

**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)

**ONE-HUNDREDTH 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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September 21, 2009

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In accordance with Ordering Paragraph 17 of Decision 01-05-033, the direction of Administrative Law Judge Gottstein at the July 11 and 28, 2001 status conferences, and the agreements reached between the utilities and the Energy Division on the format and content of the tables, Pacific Gas and Electric Company submits its attached one-hundredth monthly status report on the results of its Low Income Energy Efficiency and CARE Program efforts, showing results through August 2009.

Respectfully submitted,

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September 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 September 21, 2009, I served a true copy of:

**100TH 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 September 2009, at San Francisco, California.

/s/

PAMELA. J. DAWSON

Pacific Gas and Electric Company

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

Program Monthly Report
For August 2009

(September 21, 2009)

PACIFIC GAS AND ELECTRIC COMPANY

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

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PACIFIC GAS AND ELECTRIC COMPANY
LOW INCOME ENERGY EFFICIENCY PROGRAM
AND CARE PROGRAM MONTHLY REPORT
FOR August 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 met with Energy Division staff to revise reporting tables and formats in compliance with the mandates of D.08-11-031 and now use the new, Energy Division-approved monthly reporting format for the 2009 reports.

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	46,621,169	42.7%
Homes Treated	90,903	39,985	44.0%
kWh Saved	31,000,000	15,668,940	50.5%
kW Demand Reduced	5,500	2,852	51.9%
Therms Saved	1,100,000	741,816	67.4%

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 incidences 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 starts with its estimates of LIEE eligibility by ZIP-7, derived from census data.² PG&E

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, which derives 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

has ranked ZIP-7 areas with the highest populations of estimated LIEE-eligible customers³ in its service area, and correlates 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 ranks 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 evaluated so that they can be selected first for the Whole Neighborhood Approach events. We anticipate that some of the areas selected will be 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.

for small area research in census data. They are the smallest geographical area for which reliable income and demographic data is available.

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 electricity 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.

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 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" events, and publicizes them in advance through targeted mailings, door hangers, local community partners (e.g., civic and social leaders, churches, and low income service agencies), and local print, radio and television media. 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 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 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, Chinese and Vietnamese.

PG&E contracts directly with both community-based organizations (CBOs) and private contractors who provide a wealth of experience in the communities they serve. PG&E currently has 28 installation contractors including 11 CBOs and two appliance contractors who serve 48 counties and over 70,000 square miles in PG&E's service area. Of the 11 CBOs, six of them are Low Income Home Energy Assistance Program (LIHEAP) agencies.

PG&E has five contracts with LIHEAP agencies that are not working within PG&E's 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. Through August, 176 refrigerators have been installed, which equates to \$140,800 leveraged through this program.

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 assigns 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 area. 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 outreach 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 August 2009, Energy Partners, CARE, REACH, PG&E's Government Relations Department, Lifeline, the American Lung Association, the National Parks Conservation Association, The Fresno Energy Watch Program and the City of Firebaugh partnered to present information on their respective programs to over 3,000 Firebaugh residents at their weekly farmers' market. Staff from local Congressman Jim Costa's office also attended the event. Energy Partners and CARE outreach staff also attended the Family Celebration Festival at the Oakland Asian Cultural Center where they presented information on each program in conjunction with around ten other community groups.

- Energy Partners' contractors began outreach and enrollments in two neighborhoods in the second half of August, one in the Tenderloin in the City of San Francisco and one in the City of Berkeley.
- As a follow-up to previous meetings, Energy Partners, CARE, Sales and Service, Area 4 Government Relations and Smart AC partnered at the Madera County Farmers Market.
- Energy Partners, CARE, Sales and Service and Smart AC partnered at the Fairfield Tomato Festival. Energy Partners staff spoke with the City's Director of Community Development.
- Energy Partners, CARE and REACH staff attended the California Congress of Seniors Convention in Sacramento and distributed information and spoke with attendees.
- Energy Partners and CARE staff participated in the Families Helping Families event in San Pablo. At the event, Energy Partners staff connected with Council member Arturo Cruz and discussed future collaboration with the City of San Pablo.
- A bill insert created through a collaboration of Energy Partners and Customer Communications was mailed to 5.1 million customers.
- Energy Partners staff participated in two one-hour live interviews on Spanish language Radio Bilingüe. The interviews aired on six local stations, all based in the Central Valley. Live calls were fielded and information was presented on how to access our free services and sign-up for the Energy Partners and CARE programs.
- Saber es Poder Press Conference: In partnership with the Mexican Consulate in the City of San Francisco, PG&E's CARE and Energy Partners programs launched a campaign with Saber es Poder to educate, raise awareness and create access to PG&E's programs. Program brochures and materials are

available at the consulate office. In addition, a short vignette that talks about the program will continuously play in the waiting room area. It is estimated that the Mexican Consulate in San Francisco provides services to 155,000 visitors a year.

- An electronic slide highlighting Energy Partners is being run from August to November in seven different local PG&E offices.
- Energy Partners, CARE and Media Relations staff collaborated on an interview on Vietnamese radio station Que Huong Radio. Energy Partners and CARE were discussed.
- Energy Partners participated in the San Rafael Health and Wealth Fair, including an appearance on the Spanish language community television show, Encuentro Latino.
- Energy Partners collaborated with CPCI and Sales and Service to coordinate information and presence at the California State Fair.
- Staff presented information on Energy Partners, CARE and rebates available to customers to community leaders at a Rotary Club of Soledad meeting.

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; and sharing utility information with LIHEAP agencies about LIEE customers who are found to be over the LIEE income guidelines or require HVAC or other services which the utilities are unable to provide under LIEE guidelines. PG&E has also had conversations with individual LIHEAP agencies to come up with workable strategies and discuss 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 (ETC) in Stockton California. Most of these LIEE energy specialists and installation contractors are from the local communities in which they work. Because of the increased size of the 2009 LIEE program, more contractor crews have been hired to implement the LIEE program, and 445 individuals have been 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 evaluate 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 reduce the training costs of LIEE Weatherization Specialists by the participating LIEE contractor, which could lead to the training of more individuals.

1.6. Miscellaneous

LIEE High Efficiency Toilet (HET) Replacement Pilot Program

PG&E has partnered with the Santa Clara Valley Water District (SCVWD) to offer up to 1,000 direct install HETs to low income customers. The HET Replacement Program is available to residents who meet the current LIEE program criteria and are customers of both the partner water agency and PG&E.

Through this program PG&E has installed 124 high efficiency toilets through August 2009. The program was originally set to end on August 15, 2009 but was extended through December 31, 2009. Due to the contract change order procedure, installations were put on hold. The contract change order is now fully executed and the installation of HETs has resumed.

LIEE Coordination with the Single Family Affordable Solar Housing Program (SASH)

PG&E's Energy Partners program works with Grid Alternatives to deliver LIEE services to customers that have been approved to participate in the Single Family Affordable Solar Housing Program (SASH). Grid Alternatives refers SASH-eligible homes to PG&E on a regular basis. If the customer has not yet participated in LIEE, the customer is placed in the program. The home is assessed, and delivery of all eligible measures is expedited. PG&E then notifies Grid Alternatives of the measures that were installed in the home. Grid Alternatives uses this data in their calculations to accurately size the SASH solar unit to be installed. Year-to-date, LIEE has treated 13 homes that were selected for SASH program participation. In addition, PG&E supplied LIEE measure installation data for another 20 SASH-selected homes that were treated through the LIEE program in prior years.

