

**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 TWENTIETH 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**

ANN H. KIM
DANIEL F. COOLEY
Law Department
Pacific Gas and Electric Company
Post Office Box 7442
San Francisco, CA 94120
Telephone: (415) 973-6646
Fax: (415) 973-5520
e-mail: DFC2@pge.com

Attorneys for:
PACIFIC GAS AND ELECTRIC COMPANY

Dated: May 23, 2011

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**ONE-HUNDRED AND TWENTIETH STATUS REPORT OF PACIFIC GAS AND ELECTRIC
COMPANY (U 39 M) ON THE RESULTS OF ITS ENERGY SAVINGS ASSISTANCE AND CARE
PROGRAM EFFORTS IN COMPLIANCE WITH ORDERING PARAGRAPH 17 OF 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 twentieth monthly status report on the results of its Energy Savings Assistance Program and CARE Program efforts, showing results through April 30, 2011.

Respectfully submitted,

ANN H. KIM
DANIEL F. COOLEY

_____/s/
DANIEL F. COOLEY
Law Department
Pacific Gas and Electric Company
Post Office Box 7442
San Francisco, CA 94120
Telephone: (415) 973-6646
Fax: (415) 973-0516
e-mail: DFC2@pge.com
Attorneys for:

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PACIFIC GAS AND ELECTRIC COMPANY

Pacific Gas and Electric Company

Energy Savings Assistance (ESA)
AND
California Alternate Rates for Energy (CARE)

Program Monthly Report
For April 2011

(May 23, 2011)

PACIFIC GAS AND ELECTRIC COMPANY

**ENERGY SAVINGS ASSISTANCE PROGRAM AND CARE PROGRAM
MONTHLY REPORT FOR APRIL 2011**

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PACIFIC GAS AND ELECTRIC COMPANY

**ENERGY SAVINGS ASSISTANCE PROGRAM
AND CARE PROGRAM MONTHLY REPORT
FOR APRIL 2011**

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 Energy Savings Assistance (formerly known as 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 and 2011 reports.

1. Low Income Energy Assistance Program Executive Summary

D.08-11-031 and D.09-10-012 authorized the utilities to work with Energy Division staff to develop a new brand for the LIEE program. PG&E began using the new brand, “Energy Savings Assistance” (ESA) Program, on January 1, 2011.

The ESA 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 ESA 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 ESA Program authorized in D.08-11-031 is a resource program emphasizing long-term and enduring energy savings. It continues to serve all eligible low income customer populations by providing all feasible ESA Program measures at no cost to the customer through a direct-install, whole house approach. All housing types are eligible to participate and the ESA Program is available to both homeowners and renters.

1.1. Energy Savings Assistance Program Overview

The 2009-2011 ESA Program (formerly known as Low Income Energy Efficiency) was adopted in D.08-11-031. PG&E’s authorized program budget for 2009-2011 is \$416.9 million, plus any remaining unspent carryover.

PG&E’s 2009-2011 ESA 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 ESA Program has treated 46,088 customers in 2011.

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

Energy Savings Assistance Program Summary for Month			
2011	Authorized / Planning Assumptions	Year-to-Date Actual	%
Budget	\$ 156,789,038	\$ 49,173,759	31.4%
Homes Treated	124,991	46,088	36.9%
kWh Saved	42,600,000	15,490,884	36.4%
kW Demand Reduced	7,560	3,190	42.2%
Therms Saved	1,510,000	928,948	61.5%

1.2. Whole Neighborhood Approach Evaluation

In D.08-11-031, the Commission described a Whole Neighborhood Approach (WNA) to ESA Program 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

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.

To identify potential neighborhoods to target for the low income programs, PG&E starts with its estimates of ESA Program eligibility by ZIP-7, derived from census data.² PG&E ranks ZIP-7 areas with the highest populations of estimated ESA Program-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 the ESA Program 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 ESA Program estimated eligibility. As described above, areas with the highest estimates of 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 ESA Program 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% ESA Program-eligible. These neighborhoods where over 80% of the customers are at or below 200% of the federal poverty level will be self-certified.

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

³ Customers with household incomes at or below 200% of the Federal Poverty Level are eligible for both ESA 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.

Using this information to help determine potential neighborhoods to approach, PG&E's ESA Program managers work with both internal and external groups to target and select neighborhoods. PG&E works closely with its ESA Program implementation contractors, CARE outreach contractors, PG&E local government relations and communications staff, and state Low Income Home Energy Assistance Program (LIHEAP) agencies to help establish contact with government representatives and neighborhood leaders.

In addition to neighborhoods identified and selected by PG&E for Whole Neighborhood Approach events, PG&E's contractors are also encouraged to suggest neighborhoods to target based on their knowledge of the areas in which they work. PG&E contractors are very familiar with the local neighborhoods in their assigned areas and currently use many strategies to enroll ESA Program 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 ESA Program 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. ESA Program 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 ESA Program contractors are required to inform customers about other programs (such as CARE) for which they may be eligible. For ESA Program 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 ESA Program enrollment.

PG&E combines its ESA Program 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 the ESA Program 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 35 installation contractors including 11 CBOs and two appliance contractors who serve 48 counties and over 70,000 square miles in PG&E's service area. Of the 11 CBOs, six are LIHEAP agencies.

PG&E has five contracts with LIHEAP agencies that are not part of PG&E's ESA 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 ESA Program and LIHEAP programs to leverage their resources and help additional low income homes. Through April, 17 refrigerators have been installed, which equates to \$13,600 leveraged through this program.

PG&E and its contractors use PG&E's Energy Partners Online database (EPO) for ESA Program activities. The database shows which customers received program 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 ESA Program services in the past.

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

In addition, PG&E continues to combine its ESA Program 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 Energy Savings Assistance 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 the ESA Program, 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 ESA Program implementation subcontractors. These contractors are responsible for enrolling 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 ESA Program services. This database is updated on a weekly basis.

PG&E contractors currently use many strategies to enroll ESA Program 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 ESA 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.

The ESA Program 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 April, the ESA Program continued airing Vietnamese and Hmong television commercials in Fresno, Stockton and Sacramento. The ESA Program continued automated voice messaging and text messaging to customers with high estimated energy burden and insecurity in April. PG&E has historically filtered out mobile phone numbers from call lists in order to avoid incurred costs by customers. Free-to-end-user text messaging allows outreach staff to reach thousands of more customers per week with information on how to sign up for the Energy Savings Assistance Program.

