

**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-HUNDRED AND SEVENTH 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: April 21, 2010

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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-hundred and seventh monthly status report on the results of its Low Income Energy Efficiency and CARE Program efforts, showing results through March 2010.

Respectfully submitted,

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April 21, 2010

Pacific Gas and Electric Company

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

Program Monthly Report
For March 2010

(April 21, 2010)

PACIFIC GAS AND ELECTRIC COMPANY

**LOW INCOME ENERGY EFFICIENCY PROGRAM AND CARE PROGRAM
MONTHLY REPORT FOR MARCH 2010**

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PACIFIC GAS AND ELECTRIC COMPANY

**LOW INCOME ENERGY EFFICIENCY PROGRAM
AND CARE PROGRAM MONTHLY REPORT
FOR MARCH 2010**

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 2010 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 has treated 25,984 customers in 2010.

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

LIEE Program Summary for Month			
2010	Authorized / Planning Assumptions	Year-to-Date Actual	%
Budget	\$ 151,067,347	27,056,449	17.9%
Homes Treated	124,991	25,984	20.8%
kWh Saved	42,600,000	9,503,495	22.3%
kW Demand Reduced	7,560	1,829	24.2%
Therms Saved	1,510,000	507,214	33.6%

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 identifies neighborhoods with large numbers of low income customers with the aid of census and other demographic information and correlates 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 also correlates 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% 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 "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 32 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 11CBOs, six of them are Low Income Home Energy Assistance Program (LIHEAP) agencies.

PG&E has one contract and is currently developing five contracts with LIHEAP agencies that are not working within PG&E's LIEE program. PG&E coordinates

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 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 the past month, PG&E's LIEE program continued to work on ethnic media outreach, closely working with the marketing team to produce radio spots in English, Spanish, Vietnamese, Chinese and Hmong. These radio spots began airing at the end of March. In addition, staff worked on a TV spot focused on the Central Valley Hmong community. The outreach staff made presentations at various events and forums and continues to create marketing opportunities and further develop relationships that will help the program reach and enroll eligible customers.

The LIEE outreach staff is currently working on a pilot "Whole Neighborhood Approach" project in the City of Sacramento. The project, called the Sacramento "Avenues" neighborhood weatherization project, is a partnership with SMUD, Community Resource Project and PG&E. The program launched in March and contractors canvassed an area of Sacramento referred to as "The Avenues" signing up customers and assessing various homes. The partnering agencies have been meeting on a regular basis to plan and execute a press conference and community event to announce and celebrate this innovative project. The joint weatherization of homes has begun and will continue through the month of April.

A second pilot project launched in partnership with the City of Fairfield. LIEE contractors canvassed targeted neighborhoods to alert all eligible customers of the program. Three apartment complexes in Fairfield were identified through this partnership, and most of the weatherization of homes will take place during the month of April. In addition, the City of Richmond has expressed interest in partnering with LIEE. City of Richmond staff and LIEE staff have met to discuss a plan for partnering and bringing the program to its residents. In March, most of the LIEE outreach efforts focused on the development of partnerships and collaboration with other cities and agencies to broaden the LIEE programs outreach. Staff will continue to meet with other agencies, cities and counties and raise awareness about the LIEE program. During the month of March LIEE participated in two outreach events:

- Spanish Speaking Citizen's Foundation Meeting 3/23
- Sacramento Housing Coalition Meeting 3/30

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 2010 LIEE program, more contractor crews have been hired to implement the LIEE program, and 264 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.

In 2009, PG&E prepared a Request for Proposal (RFP) for an on-line training pilot (authorized in D.08-11-031). 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 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. In 2010, LIEE has treated seven homes that were selected for SASH program participation. In addition, PG&E supplied LIEE measure installation data for another 14 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 \$9,216,000 for 2010. This includes \$400,000 for PG&E's Cooling Centers program.

2.1.1. Please provide CARE program summary costs

CARE Budget Categories	Authorized Budget	Actual Expenses Year to Date	% of Budget Spent
Outreach	5,700,000	1,085,498	19%
Automatic Enrollment	150,000	0	0%
Proc / Certification / Verification	1,900,000	363,124	19%
Information Tech / Programming	150,000	31,997	21%
Pilots	75,000	0	0%
Measurement and Evaluation	0	0	0%
Regulatory Compliance	110,000	19,041	17%
General Administration	525,000	63,666	12%
CPUC Energy Division Staff	206,000	35,711	17%
Cooling Centers	400,000	551	1%
Total Expenses	9,216,000	1,599,588	17%
Subsidies and Benefits	470,115,337	190,618,390	41%
Total Program Costs and Discounts	479,331,337	192,217,978	40%

2.1.2. Please provide the CARE program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,430,889	1,607,597	89%

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 in March:

- Recertification Direct Mail – 3,575 direct mail pieces in English/Spanish/Chinese/Vietnamese were mailed to customers who failed to recertify. This direct mail reoccurs on the 15th of every month. Year-to-date, PG&E's CARE Program has re-enrolled 2,902 customers back to the program.
- Bill Insert – 1.6 million applications in English/Spanish were inserted in customers' monthly energy bills starting 2/26/2010 through 3/10/2010. Year-to-date, this effort resulted in 2,686 new enrollments.
- Zip Code Direct Mail – 200,000 direct mail pieces in English/Spanish were mailed to customers in specific zip codes with the highest percentages of CARE-eligible, unenrolled customers. Year-to-date, this effort resulted in 4,756 new enrollments.

PG&E's CARE Program worked with third-party vendors to enroll eligible customers via automated telephone enrollment and door-to-door canvassing:

- Automated Telephone Enrollment – PG&E contracted with a third-party vendor, SoundBite Communications, to enroll new customers by telephone and recertify existing customers. Year-to-date, PG&E has enrolled 30,796 new customers and recertified 19,235 existing customers through this method.
- Door-to-Door Canvassing – PG&E contracted with a third-party vendor, Energy Save, who conducted a door-to-door campaign to enroll hard-to-reach customers who typically would not respond to traditional outreach initiatives such as direct mail or a bill insert. Year-to-date, PG&E has enrolled 9,018 new customers through Energy Save's efforts.

In March, PG&E's CARE Program participated in eight outreach events where program representatives were available to answer questions and help customers enroll in the program:

- CARE with Neighborhood Payment Center (NPC) at East Oakland local office on 3/01/2010.
- Second Harvest in Half Moon Bay on 3/03/2010.