2. CARE Executive Summary

The CARE program provides a monthly discount on energy bills for income-qualified households throughout PG&E's service area.

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

2.1. CARE Program Summary

The 2009-2011 CARE Program was adopted in D.08-11-031. The authorized CARE administrative budget is \$9,106,000 for 2009. This includes \$350,000 for PG&E's Cooling Center program. In addition, D.09-06-026, Ordering Paragraph 2, augmented the 2009 budget by increasing the amount for the One-E-App Pilot Project by \$42,000 to cover One-E-App's maintenance costs.

PG&E anticipates its costs for the One-E-App Pilot will be approximately \$144,000 over the approved budget. In order to cover this shortfall, PG&E plans to shift funds from the "Automatic Enrollment" portion of the CARE Information Technology / Programming budget category. D.08-11-031, Ordering Paragraph 85, authorizes CARE fund shifting, and the Energy Division has reviewed and approved this fund shifting activity.

As a result of increased CARE outreach efforts due to the economic crisis, PG&E anticipates that its costs at year-end for the CARE Outreach budget category will be approximately \$1.35 million over the approved budget of \$5.5 million. These increased efforts include the We CARE California Week, eight monthly bill inserts, an automated telephone enrollment campaign, door-to-door canvassing, 15-day notice inserts, and additional direct mail campaigns to customers who are starting new service, have requested payment arrangements, or currently reside at a closed CARE account address.

To date, these increased outreach efforts have resulted in 63,233 of the overall 284,861 new enrollments in CARE in 2009.

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	3,459,892	63%
Automatic Enrollment	150,000	0	0%
Proc / Certification / Verification	1,800,000	1,137,173	63%
Information Tech / Programming	150,000	59,659	40%
Pilots	345,000	404,678	117%
Measurement and Evaluation	0	28,524	0%
Regulatory Compliance	105,000	51,954	49%
General Administration	500,000	366,919	73%
CPUC Energy Division Staff	206,000	87,295	42%
Cooling Centers	350,000	91,763	26%
Total Expenses	9,106,000	5,687,857	62%
Subsidies and Benefits	461,250,651	358,026,136	78%
Total Program Costs and Discounts	470,356,651	363,713,993	77%

2.1.2. Please provide the CARE program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,245,640	1,562,094	80%

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: 6,953 English/Spanish/Chinese/Vietnamese direct mail pieces were mailed to customers who failed to recertify.
- Bill Insert: 3.2 million English/Spanish applications were included in non-CARE customer bill.
- College Initiative: 20,000 applications were mailed to community colleges.
- E-Bill Campaign: 658,108 non-CARE customers who signed up for paperless billing were e-mailed program information.

The CARE Program worked with third-party vendors (SoundBite and Energy Save) to enroll eligible customers via outbound telephone calls and door-to-door canvassing.

The CARE Program participated in outreach events in San Francisco, Sacramento, San Rafael, Stockton, San Jose, Santa Rosa, San Pablo, Oakland, Morgan Hill, Madera, Fairfield and Livermore where program representatives were available to answer questions and help customers enroll in the program.

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 in CARE.

PG&E has resumed the automatic enrollment of LIHEAP customers, as authorized in D.02-07-033. 5,000 LIHEAP customers have been automatically enrolled in CARE in 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. 1,793 LIEE participants were enrolled in CARE in August.

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

D.08-11-031, Ordering Paragraph 90, directed the IOUs to report in their monthly and annual reports, the number of customer complaints received regarding CARE recertification efforts and the nature of the complaints beginning with the first report due on or about December 31, 2008.

PG&E reports that it received no complaints about CARE recertification in August.

2.3. Miscellaneous

D.08-11-031, Ordering Paragraph 64, granted the IOUs discretion about how to enroll eligible public housing residents in each of their service areas. In response, PG&E contracted with 10 Public Housing Authority (PHA), a Community Outreach Contractor (COC), to enroll their eligible residents in the program.

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 Standard Random Verification Results
CARE- Table 4- Self-Certification and Self-Recertification
CARE- Table 5- Enrollment by County
CARE- Table 6- Recertification Results
CARE- Table 7- Capitation Contractors
CARE- Table 8- Participants as of Month-End