During the month of April, the ESA Program participated in the following outreach events:

- 04/02/11 Colusa County Family Faire
- 04/02/11 17th Annual Spring Garden Market
- 04/06/11 2011 Spring Career Fair
- 04/23/11 Spring in Guadalupe Gardens
- 04/27/11 2011 Spring Health and Nutrition Fair

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 ESA Program customers who are found to be over the ESA Program income guidelines or require HVAC or other services which the utilities are unable to provide under ESA Program 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 last 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 Energy Savings Assistance Program 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 ESA Program are trained at the PG&E Energy Training Center (ETC) in Stockton California. Most of these ESA Program energy specialists and installation contractors are from the local communities in which they work. Because of the increased size of the 2011 ESA Program, more contractor crews have been hired to implement it; 92 individuals have been trained to deliver the ESA 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 ESA Program 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 ESA Weatherization Specialists by the participating ESA 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. In 2010 and through April 2011, PG&E managed Energy Division's pilot project (authorized in D.08-11-031) to develop a low income workforce education and training plan. This pilot program recruited and trained residents of disadvantaged, low income communities to install energy efficiency measures in households as part of the ESA Program. Specifically, this pilot developed and implemented an in-class and hands-on curriculum that could 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. ESA training approaches were 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. The pilot was completed in April 2011. A final report discussing pilot results will be prepared by Energy Division.

1.6. Miscellaneous

Energy Savings Assistance Program Coordination with the Single Family Affordable Solar Housing Program (SASH)

PG&E's ESA Program works with Grid Alternatives to deliver ESA 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 the ESA Program, 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 2011, the ESA Program has treated 22 homes that were selected for SASH program participation. In addition, PG&E supplied ESA measure installation data for another 43 SASH-selected homes that were treated through the ESA 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 \$9,521,000 for 2011. This includes \$450,000 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	\$5,900,000	\$1,187,568	20%
Automatic Enrollment	\$150,000	\$0	0%
Proc / Certification / Verification	\$2,000,000	\$537,512	27%
Information Tech / Programming	\$150,000	\$106,905	71%
Pilots	\$0	\$40	0%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$115,000	\$64,978	57%
General Administration	\$550,000	\$134,839	25%
CPUC Energy Division Staff	\$206,000	\$50,709	25%
Cooling Centers	\$450,000	\$11,148	2%
Total Expenses	\$9,521,000	\$2,093,699	22%
Subsidies and Benefits	\$479,707,435	\$267,170,014	56%
Total Program Costs and Discounts	\$489,228,435	\$269,263,713	55%

2.1.2. Please provide the CARE program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,556,308	1,699,660	91.6%

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 direct mail initiatives to increase enrollment of eligible customers in April:

- Recertification Direct Mail –direct mail pieces in English, Spanish, Chinese, and Vietnamese were mailed to customers who had not recertified for CARE. This direct mail initiative reoccurs every month. Year-to-date, PG&E's CARE program has re-enrolled 2,683 customers.
- Bill Insert –applications in English and Spanish were inserted in customers' monthly energy bills. The first insert occurred in January. Year-to-date, this initiative has generated 5,935 new enrollments.
- Welcome Packet Insert – applications were inserted monthly into new customers' welcome packets. Year-to-date, this initiative has generated 6,804 new enrollments.

- 15-Day Notice Insert – applications were inserted monthly into customers’ 15-day notices. Year-to-date, this initiative has generated 1,527 new enrollments.
- Customer Care and Billing Direct Mail - direct mail pieces were mailed at the end of March utilizing data from PG&E’s customer information system. The list included customers who were on Medical Baseline or receiving life support, customers who had received a 48-hour notice within the past year, and customers who were required to submit a credit deposit within the past year. Year-to-date, this initiative has generated 2,086 new enrollments.
- Third Party Notification Direct Mail - direct mail pieces were mailed to customers on the Third Party Notification Program, which allows a customer to designate a friend or relative to receive duplicate copies of past-due payment notices. Year-to-date, this initiative has generated 5,556 new enrollments.

To reach new customers of the web-savvy generation, PG&E created a CARE Facebook fan page in October 2009. The fan page served to increase awareness about the program and encourage customers to apply online. PG&E also shared a powerful success story about the Vega family via a three-minute video vignette.

To help income-qualified customers enroll in CARE, PG&E contracted with 184 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.

PG&E’s CARE program enrolled 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 9,291 new customers and recertified 15,683 existing customers through this method.
- Door-to-Door Canvassing – PG&E contracted with third-party vendors, who conducted door-to-door campaigns to enroll urban and rural customers who have not responded to traditional outreach efforts. Year-to-date, PG&E has enrolled 5,628 new customers through this method.

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

- Colusa County Family Faire on 04/02/2011;
- 17th Annual Spring Garden Market in San Jose on 04/02/2011;

- 2011 Spring Career Fair in Santa Clara on 04/06/2011;
- Earth Day at Retailers in San Francisco on 04/23/2011;
- Spring in Guadalupe Gardens in San Jose on 04/23/2011; and
- 2011 Spring Health and Nutrition Fair in Stockton on 04/27/2011.

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. 5,169 LIHEAP customers have been automatically enrolled in CARE in 2011.

Through PG&E's ESA Program (also known as the LIEE Program or Energy Partners for PG&E), each home that receives ESA services where the customer is not on the CARE rate is then signed up for the CARE discount. 2,773 ESA participants were enrolled in CARE in April.

In addition, PG&E continues to integrate CARE and ESA 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 April.

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 11 Public Housing Authority (PHA) as a Community Outreach Contractor (COC) to enroll their eligible residents in the program.