- Hotel Durant Presentation in Berkeley on 3/04/2010.
- CARE with NPC at Oakland local office on 3/05/2010.
- Chinese New Year Celebration in Stockton on 3/06/2010.
- CPUC Consumer Workshop in Walnut Creek on 3/12/2010.
- Los Banos Senior Breakfast in Los Banos on 3/17/2010.
- WE Connect 2010 in Fresno on 3/20/2010.

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 resumed the automatic enrollment of LIHEAP customers, as authorized in D.02-07-033. 1,384 LIHEAP customers have been automatically enrolled in CARE in 2010.

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. 1,998 LIEE participants were enrolled in CARE in March.

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 March.

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) as a Community Outreach Contractor (COC) to enroll their eligible residents in the program.

As authorized in D.08-11-031, PG&E partnered with The Center to Promote HealthCare Access, Inc., (The Center) to launch the CARE One-E-App Pilot on September 22, 2009. One-E-App is a Web-based, one-stop eligibility system accessible at a variety of community organizations, which connects families with a range of publicly funded health and human service programs. The pilot is currently taking place in Fresno, San Joaquin, Solano, Napa, Sacramento, Humboldt, and Sonoma Counties. Income-qualified customers in these counties are able to meet with a Certified Application Assister and enroll in CARE through the One-E-App system. The Center submitted the One-e-App CARE Pilot Report to Energy Division on March 17, 2010. The pilot has resulted in 24 new enrollments to date.

