

**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 FOURTEENTH 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: November 22, 2010

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DECISION 01-05-033, ISSUED MAY 7, 2001**

In accordance with Ordering Paragraph 17 of Decision 01-05-033, the direction of Administrative Law Judge Gottstein at the July 11 and 28, 2001 status conferences, and the agreements reached between the utilities and the Energy Division on the format and content of the tables, Pacific Gas and Electric Company submits its attached one-hundred and fourteenth monthly status report on the results of its Low Income Energy Efficiency and CARE Program efforts, showing results through October 2010.

Respectfully submitted,

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November 22, 2010

**Pacific Gas and Electric Company**

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

**Program Monthly Report**  
**For October 2010**

**(November 22, 2010)**

**PACIFIC GAS AND ELECTRIC COMPANY**

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

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**PACIFIC GAS AND ELECTRIC COMPANY**

**LOW INCOME ENERGY EFFICIENCY PROGRAM  
AND CARE PROGRAM MONTHLY REPORT  
FOR OCTOBER 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 105,797 customers in 2010.

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

<b>LIEE Program Summary for Month</b>			
<b>2010</b>	<b>Authorized / Planning Assumptions</b>	<b>Year-to-Date Actual</b>	<b>%</b>
Budget	\$ 167,847,834	\$ 114,618,922	68%
Homes Treated	124,991	105,797	85%
kWh Saved	42,600,000	40,562,142	95%
kW Demand Reduced	7,560	10,423	138%
Therms Saved	1,510,000	2,193,419	145%

**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.<sup>1</sup>

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.<sup>2</sup> PG&E

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<sup>1</sup> 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.

<sup>2</sup> 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

*Footnote continued on next page*

has ranked ZIP-7 areas with the highest populations of estimated LIEE-eligible customers<sup>3</sup> in its service area, and correlates them with PG&E billing information, including information on PG&E customer energy use;<sup>4</sup> 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.

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

<sup>3</sup> Customers with household incomes at or below 200% of the Federal Poverty Level are eligible for both LIEE and CARE.

<sup>4</sup> 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.

Where practical, PG&E coordinates LIEE neighborhood events with scheduled CARE events such as "We CARE" or other community activities, including fairs or festivals, 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 outreach staff work 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. For LIEE customers not already enrolled in the CARE program, the customer data is shared with CARE and the customer is automatically enrolled in CARE. PG&E no longer requires that the customer sign a CARE application at the time of the LIEE enrollment.

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 33 installation contractors including 10 CBOs and two appliance contractors who serve 48 counties and over 70,000 square miles in



PG&E's service area. Of the 10 CBOs, six are Low Income Home Energy Assistance Program (LIHEAP) agencies.

PG&E has six 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. Through October, 224 refrigerators have been installed, which equates to \$179,200 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 hard-to-reach customer outreach group manages outreach and messaging for PG&E programs targeting low income, multilingual and other hard-to-reach customer populations, including LIEE, CARE, Energy Efficiency, Government Partnerships, Third Party Programs, Solar, and Demand Response programs. It specifically targets seniors, disabled customers, families, ethnic populations, rural and urban customers, and other low income PG&E customers through a combination of PG&E bill inserts and direct mailings, outbound calling, public service announcements, ethnic and local media, community partnerships, grassroots marketing, social networking, and other innovative approaches.

PG&E marketing and outreach is also performed by the 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. In addition, the program database notes which customers have participated previously and are thus ineligible to receive LIEE services. This database is updated on a weekly basis.

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 phone PG&E's customer service call centers 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.

In October, LIEE outreach included the continuation of an automated outbound telephone referral campaign targeting neighborhoods in which LIEE estimates there is a large program-eligible population. Radio ads began airing on 11 stations in the Bay Area, Fresno and Sacramento. Television ads were resumed in Sacramento, Stockton and Fresno.

LIEE staff took part in a presentation to a special meeting of the Hayward Sustainability Committee to provide information on PG&E's LIEE, Whole House and Residential rebate programs. A presentation was also made to the Bay Point Partnership, a community group serving the Pittsburg/Bay Point community.

The outreach staff continues to attend community meetings and make presentations at various events and forums and to create marketing opportunities and further develop relationships that will help the program reach and enroll eligible customers.

During the month of October, LIEE participated in the following outreach events:

- Monument Community Health Fair in Concord on 10/02/2010
- 14th Annual Family Fun Day in Madera on 10/02/2010
- 14th Annual Tribute to Seniors in Vacaville on 10/06/2010
- Concord Resource Management Center Safety Fair in Concord on 10/18/2010
- 5th Annual Tech Expo and More in Santa Rosa on 10/23/2010
- Community Outreach Day in Stockton on 10/23/2010
- Albany Halloween Senior Fair in Albany on 10/28/2010
- Holiday Food/Toy Program in Richmond on 10/30/2010

#### **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 attempted to schedule follow-up meetings with CSD; however, CSD has been unable to attend. In the meantime, 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. One such series of meetings culminated in the successful Sacramento Avenues Weatherization Project with Community Resource Project and SMUD in April. Following the success of this effort, PG&E is working to expand this project to other locations and to implement more leveraging projects with individual LIHEAP agencies.

#### **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 780 individuals have been trained to deliver the LIEE program year-to-date.

PG&E selected and hired a consultant to conduct an on-line training pilot project through a Request for Proposal (RFP) process authorized by 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.

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 managing Energy Division's pilot project (authorized in D.08-11-031) to develop a low income workforce education and training plan. This pilot will recruit and train residents of disadvantaged, low income communities to install energy efficiency measures in households as part of the LIEE program. Specifically, this pilot will develop and implement an in-class and hands-on curriculum to be used as part of a certificated program to be administered through educational institutions. Energy Division selected a Northern and a Southern California team to implement two workforce education and training pilot projects. LIEE training approaches are currently being piloted at Los Angeles Trade Tech College (LATTTC) in Southern California Gas Company's service area and San Francisco Office of Economic and Workforce Development (OEWD) in PG&E's service area. PG&E is the contract administrator for both projects. Currently, SF OEWD has trained 14 students; seven of which were hired by LIEE contractors. LATTTC has trained 285 students; 44 of which were hired by LIEE contractors.

## **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 56 homes that were selected for SASH program participation. In addition, PG&E supplied LIEE measure installation data for another 74 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**

<b>CARE Budget Categories</b>	<b>Authorized Budget</b>	<b>Actual Expenses Year to Date</b>	<b>% of Budget Spent</b>
Outreach	5,700,000	3,973,129	70%
Automatic Enrollment	150,000	0	0%
Proc / Certification / Verification	1,900,000	1,261,826	66%
Information Tech / Programming	150,000	127,813	85%
Pilots	75,000	29,624	39%
Measurement and Evaluation	0	0	0%
Regulatory Compliance	110,000	89,162	81%
General Administration	525,000	225,584	43%
CPUC Energy Division Staff	206,000	101,560	49%
Cooling Centers	400,000	123,717	31%
<b>Total Expenses</b>	<b>9,216,000</b>	<b>5,932,414</b>	<b>64%</b>
Subsidies and Benefits	470,115,337	634,420,898	135%
<b>Total Program Costs and Discounts</b>	<b>479,331,337</b>	<b>640,353,312</b>	<b>134%</b>

**2.1.2. Please provide the CARE program penetration rate to date**

<b>CARE Penetration</b>		
<b>Participants</b>	<b>Estimated Eligible Participants</b>	<b>YTD Penetration Rate</b>
<b>1,490,404</b>	<b>1,619,856</b>	<b>92%</b>

**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 October:

- Accounts Closed Direct Mail – 130,000 direct mail pieces were mailed to customers residing at addresses of recently-closed CARE accounts. Year-to-date, this initiative generated 61 new enrollments.
- Recertification Direct Mail –12,140 direct mail pieces in English, Spanish, Chinese, and 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 7,411 customers back to the program.
- Welcome Packet Insert – applications were inserted monthly into new customers' welcome packets. Year-to-date, this initiative generated 2,966 new enrollments

- 15-Day Notice Insert – applications were inserted monthly into customers’ 15-day notices. Year-to-date, this initiative generated 458 new enrollments.
- Employee Involvement – this initiative was started in June and will be ongoing for a year to educate employees and to encourage them to reach out to customers, friends and neighbors about the CARE program. Year-to-date, this initiative generated 59 new enrollments.