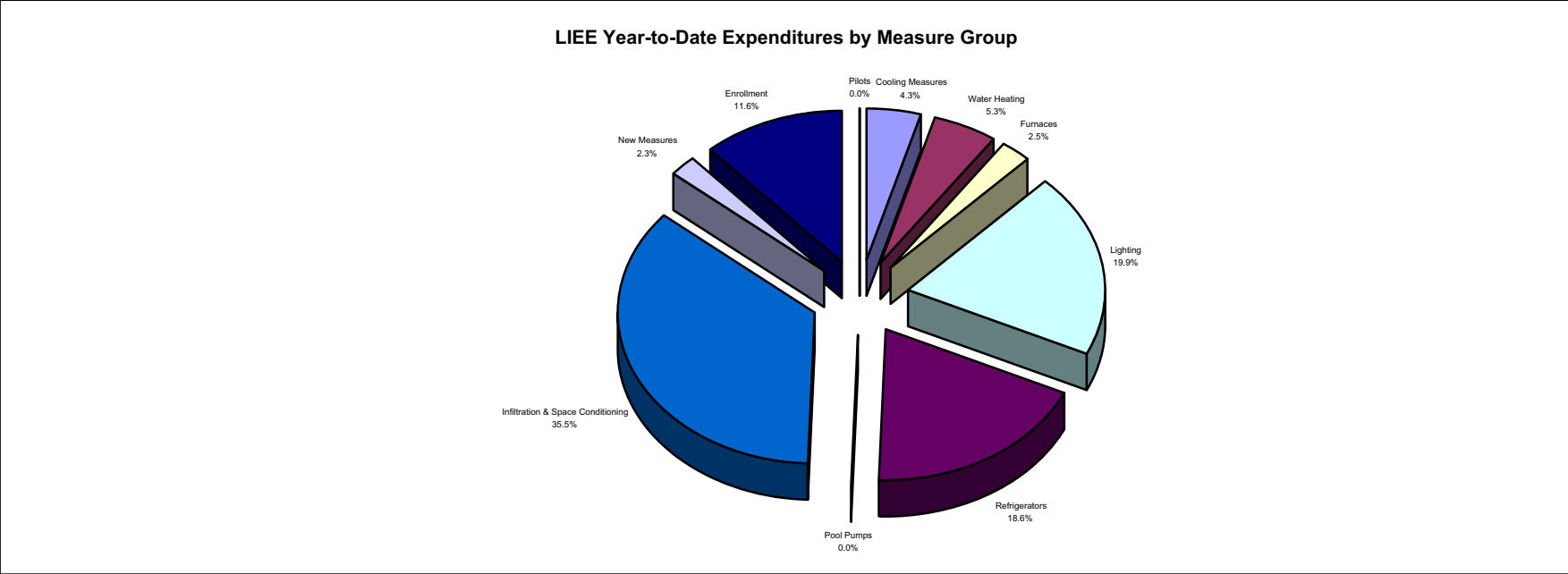
Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	LIEE Table 1 - LIEE Program Expenses - PG&E												
2	Through August 31, 2009												
3		Authorized Budget¹			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent YTD		
4	LIEE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
5	Energy Efficiency												
6	- Gas Appliances		\$ 10,707,371	\$ 10,707,371	\$ -	\$ 1,126,550	\$ 1,126,550	\$ -	\$ 3,805,025	\$ 3,805,025	0.0%	35.5%	35.5%
7	- Electric Appliances	\$ 44,517,605	\$ -	\$ 44,517,605	\$ 3,983,230	\$ -	\$ 3,983,230	\$ 18,756,557	\$ -	\$ 18,756,557	42.1%	0.0%	42.1%
8	- Weatherization	\$ 4,044,334	\$ 25,813,500	\$ 29,857,834	\$ 450,731	\$ 2,554,142	\$ 3,004,873	\$ 2,073,570	\$ 11,750,229	\$ 13,823,799	51.3%	45.5%	46.3%
9	- Outreach and Assessment	\$ 723,076	\$ 389,349	\$ 1,112,425	\$ 67,974	\$ 36,601	\$ 104,576	\$ 287,374	\$ 154,740	\$ 442,115	39.7%	39.7%	39.7%
10	- In Home Energy Education	\$ 6,507,689	\$ 3,504,140	\$ 10,011,829	\$ 665,837	\$ 358,528	\$ 1,024,365	\$ 2,833,215	\$ 1,525,577	\$ 4,358,792	43.5%	43.5%	43.5%
11	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
12	- Pilot	\$ 1,092,276	\$ 282,755	\$ 1,375,031	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
13	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
14	Energy Efficiency TOTAL	\$ 56,884,980	\$ 40,697,115	\$ 97,582,095	\$ 5,167,772	\$ 4,075,821	\$ 9,243,593	\$ 23,950,716	\$ 17,235,572	\$ 41,186,288	42.1%	42.4%	42.2%
15													
16	Training Center	\$ 398,967	\$ 214,828	\$ 613,795	\$ 21,644	\$ 11,654	\$ 33,298	\$ 185,124	\$ 99,682	\$ 284,807	46.4%	46.4%	46.4%
17	Inspections	\$ 3,432,448	\$ 1,848,241	\$ 5,280,689	\$ 254,702	\$ 137,147	\$ 391,849	\$ 2,071,468	\$ 1,115,406	\$ 3,186,874	60.3%	60.3%	60.3%
18	Marketing	\$ 950,026	\$ 511,553	\$ 1,461,579	\$ 37,757	\$ 20,331	\$ 58,087	\$ 345,988	\$ 186,301	\$ 532,289	36.4%	36.4%	36.4%
19	M&E Studies	\$ 270,810	\$ 145,821	\$ 416,631	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
20	Regulatory Compliance	\$ 188,339	\$ 101,414	\$ 289,753	\$ 8,475	\$ 4,564	\$ 13,039	\$ 64,473	\$ 34,716	\$ 99,189	34.2%	34.2%	34.2%
21	General Administration	\$ 2,152,542	\$ 1,159,061	\$ 3,311,603	\$ 112,504	\$ 60,579	\$ 173,083	\$ 848,425	\$ 456,844	\$ 1,305,270	39.4%	39.4%	39.4%
22	CPUC Energy Division	\$ 65,144	\$ 35,077	\$ 100,221	\$ 2,460	\$ 1,324	\$ 3,784	\$ 17,194	\$ 9,259	\$ 26,453	26.4%	26.4%	26.4%
23													
24	TOTAL PROGRAM COSTS	\$ 64,343,256	\$ 44,713,110	\$ 109,056,366	\$ 5,605,314	\$ 4,311,420	\$ 9,916,734	\$ 27,483,389	\$ 19,137,780	\$ 46,621,169	42.7%	42.8%	42.7%
25	Funded Outside of LIEE Program Budget												
26	Indirect Costs				\$ 63,562	\$ 34,225	\$ 97,787	\$ 494,248	\$ 266,172	\$ 760,420			
27													
28	NGAT Costs				\$ 217,604	\$ 217,604		\$ 1,352,596	\$ 1,352,596				
29													
30	¹ PG&E has an additional \$8.7 million in electric carryover funds available from Program Year 2008 LIEE budget that are not included in the Authorized Budget.												

	A	B	C	D	E	F	G	H
1	Table 2 - LIEE Measure Installations & Savings							
2	Pacific Gas & Electric							
3	Through August 31, 2009							
4	Year-To-Date Completed & Expended Installations							
5	Measures	Units	Quantity Installed	kWh [5] (Annual)	kW [5] (Annual)	Therms [5] (Annual)	Expenses [6] (\$)	% of Expenditures
6	Heating Systems							
7	Furnaces [7]	Each	1,194	-	-	3,926	905,572	2.45%
8	Cooling Measures							
9	- A/C Replacement - Room	Each	932	94,924	145	-	921,129	2.50%
10	- A/C Replacement - Central	Each	7	1,980	3	-	14,299	0.04%
11	- A/C Tune-up - Central	Each	-	-	-	-	-	0.00%
12	- A/C Services - Central	Each						
13	- Heat Pump	Each						
14	- Evaporative Coolers	Each	1,139	323,738	203	-	662,734	1.80%
15	- Evaporative Cooler Maintenance	Each						
16	- Clock Thermostat	Each						
17	Infiltration & Space Conditioning							
18	Envelope and Air Sealing Measures [1]	Home	25,745	188,000	34	210,308	9,689,265	26.25%
19	Duct Sealing	Home	1,054	29,821	4	34,361	750,731	2.03%
20	Attic Insulation	Home	2,338	62,212	75	139,934	2,665,709	7.22%
21	Water Heater Savings							
22	Water Heater Conservation Measures [2]	Home	26,123	504,091	111	341,139	1,299,824	3.52%
23	- Water Heater Replacement - Gas [7]	Each	1,005	-	-	12,148	674,516	1.83%
24	- Water Heater Replacement - Electric [7]	Each						
25	- Tankless Water Heater - Gas	Each						
26	- Tankless Water Heater - Electric	Each						
27	Lighting Measures							
28	- CFLs	Each	151,604	2,425,664	303	-	1,085,833	2.94%
29	- Interior Hard wired CFL fixtures	Each	68,677	3,914,589	717	-	5,016,008	13.59%
30	- Exterior Hard wired CFL fixtures	Each	17,036	272,576	-	-	1,244,408	3.37%
31	- Torchiere	Each						
32	Refrigerators							
33	Refrigerators - Primary	Each	8,763	6,773,233	1,150	-	6,862,266	18.59%
34	Refrigerators - Secondary	Each						
35	Pool Pumps							
36	Pool Pumps	Each						
37	New Measures							
38	Forced Air Unit Standing Pilot Change Out	Each						
39	Furnace Clean and Tune	Each						
40	High Efficiency Clothes Washer	Each						
41	Microwave	Each						
42	Thermostatic Shower Valve	Each						
43	LED Night Lights	Each						
44	Occupancy Sensor	Each	11,537	460,326	46	-	610,914	1.66%
45	Torchiere	Each	3,030	617,787	60	-	234,613	0.64%
46	Pilots							
47	A/C Tune-up - Central	Home						
48	Interior Hard wired CFL fixtures	Each						
49	Ceiling Fans	Each						
50	In-Home Display	Each						
51	Programmable Controllable Thermostat	Each						
52	Forced Air Unit	Each						
53	Microwave	Each	-	-	-	-	-	0.00%
54	High Efficiency Clothes Washer	Each	-	-	-	-	-	0.00%
55	Customer Enrollment							
56	- Outreach & Assessment	Home	39,985				400,600	1.09%
57	- In-Home Education	Home	39,985				3,867,860	10.48%
58	- Education Workshops	Participants						
59								
60								
61	Total Savings/Expenditures			15,668,940	2,852	741,816	36,906,282	100%
62								
63	Homes Weatherized [3]	Home	30,237					
64								
65	Homes Treated							
66	- Single Family Homes Treated	Home	31,657					
67	- Multi-family Homes Treated	Home	5,417					
68	- Mobile Homes Treated	Home	2,911					
69	- Total Number of Homes Treated	Home	39,985					
70	#Eligible Homes to be Treated for PY [4]	Home	90,903					
71	% of Homes Treated	%	43.99%					
72								
73	- Total Master-Metered Homes Treated	Home	1,359					
74								
75	[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.							
76	[2] Water Heater Conservation Measures may include water heater blanket, low flow showerhead, water heater pipe wrap, faucet aerators.							
77	[3] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs							
78	[4] Based on Attachment H of D0811031							
79	[5] All savings are calculated based on the following sources:							
80	M&E is from Impact Evaluation of the 2005 California LIEE Program, Final Report submitted to SCE by West Hill Energy & Computing, Inc., December 19, 2007.							
81	M&E is from the Report on the Assessment of Proposed New Program Year 2006, LIEE Program Measures by LIEE Standardization Team, April 25, 2005.							
82	M&E is from the LIEE Measure Cost Effectiveness, Final Report, June 2, 2003.							
83	06-08 DEER and PG&E Workpapers.							
84	[6] Costs exclude support costs that are included in Table 1.							
85	[7] Includes both Replacement and Repair.							