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

APPENDIX

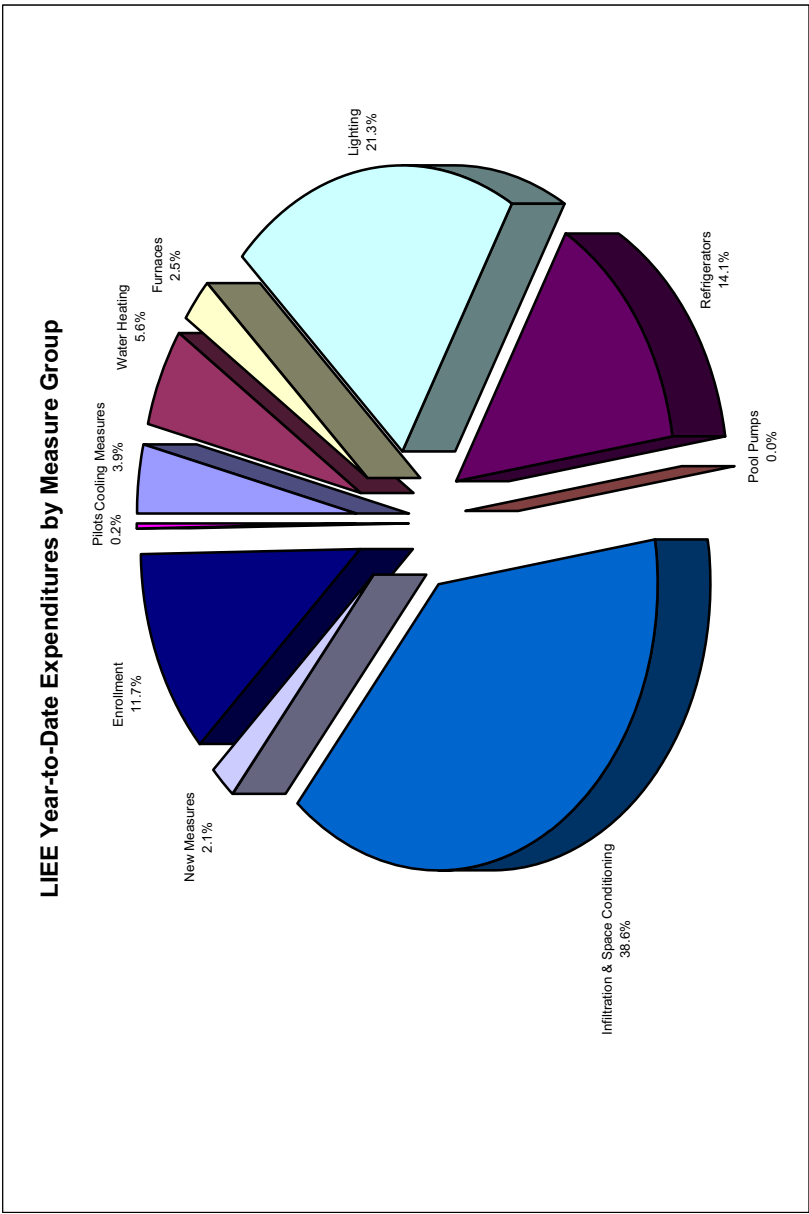
LIEE Tables and CARE Tables

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	A	B	C	D	E	F	G	H	I	J	K	L	M
		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total																										
LIEE Program:																																										
Energy Efficiency																																										
- Gas Appliances		\$ 63,334,805	\$ -	\$ 63,334,805	\$ 5,159,468	\$ -	\$ 5,159,468	\$ 10,610,624	\$ -	\$ 10,610,624	\$ 16.8%	\$ 0.0%	\$ 16.8%																													
- Electric Appliances		\$ 6,957,536	\$ 35,671,660	\$ 42,629,196	\$ 684,437	\$ 3,878,477	\$ 4,562,914	\$ 1,363,247	\$ 7,725,066	\$ 9,088,314	\$ 19.6%	\$ 21.7%	\$ 21.3%																													
- Weatherization		\$ 1,033,994	\$ 556,766	\$ 1,590,760	\$ 82,532	\$ 44,440	\$ 126,972	\$ 185,352	\$ 99,805	\$ 285,157	\$ 17.9%	\$ 17.9%	\$ 17.9%																													
- Outreach and Assessment		\$ 9,305,949	\$ 5,010,895	\$ 14,316,844	\$ 785,137	\$ 422,766	\$ 1,207,903	\$ 1,763,867	\$ 949,775	\$ 2,713,642	\$ 19.0%	\$ 19.0%	\$ 19.0%																													
- In Home Energy Education		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 0.0%	\$ 0.0%	\$ 0.0%																													
- Education Workshops		\$ 155,813	\$ 372,938	\$ 528,751	\$ 21,721	\$ 12,312	\$ 34,032	\$ 25,047	\$ 25,735	\$ 50,781	\$ 16.1%	\$ 6.9%	\$ 9.6%																													
- Pilot		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 0.0%	\$ 0.0%	\$ 0.0%																													
- Cool Centers		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 0.0%	\$ 0.0%	\$ 0.0%																													
Energy Efficiency TOTAL		\$ 80,788,097	\$ 57,445,960	\$ 138,234,057	\$ 6,733,294	\$ 5,581,294	\$ 12,314,588	\$ 13,948,137	\$ 11,282,202	\$ 25,230,339	17.3%	19.6%	18.3%																													
Training Center		\$ 589,191	\$ 317,257	\$ 906,448	\$ 24,731	\$ 13,317	\$ 38,047	\$ 64,969	\$ 34,983	\$ 99,952	\$ 11.0%	\$ 11.0%	\$ 11.0%																													
Inspections		\$ 3,723,057	\$ 2,004,723	\$ 5,727,780	\$ 256,446	\$ 138,086	\$ 394,532	\$ 705,773	\$ 380,032	\$ 1,085,805	\$ 19.0%	\$ 19.0%	\$ 19.0%																													
Marketing		\$ 1,239,965	\$ 667,673	\$ 1,907,638	\$ 89,542	\$ 48,215	\$ 137,757	\$ 134,047	\$ 72,179	\$ 206,227	\$ 10.8%	\$ 10.8%	\$ 10.8%																													
M&E Studies		\$ 121,867	\$ 65,620	\$ 187,487	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 0.0%	\$ 0.0%	\$ 0.0%																													
Regulatory Compliance		\$ 188,339	\$ 101,413	\$ 289,752	\$ 7,321	\$ 3,942	\$ 11,263	\$ 18,530	\$ 9,978	\$ 28,507	\$ 9.8%	\$ 9.8%	\$ 9.8%																													
General Administration		\$ 2,414,077	\$ 1,299,888	\$ 3,713,965	\$ 85,328	\$ 45,946	\$ 131,274	\$ 261,168	\$ 140,629	\$ 401,797	\$ 10.8%	\$ 10.8%	\$ 10.8%																													
CPUC Energy Division		\$ 65,142	\$ 35,077	\$ 100,219	\$ 2,484	\$ 1,338	\$ 3,822	\$ 2,484	\$ 1,338	\$ 3,822	\$ 3.8%	\$ 3.8%	\$ 3.8%																													
TOTAL PROGRAM COSTS		\$ 89,129,735	\$ 61,937,612	\$ 151,067,347	\$ 7,199,146	\$ 5,832,137	\$ 13,031,284	\$ 15,135,108	\$ 11,921,340	\$ 27,056,449	17.0%	19.2%	17.9%																													
Indirect Costs		\$ -	\$ -	\$ -	\$ 80,145	\$ 43,466	\$ 123,611	\$ 207,735	\$ 112,579	\$ 320,315																																
NGAT Costs		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -																																
		\$ -	\$ -	\$ -	\$ 225,047	\$ -	\$ 225,047	\$ 478,234	\$ -	\$ 478,234																																

A	B	C	D	E	F	G	H
LIEE Table 2 - LIEE Measure Installations & Savings Pacific Gas & Electric Company Through March 31, 2010							
Measures	Units	Quantity Installed	kWh [5] (Annual)	kW [5] (Annual)	Therms [5] (Annual)	Year-To-Date Completed & Expensed Installations	
						Expenses [6] (\$)	% of Expenditures
4 Heating Systems							
5 Furnaces [7]	Each	540	-	-	1,747	577,178	2.45%
7 Cooling Measures							
8 A/C Replacement - Room	Each	391	35,722	-	54	421,781	1.79%
9 A/C Replacement - Central	Each	1	342	-	1	1,817	0.01%
10 A/C Tune-up - Central	Each	-	-	-	-	-	0.00%
11 A/C Services - Central	Each	-	-	-	-	-	
12 Heat Pump	Each	-	-	-	-	-	
13 Evaporative Coolers	Each	783	225,389	-	141	497,483	2.11%
14 Evaporative Cooler Maintenance	Each	-	-	-	-	-	
15 Clock Thermostat	Each	-	-	-	-	-	
16 Infiltration & Space Conditioning							
17 Envelope and Air Sealing Measures [1]	Home	17,181	141,066	-	26	135,753	28.95%
18 Duct Sealing	Home	877	92,789	-	8	586,508	2.49%
19 Attic Insulation	Home	1,384	59,440	-	73	1,682,275	7.15%
20 Water Heater Savings							
21 Water Heater Conservation Measures [2]	Home	19,957	402,741	-	89	250,766	4.75%
22 Water Heater Replacement - Gas [7]	Each	184	-	-	2,226	198,079	0.84%
23 Water Heater Replacement - Electric [7]	Each	-	-	-	-	-	
24 Tankless Water Heater - Gas	Each	-	-	-	-	-	
23 Tankless Water Heater - Electric	Each	-	-	-	-	-	
26 Lighting Measures							
27 CFLs	Each	101,042	1,616,672	-	202	702,577	2.99%
28 Interior Hard wired CFL fixtures	Each	47,504	2,707,728	-	602	3,588,066	15.25%
29 Exterior Hard wired CFL fixtures	Each	9,828	154,048	-	-	727,542	3.09%
30 Torchiere	Each	-	-	-	-	-	
31 Refrigerators							
32 Refrigerators - Primary	Each	4,245	3,276,225	-	556	3,320,074	14.11%
33 Refrigerators - Secondary	Each	-	-	-	-	-	
34 Pool Pumps							
35 Pool Pumps	Each	-	-	-	-	-	
36 New Measures							
37 Forced Air Unit Standing Pilot Change Out	Each	-	-	-	-	-	
38 Furnace Clean and Tune	Each	-	-	-	-	-	
39 High Efficiency Clothes Washer	Each	-	-	-	-	-	
40 Microwave	Each	-	-	-	-	-	
41 Thermostatic Shower Valve	Each	-	-	-	-	-	
42 LED Night Lights	Each	-	-	-	-	-	
43 Occupancy Sensor	Each	4,753	189,645	-	19	260,310	1.11%
44 Torchiere	Each	2,932	597,805	-	58	235,298	1.00%
45 Pilots	Home	-	-	-	-	-	
46 A/C Tune-up - Central	Each	-	-	-	-	-	
47 Interior Hard wired CFL fixtures	Each	-	-	-	-	-	
48 Ceiling Fans	Each	-	-	-	-	-	
49 In-Home Display	Each	-	-	-	-	-	
50 Programmable Controllable Thermostat	Each	-	-	-	-	-	
51 Forced Air Unit	Each	-	-	-	-	-	
52 Microwave [8]	Each	218	4,393	0	4,250	20,493	0.09%
53 High Efficiency Clothes Washer	Each	46	-	-	1,237	30,268	0.13%
54							
55 Customer Enrollment							
56 Outreach & Assessment	Home	25,984	-	-	-	260,060	1.11%
57 In-Home Education	Home	25,984	-	-	-	2,487,670	10.57%
58 Education Workshops	Participants	-	-	-	-	-	
59							
60							
61 Total Savings/Expenditures			9,503,495	1,829	507,214	23,527,671	100%
62 Homes Weatherized [3]	Home	21,375	-	-	-	-	
63							
64							
65 Homes Treated							
66 Single Family Homes Treated	Home	19,781	-	-	-	-	
67 Multi-Family Homes Treated	Home	4,815	-	-	-	-	
68 Mobile Homes Treated	Home	1,388	-	-	-	-	
69 Total Number of Homes Treated	Home	25,984	-	-	-	-	
70 #Eligible Homes to be Treated for PY ⁴¹	Home	124,991	-	-	-	-	
71 % of Homes Treated	%	20.79%	-	-	-	-	
72							
73 Total Master-Metered Homes Treated	Home	907	-	-	-	-	
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: 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. 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. M&E is from the LIEE Measure Cost Effectiveness, Final Report, June 2, 2003.							
80 [6] Costs exclude support costs that are included in Table 1.							
81 [7] Includes both Replacement and Repair.							
82 [8] Microwave savings are calculated on the basis of microwave electric use displacing larger, less efficient electric or gas oven/cooktop use to heat food. Where the customer has an electric oven/cooktop, electric microwave use is less than the total electric oven savings, resulting in net kWh savings. Where the customer has a gas oven/cooktop, electric microwave use is shown as a net usage increase because savings are attributed to therms. To date, all participating customers have had gas ovens/cooktops. The savings assumptions used for this pilot will be verified in an impact evaluation.							
83							
84							
85							
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Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G
1	Year-to-Date Expenses from LIEE Table 2L						
2							
3							
4	Cooling Measures		\$921,082				3.9%
5	Water Heating		\$1,315,965				5.6%
6	Furnaces		\$577,178				2.5%
7	Lighting		\$5,018,185				21.3%
8	Refrigerators		\$3,320,074				14.1%
9	Pool Pumps		\$0				0.0%
10	Infiltration & Space Conditioning		\$9,081,088				38.6%
11	New Measures		\$495,608				2.1%
12	Enrollment		\$2,747,730				11.7%
13	Pilots		\$50,761				0.2%
14							
15							
16							
17			\$23,527,671				
18							
19							
20							
21							
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23							
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39							
40							
41							