3. Appendix: ESA Tables and CARE Tables

ESA- Table 1- ESA Program Expenses

ESA- Table 2- ESA Measure Installations and Savings

ESA- Table 3- Average Bill Savings per Treated Home

ESA- Table 4- ESA Homes Treated

ESA- Table 5- ESA Customer Summary

ESA- Table 6- Expenditures for Pilots and Studies

ESA- 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

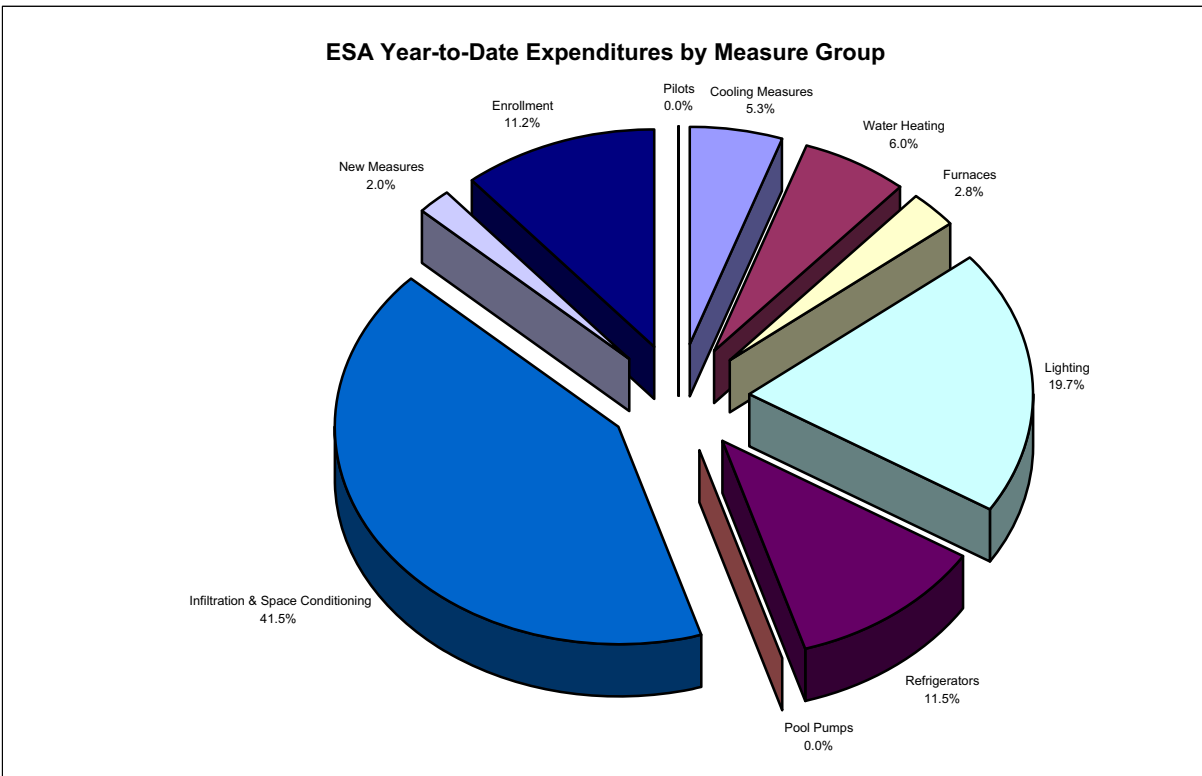
Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	ESA Table 1 - ESA Program Expenses - PG&E												
2	Through April 30, 2011												
3		Authorized Budget			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent YTD		
4	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
5	Energy Efficiency												
6	- Gas Appliances		\$ 16,457,630	\$ 16,457,630	-	\$ 1,204,052	\$ 1,204,052	-	\$ 5,029,358	\$ 5,029,358	0.0%	30.6%	30.6%
7	- Electric Appliances	\$ 65,830,522	-	\$ 65,830,522	\$ 4,644,934	-	\$ 4,644,934	\$ 17,833,363	-	\$ 17,833,363	27.1%	0.0%	27.1%
8	- Weatherization	\$ 6,646,351	\$ 37,662,654	\$ 44,309,005	\$ 703,355	\$ 3,985,678	\$ 4,689,033	\$ 2,686,667	\$ 15,224,447	\$ 17,911,115	40.4%	40.4%	40.4%
9	- Outreach and Assessment	\$ 1,075,390	\$ 579,056	\$ 1,654,446	\$ 82,223	\$ 44,274	\$ 126,497	\$ 326,411	\$ 175,760	\$ 502,171	30.4%	30.4%	30.4%
10	- In Home Energy Education	\$ 9,678,511	\$ 5,211,507	\$ 14,890,018	\$ 782,694	\$ 421,451	\$ 1,204,145	\$ 3,096,495	\$ 1,667,343	\$ 4,763,838	32.0%	32.0%	32.0%
11	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				0.0%	0.0%	0.0%
12	- Pilot	\$ 77,500	\$ 439,166	\$ 516,666	\$ 12,782	\$ 72,433	\$ 85,215	\$ 1,457	\$ 8,255	\$ 9,711	1.9%	1.9%	1.9%
13	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
14	Energy Efficiency TOTAL	\$ 83,308,274	\$ 60,350,013	\$ 143,658,287	\$ 6,225,988	\$ 5,727,888	\$ 11,953,876	\$ 23,944,393	\$ 22,105,163	\$ 46,049,555	28.7%	36.6%	32.1%
15													
16	Training Center	\$ 612,759	\$ 329,947	\$ 942,706	\$ 15,668	\$ 8,436	\$ 24,104	\$ 64,042	\$ 34,484	\$ 98,526	10.5%	10.5%	10.5%
17	Inspections	\$ 3,846,133	\$ 2,070,995	\$ 5,917,128	\$ 299,420	\$ 161,226	\$ 460,646	\$ 1,105,157	\$ 595,085	\$ 1,700,242	28.7%	28.7%	28.7%
18	Marketing	\$ 1,292,327	\$ 695,868	\$ 1,988,195	\$ 63,698	\$ 34,299	\$ 97,997	\$ 185,220	\$ 99,734	\$ 284,954	14.3%	14.3%	14.3%
19	M&E Studies	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 5,138	\$ 2,767	\$ 7,905			
20	Regulatory Compliance	\$ 188,338	\$ 101,414	\$ 289,752	\$ 13,497	\$ 7,267	\$ 20,764	\$ 45,169	\$ 24,322	\$ 69,491	24.0%	24.0%	24.0%
21	General Administration	\$ 2,530,287	\$ 1,362,463	\$ 3,892,750	\$ 164,171	\$ 88,400	\$ 252,570	\$ 619,831	\$ 333,755	\$ 953,587	24.5%	24.5%	24.5%
22	CPUC Energy Division	\$ 65,142	\$ 35,077	\$ 100,220	\$ 1,821	\$ 980	\$ 2,801	\$ 6,174	\$ 3,325	\$ 9,499	9.5%	9.5%	9.5%
23													
24	TOTAL PROGRAM COSTS	\$ 91,843,260	\$ 64,945,778	\$ 156,789,038	\$ 6,784,261	\$ 6,028,497	\$ 12,812,758	\$ 25,975,125	\$ 23,198,634	\$ 49,173,759	28.3%	35.7%	31.4%
25													
26		Funded Outside of ESA Program Budget											
26	Indirect Costs				\$ 93,807	\$ 53,012	\$ 146,819	\$ 205,234	\$ 363,223	\$ 568,457			
27													
28	NGAT Costs				\$ 219,108	\$ 219,108		\$ 905,641	\$ 905,641				