Year-to-Date Expenses from LIEE Table 2L

Cooling Measures	\$1,598,161	4.3%
Water Heating	\$1,974,340	5.3%
Furnaces	\$905,572	2.5%
Lighting	\$7,346,249	19.9%
Refrigerators	\$6,862,266	18.6%
Pool Pumps	\$0	0.0%
Infiltration & Space Conditioning	\$13,105,705	35.5%
New Measures	\$845,527	2.3%
Enrollment	\$4,268,460	11.6%
Pilots	\$0	0.0%
Total	\$36,906,282	



	A	B
1	Table 3 - Average Bill Savings per Treated Home Pacific Gas & Electric Through August 31, 2009	
2		
3	Year-to-date Installations - Expensed	
4		
5	Annual kWh Savings	15,668,940
6	Annual Therm Savings	741,816
7	Lifecycle kWh Savings	215,692,212
8	Lifecycle Therm Savings	8,016,886
9	Current kWh Rate	\$ 0.0922
10	Current Therm Rate	\$ 0.7989
11	Number of Treated Homes	39,985
12	Average 1st Year Bill Savings / Treated Home	\$ 50.89
13	Average Lifecycle Bill Savings / Treated Home	\$ 460.03

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	A	B	C	D	E	F	G
1	Table 4 - LIEE Homes Treated						
2	Pacific Gas & Electric						
3	Through August 31, 2009						
4	County	Eligible Customers			Homes Treated Year to Date		
5		Rural	Urban	Total	Rural	Urban	Total
6	ALAMEDA	19	184,954	184,973	0	5,730	5,730
7	ALPINE	170	36	206	0	0	0
8	AMADOR	5,391	121	5,511	51	0	51
9	BUTTE	46,042	235	46,277	1,448	5	1,453
10	CALAVERAS	6,758	905	7,664	53	3	56
11	COLUSA	3,684	26	3,710	32	1	33
12	CONTRA COSTA	349	93,602	93,951	1	3,221	3,222
13	EL DORADO	13,611	106	13,717	40	0	40
14	FRESNO	15,339	134,369	149,708	785	4,391	5,176
15	GLENN	4,960	500	5,461	63	21	84
16	HUMBOLDT	28,153	692	28,845	516	6	522
17	KERN	47,053	50,247	97,300	937	726	1,663
18	KINGS	9,164	170	9,335	502	0	502
19	LAKE	15,784	1,311	17,095	0	0	0
20	LASSEN	186	124	310	0	0	0
21	MADERA	22,058	1,074	23,132	1,151	2	1,153
22	MARIN	2,456	20,193	22,649	40	253	293
23	MARIPOSA	1,342	2,515	3,857	6	95	101
24	MENDOCINO	15,780	472	16,253	0	0	0
25	MERCED	13,621	25,011	38,632	452	354	806
26	MONTEREY	8,102	42,654	50,756	201	619	820
27	NAPA	2,400	13,939	16,339	11	346	357
28	NEVADA	11,306	618	11,924	105	0	105
29	PLACER	5,456	18,840	24,296	159	397	556
30	PLUMAS	3,567	10	3,577	0	0	0
31	SACRAMENTO	961	149,057	150,018	1	418	419
32	SAN BENITO	4,794	208	5,002	56	0	56
33	SAN BERNARDINO	396	1	397	0	0	0
34	SAN FRANCISCO	-	141,037	141,037	0	1,741	1,741
35	SAN JOAQUIN	9,622	82,793	92,415	164	2,106	2,270
36	SAN LUIS OBISPO	34,836	309	35,145	461	1	462
37	SAN MATEO	1,356	58,456	59,813	5	1,214	1,219
38	SANTA BARBARA	10,121	8,024	18,144	151	188	339
39	SANTA CLARA	3,307	130,291	133,598	71	2,678	2,749
40	SANTA CRUZ	6,392	24,786	31,178	105	415	520
41	SHASTA	10,701	17,332	28,033	422	243	665
42	SIERRA	319	-	319	0	0	0
43	SISKIYOU	23	-	23	0	0	0
44	SOLANO	2,889	38,267	41,156	118	585	703
45	SONOMA	14,749	37,608	52,357	208	1,136	1,344
46	STANISLAUS	10,818	51,493	62,311	457	859	1,316
47	SUTTER	14,999	120	15,118	554	0	554
48	TEHAMA	12,781	436	13,216	248	11	259
49	TRINITY	849	2	851	2	0	2
50	TULARE	7,285	1,129	8,413	196	9	205
51	TUOLUMNE	10,636	428	11,064	390	0	390
52	YOLO	13,767	19,423	33,191	304	1,068	1,372
53	YUBA	13,653	25	13,678	677	0	677
54	Total	468,002	1,353,948	1,821,950	11,143	28,842	39,985