	A	B
LIEE Table 3 - Average Bill Savings per Treated Home		
Pacific Gas & Electric Company		
Through March 31, 2010		
1		
2		
3	Year-to-date Installations - Expensed	
4		
5	Annual kWh Savings	9,503,495
6	Annual Therm Savings	507,214
7	Lifecycle kWh Savings	130,659,661
8	Lifecycle Therm Savings	5,437,885
9	Current kWh Rate	\$ 0.0927
10	Current Therm Rate	\$ 0.8261
11	Number of Treated Homes	25,984
12	Average 1st Year Bill Savings / Treated Home	\$ 49.96
13	Average Lifecycle Bill Savings / Treated Home	\$ 481.38

**LIEE Table 4 - LIEE Homes Treated
Pacific Gas & Electric Company
Through March 31, 2010**

	A	B	C	D	E	F	G	Eligible Customers			Homes Treated Year to Date					
								Rural	Urban	Total	Rural	Urban	Total			
3	County															
4		Rural	Urban	Total	Rural	Urban	Total									
5	ALAMEDA	19	189,671	189,690	0	3,882	3,882									
6	ALPINE	171	36	206	0	0	0									
7	AMADOR	5,347	124	5,470	43	8	51									
8	BUTTE	47,121	248	47,369	686	0	686									
9	CALAVERAS	7,985	893	8,878	43	7	50									
10	COLUSA	3,669	118	3,786	29	1	30									
11	CONTRA COSTA	634	93,031	93,665	2	1,070	1,072									
12	EL DORADO	12,723	96	12,819	218	2	220									
13	FRESNO	15,402	135,292	150,693	164	2,595	2,759									
14	GLENN	5,006	485	5,490	73	7	80									
15	HUMBOLDT	28,445	681	29,126	230	0	230									
16	KERN	47,948	51,149	99,097	949	392	1,341									
17	KINGS	9,735	175	9,910	50	0	50									
18	LAKE	16,858	1,445	18,302	45	0	45									
19	LASSEN	194	121	315	0	4	4									
20	MADERA	20,130	987	21,117	240	0	240									
21	MARIN	2,615	20,652	23,267	17	223	240									
22	MARIPOSA	1,401	2,469	3,870	3	0	3									
23	MENDOCINO	15,119	450	15,569	0	0	0									
24	MERCED	13,387	24,349	37,735	354	411	765									
25	MONTEREY	7,747	41,441	49,188	191	246	437									
26	NAPA	2,351	13,561	15,912	118	152	270									
27	NEVADA	11,219	606	11,825	48	0	48									
28	PLACER	5,477	19,965	25,442	132	161	293									
29	PLUMAS	3,332	12	3,344	20	0	20									
30	SACRAMENTO	956	153,592	154,548	7	1,297	1,304									
31	SAN BENITO	4,819	212	5,031	29	1	30									
32	SAN BERNARDINO	412	1	413	0	0	0									
33	SAN FRANCISCO	-	151,466	151,466	0	1,219	1,219									
34	SAN JOAQUIN	10,086	83,150	93,236	282	1,313	1,595									
35	SAN LUIS OBISPO	35,664	324	35,988	196	0	196									
36	SAN MATEO	1,478	60,366	61,844	3	740	743									
37	SANTA BARBARA	10,625	8,213	18,838	297	146	443									
38	SANTA CLARA	3,568	141,118	144,686	38	1,497	1,535									
39	SANTA CRUZ	6,585	25,709	32,294	67	465	532									
40	SHASTA	10,858	17,768	28,626	127	224	351									
41	SIERRA	315	-	315	4	0	4									
42	SISKIYOU	24	-	24	0	0	0									
43	SOLANO	3,110	40,741	43,851	32	929	961									
44	SONOMA	15,516	38,731	54,247	111	666	777									
45	STANISLAUS	11,324	53,705	65,030	298	1,022	1,320									
46	SUTTER	14,643	113	14,757	379	0	379									
47	TEHAMA	12,545	421	12,966	154	4	158									
48	TRINITY	859	2	861	0	0	0									
49	TULARE	7,522	1,133	8,655	160	8	168									
50	TUOLUMNE	10,423	372	10,794	302	2	304									
51	YOLO	14,227	19,580	33,807	187	560	747									
52	YUBA	14,298	25	14,324	402	0	402									
53	Total	473,890	1,394,795	1,868,685	6,730	19,254	25,984									