As part of its mass media campaign, PG&E promoted the CARE Program via ethnic television and radio media in October.

- The CARE commercial aired on KBCW44/Cable 12 and KPIX5/CBS5.
- The English advertisement ran on radio stations KISQ, KKGN, KISQ, KKGN, KMEL, KNEW and KYLD in San Francisco, Alameda, San Mateo, Santa Clara, Contra Costa, Solano, Sonoma and Marin Counties.

To help income-qualified customers enroll in CARE, PG&E contracted with 159 Community Outreach Contractors (COCs) throughout its service area. These COCs represent a variety of communities, including African Americans, Hispanics, Asian Pacific Islander Americans (Chinese, Vietnamese, Laotian, Hmong), Native Americans, seniors, rural residents, agricultural workers, sub-metered tenants, and nonprofit living facilities.

To reach new customers that are tech and web savvy, PG&E created a CARE Facebook fan page in October 2009. The fan page allowed PG&E to generate awareness about the program and encourage customers to apply online through the fan page itself. As part of its on-going enhancement, PG&E shared a powerful success story about the Vega family via a three minute video vignette starting in June.

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 to enroll new customers and recertify existing customers by telephone. Year-to-date, PG&E has enrolled 62,574 new customers and recertified 54,871 existing customers through this method.
- Door-to-Door Canvassing – PG&E contracted with third-party vendors, who conducted door-to-door campaigns 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 24,650 new customers through this method.

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

- Monument Community Health Fair in Concord on 10/02/2010

- 14th Annual Family Fun Day in Madera on 10/02/2010
- 14th Annual Tribute to Seniors in Vacaville on 10/06/2010
- Concord Resource Management Center Safety Fair in Concord on 10/18/2010
- 5th Annual Tech Expo and More in Santa Rosa on 10/23/2010
- Community Outreach Day in Stockton on 10/23/2010
- Albany Halloween Senior Fair in Albany on 10/28/2010
- Holiday Food/Toy Program in Richmond on 10/30/2010

**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 utilizes an internal report to automatically enroll customers who receive LIHEAP payments, as authorized in D.02-07-033. 3,874 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. 1,992 LIEE participants were enrolled in CARE in October.

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 October.

### **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 took place in Fresno, San Joaquin, Solano, Napa, Sacramento, Humboldt, and Sonoma Counties, resulting in 43 new enrollments to date. The deliverable for the pilot was a post go-live report that The Center submitted to Energy Division on March 17, 2010. The pilot is generally considered unsuccessful, given the low customer participation and high cost per new enrollment, and will be completed when the contract expires on December 31, 2010.