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	Table 5 - LIEE Customer Summary - PG&E																
2	Through August 31, 2009																
3		Gas & Electric				Gas Only				Electric Only				Total			
4		Homes Treated	(Annual)			Homes Treated	(Annual)			Homes Treated	(Annual)			Homes Treated	(Annual)		
5	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
6	January 2009	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7	February 2009	785	14,444	139,314	24.0	4	412	-	-	83	124	21,430	4.5	872	14,980	160,745	28
8	March 2009	4,081	83,495	1,506,614	242.7	23	1,045	267	0.1	626	662	318,842	64.8	4,730	85,203	1,825,723	308
9	April 2009	8,305	173,719	3,477,246	577.9	39	1,833	1,964	0.6	1,305	1,101	759,442	164.4	9,649	176,652	4,238,652	743
10	May 2009	12,942	275,330	5,023,589	883.3	77	3,116	2,773	0.9	2,058	1,894	1,174,808	267.9	15,077	280,341	6,201,170	1,152
11	June 2009	19,295	406,932	7,587,262	1,343.8	280	8,658	2,294	1.0	2,907	2,343	1,679,644	370.4	22,482	417,932	9,269,199	1,715
12	July 2009	25,906	546,039	10,161,062	1,779.3	793	21,638	4,283	2.3	3,804	2,703	2,200,127	471.0	30,503	570,380	12,365,471	2,253
13	August 2009	33,361	697,306	12,883,435	2,253.0	1,544	40,570	4,276	2.4	5,080	3,941	2,781,229	596.3	39,985	741,816	15,668,940	2,852
14	September 2009																
15	October 2009																
16	November 2009																
17	December 2009																
18	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in LIEE Table 2L.																

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	LIEE Table 6 - Expenditures for Pilots and Studies												
2	Pacific Gas & Electric Company												
3	Through August 31, 2009												
4		Authorized 3-Year Budget			Current Month Expenses ¹			Expenses Since January 1, 2009 ¹			% of 3-Year Budget Spent		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots:												
7	-Meals On Wheels	\$ 300,000	\$ -	\$ 300,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
8	-On Line EP Training	\$ 67,500	\$ 382,500	\$ 450,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	City of San Joaquin	\$ 61,500	\$ 348,500	\$ 410,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
10	High Efficiency Clothes Washers	\$ 112,500	\$ 637,500	\$ 750,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
11													
12													
13													
14	Total Pilots	\$ 541,500	\$ 1,368,500	\$ 1,910,000							0%	0%	0%
15													
16	Studies:												
17	Low Income Non-Energy Benefits	\$ 58,500	\$ 31,500	\$ 90,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
18	2009 Process Evaluation	\$ 48,750	\$ 26,250	\$ 75,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	Household Segmentation Study	\$ 78,000	\$ 42,000	\$ 120,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
20	Refrigerator Degradation Study	\$ 43,334	\$ 23,333	\$ 66,667	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
21													
22													
23													
24	Total Studies	\$ 228,584	\$ 123,083	\$ 351,667	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
25													
26	1 There were no expenditures for Pilots and Studies year-to-date												

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G
1	LIEE Table 7						
2	Whole Neighborhood Approach						
3	Pacific Gas & Electric Company						
4	Through August 31, 2009						
5	A	B	C	D	E	F	G
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2008	Remain to be Treated	Total Treated Year to-Date	Penetration
7	Census tract 125, San Francisco	8,050	6,526	1,929	4,549	48	1%
8	Berkeley, 94704-17	514	420	8	405	7	2%
9	Yuba City, 95991-63	385	317	80	203	34	17%
10	Woodland, 95776 -33	650	543	68	415	60	14%
11	Chico - 95926 - 36	542	462	64	342	56	16%
12	Fresno, 93727-43	295	241	43	103	95	92%
13	Stockton, 95204-23	272	242	158	44	40	91%
14	Firebaugh, 93622	2,767	1,643	1,005	402	236	59%