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q					
1	LIEE Table 5 - LIEE Customer Summary - PG&E																					
2	Through March 31, 2010																					
3		Gas & Electric						Gas Only						Electric Only						Total		
4	Month	Homes Treated	Therm	(Annual) KWh	KW	Homes Treated	Therm	(Annual) KWh	KW	Homes Treated	Therm	(Annual) KWh	KW	Homes Treated	Therm	(Annual) KWh	KW					
5	January 2010	3,385	67,416	967,434	180.5	536	15,616	7,456	3.4	961	559	381,538	75.4	4,882	83,591	1,356,427	259					
6	February 2010	10,247	220,873	3,703,715	689.7	1,418	44,153	23,821	10.2	2,469	1,859	1,222,354	252.4	14,134	266,885	4,949,890	952					
7	March 2010	18,672	415,069	7,136,979	1,318.2	2,943	88,219	41,648	18.1	4,369	3,927	2,324,868	492.6	25,984	507,214	9,503,495	1,829					
8	April 2010																					
9	May 2010																					
10	June 2010																					
11	July 2010																					
12	August 2010																					
13	September 2010																					
14	October 2010																					
15	November 2010																					
16	December 2010																					
17																						
18	Figures for each month are YTD. December results should approximate calendar year results. Therm 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 2.																					

	A	B	C	D	E	F	G	H	I	J	K	L	M
LIEE Table 6 - Expenditures for Pilots and Studies Pacific Gas & Electric Company Through March 31, 2010													
	Authorized 3-Year Budget			Current Month Expenses ¹			Expenses Since January 1, 2009 ¹			% of 3-Year Budget Spent			Total
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	
6 Pilots:													
7 -Meals On Wheels	\$ 300,000	\$ -	\$ 300,000	\$ 19,548	\$ -	\$ 19,548	\$ 30,829	\$ -	\$ 30,829	10%	0%	10%	
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	\$ 2,173	\$ 12,312	\$ 14,484	\$ 7,255	\$ 41,110	\$ 48,364	6%	6%	6%	
11													
12													
13													
14 Total Pilots	\$ 541,500	\$ 1,368,500	\$ 1,910,000	\$ 21,721	\$ 12,312	\$ 34,032	\$ 38,083	\$ 41,110	\$ 79,193	7%	3%	4%	
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 Studies year-to-date

	A	B	C	D	E
1	LIEE Table 7 - PG&E				
2	Whole Neighborhood Approach				
3	Through March 31, 2010				
4	A	B	C	D	E
5	Neighborhood (County, Zip code, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2003-2009	Total Treated Year to Date
6	Census tract 125, San Francisco	8,050	6,826	2,241	487
7	Berkeley, 94704-17	233	192	15	4
8	Firebaugh, 93622	2,692	1,588	1,263	49

	A	B	C	D	E	F	G	H	I	J	K	L	M	
CARE Table 1 - CARE Program Expenses - PG&E														
Through March 31, 2010														
Final	Authorized Budget				Current Month Expenses				Year to Date Expenses				% of Budget Spent YTD	
	Electric	Gas	Total	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	
4	CARE Program:													
5	Outreach ⁽¹⁾⁽³⁾	\$ 4,960,000	\$ 1,140,000	\$ 6,100,000	\$ 525,473	\$ 131,241	\$ 656,714	\$ 868,949	\$ 217,100	\$ 1,086,049	18%	19%	18%	
6	Automatic Enrollment	\$ 120,000	\$ 30,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%	
7	Processing/ Certification/Verification	\$ 1,520,000	\$ 380,000	\$ 1,900,000	\$ 107,108	\$ 26,777	\$ 133,885	\$ 290,499	\$ 72,625	\$ 363,124	19%	19%	19%	
8	Information Technology / Programming	\$ 120,000	\$ 30,000	\$ 150,000	\$ 8,810	\$ 2,202	\$ 11,012	\$ 25,597	\$ 6,399	\$ 31,997	21%	21%	21%	
9	Pilots													
11	Recert and PEV Non-Response Study	\$ 60,000	\$ 15,000	\$ 75,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%	
12	One-E-App	\$ -	\$ -	\$ -	\$ (76)	\$ (19)	\$ (95)	\$ -	\$ -	\$ -	0%	0%	0%	
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%	
14	Total Pilots	\$ 60,000	\$ 15,000	\$ 75,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%	
15	Measurement & Evaluation	\$ -	\$ -	\$ -	\$ (2)	\$ (1)	\$ (3)	\$ -	\$ -	\$ -	0%	0%	0%	
17	Regulatory Compliance	\$ 86,000	\$ 22,000	\$ 110,000	\$ 6,248	\$ 1,562	\$ 7,809	\$ 15,233	\$ 3,808	\$ 19,041	17%	17%	17%	
18	General Administration	\$ 420,000	\$ 105,000	\$ 525,000	\$ 17,625	\$ 4,406	\$ 22,032	\$ 50,933	\$ 12,733	\$ 63,666	12%	12%	12%	
19	CPUC Energy Division	\$ 164,800	\$ 41,200	\$ 206,000	\$ 14,518	\$ 3,629	\$ 18,147	\$ 28,569	\$ 7,142	\$ 35,711	17%	17%	17%	
20	SUBTOTAL MANAGEMENT COSTS	\$ 7,452,800	\$ 1,763,200	\$ 9,216,000	\$ 679,702	\$ 169,798	\$ 849,501	\$ 1,279,780	\$ 319,807	\$ 1,599,588	17%	18%	17%	
22	CARE Rate Discount	\$ 377,728,580	\$ 92,386,757	\$ 470,115,337	\$ 50,047,061	\$ 10,904,466	\$ 60,951,526	\$ 154,669,609	\$ 35,948,780	\$ 190,618,390	41%	39%	41%	
24	Service Establishment Charge Discount	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%	
25	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 385,181,380	\$ 94,149,957	\$ 479,331,337	\$ 50,726,763	\$ 11,074,264	\$ 61,801,027	\$ 155,949,390	\$ 36,268,588	\$ 192,217,978	40%	39%	40%	
27	Other CARE Rate Benefits													
29	- DWIR Bond Charge Exemption				\$ 3,289,281		\$ 3,289,281	\$ 9,590,336		\$ 9,590,336				
30	- CARE PPP Exemption ⁽²⁾				\$ 3,474,957		\$ 4,297,922	\$ 9,614,502	\$ 3,586,748	\$ 13,203,251				
31	- California Solar Initiative Exemption				\$ 712,286		\$ 712,286	\$ 2,194,251		\$ 2,194,251				
32	- kWh Surcharge Exemption													
33	Total - Other CARE Rate Benefits				\$ 7,476,525		\$ 8,299,489	\$ 21,399,089	\$ 3,588,748	\$ 24,987,838				
34	Indirect Costs				\$ 39,234	\$ 9,780	\$ 49,014	\$ 104,597	\$ 26,120	\$ 130,717				
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 2010 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 March 31, 2010																		
3	Gross Enrollment																		
4	Automatic Enrollment																		
5	2010																		
6	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	One-e-App ⁴	SB800	Combined (B+C+D+E+F)	Capitation	Other Sources ⁵	Total (G+H+I)	Recertification	Total Adjusted (J+K)	Attrition (Drop Outs)	Net (L-M)	Net Adjusted (N-K)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)		
7	0	2,028	0	0	0	2,028	1,161	34,350	37,539	32,761	70,300	21,280	49,020	16,259	1,367,674	1,607,597	85%		
8	868	3,762	0	0	0	3,762	776	43,062	47,800	36,232	83,832	15,517	68,315	32,083	1,399,757	1,607,597	87%		
9		1,986	0	19	0	2,873	285	46,979	50,137	42,609	92,746	19,005	73,741	31,132	1,430,889	1,607,597	89%		
10																			
11																			
12																			
13																			
14																			
15																			
16																			
17																			
18	YTD Total	868	7,776	0	19	8,663	2,222	124,391	135,276	111,602	246,878	55,802	191,076	79,474	1,430,889	1,607,597	89%		