### **3. Appendix: LIEE Tables and CARE Tables**

LIEE- Table 1- LIEE Program Expenses

LIEE- Table 2- LIEE Measure Installations and Savings

LIEE- Table 3- Average Bill Savings per Treated Home

LIEE- Table 4- LIEE Homes Treated

LIEE- Table 5- LIEE Customer Summary

LIEE- Table 6- Expenditures for Pilots and Studies

LIEE- Table 7- Whole Neighborhood Approach

CARE- Table 1- CARE Program Expenses

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

CARE- Table 3- Standard Random Verification Results

CARE- Table 4- CARE Self-Certification and Self-Recertification Applications

CARE- Table 5- Enrollment by County

CARE- Table 6- Recertification Results

CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month-End

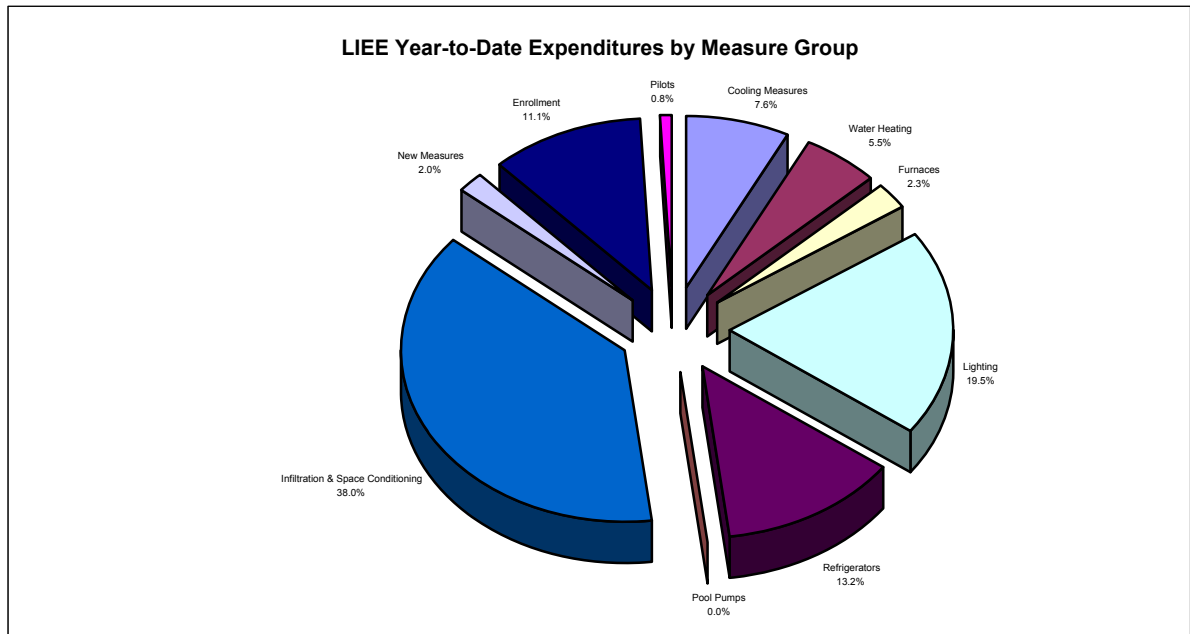


	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>LIEE Table 1 - LIEE Program Expenses</b>												
2	<b>Through October 31, 2010</b>												
3		<b>Authorized Budget<sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year-To-Date Expenses</b>			<b>% of Budget Spent YTD</b>		
4	<b>LIEE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
5	Energy Efficiency												
6	- Gas Appliances		\$ 15,877,351	\$ 15,877,351	-	\$ 1,170,431	\$ 1,170,431	-	\$ 10,495,687	\$ 10,495,687	0.0%	66.1%	66.1%
7	- Electric Appliances	\$ 71,888,396	-	\$ 71,888,396	\$ 5,012,551	-	\$ 5,012,551	\$ 45,937,814	-	\$ 45,937,814	63.9%	0.0%	63.9%
8	- Weatherization	\$ 7,902,536	\$ 41,026,660	\$ 48,929,196	\$ 629,379	\$ 3,566,480	\$ 4,195,859	\$ 5,697,224	\$ 32,284,271	\$ 37,981,495	72.1%	78.7%	77.6%
9	- Outreach and Assessment	\$ 1,033,994	\$ 556,766	\$ 1,590,760	\$ 81,235	\$ 43,742	\$ 124,977	\$ 743,713	\$ 400,461	\$ 1,144,173	71.9%	71.9%	71.9%
10	- In Home Energy Education	\$ 9,305,949	\$ 5,010,895	\$ 14,316,844	\$ 776,125	\$ 417,914	\$ 1,194,039	\$ 7,107,914	\$ 3,827,338	\$ 10,935,252	76.4%	76.4%	76.4%
11	- Education Workshops	-	-	-	-	-	-	-	-	-	0.0%	0.0%	0.0%
12	- Pilot <sup>2</sup>	\$ 545,531	\$ 1,449,835	\$ 1,995,366	\$ 9,119	\$ 19,932	\$ 29,051	\$ 365,529	\$ 562,063	\$ 927,592	67.0%	38.8%	46.5%
13	- Cool Centers	-	-	-	-	-	-	-	-	-	0.0%	0.0%	0.0%
14	<b>Energy Efficiency TOTAL</b>	<b>\$ 90,676,406</b>	<b>\$ 63,921,507</b>	<b>\$ 154,597,913</b>	<b>\$ 6,508,409</b>	<b>\$ 5,218,499</b>	<b>\$ 11,726,907</b>	<b>\$ 59,852,194</b>	<b>\$ 47,569,820</b>	<b>\$ 107,422,014</b>	<b>66.0%</b>	<b>74.4%</b>	<b>69.5%</b>
15													
16	Training Center	\$ 589,191	\$ 317,257	\$ 906,448	\$ 4,107	\$ 2,211	\$ 6,318	\$ 196,561	\$ 105,840	\$ 302,401	33.4%	33.4%	33.4%
17	Inspections	\$ 3,723,057	\$ 2,004,723	\$ 5,727,780	\$ 250,760	\$ 135,024	\$ 385,784	\$ 2,540,164	\$ 1,367,780	\$ 3,907,944	68.2%	68.2%	68.2%
18	Marketing	\$ 1,239,965	\$ 667,673	\$ 1,907,638	\$ 41,448	\$ 22,318	\$ 63,766	\$ 508,165	\$ 273,627	\$ 781,792	41.0%	41.0%	41.0%
19	M&E Studies	\$ 392,677	\$ 211,441	\$ 604,118	\$ 8,334	\$ 4,487	\$ 12,821	\$ 56,476	\$ 30,410	\$ 86,886	14.4%	14.4%	14.4%
20	Regulatory Compliance	\$ 188,339	\$ 101,413	\$ 289,752	\$ 10,664	\$ 5,742	\$ 16,406	\$ 88,332	\$ 47,564	\$ 135,896	46.9%	46.9%	46.9%
21	General Administration	\$ 2,414,077	\$ 1,299,888	\$ 3,713,965	\$ 96,994	\$ 52,228	\$ 149,222	\$ 1,264,894	\$ 681,097	\$ 1,945,991	52.4%	52.4%	52.4%
22	CPUC Energy Division	\$ 65,143	\$ 35,077	\$ 100,220	\$ 2,449	\$ 1,319	\$ 3,767	\$ 23,399	\$ 12,599	\$ 35,998	35.9%	35.9%	35.9%
23													
24	<b>TOTAL PROGRAM COSTS</b>	<b>\$ 99,288,855</b>	<b>\$ 68,558,979</b>	<b>\$ 167,847,834</b>	<b>\$ 6,923,164</b>	<b>\$ 5,441,829</b>	<b>\$ 12,364,992</b>	<b>\$ 64,530,184</b>	<b>\$ 50,088,738</b>	<b>\$ 114,618,922</b>	<b>65.0%</b>	<b>73.1%</b>	<b>68.3%</b>
25													
26	Indirect Costs				\$ 71,408	\$ 39,186	\$ 110,595	\$ 744,975	\$ 405,666	\$ 1,150,640			
27													
28	NGAT Costs					\$ 214,638	\$ 214,638		\$ 2,003,136	\$ 2,003,136			
29													
30	1 Authorized Budget includes PY 2009 Carryover dollars of \$16.66M as authorized in AL 3075-G/3585-E.												
31	2 Authorized Pilot Budget includes total microwave pilot budget of \$300,000 less amount spent in 2009 of \$10,179.												

	A	B	C	D	E	F	G	H
1	<b>LIEE Table 2 - LIEE Measure Installations &amp; Savings</b>							
2	<b>Pacific Gas &amp; Electric Company</b>							
3	<b>Through October 31, 2010</b>							
4			<b>Year-To-Date Completed &amp; Expensed Installations</b>					
5	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh [5] (Annual)</b>	<b>kW [5] (Annual)</b>	<b>Therms [5] (Annual)</b>	<b>Expenses [6] (\$)</b>	<b>% of Expenditures</b>
6	<b>Heating Systems</b>							
7	Furnaces [7]	Each	2,291	-	-	7,367	2,353,627	2.32%
8	<b>Cooling Measures</b>							
9	- A/C Replacement - Room	Each	2,320	246,895	375	-	2,473,951	2.44%
10	- A/C Replacement - Central	Each	45	14,246	22	-	99,868	0.10%
11	- A/C Tune-up - Central	Each	8,195	1,787,515	2,755	-	2,141,402	2.11%
12	- A/C Services - Central	Each						
13	- Heat Pump	Each						
14	- Evaporative Coolers	Each	4,876	1,343,924	841	-	3,021,825	2.98%
15	- Evaporative Cooler Maintenance	Each						
16	- Clock Thermostat	Each						
17	<b>Infiltration &amp; Space Conditioning</b>							
18	Envelope and Air Sealing Measures [1]	Home	71,655	582,857	106	607,487	28,290,829	27.87%
19	Duct Sealing	Home	3,782	463,797	42	125,075	2,605,954	2.57%
20	Attic Insulation	Home	6,254	264,768	331	354,958	7,666,480	7.55%
21	<b>Water Heater Savings</b>							
22	Water Heater Conservation Measures [2]	Home	79,548	1,720,752	378	1,006,545	4,682,681	4.61%
23	- Water Heater Replacement - Gas [7]	Each	1,048	-	-	12,681	906,688	0.89%
24	- Water Heater Replacement - Electric [7]	Each						
25	- Tankless Water Heater - Gas	Each						
26	- Tankless Water Heater - Electric	Each						
27	<b>Lighting Measures</b>							
28	- CFLs	Each	408,598	6,537,568	817	-	2,874,231	2.83%
29	- Interior Hard wired CFL fixtures	Each	182,742	10,416,294	2,187	-	14,017,763	13.81%
30	- Exterior Hard wired CFL fixtures	Each	37,739	603,824	-	-	2,889,627	2.85%
31	- Torchiere	Each						
32	<b>Refrigerators</b>							
33	Refrigerators - Primary	Each	17,100	13,177,420	2,237	-	13,419,765	13.22%
34	Refrigerators - Secondary	Each						
35	<b>Pool Pumps</b>							
36	Pool Pumps	Each						
37	<b>New Measures</b>							
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	17,381	693,502	70	-	970,245	0.96%
45	Torchiere	Each	12,932	2,636,705	256	-	1,033,140	1.02%
46	<b>Pilots</b>							
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 [8]	Each	2,912	57,136	5	56,980	266,164	0.26%
54	High Efficiency Clothes Washer	Each	860	14,939	-	22,327	587,633	0.58%
55	<b>Customer Enrollment</b>							
56	- Outreach & Assessment	Home	105,797				1,058,530	1.04%
57	- In-Home Education	Home	105,797				10,164,730	10.01%
58	- Education Workshops	Participants						
59								
60								
61	<b>Total Savings/Expenditures</b>			40,562,142	10,423	2,193,419	101,525,132	100%
62								
63	Homes Weatherized [3]	Home	85,528					
64								
65	<b>Homes Treated</b>							
66	- Single Family Homes Treated	Home	82,081					
67	- Multi-family Homes Treated	Home	17,646					
68	- Mobile Homes Treated	Home	6,070					
69	- <b>Total Number of Homes Treated</b>	<b>Home</b>	<b>105,797</b>					
70	<b>#Eligible Homes to be Treated for PY[4]</b>	<b>Home</b>	<b>124,991</b>					
71	<b>% of Homes Treated</b>	<b>%</b>	<b>84.64%</b>					
72								
73	- Total Master-Metered Homes Treated	Home	3,517					
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.							
86	[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. The savings assumptions used for this pilot will be verified in an impact evaluation.							