	A	B	C	D	E	F	G	H
1	ESA Table 2 - ESA Measure Installations & Savings							
2	Pacific Gas & Electric Company							
3	Through April 30, 2011							
4				Year-To-Date Completed & Expensed Installations				
5	Measures	Units	Quantity Installed	kWh [5] (Annual)	kW [5] (Annual)	Therms [5] (Annual)	Expenses [6] (\$)	% of Expenditures
6	Heating Systems							
7	Furnaces [7]	Each	1,265	-	-	4,142	1,217,740	2.80%
8	Cooling Measures							
9	- A/C Replacement - Room	Each	1,143	124,334	189	-	1,163,084	2.68%
10	- A/C Replacement - Central	Each	8	2,737	4	-	29,679	0.07%
11	- A/C Tune-up - Central	Each	-	-	-	-	2,059	0.00%
12	- A/C Services - Central	Each						
13	- Heat Pump	Each						
14	- Evaporative Coolers	Each	1,790	492,915	309	-	1,127,438	2.59%
15	- Evaporative Cooler Maintenance	Each						
16	- Clock Thermostat	Each						
17	Infiltration & Space Conditioning							
18	Envelope and Air Sealing Measures [1]	Home	32,096	276,480	50	263,941	12,912,201	29.71%
19	Duct Sealing	Home	1,554	21,654	3	49,738	1,204,807	2.77%
20	Attic Insulation	Home	2,827	59,136	55	164,222	3,922,538	9.02%
21	Water Heater Savings							
22	Water Heater Conservation Measures [2]	Home	36,116	815,848	179	442,343	2,277,251	5.24%
23	- Water Heater Replacement - Gas [7]	Each	377	-	-	4,562	333,621	0.77%
24	- Water Heater Replacement - Electric [7]	Each						
25	- Tankless Water Heater - Gas	Each						
26	- Tankless Water Heater - Electric	Each						
27	Lighting Measures							
28	- CFLs	Each	181,707	2,907,312	363	-	1,282,996	2.95%
29	- Interior Hard wired CFL fixtures	Each	77,978	4,444,746	1,097	-	6,126,722	14.10%
30	- Exterior Hard wired CFL fixtures	Each	14,708	235,328	-	-	1,161,082	2.67%
31	- Torchiere	Each						
32	Refrigerators							
33	Refrigerators - Primary	Each	6,244	4,769,678	810	-	4,984,195	11.47%
34	Refrigerators - Secondary	Each						
35	Pool Pumps							
36	Pool Pumps	Each						
37	New Measures							
38	Forced Air Unit Standing Pilot Change Out	Each						
39	Furnace Clean and Tune	Each						
40	High Efficiency Clothes Washer	Each						
41	Microwave	Each						
42	Thermostatic Shower Valve	Each						
43	LED Night Lights	Each						
44	Occupancy Sensor	Each	8,062	321,674	32	-	461,893	1.06%
45	Torchiere	Each	4,998	1,019,042	99	-	402,211	0.93%
46	Pilots							
47	A/C Tune-up - Central	Home						
48	Interior Hard wired CFL fixtures	Each						
49	Ceiling Fans	Each						
50	In-Home Display	Each						
51	Programmable Controllable Thermostat	Each						
52	Forced Air Unit	Each						
53	Microwave [8]	Each	-	-	-	-	-	0.00%
54	High Efficiency Clothes Washer	Each	-	-	-	-	-	0.00%
55	Customer Enrollment							
56	- Outreach & Assessment	Home	46,088				461,891	1.06%
57	- In-Home Education	Home	46,088				4,395,684	10.11%
58	- Education Workshops	Participants						
59								
60								
61	Total Savings/Expenditures			15,490,884	3,190	928,948	43,467,092	100%
62								
63	Homes Weatherized [3]	Home	40,070					
64								
65	Homes Treated							
66	- Single Family Homes Treated	Home	33,601					
67	- Multi-family Homes Treated	Home	1,988					
68	- Mobile Homes Treated	Home	10,499					
69	- Total Number of Homes Treated	Home	46,088					
70	#Eligible Homes to be Treated for PY [4]	Home	124,991					
71	% of Homes Treated	%	36.87%					
72								
73	- Total Master-Metered Homes Treated	Home	12,427					
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.							
87								
88								
89								

Year-to-Date Expenses from ESA Table 2

Cooling Measures	\$2,322,260	5.3%
Water Heating	\$2,610,872	6.0%
Furnaces	\$1,217,740	2.8%
Lighting	\$8,570,800	19.7%
Refrigerators	\$4,984,195	11.5%
Pool Pumps	\$0	0.0%
Infiltration & Space Conditioning	\$18,039,546	41.5%
New Measures	\$864,104	2.0%
Enrollment	\$4,857,575	11.2%
Pilots	\$0	0.0%
Total	\$43,467,092	



	A	B
1	ESA Table 3 - Average Bill Savings per Treated Home	
2	Pacific Gas & Electric Company	
	Through April 30, 2011	
3	Year-to-date Installations - Expensed	
4		
5	Annual kWh Savings	15,490,884
6	Annual Therm Savings	928,948
7	Lifecycle kWh Savings	200,846,093
8	Lifecycle Therm Savings	10,039,798
9	Current kWh Rate	\$ 0.0925
10	Current Therm Rate	\$ 0.8010
11	Number of Treated Homes	46,088
12	Average 1st Year Bill Savings / Treated Home	\$ 47.23
13	Average Lifecycle Bill Savings / Treated Home	\$ 447.83

	A	B	C	D	E	F	G
1	ESA Table 4 - ESA Homes Treated						
2	Pacific Gas & Electric Company						
3	Through April 30, 2011						
4	County	Eligible Customers			Homes Treated Year to Date		
5		Rural	Urban	Total	Rural	Urban	Total
6	ALAMEDA	11	214,160	214,171	0	4,133	4,133
7	ALPINE	211	-	211	0	0	0
8	AMADOR	4,827	0	4,827	83	5	88
9	BUTTE	15,381	31,094	46,475	810	4	814
10	CALAVERAS	7,948	72	8,021	89	15	104
11	COLUSA	3,076	19	3,095	237	7	244
12	CONTRA COSTA	2	114,562	114,564	2	1,932	1,934
13	EL DORADO	6,622	5,996	12,618	355	2	357
14	FRESNO	323	153,814	154,137	298	3,569	3,867
15	GLENN	5,267	0	5,267	281	32	313
16	HUMBOLDT	27,955	0	27,956	696	3	699
17	KERN	59,812	39,201	99,012	1,440	1,502	2,942
18	KINGS	8,468	178	8,646	388	0	388
19	LAKE	15,137	1	15,138	303	9	312
20	LASSEN	274	-	274	0	0	0
21	MADERA	6,802	15,588	22,389	559	0	559
22	MARIN	-	26,859	26,859	5	104	109
23	MARIPOSA	3,757	25	3,782	0	0	0
24	MENDOCINO	16,702	31	16,732	99	6	105
25	MERCED	20,170	20,304	40,474	937	1,004	1,941
26	MONTEREY	5,779	47,531	53,310	341	719	1,060
27	NAPA	-	17,291	17,291	65	477	542
28	NEVADA	12,159	13	12,173	182	0	182
29	PLACER	10,586	17,381	27,967	114	529	643
30	PLUMAS	2,799	100	2,898	0	0	0
31	SACRAMENTO	1	156,293	156,293	3	3,046	3,049
32	SAN BENITO	5,543	161	5,704	85	1	86
33	SAN BERNARDINO	340	61	401	33	0	33
34	SAN FRANCISCO	-	162,467	162,467	0	751	751
35	SAN JOAQUIN	8,495	82,926	91,420	288	2,954	3,242
36	SAN LUIS OBISPO	22,682	14,179	36,861	535	0	535
37	SAN MATEO	-	70,717	70,717	6	1,071	1,077
38	SANTA BARBARA	1,567	18,902	20,469	337	275	612
39	SANTA CLARA	4,296	171,874	176,170	35	5,881	5,916
40	SANTA CRUZ	9	34,433	34,442	48	462	510
41	SHASTA	13,534	14,978	28,512	332	452	784
42	SIERRA	294	4	298	0	0	0
43	SISKIYOU	21	-	21	0	0	0
44	SOLANO	1	45,330	45,331	115	1,127	1,242
45	SONOMA	3,072	58,962	62,034	206	1,411	1,617
46	STANISLAUS	28,681	34,315	62,996	421	1,272	1,693
47	SUTTER	0	14,419	14,420	478	4	482
48	TEHAMA	13,897	21	13,917	564	10	574
49	TRINITY	888	1	888	3	0	3
50	TULARE	7,997	687	8,684	484	53	537
51	TUOLUMNE	10,973	0	10,973	332	0	332
52	YOLO	1	30,526	30,528	408	820	1,228
53	YUBA	128	11,324	11,452	449	0	449
54	Total	356,484	1,626,801	1,983,285	12,446	33,642	46,088

