Pacific Gas and Electric Company for Approval of the 2009-2011 Low Income Energy Efficiency and California Alternate Rates for Energy Programs and Budget (U 39 M)	Application 08-05-022 (Filed May 15, 2008)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011	Application 08-05-024 (Filed May 15, 2008)
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05-033, ISSUED MAY 7, 2001**

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 ninety-sixth monthly status report on the results of its Low Income Energy Efficiency and CARE Program efforts, showing results through April 2009. The Joint Utilities and Energy Division recently worked together to revise and standardize the summary report format and tables in compliance with Decision 08-11-031. These changes are reflected in this month's report.

Respectfully submitted,

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May 21, 2009

CERTIFICATE OF SERVICE BY ELECTRONIC MAIL

I, the undersigned, state that I am a citizen of the United States and am employed in the City and County of San Francisco; that I am over the age of eighteen (18) years and not a party to the within cause; and that my business address is 77 Beale Street, San Francisco, California 94105

On May 21, 2009, I served a true copy of:

**NINETY-SIXTH STATUS REPORT OF PACIFIC GAS AND ELECTRIC COMPANY
(U 39 M) 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**

- [XX] By Electronic Mail – serving the enclosed via e-mail transmission to each of the parties listed on the official service lists for R.08-07-011, A.08-05-022, et al., and A.08-06-031 with an e-mail address.
- [XX] By U.S. Mail – by placing the enclosed for collection and mailing, in the course of ordinary business practice, with other correspondence of Pacific Gas and Electric Company, enclosed in a sealed envelope, with postage fully prepaid, addressed to those parties listed on the official service lists for R.08-07-011, A.08-05-022, et al., and A.08-06-031 without an e-mail address.

I certify and declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Executed on this 21st day of May 2009, at San Francisco, California.

/s/

PATRICIA A. KOKASON

**Low Income Energy Efficiency (LIEE)
AND
California Alternative Rate for Energy (CARE)**

**Program Monthly Report
For April 2009**

(May 21, 2009)

**LOW INCOME ENERGY EFFICIENCY PROGRAM AND CARE PROGRAM
MONTHLY REPORT FOR APRIL 2009**

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LOW INCOME ENERGY EFFICIENCY PROGRAM AND CARE PROGRAM MONTHLY REPORT FOR APRIL 2009

This Low Income Programs Monthly Report complies with low income reporting requirements established in Decision (D.) 01-05-033, as updated by D.08-11-031, 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. The utilities have met with Energy Division staff to revise reporting tables and formats in compliance with the mandates of D.08-11-031 and begin using this new, Energy Division-approved monthly reporting format for the April 2009 report.

1. LIEE Executive Summary

The LIEE program provides free home weatherization, energy efficient appliances and energy education services to income-qualified PG&E customers throughout the Company's service area.

PG&E has offered energy efficiency programs to income-qualified customers in its 48 counties since 1983. The Low Income Energy Efficiency (LIEE) program's objective is to help income-qualified customers reduce their energy consumption and costs while also improving their quality of life. The 2009-2011 LIEE program authorized in D.08-11-031 is a resource program emphasizing long term and enduring energy savings, which continues to serve all eligible low income customer populations by providing all feasible LIEE measures at no cost to the customer through a direct-install, whole house approach. All housing types are eligible to participate and the LIEE program is available to both homeowners and renters.

1.1. Low Income Energy Efficiency Program Overview

The 2009-2011 LIEE program was adopted in D.08-11-031. PG&E's authorized LIEE program budget for 2009-2011 is \$416.9 million, plus any remaining unspent carryover.

PG&E's 2009-2011 LIEE program follows the policies and guidance given in D.07-12-051. D.07-12-051 established the following programmatic initiative for LIEE:

To provide all eligible customers the opportunity to participate in the LIEE programs and to offer those who wish to participate all cost-effective energy efficiency measures in their residences by 2020.

PG&E's LIEE program will treat 90,903 customers in 2009.

1.1.1. Provide a summary of the LIEE Program elements as approved in Decision 08-11-031:

LIEE Program Summary for Month			
2009	Authorized / Planning Assumptions	Year-to-Date Actual	%
Budget	\$ 109,056,366	12,847,988	11.8%
Homes Treated	90,903	9,649	10.61%
kWh Saved	31,000,000	4,238,652	13.67
kW Demand Reduced	5,500	743	13.51
Therms Saved	1,100,000	176,652	16.06

1.2. Whole Neighborhood Approach Evaluation

In D.08-11-031, the Commission described a Whole Neighborhood Approach to LIEE installation, under which the IOUs install all feasible measures in the homes of eligible customers on a neighborhood-by-neighborhood basis. The Commission believes this approach will increase energy savings, reduce overhead and transportation costs, and encourage leveraging with local entities.