**Year-to-Date Expenses from LIEE Table 2**

Cooling Measures	\$7,737,046	7.6%
Water Heating	\$5,589,369	5.5%
Furnaces	\$2,353,627	2.3%
Lighting	\$19,781,621	19.5%
Refrigerators	\$13,419,765	13.2%
Pool Pumps	\$0	0.0%
Infiltration & Space Conditioning	\$38,563,263	38.0%
New Measures	\$2,003,385	2.0%
Enrollment	\$11,223,260	11.1%
Pilots	\$853,797	0.8%
<b>Total</b>	<b>\$101,525,132</b>	



Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B
1	<b>LIEE Table 3 - Average Bill Savings per Treated Home</b>	
2	<b>Pacific Gas &amp; Electric Company</b>	
	<b>Through October 31, 2010</b>	
3	<b>Year-to-date Installations - Expensed</b>	
4		
5	Annual kWh Savings	40,562,142
6	Annual Therm Savings	2,193,419
7	Lifecycle kWh Savings	560,531,535
8	Lifecycle Therm Savings	23,862,919
9	Current kWh Rate	\$ 0.0914
10	Current Therm Rate	\$ 0.8208
11	Number of Treated Homes	105,797
12	<b>Average 1st Year Bill Savings / Treated Home</b>	<b>\$ 51.99</b>
13	<b>Average Lifecycle Bill Savings / Treated Home</b>	<b>\$ 503.52</b>

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G
1	<b>LIEE Table 4 - LIEE Homes Treated</b>						
2	<b>Pacific Gas &amp; Electric Company</b>						
3	<b>Through October 31, 2010</b>						
4	County	Eligible Customers			Homes Treated Year to Date		
5		Rural	Urban	Total	Rural	Urban	Total
6	ALAMEDA	19	189,671	189,690	0	11,160	11,160
7	ALPINE	171	36	206	0	0	0
8	AMADOR	5,347	124	5,470	289	12	301
9	BUTTE	47,121	248	47,369	2,519	0	2,519
10	CALAVERAS	7,985	893	8,878	111	25	136
11	COLUSA	3,669	118	3,786	301	10	311
12	CONTRA COSTA	634	93,031	93,665	6	5,425	5,431
13	EL DORADO	12,723	96	12,819	787	7	794
14	FRESNO	15,402	135,292	150,693	528	9,712	10,240
15	GLENN	5,006	485	5,490	195	20	215
16	HUMBOLDT	28,445	681	29,126	1,434	7	1,441
17	KERN	47,948	51,149	99,097	4,313	2,537	6,850
18	KINGS	9,735	175	9,910	998	0	998
19	LAKE	16,858	1,445	18,302	428	7	435
20	LASSEN	194	121	315	5	24	29
21	MADERA	20,130	987	21,117	797	0	797
22	MARIN	2,615	20,652	23,267	90	710	800
23	MARIPOSA	1,401	2,469	3,870	9	6	15
24	MENDOCINO	15,119	450	15,569	126	0	126
25	MERCED	13,387	24,349	37,735	1,809	1,833	3,642
26	MONTEREY	7,747	41,441	49,188	912	1,184	2,096
27	NAPA	2,351	13,561	15,912	200	742	942
28	NEVADA	11,219	606	11,825	972	3	975
29	PLACER	5,477	19,965	25,442	660	1,137	1,797
30	PLUMAS	3,332	12	3,344	300	2	302
31	SACRAMENTO	956	153,592	154,548	27	6,566	6,593
32	SAN BENITO	4,819	212	5,031	318	3	321
33	SAN BERNARDINO	412	1	413	33	0	33
34	SAN FRANCISCO	-	151,466	151,466	0	3,483	3,483
35	SAN JOAQUIN	10,086	83,150	93,236	1,066	5,811	6,877
36	SAN LUIS OBISPO	35,664	324	35,988	885	0	885
37	SAN MATEO	1,478	60,366	61,844	25	3,358	3,383
38	SANTA BARBARA	10,625	8,213	18,838	1,314	561	1,875
39	SANTA CLARA	3,568	141,118	144,686	144	8,130	8,274
40	SANTA CRUZ	6,585	25,709	32,294	165	1,379	1,544
41	SHASTA	10,858	17,768	28,626	827	810	1,637
42	SIERRA	315	-	315	28	0	28
43	SISKIYOU	24	-	24	2	0	2
44	SOLANO	3,110	40,741	43,851	84	3,075	3,159
45	SONOMA	15,516	38,731	54,247	471	2,264	2,735
46	STANISLAUS	11,324	53,705	65,030	1,101	4,560	5,661
47	SUTTER	14,643	113	14,757	1,067	6	1,073
48	TEHAMA	12,545	421	12,966	845	8	853
49	TRINITY	859	2	861	2	0	2
50	TULARE	7,522	1,133	8,655	825	81	906
51	TUOLUMNE	10,423	372	10,794	911	2	913
52	YOLO	14,227	19,580	33,807	758	1,419	2,177
53	YUBA	14,298	25	14,324	1,031	0	1,031
54	Total	473,890	1,394,795	1,868,685	29,718	76,079	105,797

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	
1	<b>LIEE Table 5 - LIEE Customer Summary - PG&amp;E</b>																	
2	<b>Through October 31, 2010</b>																	
3	Month	Gas & Electric				Gas Only				Electric Only				Total				
4		Homes Treated	(Annual)			Homes Treated	(Annual)			Homes Treated	(Annual)			Homes Treated	(Annual)			
5			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW	
6	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	
7	Jan-28	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	
8	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	
9	April 2010	26,111	589,419	10,085,685	1,866.6	4,421	134,550	55,083	25.9	6,179	5,613	3,322,537	709.6	36,711	729,582	13,463,305	2,602	
10	May 2010	33,550	759,768	13,058,465	2,434.5	5,750	179,453	71,227	32.9	7,878	7,161	4,310,882	926.1	47,178	946,381	17,440,574	3,394	
11	June 2010	42,616	968,782	16,623,955	3,166.0	7,254	231,035	92,772	42.2	9,830	8,709	5,375,612	1,163.4	59,700	1,208,526	22,092,339	4,372	
12	July 2010	49,675	1,157,131	19,950,301	4,283.9	8,789	282,467	99,501	50.2	12,015	13,204	6,611,588	1,489.3	70,479	1,452,802	26,661,390	5,823	
13	August 2010	57,695	1,353,510	23,429,206	5,449.4	10,597	341,206	130,947	62.3	14,493	17,868	8,043,215	1,906.0	82,785	1,712,585	31,603,369	7,418	
14	September 2010	65,325	1,537,033	26,589,615	6,588.0	12,064	392,422	161,400	76.5	16,818	22,180	9,321,662	2,321.9	94,207	1,951,635	36,072,677	8,986	
15	October 2010	72,823	1,719,343	29,724,311	7,616.6	13,776	447,132	199,046	89.0	19,198	26,943	10,638,784	2,717.2	105,797	2,193,419	40,562,142	10,423	
16	November 2010																	
17	December 2010																	
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 2.																	

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>LIEE Table 6 - Expenditures for Pilots and Studies</b>												
2	<b>Pacific Gas &amp; Electric</b>												
3	<b>October 31, 2010</b>												
4		<b>Authorized 3-Year Budget</b>			<b>Current Month Expenses <sup>1</sup></b>			<b>Expenses Since January 1, 2009 <sup>1</sup></b>			<b>% of 3-Year Budget Spent</b>		
5		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Pilots:</b>												
7	-Meals On Wheels	\$ 300,000	-	\$ 300,000	\$ 5,601	-	\$ 5,601	\$ 276,665	-	\$ 276,665	92%	0%	92%
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	\$ 6,223	\$ 35,263	\$ 41,486	\$ 91,106	\$ 516,268	\$ 607,374	81%	81%	81%
11	CPUC-WE&T Pilot				\$ (2,705)	\$ (15,331)	\$ (18,036)	\$ 10,795	\$ 61,169	\$ 71,964			
12													
13													
14	<b>Total Pilots</b>	<b>\$ 541,500</b>	<b>\$ 1,368,500</b>	<b>\$ 1,910,000</b>	<b>\$ 9,119</b>	<b>\$ 19,932</b>	<b>\$ 29,051</b>	<b>\$ 378,566</b>	<b>\$ 577,438</b>	<b>\$ 956,003</b>	<b>70%</b>	<b>42%</b>	<b>50%</b>
15													
16	<b>Studies:</b>												
17	Low Income Non-Energy Benefits	\$ 58,500	\$ 31,500	\$ 90,000	-	-	-	\$ 8,168	\$ 4,398	\$ 12,566	14%	14%	14%
18	2009 Process Evaluation	\$ 48,750	\$ 26,250	\$ 75,000	\$ 8,334	\$ 4,487	\$ 12,821	\$ 16,079	\$ 8,658	\$ 24,736	33%	33%	33%
19	Household Segmentation Study	\$ 78,000	\$ 42,000	\$ 120,000	-	-	-	-	-	-	0%	0%	0%
20	Impact Evaluation <sup>1</sup>	-	-	-	-	-	-	\$ 32,229	\$ 17,354	\$ 49,583	0%	0%	0%
21	Refrigerator Degradation Study	\$ 43,334	\$ 23,333	\$ 66,667	-	-	-	-	-	-	0%	0%	0%
22													
23													
24													
25	<b>Total Studies</b>	<b>\$ 228,584</b>	<b>\$ 123,083</b>	<b>\$ 351,667</b>	<b>\$ 8,334</b>	<b>\$ 4,487</b>	<b>\$ 12,821</b>	<b>\$ 56,476</b>	<b>\$ 30,410</b>	<b>\$ 86,886</b>	<b>25%</b>	<b>25%</b>	<b>25%</b>
26													
27	<sup>1</sup> D.08-11-031, O.P. 77, does not authorize new funding for the 2009 Impact Study, but requires PG&E to use unspent M&E carry-over budget to fund this study.												