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	ESA Table 5 - ESA Customer Summary - PG&E																
2	Through April 30, 2011																
3		Gas & Electric				Gas Only				Electric Only				Total			
4		Homes Treated	(Annual)			Homes Treated	(Annual)			Homes Treated	(Annual)			Homes Treated	(Annual)		
5	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
6	January 2011	4,947	96,966	1,367,685	279.7	715	18,147	8,373	2.3	1,760	1,920	702,240	165.6	7,422	117,033	2,078,298	448
7	February 2011	12,421	275,229	4,311,135	846.8	2,183	67,866	1,626	0.8	3,398	4,124	1,752,832	392.5	18,002	347,219	6,065,594	1,240
8	March 2011	24,321	553,650	8,426,522	1,694.3	4,129	127,919	7,983	2.6	5,993	6,590	3,073,226	679.8	34,443	688,159	11,507,730	2,377
9	April 2011	32,611	745,110	11,437,513	2,291.9	5,663	175,390	10,873	3.5	7,814	8,448	4,042,497	894.8	46,088	928,948	15,490,884	3,190
10	May 2011																
11	June 2011																
12	July 2011																
13	August 2011																
14	September 2011																
15	October 2011																
16	November 2011																
17	December 2011																
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 ESA Table 2.																

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	ESA Table 6 - Expenditures for Pilots and Studies												
2	Pacific Gas & Electric Company												
3	April 30, 2011												
4		Authorized 3-Year Budget			Current Month Expenses ¹			Expenses Since January 1, 2009 ¹			% of 3-Year Budget Spent		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots:												
7	-Meals On Wheels	\$ 300,000	\$ -	\$ 300,000	\$ -	\$ -	\$ -	\$ 274,915	\$ -	\$ 274,915	92%	0%	92%
8	-On Line EP Training	\$ 67,500	\$ 382,500	\$ 450,000	\$ 11,282	\$ 63,933	\$ 75,215	\$ 11,439	\$ 64,823	\$ 76,262	17%	17%	17%
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	\$ -	\$ -	\$ -	\$ 95,470	\$ 540,999	\$ 636,469	85%	85%	85%
11	CPUC-WE&T Pilot				\$ 1,500	\$ 8,500	\$ 10,000	\$ 20,527	\$ 116,322	\$ 136,849			
12													
13													
14	Total Pilots	\$ 541,500	\$ 1,368,500	\$ 1,910,000	\$ 12,782	\$ 72,433	\$ 85,215	\$ 402,352	\$ 722,144	\$ 1,124,496	74%	53%	59%
15	Studies:												
16	Low Income Non-Energy Benefits	\$ 58,500	\$ 31,500	\$ 90,000	\$ -	\$ -	\$ -	\$ 23,084	\$ 12,430	\$ 35,513	39%	39%	39%
17	2009 Process Evaluation	\$ 48,750	\$ 26,250	\$ 75,000	\$ -	\$ -	\$ -	\$ 66,425	\$ 35,767	\$ 102,192	136%	136%	136%
18	Household Segmentation Study	\$ 78,000	\$ 42,000	\$ 120,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	Impact Evaluation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 58,567	\$ 31,536	\$ 90,104	0%	0%	0%
20	Refrigerator Degradation Study	\$ 43,334	\$ 23,333	\$ 66,667	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
21													
22													
23													
24													
25	Total Studies	\$ 228,584	\$ 123,083	\$ 351,667	\$ -	\$ -	\$ -	\$ 148,076	\$ 79,733	\$ 227,809	65%	65%	65%
26													
27													

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E
1	ESA Table 7 - PG&E				
2	Whole Neighborhood Approach				
3	Through April 30, 2011				
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	Meadowfair, San Jose (95122-13)	624	213	212	54
7	Sharmon Palms, Campbell (95008-60)	TBD	TBD	9	5
8	Sharmon Palms, Campbell (95008-52)	TBD	TBD	16	48
9	Sharmon Palms, Campbell (95008-46)	TBD	TBD	0	3