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses - PG&E												
2	Through August 31, 2009												
3		Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
4	CARE and Cooling Center Programs:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
5	Outreach ^[1] ^[3]	\$ 4,750,000	\$ 1,100,000	\$ 5,850,000	\$ 517,700	\$ 129,090	\$ 646,790	\$ 2,859,208	\$ 692,447	\$ 3,551,656	60%	63%	61%
6	Automatic Enrollment	\$ 120,000	\$ 30,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
7	Processing/ Certification/Verification	\$ 1,440,000	\$ 360,000	\$ 1,800,000	\$ 121,617	\$ 30,404	\$ 152,021	\$ 907,594	\$ 229,579	\$ 1,137,173	63%	64%	63%
8	Information Technology / Programming	\$ 120,000	\$ 30,000	\$ 150,000	\$ 5,242	\$ 1,310	\$ 6,552	\$ 47,618	\$ 12,041	\$ 59,659	40%	40%	40%
9													
10	Pilots												
11	CARE One-E-App (The Center & PG&E)	\$ 276,000	\$ 69,000	\$ 345,000	\$ 209,426	\$ 52,357	\$ 261,783	\$ 323,742	\$ 80,936	\$ 404,678	117%	117%	117%
12	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Total Pilots	\$ 276,000	\$ 69,000	\$ 345,000	\$ 209,426	\$ 52,357	\$ 261,783	\$ 323,742	\$ 80,936	\$ 404,678	117%	117%	117%
15													
16	Measurement & Evaluation	\$ -	\$ -	\$ -	\$ 23,228	\$ 5,807	\$ 29,035	\$ 22,819	\$ 5,705	\$ 28,524	0%	0%	0%
17	Regulatory Compliance	\$ 84,000	\$ 21,000	\$ 105,000	\$ 8,106	\$ 2,026	\$ 10,132	\$ 41,522	\$ 10,432	\$ 51,954	49%	50%	49%
18	General Administration	\$ 400,000	\$ 100,000	\$ 500,000	\$ 33,302	\$ 8,325	\$ 41,627	\$ 292,865	\$ 74,054	\$ 366,919	73%	74%	73%
19	CPUC Energy Division	\$ 164,800	\$ 41,200	\$ 206,000	\$ 7,063	\$ 1,766	\$ 8,829	\$ 63,387	\$ 23,908	\$ 87,295	38%	58%	42%
20													
21	SUBTOTAL MANAGEMENT COSTS	\$ 7,354,800	\$ 1,751,200	\$ 9,106,000	\$ 925,684	\$ 231,086	\$ 1,156,769	\$ 4,558,756	\$ 1,129,102	\$ 5,687,857	62%	64%	62%
22													
23	CARE Rate Discount	\$ 370,191,172	\$ 91,059,479	\$ 461,250,651	\$ 57,400,581	\$ 3,199,885	\$ 60,600,466	\$ 305,366,591	\$ 52,659,545	\$ 358,026,136	82%	58%	78%
24	Service Establishment Charge Discount	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
25													
26	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 377,545,972	\$ 92,810,679	\$ 470,356,651	\$ 58,326,265	\$ 3,430,970	\$ 61,757,235	\$ 309,925,347	\$ 53,788,646	\$ 363,713,993	82%	58%	77%
27													
28	Other CARE Rate Benefits												
29	- DWR Bond Charge Exemption				\$ 3,259,763		\$ 3,259,763	\$ 20,921,186		\$ 20,921,186			
30	- CARE PPP Exemption ^[2]				\$ 2,381,643	\$ 315,729	\$ 2,697,372	\$ 15,721,760	\$ 5,678,079	\$ 21,399,839			
31	- California Solar Initiative Exemption				\$ 1,149,325		\$ 1,149,325	\$ 6,682,876		\$ 6,682,876			
32	- kWh Surcharge Exemption												
33	Total - Other CARE Rate Benefits				\$ 6,790,730	\$ 315,729	\$ 7,106,459	\$ 43,325,822	\$ 5,678,079	\$ 49,003,901			
34													
35	Indirect Costs				\$ 48,873	\$ 12,154	\$ 61,027	\$ 348,235	\$ 86,746	\$ 434,981			
36													
37	^[1] The Outreach category includes expenses from Capitation Fee, Mass Media Advertising, Outreach, Expanded Outreach and Cooling Center Expenses.												
38	^[2] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the Care surcharge.												
39	^[3] The Outreach category includes expenses from the 2009 Cooling Centers Program.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration - PG&E																		
2	Through August 31, 2009																		
3																			
4																			
5		Automatic Enrollment				Gross Enrollment							Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)		
6	2009	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	One-e-App ⁴	SB580	Combined (B+C+D+E+F)	Capitation	Other Sources ⁵	Total (G+H+I)	Recertification	Total Adjusted (J+K)	Attrition (Drop Offs)	Net (L-M)				Net Adjusted (N-K)	
7	January	0	264	0	0	0	264	429	21,173	21,866	27,041	48,907	20,187	28,720	1,679	1,137,916	1,561,966	73%	
8	February	0	1,739	0	0	0	1,739	359	24,260	26,358	20,648	47,006	18,916	28,090	7,442	1,145,358	1,561,966	73%	
9	March	0	547	0	0	0	547	538	38,866	39,951	28,149	68,100	25,355	42,745	14,596	1,159,954	1,561,966	74%	
10	April	1,627	1,413	0	0	0	3,040	674	31,614	35,328	38,298	73,626	19,025	54,601	16,303	1,176,257	1,563,484	75%	
11	May	128	3,197	0	0	0	3,325	660	30,716	34,701	38,960	73,661	19,239	54,422	15,462	1,191,719	1,563,484	76%	
12	June	0	1,508	4,662	0	0	6,170	607	36,471	43,248	33,702	76,950	27,245	49,705	16,003	1,207,722	1,563,484	77%	
13	July	0	1,507	0	0	0	1,507	703	33,619	35,829	30,433	66,262	20,104	46,158	15,725	1,223,447	1,562,094	78%	
14	August	0	4,342	0	0	0	4,342	550	42,688	47,580	37,465	85,045	25,387	59,658	22,193	1,245,640	1,562,094	80%	
15	September																		
16	October																		
17	November																		
18	December																		
19	YTD Total	1,755	14,517	4,662	0	0	20,934	4,520	259,407	284,861	254,696	539,557	175,458	364,099	109,403	1,245,640	1,562,094	80%	
20	¹ Enrollments via data sharing between the IOUs.																		
21	² Enrollments via data sharing between departments and/or programs within the utility.																		
22	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																		
23	⁴ One-e-App is a pilot program set up by The Center to Promote Healthcare Access (The Center) and PG&E. The pilot will occur within two PG&E counties to implement a strategy of automatic enrollment for low income customers into the CARE program based on customers' applications or reapplications for related low income health and social welfare services (e.g., MediCAL, Healthy Families, CALKids, etc.). The goal is to develop another means by which low income families can be introduced into the CARE program and, depending on the success of the pilot, possibly expand this pilot to other counties within PG&E's service area as well as to the other IOUs.																		
24	⁵ Not including Recertification.																		

	A	B	C	D	E	F	G	H	I
1	CARE Table 3 - Standard Random Verification Results - PG&E								
2	Through August 31, 2009								
3	2009	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped¹	% Dropped through Random Verification	% of Total Population Dropped
4	January	1,137,916	1,854	0.16%	974	95	1,069	57.66%	0.09%
5	February	1,145,358	1,116	0.10%	583	55	638	57.17%	0.06%
6	March	1,159,954	6,069	0.52%	3,303	278	3,581	59.00%	0.31%
7	April	1,176,257	1,775	0.15%	926	144	1,070	60.28%	0.09%
8	May	1,191,719	1,741	0.15%	913	135	1,048	60.20%	0.09%
9	June	1,207,722	5,471	0.45%					
10	July	1,223,447	1,176	0.10%					
11	August	1,245,640	1,247	0.10%					
12	September								
13	October								
14	November								
15	December								
16	YTD Total	1,245,640	20,449	1.64%	6,699	707	7,406	58.99%	0.59%
17									
18	¹ Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications - PG&E						
2	Through August 31, 2009						
3		Provided ²	Received	Approved	Denied	Pending/ Never Completed	Duplicates
4	YTD Total ¹	15,844,311	543,571	486,908	5,780	50,883	60,129
5	Percentage ³		100.00%	89.58%	1.06%	9.36%	11.06%
6							
7	Footnotes:						
8	¹ Includes sub-metered customers.						
9	² Includes number of applications provided via direct mail campaigns, call centers, bill inserts and other outreach methods. Because there are other means by which customers obtain applications which are not counted, this number is only an approximation.						
10	³ Percent of Received. Duplicates are also counted as Approved, so the total will not add up to 100%.						