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E
1	<b>LIEE Table 7 - PG&amp;E</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Through October 31, 2010</b>				
4	A	B	C	D	E
5	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2009	Total Treated Year to Date
6	Calistoga, 94515-12	552	166	57	116
7	Calistoga, 94515-97	1,026	435	55	75
8	Census tract 125, San Francisco*	8,050	6,826	2,241	883
9	Chico, 95926-36	536	462	120	135
10	Clovis, 93612-24	825	473	102	65
11	Fairfield, 94533-37	412	145	25	97
12	Fairfield, 94533-38	180	65	9	62
13	Fairfield, 94533-39	431	237	63	117
14	Fairfield, 94533-52	462	208	88	50
15	Fresno, 93241-26	197	163	51	61
16	Fresno, 93241-27	195	155	62	46
17	Fresno, 93305-27	366	294	100	28
18	Fresno, 93305-44	288	241	66	26
19	Fresno, 93305-47	388	319	136	36
20	Fresno, 93305-48	286	233	104	25
21	Fresno, 93701-11	303	256	100	45
22	Fresno, 93701-16	279	228	81	22
23	Fresno, 93701-17	497	422	184	50
24	Fresno, 93701-18	517	450	252	44
25	Fresno, 93701-20	256	212	110	24
26	Fresno, 93701-21	251	212	81	26
27	Fresno, 93701-22	167	142	62	28
28	Fresno, 93701-23	182	145	46	32
29	Fresno, 93701-25	379	320	110	45
30	Fresno, 93702-11	157	126	71	20
31	Fresno, 93702-12	324	278	103	44
32	Fresno, 93702-13	288	247	101	27
33	Fresno, 93702-18	340	288	130	44
34	Fresno, 93702-31	438	352	180	32
35	Fresno, 93706-38	307	252	155	27
36	Fresno, 93706-40	131	112	46	20
37	Fresno, 93721-15	312	259	150	30
38	Merced, 95340-49	404	324	84	54



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	A	B	C	D	E
5	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2009	Total Treated Year to Date
39	Merced, 95341-60	210	168	59	57
40	Merced, 95341-61	199	168	66	46
41	Merced, 95341-65	254	202	50	50
42	Merced, 95341-68	379	317	152	100
43	Merced, 95348-16	475	379	133	26
44	Oakland, 94607-42	1,414	971	145	92
45	Oroville, 95966-66	325	281	89	32
46	Rohnert Park, 94928-26	961	342	132	81
47	Sacramento, 95820-12	262	211	20	32
48	Sacramento, 95824	8,545	5,223	879	728
49	Santa Rosa, 95403-24	839	173	14	121
50	Stockton, 95204-22	289	260	31	32
51	Stockton, 95206-33	473	383	125	30
52	Windsor, 95492-94	1,074	505	68	65
53	* Based on eligibility information for ZIP code 94102				

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses - PG&amp;E</b>												
2	<b>Through October 31, 2010</b>												
3	<b>Final</b>	<b>Authorized Budget</b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
4	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
5	Outreach <sup>[1]</sup>	\$ 4,960,000	\$ 1,140,000	\$ 6,100,000	\$ 271,339	\$ 67,312	\$ 338,652	\$ 3,302,220	\$ 794,626	\$ 4,096,846	67%	70%	67%
6	Automatic Enrollment	\$ 120,000	\$ 30,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
7	Processing/ Certification/Verification	\$ 1,520,000	\$ 380,000	\$ 1,900,000	\$ 110,745	\$ 27,686	\$ 138,431	\$ 1,009,461	\$ 252,365	\$ 1,261,826	66%	66%	66%
8	Information Technology / Programming	\$ 120,000	\$ 30,000	\$ 150,000	\$ 10,034	\$ 2,508	\$ 12,542	\$ 102,250	\$ 25,563	\$ 127,813	85%	85%	85%
9													
10	Pilots												
11	Recert and PEV Non-Response Study	\$ 60,000	\$ 15,000	\$ 75,000	\$ -	\$ -	\$ -	\$ 22,870	\$ 5,718	\$ 28,588	38%	38%	38%
12	One-E-App	\$ -	\$ -	\$ -	\$ 123	\$ 31	\$ 153	\$ 829	\$ 207	\$ 1,036	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Total Pilots	\$ 60,000	\$ 15,000	\$ 75,000	\$ 123	\$ 31	\$ 153	\$ 23,699	\$ 5,925	\$ 29,624	39%	39%	39%
15													
16	Measurement & Evaluation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17	Regulatory Compliance	\$ 88,000	\$ 22,000	\$ 110,000	\$ 6,768	\$ 1,692	\$ 8,459	\$ 71,330	\$ 17,832	\$ 89,162	81%	81%	81%
18	General Administration	\$ 420,000	\$ 105,000	\$ 525,000	\$ 10,941	\$ 2,735	\$ 13,676	\$ 180,467	\$ 45,117	\$ 225,584	43%	43%	43%
19	CPUC Energy Division	\$ 164,800	\$ 41,200	\$ 206,000	\$ 7,032	\$ 1,758	\$ 8,791	\$ 81,248	\$ 20,312	\$ 101,560	49%	49%	49%
20													
21	<b>SUBTOTAL MANAGEMENT COSTS</b>	\$ 7,452,800	\$ 1,763,200	\$ 9,216,000	\$ 416,982	\$ 103,723	\$ 520,705	\$ 4,770,675	\$ 1,161,739	\$ 5,932,414	64%	66%	64%
22													
23	CARE Rate Discount <sup>[2]</sup>	\$ 377,728,580	\$ 92,386,757	\$ 470,115,337	\$ 52,556,749	\$ 4,993,358	\$ 57,550,107	\$ 557,331,115	\$ 77,089,783	\$ 634,420,898	148%	83%	135%
24	Service Establishment Charge Discount	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
25													
26	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	\$ 385,181,380	\$ 94,149,957	\$ 479,331,337	\$ 52,973,731	\$ 5,097,081	\$ 58,070,812	\$ 562,101,790	\$ 78,251,522	\$ 640,353,312	146%	83%	134%
27													
28	Other CARE Rate Benefits												
29	- DWR Bond Charge Exemption				\$ 3,613,934		\$ 3,613,934	\$ 34,980,861		\$ 34,980,861			
30	- CARE PPP Exemption <sup>[3]</sup>				\$ 3,755,104	\$ 612,258	\$ 4,367,363	\$ 36,152,450	\$ 8,099,605	\$ 44,252,056			
31	- California Solar Initiative Exemption <sup>[4]</sup>				\$ -		\$ -	\$ 3,419,813		\$ 3,419,813			
32	- kWh Surcharge Exemption												
33	Total - Other CARE Rate Benefits				\$ 7,369,038	\$ 612,258	\$ 7,981,297	\$ 74,553,125	\$ 8,099,605	\$ 82,652,730			
34													
35	Indirect Costs				\$ 39,219	\$ 9,723	\$ 48,943	\$ 376,241	\$ 93,519	\$ 469,760			
36													
37	<sup>[1]</sup> The Outreach category includes expenses from Capitation Fee, Mass Media Advertising, Outreach, Expanded Outreach and Cooling Center Expenses												
38	<sup>[2]</sup> The Authorized Budget for the CARE Rate Discount is based on the estimate filed in A.08-05-022. Due to higher than forecasted participation, the discount has exceeded this estimate.												
39	Per D.02-09-021, PG&E is authorized to recover the full value of the discount through the CARE two-way balancing account on an automatic pass-through basis.												
40	<sup>[3]</sup> PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the CARE surcharge.												
41	<sup>[4]</sup> CSI collection suspended from 6/1/10 to 12/31/10 per D.10-04-017.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R		
1	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration - PG&amp;E</b>																			
2	<b>Through October 31, 2010</b>																			
3		<b>Gross Enrollment</b>												<b>Enrollment</b>						
4		<b>Automatic Enrollment</b>																		
5	<b>2010</b>	<b>Inter-Utility <sup>1</sup></b>	<b>Intra-Utility <sup>2</sup></b>	<b>Leveraging <sup>3</sup></b>	<b>One-e-App <sup>4</sup></b>	<b>SB580</b>	<b>Combined (B+C+D+E+F)</b>	<b>Capitation</b>	<b>Other Sources <sup>5</sup></b>	<b>Total (G+H+I)</b>	<b>Recertification</b>	<b>Total Adjusted (J+K)</b>	<b>Attrition (Drop Offs)</b>	<b>Net (L-M)</b>	<b>Net Adjusted (N-K)</b>	<b>Total CARE Participants</b>	<b>Estimated CARE Eligible</b>	<b>Penetration Rate % (P/Q)</b>		
6	January	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%		
7	February	0	3,762	0	0	0	3,762	776	43,062	47,600	36,232	83,832	15,517	68,315	32,083	1,399,757	1,607,597	87%		
8	March	868	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%		
9	April	0	2,079	0	4	0	2,083	742	27,848	30,673	29,942	60,615	19,636	40,979	11,037	1,441,926	1,616,201	89%		
10	May	79	3,366	0	2	0	3,447	308	28,871	32,626	36,202	68,828	25,597	43,231	7,029	1,448,955	1,616,201	90%		
11	June	1,704	1,903	1,588	2	0	5,197	329	34,107	39,633	37,468	77,101	25,391	51,710	14,242	1,463,197	1,616,201	91%		
12	July	0	2,120	0	0	0	2,120	534	23,836	26,490	33,979	60,469	28,956	31,513	-2,466	1,460,731	1,617,125	90%		
13	August	0	3,917	0	0	0	3,917	403	33,654	37,974	32,503	70,477	24,833	45,644	13,141	1,473,872	1,617,125	91%		
14	September	0	1,942	0	11	0	1,953	207	28,036	30,196	32,858	63,054	24,494	38,560	5,702	1,479,574	1,617,125	91%		
15	October	0	1,992	0	0	0	1,992	457	27,563	30,012	36,223	66,235	19,182	47,053	10,830	1,490,404	1,619,856	92%		
16	November																			
17	December																			
18	<b>YTD Total</b>	<b>2,651</b>	<b>25,095</b>	<b>1,588</b>	<b>38</b>	<b>0</b>	<b>29,372</b>	<b>5,202</b>	<b>328,306</b>	<b>362,880</b>	<b>350,777</b>	<b>713,657</b>	<b>223,891</b>	<b>489,766</b>	<b>138,989</b>	<b>1,490,404</b>	<b>1,619,856</b>	<b>92%</b>		