20¹ Enrollments via data sharing between the IOUs.
 21² Enrollments via data sharing between departments and/or programs within the utility.
 22³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.
 23⁴ 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 resapplications 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.
 24⁵ Not including Recertification.

	A	B	C	D	E	F	G	H	I
1	CARE Table 3 - Standard Random Verification Results - PG&E								
2	Through March 31, 2010								
3	2010	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped ¹	% Dropped through Random Verification	% of Total Population Dropped
4	January	1,367,674	1,476	0.11%				0.00%	0.00%
5	February	1,399,757	1,258	0.09%				0.00%	0.00%
6	March	1,430,889	10,807	0.76%				0.00%	0.00%
7	April								
8	May								
9	June								
10	July								
11	August								
12	September								
13	October								
14	November								
15	December								
16	YTD Total	1,430,889	13,541	0.95%	0	0	0	0.00%	0.00%
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.								

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications - PG&E						
2	Through March 31, 2010						
3		Provided ²	Received	Approved	Denied	Pending/ Never Completed	Duplicates
4	YTD Total ¹	4,653,490	230,333	213,319	2,088	14,926	25,673
5	Percentage ³		100.00%	92.61%	0.91%	6.48%	11.15%
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%.						

1	A	B	C	D	E	F	G	H	I	J
3	County	Estimated Eligible			Total Participants			Penetration Rate		
4		Urban	Rural ^[1]	Total	Urban	Rural ^[1]	Total	Urban	Rural ^[1]	Total
5	ALAMEDA	145,575	19	145,594	136,252	10	136,262	94%	53%	94%
6	ALPINE	35	170	204	0	19	19	0%	11%	9%
7	AMADOR	123	5,258	5,381	122	3,912	4,034	99%	74%	75%
8	BUTTE	237	44,256	44,493	154	35,268	35,422	65%	80%	80%
9	CALAVERAS	869	7,950	8,819	658	5,048	5,706	76%	63%	65%
10	COLUSA	115	3,580	3,695	73	2,981	3,054	64%	83%	83%
11	CONTRA COSTA	79,790	616	80,406	84,691	245	84,936	106%	40%	106%
12	EL DORADO	95	12,679	12,774	72	12,732	12,804	75%	100%	100%
13	FRESNO	125,835	14,878	140,713	124,133	13,070	137,203	99%	88%	98%
14	GLENN	470	4,897	5,368	483	4,031	4,514	103%	82%	84%
15	HUMBOLDT	668	26,471	27,139	427	20,346	20,773	64%	77%	77%
16	KERN	49,057	46,513	95,570	48,436	42,888	91,324	99%	92%	96%
17	KINGS	173	9,661	9,834	124	8,237	8,361	72%	85%	85%
18	LAKE	1,434	16,691	18,125	949	11,241	12,190	66%	67%	67%
19	LASSEN	121	193	314	86	107	193	71%	55%	61%
20	MADERA	986	19,711	20,697	880	18,232	19,112	89%	92%	92%
21	MARIN	16,652	2,223	18,874	12,729	1,859	14,588	76%	84%	77%
22	MARIPOSA	2,459	1,337	3,796	1,903	707	2,610	77%	53%	69%
23	MENDOCINO	448	14,777	15,225	275	11,098	11,373	61%	75%	75%
24	MERCED	23,281	13,116	36,397	21,693	12,635	34,328	93%	96%	94%
25	MONTEREY	35,652	7,150	42,802	29,867	7,369	37,236	84%	103%	87%
26	NAPA	12,209	2,061	14,270	10,122	1,526	11,648	83%	74%	82%
27	NEVADA	605	10,888	11,493	375	9,208	9,583	62%	85%	83%
28	PLACER	19,014	5,451	24,465	16,375	5,987	22,362	86%	110%	91%
29	PLUMAS	12	3,326	3,338	8	1,974	1,982	65%	59%	59%
30	SACRAMENTO	128,466	810	129,276	105,020	410	105,430	82%	51%	82%
31	SAN BENITO	202	4,648	4,850	113	4,667	4,780	56%	100%	99%
32	SAN BERNARDINO	1	412	413	1	342	343	129%	83%	83%
33	SAN FRANCISCO	89,145	0	89,145	72,187	0	72,187	81%	n/a	81%
34	SAN JOAQUIN	75,854	9,652	85,506	70,128	10,034	80,162	92%	104%	94%
35	SAN LUIS OBISPO	312	35,214	35,526	87	23,027	23,114	28%	65%	65%
36	SAN MATEO	46,494	1,419	47,913	40,618	1,161	41,779	87%	82%	87%
37	SANTA BARBARA	7,998	10,456	18,454	7,244	9,598	16,842	91%	92%	91%
38	SANTA CLARA	109,254	3,278	112,532	112,327	3,145	115,472	103%	96%	103%
39	SANTA CRUZ	20,788	6,126	26,914	17,044	4,549	21,593	82%	74%	80%
40	SHASTA	17,133	10,375	27,508	12,508	8,697	21,205	73%	84%	77%
41	SIERRA	0	313	313	0	144	144	n/a	46%	46%
42	SISKIYOU	0	24	24	0	8	8	n/a	34%	34%
43	SOLANO	35,871	3,020	38,891	35,075	2,808	37,883	98%	93%	97%
44	SONOMA	34,902	14,622	49,524	34,326	10,734	45,060	98%	73%	91%
45	STANISLAUS	50,728	11,170	61,898	41,882	9,407	51,289	83%	84%	83%
46	SUTTER	110	13,137	13,248	85	13,162	13,247	77%	100%	100%
47	TEHAMA	412	12,288	12,700	254	10,830	11,084	62%	88%	87%
48	TRINITY	2	847	849	1	345	346	58%	41%	41%
49	TULARE	1,099	7,439	8,537	861	7,692	8,553	78%	103%	100%
50	TUOLUMNE	372	10,395	10,767	119	6,982	7,101	32%	67%	66%
51	YOLO	16,459	12,985	29,444	10,917	9,651	20,568	66%	74%	70%
52	YUBA	25	13,555	13,580	14	11,068	11,082	55%	82%	82%
53										
54	Total	1,151,543	456,054	1,607,597	1,051,698	379,191	1,430,889	91%	83%	89%