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County - PG&E									
2	Through August 31, 2009									
3		Estimated Eligible			Total Participants			Penetration Rate		
4	County	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
5	ALAMEDA	140,703	18	140,722	116,637	14	116,651	83%	77%	83%
6	ALPINE	35	170	205	1	10	11	3%	6%	5%
7	AMADOR	120	5,271	5,391	98	3,328	3,426	82%	63%	64%
8	BUTTE	222	43,053	43,275	133	31,084	31,217	60%	72%	72%
9	CALAVERAS	895	6,704	7,599	512	4,048	4,560	57%	60%	60%
10	COLUSA	25	3,593	3,618	59	2,736	2,795	237%	76%	77%
11	CONTRA COSTA	80,063	323	80,386	70,150	189	70,339	88%	58%	88%
12	EL DORADO	105	13,509	13,614	56	9,856	9,912	53%	73%	73%
13	FRESNO	124,669	14,802	139,470	110,695	11,653	122,348	89%	79%	88%
14	GLENN	484	4,827	5,312	459	3,631	4,090	95%	75%	77%
15	HUMBOLDT	676	26,154	26,829	389	18,382	18,771	58%	70%	70%
16	KERN	47,953	45,533	93,485	43,187	39,066	82,253	90%	86%	88%
17	KINGS	168	9,088	9,257	102	7,423	7,525	61%	82%	81%
18	LAKE	1,296	15,524	16,821	744	9,886	10,630	57%	64%	63%
19	LASSEN	123	185	308	77	95	172	62%	51%	56%
20	MADERA	1,070	21,507	22,577	732	16,274	17,006	68%	76%	75%
21	MARIN	16,207	2,064	18,271	10,794	1,471	12,265	67%	71%	67%
22	MARIPOSA	2,514	1,298	3,812	1,568	565	2,133	62%	44%	56%
23	MENDOCINO	470	15,390	15,860	209	9,688	9,897	44%	63%	62%
24	MERCED	23,878	13,315	37,193	19,480	11,229	30,709	82%	84%	83%
25	MONTEREY	36,739	7,460	44,199	26,723	6,508	33,231	73%	87%	75%
26	NAPA	12,469	2,078	14,547	8,709	1,283	9,992	70%	62%	69%
27	NEVADA	617	10,954	11,571	324	7,330	7,654	53%	67%	66%
28	PLACER	17,956	5,464	23,420	14,242	4,641	18,883	79%	85%	81%
29	PLUMAS	10	3,553	3,562	6	1,632	1,638	61%	46%	46%
30	SACRAMENTO	122,707	817	123,524	92,960	347	93,307	76%	42%	76%
31	SAN BENITO	196	4,610	4,806	88	3,970	4,058	45%	86%	84%
32	SAN BERNARDINO	1	389	389	1	313	314	131%	81%	81%
33	SAN FRANCISCO	82,095	0	82,095	67,219	0	67,219	82%	n/a	82%
34	SAN JOAQUIN	74,877	9,159	84,037	60,386	8,442	68,828	81%	92%	82%
35	SAN LUIS OBISPO	297	34,362	34,659	69	18,828	18,897	23%	55%	55%
36	SAN MATEO	44,538	1,300	45,838	34,423	1,038	35,461	77%	80%	77%
37	SANTA BARBARA	7,795	9,936	17,731	6,444	8,443	14,887	83%	85%	84%
38	SANTA CLARA	100,417	3,035	103,452	97,915	2,709	100,624	98%	89%	97%
39	SANTA CRUZ	20,057	5,924	25,981	15,019	3,746	18,765	75%	63%	72%
40	SHASTA	16,653	10,161	26,814	10,579	7,745	18,324	64%	76%	68%
41	SIERRA	0	318	318	0	111	111	n/a	35%	35%
42	SISKIYOU	0	23	23	0	9	9	n/a	39%	39%
43	SOLANO	33,542	2,797	36,339	29,236	2,325	31,561	87%	83%	87%
44	SONOMA	33,783	13,836	47,619	30,047	9,077	39,124	89%	66%	82%
45	STANISLAUS	48,709	10,704	59,413	35,392	8,195	43,587	73%	77%	73%
46	SUTTER	112	13,397	13,509	71	11,797	11,868	63%	88%	88%
47	TEHAMA	424	12,474	12,899	228	9,674	9,902	54%	78%	77%
48	TRINITY	2	844	845	1	298	299	61%	35%	35%
49	TULARE	1,095	7,208	8,303	763	6,948	7,711	70%	96%	93%
50	TUOLUMNE	427	10,572	10,999	105	5,858	5,963	25%	55%	54%
51	YOLO	15,929	12,447	28,376	8,686	8,191	16,877	55%	66%	59%
52	YUBA	24	12,796	12,820	13	9,823	9,836	54%	77%	77%
53										
54	Total	1,113,149	448,946	1,562,094	915,731	329,909	1,245,640	82%	73%	80%

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	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results - PG&E							
2	Through August 31, 2009							
3	2009	Total CARE Population	Participants Requested to Recertify ¹	% of Population Total	Participants Recertified	Participants Dropped ²	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
4	January	1,137,916	22,296	1.96%	16,981	5,315	76.16%	0.47%
5	February	1,145,358	23,752	2.07%	18,309	5,443	77.08%	0.48%
6	March	1,159,954	27,369	2.36%	22,086	5,283	80.70%	0.46%
7	April	1,176,257	37,611	3.20%	30,626	6,985	81.43%	0.59%
8	May	1,191,719	21,474	1.80%	17,063	4,411	79.46%	0.37%
9	June	1,207,722	19,862	1.64%				
10	July	1,223,447	31,094	2.54%				
11	August	1,245,640	33,115	2.66%				
12	September							
13	October							
14	November							
15	December							
16	YTD Total	1,245,640	216,573	17.39%	105,065	27,437	79.29%	2.20%
17								
18	¹ Does not include participants who closed their accounts during the 90-day response period.							
19	² Results are tied to the month initiated. Therefore, results may be pending due to the time permitted for a participant to respond.							
20								
21								
22								
23								
24								
25								

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors - PG&E							
2	Through August 31, 2009							
3	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
5	Airport Neighbors United		X			0	0	0
6	Alameda County Associated Community Action (ACAP)		X			0	4	4
7	Allen Temple Health and Social Services Ministries					0	150	150
8	Amador-Tuolumne Community Action Agency		X			34	15	49
9	ARC of San Francisco		X			0	3	3
10	Arriba Juntos		X			0	1	1
11	Area 12 Agency on Aging	X				8	0	8
12	Asian Community Mental Health Services		X			0	3	3
13	Asian Pacific American Community		X			0	0	0
14	Asian Resources		X			0	20	20
15	Berkeley Housing Authority		X			0	21	21
16	California Association of Area Agencies on Aging		X			84	540	624
17	California Association of the Physically Handicapped, Inc. (Fresno)		X			0	9	9
18	California Council of the Blind		X			0	1	1
19	California Diversified Services		X			0	4	4
20	California Human Development Corporation		X			0	2	2
21	California Welfare To Independence Network 2000, Inc.				X	0	2	2
22	Canal Alliance		X			0	0	0
23	Catholic Charities Diocese of Fresno		X			0	104	104
24	Catholic Charities Diocese of Stockton		X			0	3	3
25	Center for Training and Careers, Inc.		X			0	2	2
26	Central Coast Center for Independent Living		X			0	5	5
27	Central Coast Energy Services, Inc		X			56	406	462
28	Central Valley Opportunity Center		X			33	50	83
29	Centro La Familia Advocacy Services		X			0	2	2
30	Centro Legal de La Raza		X			0	4	4
31	Chabot College Foundation		X			0	7	7
32	Charterhouse Center for Families		X			0	34	34
33	Charles P. Foster Foundation	X				0	0	0
34	Child Care Links		X	X		0	17	17
35	Chinese Christian Herald Crusades		X			0	15	15
36	Communication Services, LLC		X			11	92	103
37	Community Action Marin		X		X	31	354	385
38	Community Action of Napa Valley		X			0	6	6
39	Community Action Partnership of Madera County		X			90	36	126
40	Community Alliance for Career Training and Utility Solutions		X			0	1	1
41	Community Foundation of Colusa County		X			0	6	6
42	Community Gatepath		X			0	0	0
43	Community Pantry of San Benito County		X			3	5	8
44	Community Resource Project, Inc.		X			17	305	322
45	Council for the Spanish Speaking		X			0	0	0
46	County of San Benito		X			0	6	6
47	Davis Street Community Center		X			0	15	15
48	Delta Community Services		X			0	3	3
49	Direct Effect		X			0	0	0
50	Disability Resource Agency for Independent Living		X			0	1	1
51	Dixon Family Services		X			4	1	5
52	EBONY Counseling Center		X			0	0	0
53	Familia Center		X			0	2	2
54	Familia Unidas		X			0	1	1
55	Filipino American Development Foundation		X			0	2	2
56	Folsom-Cordova Community Partnership		X			0	7	7
57	Food Bank of El Dorado County		X			0	0	0
58	Fort Ord Environmental Justice Network		X			0	1	1
59	Fresno Rescue Mission		X			0	1	1
60	Give Every Child a Chance		X			0	1	1
61	God Financial Plan		X			0	150	150
62	Golden Umbrella		X			0	0	0
63	Greater Hill Zion Missionary Baptist Church		X			0	1	1