<sup>1</sup> Enrollments via data sharing between the IOUs.

<sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.

<sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.

<sup>4</sup> 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.

<sup>5</sup> Not including Recertification.

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 3 - Standard Random Verification Results - PG&amp;E</b>								
2	<b>Through October 31, 2010</b>								
3	<b>2010</b>	<b>Total CARE Population</b>	<b>Participants Requested to Verify</b>	<b>% of Population Total</b>	<b>Participants Dropped (Due to no response)</b>	<b>Participants Dropped (Verified as Ineligible)</b>	<b>Total Dropped<sup>1</sup></b>	<b>% Dropped through Random Verification</b>	<b>% of Total Population Dropped</b>
4	January	1,367,674	1,476	0.11%	804	122	926	62.74%	0.07%
5	February	1,399,757	1,258	0.09%	564	152	716	56.92%	0.05%
6	March	1,430,889	10,807	0.76%	3,891	801	4,692	43.42%	0.33%
7	April	1,441,926	1,555	0.11%	657	214	871	56.01%	0.06%
8	May	1,448,955	765	0.05%	345	67	412	53.86%	0.03%
9	June	1,463,197	12,494	0.85%	5,298	888	6,186	49.51%	0.42%
10	July	1,460,731	1,120	0.08%	505	119	624	55.71%	0.04%
11	August	1,473,872	15,170	1.03%					
12	September	1,479,574	8,691	0.59%					
13	October	1,490,404	724	0.05%					
14	November								
15	December								
16	<b>YTD Total</b>	<b>1,490,404</b>	<b>54,060</b>	<b>3.63%</b>	<b>12,064</b>	<b>2,363</b>	<b>14,427</b>	<b>48.95%</b>	<b>0.97%</b>
17									
18	<sup>1</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								

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	A	B	C	D	E	F	G
1	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications - PG&amp;E</b>						
2	<b>Through October 31, 2010</b>						
3		<b>Provided <sup>2</sup></b>	<b>Received</b>	<b>Approved</b>	<b>Denied</b>	<b>Pending/ Never Completed</b>	<b>Duplicates</b>
4	<b>YTD Total <sup>1</sup></b>	11,754,829	646,472	596,696	6,365	43,411	82,571
5	<b>Percentage <sup>3</sup></b>		100.00%	92.30%	0.98%	6.72%	12.77%
6							
7	Footnotes:						
8	<sup>1</sup> Includes sub-metered customers.						
9	<sup>2</sup> 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	<sup>3</sup> 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	<b>CARE Table 5 - Enrollment by County - PG&amp;E</b>									
2	<b>Through October 31, 2010</b>									
3		<b>Estimated Eligible</b>			<b>Total Participants</b>			<b>Penetration Rate</b>		
4	<b>County</b>	<b>Urban</b>	<b>Rural<sup>[1]</sup></b>	<b>Total</b>	<b>Urban</b>	<b>Rural<sup>[1]</sup></b>	<b>Total</b>	<b>Urban</b>	<b>Rural<sup>[1]</sup></b>	<b>Total</b>
5	ALAMEDA	146,969	19	146,988	142,682	12	142,694	97%	63%	97%
6	ALPINE	34	169	203	0	18	18	0%	11%	9%
7	AMADOR	123	5,266	5,389	124	4,303	4,427	101%	82%	82%
8	BUTTE	236	44,481	44,717	165	36,457	36,622	70%	82%	82%
9	CALAVERAS	873	7,983	8,856	698	5,389	6,087	80%	68%	69%
10	COLUSA	114	3,574	3,688	70	3,086	3,156	61%	86%	86%
11	CONTRA COSTA	80,308	621	80,929	90,022	250	90,272	112%	40%	112%
12	EL DORADO	95	12,671	12,767	76	13,109	13,185	80%	103%	103%
13	FRESNO	126,933	14,943	141,876	128,158	13,363	141,521	101%	89%	100%
14	GLENN	472	4,902	5,374	494	4,091	4,585	105%	83%	85%
15	HUMBOLDT	668	26,570	27,238	426	20,338	20,764	64%	77%	76%
16	KERN	49,578	46,921	96,498	50,978	44,388	95,366	103%	95%	99%
17	KINGS	173	9,693	9,866	125	8,581	8,706	72%	89%	88%
18	LAKE	1,429	16,624	18,053	986	11,494	12,480	69%	69%	69%
19	LASSEN	123	196	318	84	106	190	68%	54%	60%
20	MADERA	986	19,890	20,876	970	19,318	20,288	98%	97%	97%
21	MARIN	16,641	2,222	18,863	13,415	1,935	15,350	81%	87%	81%
22	MARIPOSA	2,466	1,341	3,807	1,891	726	2,617	77%	54%	69%
23	MENDOCINO	449	14,845	15,294	282	11,244	11,526	63%	76%	75%
24	MERCED	23,548	13,270	36,818	22,659	13,452	36,111	96%	101%	98%
25	MONTEREY	35,861	7,193	43,054	30,696	7,514	38,210	86%	104%	89%
26	NAPA	12,191	2,046	14,237	10,500	1,551	12,051	86%	76%	85%
27	NEVADA	606	10,912	11,518	422	9,392	9,814	70%	86%	85%
28	PLACER	19,306	5,461	24,768	17,195	6,187	23,382	89%	113%	94%
29	PLUMAS	12	3,316	3,329	7	2,034	2,041	57%	61%	61%
30	SACRAMENTO	130,437	802	131,239	109,226	421	109,647	84%	53%	84%
31	SAN BENITO	203	4,674	4,877	109	4,786	4,895	54%	102%	100%
32	SAN BERNARDINO	1	420	421	1	357	358	126%	85%	85%
33	SAN FRANCISCO	90,006	0	90,006	73,116	0	73,116	81%	n/a	81%
34	SAN JOAQUIN	76,601	9,744	86,344	73,195	10,901	84,096	96%	112%	97%
35	SAN LUIS OBISPO	314	35,430	35,743	87	23,393	23,480	28%	66%	66%
36	SAN MATEO	46,719	1,422	48,141	43,458	1,276	44,734	93%	90%	93%
37	SANTA BARBARA	8,021	10,486	18,507	7,808	9,877	17,685	97%	94%	96%
38	SANTA CLARA	109,934	3,298	113,232	117,904	3,262	121,166	107%	99%	107%
39	SANTA CRUZ	20,845	6,137	26,982	17,482	5,155	22,637	84%	84%	84%
40	SHASTA	17,287	10,417	27,704	13,133	9,068	22,201	76%	87%	80%
41	SIERRA	0	311	311	0	159	159	n/a	51%	51%
42	SISKIYOU	0	25	25	0	10	10	n/a	40%	40%
43	SOLANO	36,160	3,044	39,204	36,953	2,907	39,860	102%	96%	102%
44	SONOMA	35,009	14,651	49,660	35,990	11,145	47,135	103%	76%	95%
45	STANISLAUS	51,354	11,282	62,636	43,060	10,092	53,152	84%	89%	85%
46	SUTTER	108	13,175	13,283	87	13,567	13,654	81%	103%	103%
47	TEHAMA	414	12,349	12,764	269	11,119	11,388	65%	90%	89%
48	TRINITY	2	848	850	0	354	354	0%	42%	42%
49	TULARE	1,108	7,505	8,613	904	7,991	8,895	82%	106%	103%
50	TUOLUMNE	372	10,399	10,771	126	7,430	7,556	34%	71%	70%
51	YOLO	16,550	13,041	29,590	11,311	9,997	21,308	68%	77%	72%
52	YUBA	25	13,604	13,629	21	11,434	11,455	83%	84%	84%
53										
54	<b>Total</b>	<b>1,161,665</b>	<b>458,191</b>	<b>1,619,856</b>	<b>1,097,365</b>	<b>393,039</b>	<b>1,490,404</b>	<b>94%</b>	<b>86%</b>	<b>92%</b>