1.2.1. Provide a summary of the geographic and customer segmentation strategy employed, (i.e. tools and analysis used to segment “neighborhoods,” how neighborhoods are segmented and how this information is communicated to the contractor/CBO).

PG&E is identifying neighborhoods with large numbers of low income customers with the aid of census and other demographic information and correlating it with PG&E customer energy usage information, as directed in D.08-11-031. Key variables defined by the Commission in D.08-11-031 were high incidence of poverty and high energy use, as well as high energy burden and energy insecurity.¹

To identify potential neighborhoods to target for the LIEE programs, PG&E is starting with its estimates of LIEE eligibility by ZIP-7, derived from census data.² PG&E has ranked ZIP-7 areas with the highest populations of estimated LIEE-

¹ Energy burden is the percent of income that goes towards payment of energy bills, and energy insecurity refers to customers experiencing difficulty in paying energy bills and actual or threatened utility shut-offs.

² The joint utility methodology to derive the number of customers potentially eligible for CARE and LIEE services in each utility’s service area was adopted by the Commission in D.01-03-028, and is updated annually. Sources for this estimation include: the Commission’s current guidelines; current year small area vendor marginal distributions on household characteristics; Census Public Use Microdata Sample (PUMS) 2000 and PUMS 2007 sample data; utility meter and master meter household counts; Department of Finance CPI series; and various Geographic Information System (GIS) sources. ZIP-7s are smaller breakdowns of postal ZIP Codes that are used for small area research in census data. They are the smallest geographical area for which reliable income and demographic data is available.

eligible customers³ in its service area, and is correlating them with PG&E billing information, including: information on PG&E customer energy use;⁴ the number of 48-hour shut-off notices sent; actual shut-offs over the last year; and the number of customers in PG&E's Third-Party Notification Program. PG&E is also correlating this data with the current CARE penetration rate, and the number of customers who have already participated in LIEE since 2002 (thus making them ineligible for participation at this time).

Finally, D.08-11-031 permits targeted self-certification and enrollment activities in areas of the IOUs' service territory where 80% of the customers are at or below 200% of the federal poverty line. (D.08-11-031, O.P. 6) PG&E is ranking ZIP-7 areas by percent of LIEE estimated eligibility. As described above, areas with the highest estimates of LIEE eligibility, correlated with high energy usage, the number of 48-hour shut-off notices sent, actual shut-offs over the last year, and low previous LIEE participation, are being evaluated so that they can be selected first for the Whole Neighborhood Approach events. We anticipate that most (if not all) of the areas selected will be well over 80% LIEE-eligible. These neighborhoods where over 80% of the customers are at or below 200% of the federal poverty level will be self-certified.

Using this information to help determine potential neighborhoods to approach with the LIEE program, PG&E's LIEE program managers are working with both internal and external groups to target and select neighborhoods. PG&E works closely with its LIEE implementation contractors, CARE outreach contractors, PG&E local government relations and communications staff, and state LIHEAP agencies to help establish contact with government representatives and neighborhood leaders.

In addition to neighborhoods identified and selected by PG&E for Whole Neighborhood Approach events, PG&E's contractors are also encouraged to suggest neighborhoods to target based on their knowledge of the areas in which

³ Customers with household incomes at or below 200 percent of the Federal Poverty Level are eligible for both LIEE and CARE.

⁴ To calculate energy use, PG&E's electric customers were divided into low, medium and high tiers, based on their electric use at Tiers 1-2 (low electric use below 130% of baseline), Tier 3 (medium electric use from 131% to 200% of baseline) and Tiers 4-5 (high electric use above 200% of baseline). A customer is considered at the highest tier if they overused energy during at least two months of the previous twelve month period. PG&E chose to use a two month tier trigger rather than a one month trigger to help filter out atypical usage patterns caused by unusual weather spikes, temporary home visitors, or other outlier events that are not indicators of normal household energy usage.

In order to accurately assess home energy use, a customer must have a minimum six month billing history to be eligible to participate in the program. Customers with less than a six month history will be re-evaluated after they have sufficient billing history

PG&E also tiered gas usage and divided gas customers into Tier 1 below-baseline low usage customers, and Tier 2 above-baseline high usage customers. PG&E used the same two month trigger described above for electric tiering.

they work. PG&E contractors are very familiar with the local neighborhoods in their assigned areas, and currently use many strategies to enroll LIEE customers, including: canvassing neighborhoods; targeted direct mail; outbound calls, advertising in local venues; speaking to local groups; and outreaching at community events.