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses - PG&E												
2	Through April 30, 2011												
3	Final	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
4	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
5	Outreach ⁽¹⁾	\$ 5,170,000	\$ 1,180,000	\$ 6,350,000	\$ 188,055	\$ 46,097	\$ 234,152	\$ 961,202	\$ 237,514	\$ 1,198,716	19%	20%	19%
6	Automatic Enrollment	\$ 120,000	\$ 30,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
7	Processing/ Certification/Verification	\$ 1,600,000	\$ 400,000	\$ 2,000,000	\$ 99,744	\$ 24,936	\$ 124,680	\$ 430,009	\$ 107,502	\$ 537,512	27%	27%	27%
8	Information Technology / Programming	\$ 120,000	\$ 30,000	\$ 150,000	\$ 56,757	\$ 14,189	\$ 70,946	\$ 85,524	\$ 21,381	\$ 106,905	71%	71%	71%
9													
10	Pilots												
11	Recert and PEV Non-Response Study	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
12	One-E-App	\$ -	\$ -	\$ -	\$ 26	\$ 7	\$ 33	\$ 32	\$ 8	\$ 40	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Total Pilots	\$ -	\$ -	\$ -	\$ 26	\$ 7	\$ 33	\$ 32	\$ 8	\$ 40	0%	0%	0%
15													
16	Measurement & Evaluation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17	Regulatory Compliance	\$ 92,000	\$ 23,000	\$ 115,000	\$ 27,499	\$ 6,875	\$ 34,374	\$ 51,982	\$ 12,996	\$ 64,978	57%	57%	57%
18	General Administration	\$ 440,000	\$ 110,000	\$ 550,000	\$ 47,532	\$ 11,883	\$ 59,415	\$ 107,871	\$ 26,968	\$ 134,839	25%	25%	25%
19	CPUC Energy Division	\$ 164,800	\$ 41,200	\$ 206,000	\$ 5,229	\$ 1,307	\$ 6,536	\$ 40,567	\$ 10,142	\$ 50,709	25%	25%	25%
20													
21	SUBTOTAL MANAGEMENT COSTS	\$ 7,706,800	\$ 1,814,200	\$ 9,521,000	\$ 424,842	\$ 105,294	\$ 530,136	\$ 1,677,187	\$ 416,511	\$ 2,093,699	22%	23%	22%
22													
23	CARE Rate Discount ⁽²⁾	\$ 385,437,293	\$ 94,270,142	\$ 479,707,435	\$ 43,555,825	\$ 9,828,135	\$ 53,383,960	\$ 213,053,867	\$ 54,116,147	\$ 267,170,014	55%	57%	56%
24	Service Establishment Charge Discount												
25													
26	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 393,144,093	\$ 96,084,342	\$ 489,228,435	\$ 43,980,667	\$ 9,933,429	\$ 53,914,096	\$ 214,731,054	\$ 54,532,658	\$ 269,263,713	55%	57%	55%
27													
28	Other CARE Rate Benefits												
29	- DWR Bond Charge Exemption				\$ 3,169,673		\$ 3,169,673	\$ 14,202,471		\$ 14,202,471			
30	- CARE PPP Exemption ⁽³⁾				\$ 5,287,304	\$ 683,892	\$ 5,971,196	\$ 22,566,498	\$ 5,527,125	\$ 28,093,623			
31	- California Solar Initiative Exemption				\$ 672,597		\$ 672,597	\$ 3,220,408		\$ 3,220,408			
32	- kWh Surcharge Exemption												
33	Total - Other CARE Rate Benefits				\$ 9,129,574	\$ 683,892	\$ 9,813,466	\$ 39,989,377	\$ 5,527,125	\$ 45,516,502			
34													
35	Indirect Costs				\$ 51,528	\$ 12,682	\$ 64,211	\$ 204,154	\$ 50,472	\$ 254,626			
36													
37	⁽¹⁾ The Outreach category includes expenses from Capitation Fee, Mass Media Advertising, Outreach, Expanded Outreach and Cooling Center Expenses												
38	⁽²⁾ The Authorized Budget for the CARE Rate Discount is based on the estimate filed in A.08-05-022.												
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	⁽³⁾ PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the CARE surcharge.												
41	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	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 April 30, 2011																		
3	Gross Enrollment																		
4	Enrollment																		
5		Automatic Enrollment																	
6	2011	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	One-e-App ⁴	SB580	Combined (B+C+D+E+F)	Capitation	Other Sources ⁵	Total (G+H+I)	Recertification	Total Adjusted (J+K)	Attrition (Drop Offs)	Net (L-M)	Net Adjusted (N-K)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)	
7	January	0	6,017	1,686	0	0	7,703	241	36,382	44,326	49,425	93,751	23,951	69,800	20,375	1,520,317	1,699,660	89%	
8	February	0	2,575	0	0	0	2,575	435	29,073	32,083	37,014	69,097	17,852	51,245	14,231	1,534,546	1,699,660	90%	
9	March	0	2,977	0	0	0	2,977	212	31,534	34,723	51,742	86,465	23,626	62,839	11,097	1,545,645	1,699,660	91%	
10	April	0	3,355	0	0	0	3,355	386	24,931	28,672	46,171	74,843	18,009	56,834	10,663	1,556,308	1,699,660	92%	
11	May						0		0			0		0	0				
12	June						0		0			0		0	0				
13	July						0		0			0		0	0				
14	August						0		0			0		0	0				
15	September						0		0			0		0	0				
16	October						0		0			0		0	0				
17	November						0		0			0		0	0				
18	December						0		0			0		0	0				
19	YTD Total	0	14,924	1,686	0	0	16,610	1,274	121,920	139,804	184,352	324,156	83,438	240,718	56,366	1,556,308	1,699,660	92%	
20	Enrollments via data sharing between the IOUs.																		
21	Enrollments via data sharing between departments and/or programs within the utility.																		
22	Enrollments via data sharing with programs outside the IOU that serve low-income customers.																		
23	One-e-App is a pilot program set up by The Center to Promote Healthcare Access (The Center) and PG&E. The pilot will occur within two PG&E counties to implement a strategy of automatic enrollment for low income customers into the CARE program based on customers' applications or reapplications for related low income health and social welfare services (e.g., MediCAL, Healthy Families, CALKids, etc.). The goal is to develop another means by which low income families can be introduced into the CARE program and, depending on the success of the pilot, possibly expand this pilot to other counties within PG&E's service area as well as to the other IOUs.																		
24	*Not including Recertification.																		
25	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																		