[1] "Rural" includes ZIP Codes classified as such by either the Rural Health Council or the Goldsmith modification that was developed to

	A	B	C	D	E	F	G	H	I	J
56	identify small towns and rural areas within large metropolitan counties. ZIP Codes not defined as rural are classified as urban.									

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6 - Recertification Results - PG&amp;E</b>							
2	<b>Through October 31, 2010</b>							
3	<b>2010</b>	<b>Total CARE Population</b>	<b>Participants Requested to Recertify <sup>1</sup></b>	<b>% of Population Total</b>	<b>Participants Recertified <sup>2</sup></b>	<b>Participants Dropped <sup>2</sup></b>	<b>Recertification Rate % (E/C)</b>	<b>% of Total Population Dropped (F/B)</b>
4	January	1,367,674	23,516	1.72%	19,510	4,006	82.96%	0.29%
5	February	1,399,757	27,151	1.94%	21,503	5,648	79.20%	0.40%
6	March	1,430,889	24,287	1.70%	18,316	5,971	75.41%	0.42%
7	April	1,441,926	25,372	1.76%	19,787	5,585	77.99%	0.39%
8	May	1,448,955	28,232	1.95%	20,236	7,996	71.68%	0.55%
9	June	1,463,197	21,243	1.45%	17,069	4,174	80.35%	0.29%
10	July	1,460,731	19,951	1.37%	15,734	4,217	78.86%	0.29%
11	August	1,473,872	18,959	1.29%				
12	September	1,479,574	24,748	1.67%				
13	October	1,490,404	26,679	1.79%				
14	November							
15	December							
16	<b>YTD Total</b>	<b>1,490,404</b>	<b>240,138</b>	<b>16.11%</b>	<b>132,155</b>	<b>37,597</b>	<b>77.85%</b>	<b>2.52%</b>
17								
18	<sup>1</sup> Does not include participants who closed their accounts during the 90-day response period.							
19	<sup>2</sup> Results are tied to the month initiated. Therefore, 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	H
1	<b>CARE Table 7 - Capitation Contractors - PG&amp;E</b>							
2	<b>Through October 31, 2010</b>							
3	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
5	Advancing Vibrant Communities, Inc		X			0	1	1
6	Airport Neighbors United		X			0	0	0
7	Alameda County Associated Community Action (ACAP)		X			0	8	8
8	Allen Temple Health and Social Services Ministries					0	233	233
9	Amador-Tuolumne Community Action Agency		X			55	5	60
10	Anderson Cottonwood Christian Assistance		X			0	16	16
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	3	3
15	Asian Community Center		X			0	9	9
16	Asian Community Mental Health Services		X			0	3	3
17	Asian Pacific American Community		X			0	0	0
18	Asian Resources		X			0	22	22
19	Berkeley Housing Authority		X			0	20	20
20	Boys and Girls Club of Stockton		X			0	0	0
21	California Association of Area Agencies on Aging		X			35	235	270
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			3	1	4
25	California Human Development Corporation		X			0	2	2
26	California Welfare To Independence Network 2000, Inc				X	0	3	3
27	Canal Alliance		X			0	3	3
28	Carecen Family Services Program		X			0	0	0
29	Catholic Charities Diocese of Fresno		X			27	131	158
30	Catholic Charities Diocese of Stockton		X			0	1	1
31	Center for Training and Careers, Inc		X			0	1	1
32	Center of Vision Enhancement		X			0	6	6
33	Central Coast Center for Independent Living		X			0	0	0
34	Central Coast Energy Services, Inc		X			56	265	321
35	Central Valley Opportunity Center		X			0	18	18
36	Centro La Familia Advocacy Services		X			0	0	0
37	Centro Legal de La Raza, Inc		X			0	2	2
38	Chabot College Foundation		X			0	5	5
39	Charterhouse Center for Families		X			4	21	25
40	Charles P. Foster Foundation	X				0	0	0
41	Child Abuse Prevention Council		X			0	4	4
42	Child Care Links		X	X		0	8	8
43	Chinese Christian Herald Crusades		X			0	10	10
44	Chinese Newcomers Service Center		X			0	28	28
45	Christ Temple Community Church		X			0	1	1
46	Civicorps Schools		X			0	0	0
47	Communication Services, LLC		X			8	56	64
48	Community Action Marin		X		X	32	254	286
49	Community Action of Napa Valley		X			0	15	15
50	Community Action Partnership of Madera County, Inc		X			113	18	131
51	Community Action Partnership of Sonoma County		X			2	6	8
52	Community Alliance for Career Training and Utility Solutions		X			0	6	6
53	Community Foundation of Colusa County		X			0	1	1
54	Community Gatepath		X			0	0	0
55	Community Pantry of San Benito County		X			4	0	4
56	Community Resources for Independent Living		X			0	2	2
57	Community Resource Project, Inc		X			38	276	314
58	Council for the Spanish Speaking		X			0	0	0
59	County of San Benito		X			11	0	11
60	CSU Chico Research Foundation-Passages		X			0	0	0