PG&E coordinates LIEE neighborhood events with scheduled CARE events such as the recent “We CARE” fairs and publicizes these events in advance through targeted mailings, door hangers, local community partners (e.g., civic and social leaders, churches, and low income service agencies), and local media such as print, radio and television. PG&E’s new LIEE community coordinator works to publicize and promote events with local community and civic leaders, and to enlist their support and partnership in making neighborhood events a success. PG&E contractors all carry door hangers to leave behind at the homes of customers that were not home at the time of the neighborhood visit. The door hangers include program information and contact information so that the customer can schedule a visit.

1.3. LIEE Customer Outreach and Enrollment Update

PG&E increases outreach within the Company by coordinating activities and advertising with other PG&E energy efficiency and rate programs likely to reach low income customers and service providers. PG&E’s LIEE contractors are required to inform customers about other programs (such as CARE) for which they may be eligible. LIEE contractors help qualified customers not on the CARE rate to fill out applications.

PG&E combines 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.

PG&E employees regularly make presentations about the Company’s low income programs to the media and at community events throughout PG&E’s service area. These presentations are used to educate customers about energy efficiency and inform them about assistance programs and opportunities available to them through PG&E. PG&E employees make presentations and design media initiatives about LIEE and CARE in multiple languages, including: English, Spanish, Cantonese, Mandarin and Vietnamese.

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 23 installation contractors and two appliance contractors who serve 48 counties and over 70,000 square miles in PG&E’s service area. Five of these contractors are Low Income Home Energy Assistance Program (LIHEAP) agencies, and two of them are other community-based organizations (CBOs).

PG&E also has four contracts with LIHEAP agencies that are not working within PG&E’s LIEE program. PG&E is coordinating with these LIHEAP agencies to install Energy Star® refrigerators in homes receiving PG&E electric service where

the LIHEAP contractors have installed all other measures under the State Weatherization Program. This allows both the 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.

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's low income customers with the knowledge and tools to access all of PG&E's free energy services.

1.3.1. Provide a summary of the LIEE Program outreach and enrollment strategies deployed this month.

PG&E's LIEE program has assigned LIEE program staff to manage community outreach. LIEE outreach staff work closely with CARE outreach staff, PG&E Energy Efficiency, Government Partnerships, Third Party Programs, and PG&E communities to promote LIEE awareness and facilitate successful neighborhood efforts.

Currently, PG&E marketing and outreach is performed by LIEE implementation subcontractors. These contractors are responsible for enrolling LIEE participants to meet their contract goals. PG&E provides them with a database containing current CARE customers in their contract. This database is updated on a weekly basis. In addition, the program database notes which customers have participated previously and are thus ineligible to receive LIEE services.

PG&E contractors currently use many strategies to enroll LIEE customers, including: canvassing neighborhoods; targeted direct mail; outbound calls; advertising in local venues; speaking to local groups; and outreaching at community events. Customers who call into PG&E's customer service are referred to the LIEE program and assigned to the contractor in their area who sets up an appointment with them. PG&E is helping its contractors continue these successful marketing and outreach strategies.

LIEE also takes full advantage of CARE's successful low income customer segmentation and targeted marketing strategies by working closely with its CARE outreach team. CARE outreach targets seniors, disabled customers, families, ethnic populations, rural and urban customers, and other low income PG&E customers.

During April 2009, PG&E's LIEE team participated in "We CARE" days in Bakersfield, Stockton, and Colusa generating 304 leads for the LIEE program. PG&E staff and contractors also participated in the following events and presentations: Easter Celebration at Mosswood Park in Oakland, Oakland Housing Authority Resource Fair, Escalon Senior Day, Dolores Huerta Learning Academy in Oakland Parent Meeting, Alameda County Hispanic Chamber of Commerce Information Booth and Presentation, Contra Costa Foodbank Volunteer Event.

1.4. Leveraging Success Evaluation, Including CSD

1.4.1. Please provide a status of the leveraging effort with CSD. What new steps or programs have been implemented? What was the result in terms of new enrollments?

PG&E, SCE, SDG&E, and SoCalGas met with CSD staff, representatives from several LIHEAP agencies and CPUC staff in Downey on April 29, 2009 to discuss leveraging opportunities. Ideas discussed included: developing a shared repository database that could include customers served and customers on wait lists by utilities and LIHEAP agencies; sharing utility LIEE customers that are found to be over the LIEE income guidelines with LIHEAP agencies; and sharing utility LIEE customers requiring HVAC or other services that utilities are unable to provide under LIEE guidelines with LIHEAP agencies. PG&E has also had conversations with individual LIHEAP agencies to come up with workable strategies and discussed how we can work together to implement them.

1.5. Workforce Education & Training

1.5.1. Please summarize efforts to improve and expand LIEE workforce education and training. Describe steps taken to hire and train low income workers and how such efforts differ from prior program years.