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G	H	I
1	CARE Table 3 - Standard Random Verification Results - PG&E								
2	Through April 30, 2011								
3	2011	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped¹	% Dropped through Random Verification	% of Total Population Dropped
4	January	1,520,317	1,298	0.09%	576	70	646	49.77%	0.04%
5	February	1,534,548	3,198	0.21%					
6	March	1,545,645	18,883	1.22%					
7	April	1,556,308	35,516	2.28%					
8	May								
9	June								
10	July								
11	August								
12	September								
13	October								
14	November								
15	December								
16	YTD Total	1,556,308	58,895	3.78%	576	70	646	49.77%	0.04%
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.								
19	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications - PG&E						
2	Through April 30, 2011						
3		Provided ²	Received	Approved	Denied	Pending/ Never Completed	Duplicates
4	YTD Total ¹	6,069,647	251,229	228,222	3,056	19,951	38,503
5	Percentage ³		100.00%	90.84%	1.22%	7.94%	15.33%
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%.						
11	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County - PG&E									
2	Through April 30, 2011									
3		Estimated Eligible			Total Participants			Penetration Rate		
4	County	Urban	Rural^[1]	Total	Urban	Rural^[1]	Total	Urban	Rural^[1]	Total
5	ALAMEDA	165,093	11	165,103	149,628	6	149,634	91%	55%	91%
6	ALPINE	0	209	209	0	18	18	n/a	9%	9%
7	AMADOR	0	4,751	4,751	1	4,439	4,440	379%	93%	93%
8	BUTTE	28,897	14,779	43,675	25,554	13,322	38,876	88%	90%	89%
9	CALAVERAS	71	7,901	7,973	35	6,230	6,265	49%	79%	79%
10	COLUSA	16	3,003	3,019	8	3,315	3,323	50%	110%	110%
11	CONTRA COSTA	98,419	1	98,420	95,060	0	95,060	97%	0%	97%
12	EL DORADO	5,972	6,602	12,574	6,561	6,616	13,177	110%	100%	105%
13	FRESNO	143,380	313	143,693	144,634	174	144,808	101%	56%	101%
14	GLENN	0	5,153	5,153	1	4,813	4,814	248%	93%	93%
15	HUMBOLDT	0	26,145	26,145	0	22,164	22,164	0%	85%	85%
16	KERN	37,776	57,798	95,575	40,024	57,180	97,204	106%	99%	102%
17	KINGS	176	8,404	8,580	156	8,788	8,944	89%	105%	104%
18	LAKE	1	15,003	15,004	1	13,038	13,039	111%	87%	87%
19	LASSEN	0	274	274	0	196	196	n/a	72%	72%
20	MADERA	15,189	6,766	21,955	15,178	5,537	20,715	100%	82%	94%
21	MARIN	21,722	0	21,722	15,929	0	15,929	73%	n/a	73%
22	MARIPOSA	24	3,687	3,711	21	2,714	2,735	89%	74%	74%
23	MENDOCINO	31	16,337	16,367	6	12,068	12,074	20%	74%	74%
24	MERCED	19,796	19,286	39,082	18,825	18,846	37,671	95%	98%	96%
25	MONTEREY	41,179	5,228	46,407	35,280	5,350	40,630	86%	102%	88%
26	NAPA	15,504	0	15,504	12,868	0	12,868	83%	n/a	83%
27	NEVADA	13	11,813	11,826	5	10,105	10,110	37%	86%	85%
28	PLACER	16,907	10,307	27,214	15,037	9,224	24,261	89%	89%	89%
29	PLUMAS	100	2,793	2,893	21	2,069	2,090	21%	74%	72%
30	SACRAMENTO	131,318	1	131,319	117,184	0	117,184	89%	0%	89%
31	SAN BENITO	151	5,344	5,495	92	4,932	5,024	61%	92%	91%
32	SAN BERNARDINO	61	340	401	48	337	385	79%	99%	96%
33	SAN FRANCISCO	95,409	0	95,409	75,385	0	75,385	79%	n/a	79%
34	SAN JOAQUIN	75,521	8,083	83,604	77,686	9,899	87,585	103%	122%	105%
35	SAN LUIS OBISPO	13,888	22,510	36,398	7,667	16,705	24,372	55%	74%	67%
36	SAN MATEO	54,905	0	54,905	46,946	0	46,946	86%	n/a	86%
37	SANTA BARBARA	18,554	1,521	20,076	17,311	880	18,191	93%	58%	91%
38	SANTA CLARA	133,325	3,885	137,210	123,555	3,323	126,878	93%	86%	92%
39	SANTA CRUZ	28,698	8	28,706	23,715	3	23,718	83%	36%	83%
40	SHASTA	14,032	13,352	27,384	12,431	11,245	23,676	89%	84%	86%
41	SIERRA	4	293	297	1	159	160	24%	54%	54%
42	SISKIYOU	0	21	21	0	10	10	n/a	49%	49%
43	SOLANO	40,592	1	40,593	41,853	0	41,853	103%	0%	103%
44	SONOMA	53,629	2,943	56,572	46,055	3,139	49,194	86%	107%	87%
45	STANISLAUS	32,180	27,879	60,059	30,661	26,084	56,745	95%	94%	94%
46	SUTTER	12,902	0	12,902	13,863	0	13,863	107%	0%	107%
47	TEHAMA	21	13,659	13,679	11	11,916	11,927	53%	87%	87%
48	TRINITY	1	874	874	0	361	361	0%	41%	41%
49	TULARE	664	7,902	8,566	404	8,660	9,064	61%	110%	106%
50	TUOLUMNE	0	10,947	10,947	0	7,785	7,785	0%	71%	71%
51	YOLO	26,612	1	26,613	23,128	1	23,129	87%	91%	87%
52	YUBA	10,675	128	10,803	11,709	119	11,828	110%	93%	109%
53										
54	Total	1,353,408	346,252	1,699,660	1,244,538	311,770	1,556,308	92%	90%	92%
55										
56	[1] "Rural" includes ZIP Codes classified as such by the Goldsmith modification that was developed to identify small									
57	towns and rural areas within large metropolitan counties. ZIP Codes not defined as rural are classified as urban.									
58	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD									

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59	adjustments.									

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	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results - PG&E							
2	Through April 30, 2011							
3	2011	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	1,520,317	20,180	1.33%	16,151	4,029	80.03%	0.27%
5	February	1,534,548	20,282	1.32%				
6	March	1,545,645	29,180	1.89%				
7	April	1,556,308	33,482	2.15%				
8	May							
9	June							
10	July							
11	August							
12	September							
13	October							
14	November							
15	December							
16	YTD Total	1,556,308	103,124	6.63%	16,151	4,029	80.03%	0.26%
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	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors - PG&E							
2	Through April 30, 2011							
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	0	0
6	Airport Neighbors United		X			0	0	0
7	Alameda County Associated Community Action (ACAP)		X			0	3	3
8	Allen Temple Health and Social Services Ministries		X			0	3	3
9	Amador-Tuolumne Community Action Agency		X			13	15	28
10	American Canyon Family Resource Center		X			0	3	3
11	Anderson Cottonwood Christian Assistance		X			4	3	7
12	ARC of San Francisco		X			0	0	0
13	Area 12 Agency on Aging	X				0	3	3
14	Area Agency on Aging Serving Napa and Solano		X			0	0	0
15	Arriba Juntos		X			0	0	0
16	Asian Community Center		X			0	11	11
17	Asian Community Mental Health Services		X			0	2	2
18	Asian Pacific American Community		X			0	0	0
19	Asian Resources		X			0	5	5
20	Berkeley Housing Authority		X			0	1	1
21	Boys and Girls Club of Stockton		X			0	0	0
22	Breathe California of the Bay Area		X			0	1	1
23	California Association of Area Agencies on Aging		X			45	180	225
24	California Association of the Physically Handicapped, Inc (Fresno)		X			0	0	0
25	California Council of the Blind		X			0	0	0
26	California Diversified Services		X			0	0	0
27	California Human Development Corporation		X			0	2	2
28	California Welfare To Independence Network 2000, Inc		X		X	0	0	0
29	Canal Alliance		X			0	3	3
30	Capture the Dream Inc		X			0	0	0
31	Carecen Family Services Program		X			0	0	0
32	Catholic Charities Diocese of Stockton		X			0	2	2
33	Catholic Charities Diocese of Fresno		X			11	35	46
34	Center for Training and Careers, Inc		X			0	1	1
35	Center of Vision Enhancement		X			0	2	2
36	Central California Legal Services		X			0	5	5
37	Central Coast Center for Independent Living		X			0	0	0
38	Central Coast Energy Services, Inc		X			26	104	130
39	Central Sierra Planning Council		X			0	5	5
40	Central Valley Opportunity Center		X			0	2	2
41	Centro La Familia Advocacy Services		X			0	1	1
42	Centro Legal de La Raza, Inc		X			0	1	1
43	Chabot College Foundation		X			0	0	0
44	Charles P. Foster Foundation	X				0	0	0
45	Charterhouse Center for Families		X			0	1	1
46	Child Abuse Prevention Council		X			0	3	3
47	Child Care Links		X	X		0	1	1
48	Chinese Christian Herald Crusades		X			0	2	2
49	Chinese Newcomers Service Center		X			0	7	7
50	Christ Temple Community Church		X			0	0	0
51	Civicorps Schools		X			0	0	0
52	Communication Services, LLC		X			0	12	12
53	Community Action Marin		X		X	18	82	100
54	Community Action of Napa Valley		X			0	1	1
55	Community Action Partnership of Madera County, Inc		X			39	18	57
56	Community Action Partnership of Sonoma County		X			0	5	5
57	Community Alliance for Career Training and Utility Solutions		X			0	0	0
58	Community Foundation of Colusa County		X			0	0	0
59	Community Gatepath		X			0	0	0
60	Community Legal Services in East Palo Alto		X			0	0	0
61	Community Pantry of San Benito County		X			0	1	1
62	Community Resource Project, Inc		X			10	59	69
63	Community Resources for Independent Living		X			0	0	0
64	Council for the Spanish Speaking		X			0	0	0
65	County of San Benito		X			1	0	1
66	CSU Chico Research Foundation-Passages		X			0	0	0
67	Davis Street Community Center		X			0	1	1
68	Delta Community Services		X			0	2	2