[1] "Rural" includes ZIP Codes classified as such by either the Rural Health Council or the Goldsmith modification that was developed to identify small towns and rural areas within large metropolitan counties. ZIP Codes not defined as rural are classified as urban.

A	B	C	D	E	F	G	H	
1	CARE Table 6 - Recertification Results - PG&E							
2	Through March 31, 2010							
3	2010	Total CARE Population	Participants Requested to Recertify ¹	% of Population Total	Participants Recertified ²	Participants Dropped ²	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
4	January	1,367,674	24,570	1.80%			0.00%	0.00%
5	February	1,399,757	30,220	2.16%			0.00%	0.00%
6	March	1,430,889	25,281	1.77%			0.00%	0.00%
7	April							
8	May							
9	June							
10	July							
11	August							
12	September							
13	October							
14	November							
15	December							
16	YTD Total	1,430,889	80,071	5.60%	0	0	0.00%	0.00%
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								

A		B	C	D	E	F	G	H	
CARE Table 7 - Capitation Contractors - PG&E									
Through March 31, 2010									
1	2	Contractor Name	Contractor Type			Year to Date Enrollments			
			(Check one or more if applicable)	WMDVBE	LIHEAP	Rural	Urban	Total	
3	4		Private	CBO					
5		Advancing Vibrant Communities Inc.		X			0	0	0
6		Airport Neighbors United		X			0	0	0
7		Alameda County Associated Community Action (ACAP)		X			0	1	1
8		Allen Temple Health and Social Services Ministries					0	162	162
9		Amador-Tuolumne Community Action Agency		X			17	0	17
10		Anderson Cottonwood Christian Assistance		X			0	0	0
11		ARC of San Francisco		X			0	0	0
12		Arriba Juntos		X			0	0	0
13		Area 4 Agency on Aging / Helpline Information and Assistance		X			0	3	3
14		Area 12 Agency on Aging	X				0	0	0
15		Asian Community Center		X			0	0	0
16		Asian Community Mental Health Services		X			0	1	1
17		Asian Pacific American Community		X			0	0	0
18		Asian Resources		X			0	3	3
19		Berkeley Housing Authority		X			0	9	9
20		Boys and Girls Club of Stockton		X			0	0	0
21		California Association of Area Agencies on Aging		X			9	46	55
22		California Association of the Physically Handicapped, Inc. (Fresno)		X			0	0	0
23		California Council of the Blind		X			0	1	1
24		California Diversified Services		X			1	0	1
25		California Human Development Corporation		X			0	2	2
26		California Welfare To Independence Network 2000, Inc.			X		0	1	1
27		Canal Alliance		X			0	2	2
28		Carecen Family Services Program		X			0	0	0
29		Catholic Charities Diocese of Fresno		X			10	40	50
30		Catholic Charities Diocese of Stockton		X			0	0	0
31		Center for Training and Careers, Inc		X			0	0	0
32		Center of Vision Enhancement		X			0	5	5
33		Central Coast Center for Independent Living		X			0	0	0
34		Central Coast Energy Services, Inc		X			27	110	137
35		Central Valley Opportunity Center		X			0	7	7
36		Centro La Familia Advocacy Services		X			0	0	0
37		Centro Legal de La Raza, Inc		X			0	0	0
38		Chabot College Foundation		X			0	3	3
39		Charterhouse Center for Families		X			3	11	14
40		Charles P. Foster Foundation	X				0	0	0
41		Child Abuse Prevention Council		X			0	0	0
42		Child Care Links		X	X		0	3	3
43		Chinese Christian Herald Crusades		X			0	3	3
44		Chinese Newcomers Service Center		X			0	9	9
45		Civicoops Schools		X			0	0	0
46		Communication Services, LLC		X			2	15	17
47		Community Action Marin		X			16	140	156
48		Community Action of Napa Valley		X			0	9	9
49		Community Action Partnership of Madera County, Inc		X			27	3	30
50		Community Action Partnership of Sonoma County		X			0	0	0
51		Community Alliance for Career Training and Utility Solutions		X			0	2	2
52		Community Foundation of Colusa County		X			0	1	1
53		Community Gatepath		X			0	0	0
54		Community Pantry of San Benito County		X			2	0	2
55		Community Resources for Independent Living		X			0	1	1
56		Community Resource Project, Inc.		X			11	57	68
57		Council for the Spanish Speaking		X			0	0	0
58		County of San Benito		X			5	0	5
59		CSU Chico Research Foundation-Passages		X			0	0	0
60		Davis Street Community Center		X			0	2	2
61		Delta Community Services		X			0	1	1
62		Disability Resource Agency for Independent Living		X			0	3	3