All contractors and subcontractors responsible for implementing the LIEE program are trained at the PG&E Energy Training Center in Stockton California (ETC). Most of these LIEE energy specialists and installation contractors are from the local communities in where they work. Because of the increased size of the 2009 LIEE program, more contractor crews have been hired to implement the LIEE program, and there have been 302 individuals trained to deliver the LIEE program year-to-date.

PG&E is actively involved with the California Energy Efficiency Long Term Strategic Plan's Workforce Education and Training team that is developing plans to conduct green workforce needs assessment research. PG&E is also working with Energy Division staff as it hires a consultant to develop a low income workforce education and training plan.

PG&E plans to begin its on-line training pilot (authorized in D.08-11-031) later this year, following approval of its expanded pilot implementation plan. This pilot will explore what LIEE training currently conducted on-site at the ETC can be moved to a web-based and/or off-site curriculum without decreasing effectiveness or results. Specifically, the pilot will allow evaluation of the effectiveness of selected topics for on-line training in lieu of sending all students to a single location for all elements of the certification program. The integration of an on-line training component may prove to be a potential savings in the training costs of LIEE Weatherization Specialists by the participating LIEE contractor which could lead to training of more individuals.

1.6. Miscellaneous

There are no items to report this month.

2. CARE Executive Summary

2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs

CARE Budget Categories	Authorized Budget	Actual Expenses Year to Date	% of Budget Spent
Outreach	5,500,000	1,386,984	25%
Automatic Enrollment	150,000	0	0%
Proc / Certification / Verification	1,800,000	571,670	32%
Information Tech / Programming	150,000	29,314	20%
Pilots	303,000	20,398	7%
Measurement and Evaluation	0	(509)	0%
Regulatory Compliance	105,000	24,408	23%
General Administration	500,000	191,526	38%
CPUC Energy Division Staff	206,000	42,990	21%
Cooling Centers	350,000	5,219	1%
Total Expenses	9,064,000	2,272,000	25%
Subsidies and Benefits	461,250,651	169,303,993	37%
Total Program Costs and Discounts	470,314,651	171,575,993	36%

2.1.2. Please provide the CARE program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,176,257	1,563,484	75%

2.2. Outreach

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

PG&E's CARE Program rolled out the following outreach direct mail initiatives to increase enrollment of eligible customers:

- **Recertification Direct Mail:** 5,991 direct mail pieces in English/Spanish/Chinese/Vietnamese languages were mailed to customers who failed to recertify.
- **Zip Code Direct Mail:** 575,000 English/Spanish direct mail pieces were mailed to customers in targeted zip codes with high concentrations of eligible customers.

The CARE Program worked with third-party vendor, SoundBite to enroll eligible customers via outbound phone calls.

The CARE Program - in partnership with the California Public Utilities Commission, Southern California Gas Company, Southern California Edison Company and San Diego Gas and Electric Company - participated in two WeCARE California Resources Fairs in Bakersfield and Stockton where program representatives were available to answer questions and help customers enroll in the program. The CARE Program also participated in other outreach events in San Francisco, Oakland, San Mateo, Sacramento, Riverbank, Middletown, Citrus Heights, Hayward and San Luis Obispo.

2.2.2. Describe the efforts taken to reach and coordinate the CARE program with other related low income programs to reach eligible customers.

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

PG&E has resumed the automatic enrollment of LIHEAP customers, as authorized in D.02-07-033. 1,212 LIHEAP customers have been automatically enrolled in CARE into 2009.

Through PG&E's Low Income Energy Efficiency Program (known as Energy Partners for PG&E), each home that receives LIEE services where the customer is

not on the CARE rate is then signed up for the CARE discount. 1,497 LIEE participants were enrolled into CARE in April.

In addition, PG&E continues to integrate CARE and LIEE outreach efforts to effectively provide eligible customers with the knowledge and tools to access all of PG&E's free energy services.

2.2.3. Recertification Complaints

In response to Ordering Paragraph 90 of D.08-11-031, PG&E reports that it received no complaints about CARE recertification in April.

2.3. Miscellaneous

There are no items to report this month.

3. Appendix: LIEE Tables and CARE Tables

LIEE- Table 1- LIEE Program Expenses

LIEE- Table 2- LIEE Expenses & Energy Savings by Measures Installed

LIEE- Table 3- LIEE Average Bill Savings per Treated Home

LIEE- Table 4- LIEE Homes Treated

LIEE- Table 5- LIEE Customer Summary

LIEE- Table 6- LIEE Expenditures for Pilots and Studies

LIEE- Table 7- Whole Neighborhood Approach

CARE- Table 1- CARE Overall Program Expenses

CARE- Table 2- CARE Enrollment, Recertification, Attrition, and Penetration

CARE- Table 3- CARE Verification

CARE- Table 4- Self Certification and Re-Certification

CARE- Table 5- Enrollment by County

CARE- Table 6- Recertification Results

CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month End