	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors - PG&E							
2	Through August 31, 2009							
3	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
64	Habitat for Humanity, Stanislaus		X			0	4	4
65	Heritage Institute for Family Advocacy		X			5	30	35
66	Hip Housing Human Investment Project, Inc.		X			0	8	8
67	Hotline of San Luis Obispo County		X			2	7	9
68	Housing Authority of Alameda County		X			0	10	10
69	Housing Authority of City and County of Fresno		X			0	0	0
70	Housing Authority of City and County of San Francisco		X			0	0	0
71	Housing Authority of County of Kern		X			0	0	0
72	Housing Authority of Kings County		X			0	0	0
73	Housing Authority of Stanislaus County		X			0	26	26
74	Housing Rights		X			0	0	0
75	Independent Living Center of Kern County, inc.		X			3	19	22
76	Independent Living Resource of Contra Costa County		X			0	0	0
77	Independent Living Resource Center SF		X			0	3	3
78	Independent Living Services of Northern California		X			0	0	0
79	Indian Health Center of Santa Clara Valley		X			0	2	2
80	International Humanities Center		X			0	0	0
81	Kings Community Action Organization, Inc.		X			0	15	15
82	La Luz Bilingual Center		X	X		11	5	16
83	Lao Family Community of Fresno, Inc.		X			0	1	1
84	Lao Family Community of Stockton		X			0	4	4
85	Lao Khmu Association, Inc.		X			0	48	48
86	Mabuhay Alliance		X			0	4	4
87	Marin Center for Independent Living		X			0	0	0
88	Mendocino Latinos Para La Comunidad, Inc.		X			3	1	4
89	Merced County Community Action Agency		X		X	58	111	169
90	Merced Lao Family Community Inc.		X			2	35	37
91	Mission Language and Vocational School		X			0	0	0
92	Moncada Outreach		X			0	412	412
93	Monument Crisis Center		X			0	14	14
94	Mutual Assistance Network of Del Paso Heights		X			0	7	7
95	Native American Health Center		X			0	2	2
96	New Direction Christian Center		X			0	6	6
97	Network for Elders		X			0	15	15
98	North Peninsula Neighborhood Services Ctr		X			0	11	11
99	Northeast Community Federal Credit Union		X			0	1	1
100	Nuestra Alianza De Willits		X			0	2	2
101	Oakland Citizens Committee for Urban Renewal (O.C.C.U.R.)		X		X	0	381	381
102	Pack N Ship		X			0	5	5
103	Partners For Peace		X			0	0	0
104	People Resources		X			0	1	1
105	People of Purpose		X			0	2	2
106	Plumas County Community Development Commission	X				0	0	0
107	Plumas Crisis Intervention & Resource Center		X			8	1	9
108	Progress Financial Corporation		X			0	5	5
109	Project Access Inc		X			0	2	2
110	Q Foundation DBA Aids Housing Alliance SF		X			0	2	2
111	REDI (Renewable Energy Development institute)		X			7	2	9
112	Rebuilding Together Sacramento		X			0	2	2
113	Redwood Community Action Agency	X			X	70	16	86
114	Resources for Independent Living Inc. - Sacramento		X			0	1	1
115	Richland School District		X			0	10	10
116	Sacramento Housing and Redevelopment Agency					0	20	20
117	Salvation Army Golden State Divisional Headquarters		X			15	94	109
118	San Francisco Chamber of Commerce Foundation /SF Works					0	18	18
119	San Francisco Community Power Cooperative		X			0	22	22
120	San Francisco Women's Center		X			0	1	1
121	Second Harvest Food Bank of Santa Cruz and San Benito Counties		X			0	1	1
122	Seniors First, Inc.		X			0	2	2

	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors - PG&E							
2	Through August 31, 2009							
3		Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4	Contractor Name	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
123	Shasta County Child Abuse Prevention Council		X			1	3	4
124	Silicon Valley Independent Living Center		X			0	3	3
125	Slavic Community Center		X			0	9	9
126	Southeast Asian Assistance Center		X			0	9	9
127	St Helena Family Center		X			5	7	12
128	Tri-County Independent Living, Inc		X			0	1	1
129	Tri Valley Haven		X			0	0	0
130	Una Nueva Esperanza		X			0	29	29
131	United Way of Fresno County		X			0	0	0
132	Valley Oak Children's Services Inc.		X			0	14	14
133	Vietnamese Elderly Mutual Assistant Association		X			0	5	5
134	Vineyard Workers Services		X			0	0	0
135	Volunteer Center of Sonoma County		X			1	19	20
136	West Bay Pilipino Multi-Service Center		X			0	17	17
137	West Valley Community Services		X			0	8	8
138	Y-FY Consulting		X			0	0	0
139	YMCA of the East Bay West Contra Costa Branch		X			0	7	7
140	Yolo County Housing Authority		X			0	7	7
141	Yolo Family Resource Center		X			0	8	8
142	Yuba Sutter Legal Center		X			0	0	0
143	Total Enrollments and Expenditures					562	3,958	4,520
144								

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	A	B	C	D	E	F	G	H
1	CARE Table 8 - Participants as of Month-End - PG&E							
2	As of August 31, 2009							
3	2009	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration Rate	% Change ¹
4	January	667,075	194,438	276,403	1,137,916	1,561,966	73%	0.1%
5	February	672,490	195,461	277,407	1,145,358	1,561,966	73%	0.7%
6	March	681,149	198,076	280,729	1,159,954	1,561,966	74%	1.3%
7	April	690,658	200,120	285,479	1,176,257	1,563,484	75%	1.4%
8	May	699,894	202,428	289,397	1,191,719	1,563,484	76%	1.3%
9	June	708,040	207,462	292,220	1,207,722	1,563,484	77%	1.3%
10	July	718,592	208,257	296,598	1,223,447	1,562,094	78%	1.3%
11	August	733,349	209,951	302,340	1,245,640	1,562,094	80%	1.8%
12	September							
13	October							
14	November							
15	December							
16								
17	¹ Explain any monthly variance of 5% or more in the number of participants.							

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Commissioner Assigned: **Dian Grueneich on May 30, 2008**

ALJ Assigned: **Kimberly Kim on December 19, 2008**

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Total number of addressees: 194

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Commissioner Assigned: **Dian Grueneich on May 30, 2008**

ALJ Assigned: **Kimberly Kim on December 19, 2008**

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