A		B	C	D	E	F	G	H	
CARE Table 7 - Capitation Contractors - PG&E									
Through March 31, 2010									
1	2	Contractor Name	Contractor Type (Check one or more if applicable)			Year to Date Enrollments			
			Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
63		Dixon Family Services		X			2	0	2
64		Eastern European Services		X			0	0	0
65		EBONY Counseling Center		X			0	0	0
66		Familia Center		X			0	1	1
67		Familia Unidas		X			0	2	2
68		Filipino American Development Foundation		X			0	2	2
69		Folsom-Cordova Community Partnership		X			0	1	1
70		Food Bank of El Dorado County		X			0	1	1
71		Fort Ord Environmental Justice Network		X			0	1	1
72		Fresno Rescue Mission		X			0	0	0
73		Give Every Child a Chance		X			0	1	1
74		God Financial Plan		X			0	367	367
75		Golden Umbrella		X			2	5	7
76		Greater Hill Zion Missionary Baptist Church		X			0	0	0
77		Habitat for Humanity, Stanislaus		X			0	3	3
78		Heritage Institute for Family Advocacy		X			0	6	6
79		Hip Housing Human Investment Project, Inc.		X			0	1	1
80		Hotline of San Luis Obispo County		X			7	3	10
81		Housing Authority of Alameda County		X			0	1	1
82		Housing Authority of City and County of Fresno		X			0	9	9
83		Housing Authority of City and County of San Francisco		X			0	0	0
84		Housing Authority of County of Kern		X			0	0	0
85		Housing Authority of Kings County		X			0	0	0
86		Housing Authority of Stanislaus County		X			4	7	11
87		Housing Rights		X			0	0	0
88		Independent Living Center of Kern County, inc.		X			0	2	2
89		Independent Living Resource of Contra Costa County		X			0	0	0
90		Independent Living Resource Center SF		X			0	0	0
91		Independent Living Services of Northern California		X			0	0	0
92		Indian Health Center of Santa Clara Valley		X			0	0	0
93		International Humanities Center		X			0	0	0
94		Kings Community Action Organization, Inc.		X			0	0	0
95		La Luz Bilingual Center		X	X		4	0	4
96		Lao Family Community of Fresno, Inc.		X			0	0	0
97		Lao Family Community of Stockton		X			0	2	2
98		Lao Khmu Association, Inc.		X			0	10	10
99		Lighthouse Learning Resource Center, Inc		X			0	0	0
100		Mabuhay Alliance		X			0	5	5
101		Marin Center for Independent Living		X			0	2	2
102		Mendocino Latinos Para La Comunidad, Inc.		X			0	0	0
103		Merced County Community Action Agency		X	X		0	1	1
104		Merced Lao Family Community Inc.		X			0	11	11
105		Mission Language and Vocational School		X			0	0	0
106		Moncada Outreach	X				0	105	105
107		Monument Crisis Center		X			0	0	0
108		Mutual Assistance Network of Del Paso Heights		X			0	3	3
109		Native American Health Center		X			0	1	1
110		New Direction Christian Center		X			0	1	1
111		Network for Elders		X			0	0	0
112		North Peninsula Neighborhood Services Ctr		X			0	1	1
113		Northeast Community Federal Credit Union		X			0	2	2
114		Nuestra Alianza De Willits		X			0	0	0
115		Oakland Citizens Committee for Urban Renewal (O.C.C.U.R.)		X	X		0	0	0
116		Pack N Ship		X			0	2	2
117		Partners For Peace		X			0	0	0
118		People Resources		X			0	3	3
119		People of Purpose		X			0	0	0
120		Plumas County Community Development Commission	X				2	0	2

A		B	C	D	E	F	G	H
CARE Table 7 - Capitation Contractors - PG&E								
Through March 31, 2010								
1	Contractor Name	Contractor Type (Check one or more if applicable)			Year to Date Enrollments			
		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
121	Plumas Crisis Intervention & Resource Center		X			2	0	2
122	Progress Financial Corporation		X			0	0	0
123	Project Access Inc		X			0	6	6
124	Q Foundation DBA Aids Housing Alliance SF		X			0	2	2
125	REDI (Renewable Energy Development Institute)		X			1	0	1
126	Rebuilding Together Sacramento		X			0	0	0
127	Redwood Community Action Agency	X			X	5	0	5
128	Resources for Independent Living Inc. - Sacramento		X			0	1	1
129	Richland School District		X			3	0	3
130	Ritter Center		X			0	1	1
131	Sacramento Housing and Redevelopment Agency		X			0	15	15
132	Salvation Army Golden State Divisional Headquarters		X			18	26	44
133	San Francisco Chamber of Commerce Foundation /SF Works		X			0	5	5
134	San Francisco Community Power Cooperative		X			0	1	1
135	San Francisco Women's Center		X			0	0	0
136	Second Harvest Food Bank of Santa Cruz and San Benito Counties		X			0	0	0
137	Self-Help for the Elderly		X			0	23	23
138	Seniors First, Inc		X			1	3	4
139	Shasta County Child Abuse Prevention Council		X			0	0	0
140	Silicon Valley Independent Living Center		X			0	2	2
141	Slavic Community Center		X			0	0	0
142	Southeast Asian Assistance Center		X			0	1	1
143	St Helena Family Center		X			5	2	7
144	The Global Center for Success		X			0	7	7
145	The Resource Connection of Amador and Calaveras Counties, Inc		X			12	2	14
146	Tri-County Independent Living, Inc		X			0	0	0
147	Tri Valley Haven		X			0	1	1
148	Una Nueva Esperanza		X			0	0	0
149	United Way of Fresno County		X			0	0	0
150	Upwardly Global		X			0	0	0
151	Valley Oak Children's Services Inc.		X			10	0	10
152	Vietnamese Elderly Mutual Assistant Association		X			0	1	1
153	Vineyard Workers Services		X			0	0	0
154	Volunteer Center of Sonoma County		X			1	4	5
155	West Bay Pilipino Multi-Service Center		X			0	0	0
156	West Valley Community Services		X			0	1	1
157	Y-FY Consulting	X				0	685	685
158	YMCA of the East Bay West Contra Costa Branch		X			0	1	1
159	Yolo County Housing Authority		X			1	2	3
160	Yolo Family Resource Center		X			0	1	1
161	Yuba Sutter Legal Center		X			0	1	1
162	Total Enrollments and Expenditures					210	2,012	2,222
163								

	A	B	C	D	E	F	G	H	
1	CARE Table 8 - Participants as of Month-End - PG&E								
2	Through March 31, 2010								
3		2010	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration Rate	% Change ¹
4	January	816,685	223,751	327,238	1,367,674	1,607,597	85%	1.2%	
5	February	832,100	230,908	336,749	1,399,757	1,607,597	87%	2.3%	
6	March	848,646	235,426	346,817	1,430,889	1,607,597	89%	2.2%	
7	April								
8	May								
9	June								
10	July								
11	August								
12	September								
13	October								
14	November								
15	December								
16									
17	¹ Explain any monthly variance of 5% or more in the number of participants.								

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 April 21, 2010, I served a true copy of:

ONE-HUNDRED AND SEVENTH 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 A.08-05-022, et al., 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, A.08-05-022, et al., 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 April 2010, at San Francisco, California.

/s/

JENNIFER S. NEWMAN