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

	A	B	C	D	E	F	G	H
1	<b>CARE Table 7 - Capitation Contractors - PG&amp;E</b>							
2	<b>Through October 31, 2010</b>							
3	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
61	Davis Street Community Center		X			0	4	4
62	Delta Community Services		X			0	3	3
63	Disability Resource Agency for Independent Living		X			0	6	6
64	Dixon Family Services		X			5	0	5
65	Eastern European Services		X			0	0	0
66	EBONY Counseling Center		X			0	0	0
67	Familia Center		X			0	6	6
68	Familia Unidas		X			0	4	4
69	Filipino American Development Foundation		X			0	3	3
70	Folsom-Cordova Community Partnership		X			0	2	2
71	Food Bank of El Dorado County		X			0	11	11
72	Fort Ord Environmental Justice Network		X			0	1	1
73	Fresno Rescue Mission		X			0	0	0
74	Give Every Child a Chance		X			0	1	1
75	God Financial Plan		X			0	938	938
76	Golden Umbrella		X			5	19	24
77	Greater Hill Zion Missionary Baptist Church		X			0	0	0
78	Habitat for Humanity, Stanislaus		X			0	6	6
79	Heritage Institute for Family Advocacy		X			0	9	9
80	Hip Housing Human Investment Project, Inc		X			0	10	10
81	Hotline of San Luis Obispo County		X			8	3	11
82	Housing Authority of Alameda County		X			0	5	5
83	Housing Authority of City and County of Fresno		X			0	18	18
84	Housing Authority of City and County of San Francisco		X			0	0	0
85	Housing Authority of County of Kern		X			0	16	16
86	Housing Authority of Kings County		X			0	0	0
87	Housing Authority of Stanislaus County		X			18	28	46
88	Housing Rights		X			0	0	0
89	Independent Living Center of Kern County, Inc		X			0	6	6
90	Independent Living Resource of Contra Costa County		X			0	0	0
91	Independent Living Resource Center SF		X			0	3	3
92	Independent Living Services of Northern California		X			0	2	2
93	Indian Health Center of Santa Clara Valley		X			0	0	0
94	International Humanities Center/The Companion Line		X			0	129	129
95	Kings Community Action Organization, Inc		X			0	3	3
96	La Luz Bilingual Center		X	X		11	2	13
97	Lao Family Community of Fresno, Inc		X			0	0	0
98	Lao Family Community of Stockton		X			0	4	4
99	Lao Khmu Association, Inc.		X			0	25	25
100	Lighthouse Learning Resource Center, Inc		X			0	0	0
101	Mabuhay Alliance		X			0	5	5
102	Marin Center for Independent Living		X			0	4	4
103	Mendocino Latinos Para La Comunidad, Inc		X			0	9	9
104	Merced County Community Action Agency		X		X	0	69	69
105	Merced Lao Family Community, Inc		X			0	28	28
106	Mission Language and Vocational School		X			0	0	0
107	Moncada Outreach	X				0	409	409
108	Monument Crisis Center		X			0	2	2
109	Mutual Assistance Network of Del Paso Heights		X			0	8	8
110	Native American Health Center		X			0	3	3
111	New Direction Christian Center		X			0	1	1
112	Network for Elders		X			0	0	0
113	Nugate Group		X			0	20	20
114	North Peninsula Neighborhood Services Ctr		X			0	7	7
115	Northeast Community Federal Credit Union		X			0	2	2
116	Nuestra Alianza De Willits		X			0	0	0

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H
1	<b>CARE Table 7 - Capitation Contractors - PG&amp;E</b>							
2	<b>Through October 31, 2010</b>							
3	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
117	Oakland Citizens Committee for Urban Renewal (O.C.C.U.R.)		X		X	0	10	10
118	Opportunity Junction		X			0	0	0
119	Pack N Ship		X			0	3	3
120	Partners For Peace		X			0	0	0
121	People Resources		X			0	5	5
122	People of Purpose		X			0	0	0
123	Plumas County Community Development Commission	X				3	0	3
124	Plumas Crisis Intervention & Resource Center		X			11	0	11
125	Progress Financial Corporation		X			0	0	0
126	Project Access, Inc		X			0	12	12
127	Q Foundation DBA Aids Housing Alliance SF		X			0	5	5
128	REDI ( Renewable Energy Development institute)		X			1	0	1
129	Rebuilding Together Sacramento		X			0	0	0
130	Redwood Community Action Agency	X			X	25	7	32
131	Resources for Independent Central Valley		X			0	1	1
132	Resources for Independent Living Inc. - Sacramento		X			0	5	5
133	Richland School District		X			6	1	7
134	Rising Sun Energy Center		X			0	38	38
135	Ritter Center		X			0	1	1
136	Sacramento Housing and Redevelopment Agency		X			0	31	31
137	Sacred Heart Community Service		X			0	11	11
138	Salvation Army Golden State Divisional Headquarters		X			48	79	127
139	San Francisco Chamber of Commerce Foundation /SF Works		X			0	18	18
140	San Francisco Community Power Cooperative		X			0	2	2
141	San Francisco Women's Center		X			0	0	0
142	Second Harvest Food Bank of Santa Cruz and San Benito Counties		X			1	1	2
143	Self-Help for the Elderly		X			0	39	39
144	Seniors First, Inc		X			2	8	10
145	Shasta County Child Abuse Prevention Council		X			0	1	1
146	Silicon Valley Independent Living Center		X			0	3	3
147	Slavic Community Center		X			0	8	8
148	Southeast Asian Community Center		X			0	4	4
149	St Helena Family Center		X			16	8	24
150	The Global Center for Success		X			0	17	17
151	The Resource Connection of Amador and Calaveras Counties, Inc		X			27	5	32
152	Tri-County Independent Living, Inc		X			0	1	1
153	Tri Valley Haven		X			0	4	4
154	Una Nueva Esperanza		X			0	0	0
155	United Way of Fresno County		X			0	1	1
156	Upwardly Global		X			0	0	0
157	Valley Oak Children's Services, Inc		X			30	0	30
158	Vietnamese Elderly Mutual Assistant Association		X			0	3	3
159	Vineyard Workers Services		X			0	0	0
160	Volunteer Center of Sonoma County		X			3	11	14
161	West Bay Pilipino Multi-Service Center		X			0	0	0
162	West Valley Community Services		X			0	7	7
163	Y-FY Consulting	X				0	685	685
164	YMCA of the East Bay West Contra Costa Branch		X			0	5	5
165	Yolo County Housing Authority		X			3	4	7
166	Yolo Family Resource Center		X			3	4	7
167	Yuba Sutter Legal Center		X			0	3	3
168	<b>Total Enrollments and Expenditures</b>					<b>614</b>	<b>4,588</b>	<b>5,202</b>
169								

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H
1	<b>CARE Table 8 - Participants as of Month-End - PG&amp;E</b>							
2	<b>Through October 31, 2010</b>							
3	<b>2010</b>	<b>Gas and Electric</b>	<b>Gas Only</b>	<b>Electric Only</b>	<b>Total</b>	<b>Eligible Households</b>	<b>Penetration Rate</b>	<b>% Change <sup>1</sup></b>
4	<b>January</b>	816,685	223,751	327,238	1,367,674	1,607,597	85%	1.2%
5	<b>February</b>	832,100	230,908	336,749	1,399,757	1,607,597	87%	2.3%
6	<b>March</b>	848,646	235,426	346,817	1,430,889	1,607,597	89%	2.2%
7	<b>April</b>	856,486	237,000	348,440	1,441,926	1,616,201	89%	0.8%
8	<b>May</b>	860,839	236,955	351,161	1,448,955	1,616,201	90%	0.5%
9	<b>June</b>	868,387	240,512	354,298	1,463,197	1,616,201	91%	1.0%
10	<b>July</b>	868,078	239,120	353,533	1,460,731	1,617,125	90%	-0.2%
11	<b>August</b>	876,653	239,977	357,242	1,473,872	1,617,125	91%	0.9%
12	<b>September</b>	880,979	240,842	357,753	1,479,574	1,617,125	91%	0.4%
13	<b>October</b>	887,927	242,271	360,206	1,490,404	1,619,856	92%	0.7%
14	<b>November</b>							
15	<b>December</b>							
16								
17	<sup>1</sup> 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 November 22, 2010, I served a true copy of:

**ONE-HUNDRED AND FOURTEENTH 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 22<sup>nd</sup> day of November 2010, at San Francisco, California.

/s/

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JENNIFER S. NEWMAN