	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors - PG&E							
2	Through April 30, 2011							
3	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
69	Disability Resource Agency for Independent Living		X			0	1	1
70	Dixon Family Services		X			0	0	0
71	Eastern European Services		X			0	0	0
72	EBONY Counseling Center		X			0	0	0
73	Familia Center		X			0	0	0
74	Familia Unidas		X			0	0	0
75	Filipino American Development Foundation		X			0	1	1
76	Folsom-Cordova Community Partnership		X			0	0	0
77	Food Bank of El Dorado County		X			1	0	1
78	Fort Ord Environmental Justice Network		X			0	0	0
79	Fresno Center for New Americans		X			0	4	4
80	Fresno Rescue Mission		X			0	0	0
81	Give Every Child a Chance		X			0	0	0
82	Global Center for Success		X			0	2	2
83	God Financial Plan Inc		X			0	132	132
84	Golden Umbrella		X			0	1	1
85	Greater Hill Zion Missionary Baptist Church		X			0	0	0
86	Habitat for Humanity, Stanislaus		X			0	1	1
87	Help Line Information & Assistance/Area 4 Agency on Aging		X			0	2	2
88	Heritage Institute for Family Advocacy		X			0	1	1
89	Hip Housing Human Investment Project, Inc		X			0	1	1
90	Hotline of San Luis Obispo County		X			0	0	0
91	Housing Authority of Alameda County		X			0	2	2
92	Housing Authority of City and County of Fresno		X			0	3	3
93	Housing Authority of City and County of San Francisco		X			0	0	0
94	Housing Authority of County of Kern		X			0	4	4
95	Housing Authority of Kings County		X			0	0	0
96	Housing Authority of Stanislaus County		X			2	12	14
97	Housing Rights		X			0	0	0
98	Independent Living Center of Kern County, Inc		X			0	3	3
99	Independent Living Resource Center SF		X			0	0	0
100	Independent Living Resource of Contra Costa County		X			0	0	0
101	Independent Living Services of Northern California		X			0	1	1
102	Indian Health Center of Santa Clara Valley		X			0	0	0
103	Instituto Laboral de la Raza		X			0	0	0
104	International Humanities Center/The Companion Line		X			0	0	0
105	Jewish Family and Children Services East Bay		X			0	0	0
106	KidsFirst		X			0	15	15
107	Kings Community Action Organization, Inc		X			0	0	0
108	La Luz Bilingual Center		X	X		0	4	4
109	Lao Family Community of Fresno, Inc		X			0	2	2
110	Lao Family Community of Stockton		X			0	0	0
111	Lao Khmu Association, Inc.		X			0	11	11
112	Lighthouse Learning Resource Center, Inc		X			0	0	0
113	Mabuhay Alliance		X			0	1	1
114	Marin Center for Independent Living		X			0	0	0
115	Mendocino Latinos Para La Comunidad, Inc		X			0	4	4
116	Merced County Community Action Agency		X		X	0	26	26
117	Merced Lao Family Community, Inc		X			0	8	8
118	Mission Language and Vocational School		X			0	0	0
119	Moncada Outreach	X				0	0	0
120	Monument Crisis Center		X			0	2	2
121	Mutual Assistance Network of Del Paso Heights		X			0	6	6
122	National Alliance on Mental Illness-Santa Clara County		X			0	3	3
123	Native American Health Center		X			0	0	0
124	Network for Elders		X			0	1	1
125	New Connections		X			0	1	1
126	New Direction Christian Center		X			0	0	0
127	North Peninsula Neighborhood Services Ctr		X			0	0	0
128	Northeast Community Federal Credit Union		X			0	1	1
129	Nuestra Alianza De Willits		X			0	0	0
130	Nugate Group		X			0	4	4
131	Oakland Citizens Committee for Urban Renewal (O.C.C.U.R.)		X		X	0	0	0
132	Opportunity Junction		X			0	0	0

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1	CARE Table 7 - Capitation Contractors - PG&E							
2	Through April 30, 2011							
3	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
133	Pack N Ship		X			0	1	1
134	Partners For Peace		X			0	0	0
135	People of Purpose		X			0	0	0
136	People Resources		X			0	0	0
137	Pilipino Senior Resource Center		X			0	0	0
138	Plumas County Community Development Commission	X				0	0	0
139	Plumas Crisis Intervention & Resource Center		X			0	1	1
140	Progress Financial Corporation		X			0	0	0
141	Project Access, Inc		X			0	1	1
142	Promise Land Ministries		X			0	4	4
143	Q Foundation DBA Aids Housing Alliance SF		X			0	2	2
144	Rebuilding Together Sacramento		X			0	0	0
145	REDI (Renewable Energy Development institute)		X			0	0	0
146	Redwood Community Action Agency	X			X	38	0	38
147	Redwood Empire Food Bank		X			0	34	34
148	Resources for Independent Central Valley		X			0	0	0
149	Resources for Independent Living Inc. - Sacramento		X			0	0	0
150	Richland School District		X			0	0	0
151	Rising Sun Energy Center		X			0	0	0
152	Ritter Center		X			0	0	0
153	Sacramento Housing and Redevelopment Agency		X			0	9	9
154	Sacred Heart Community Service		X			0	23	23
155	Salvation Army Golden State Divisional Headquarters		X			0	49	49
156	San Francisco Chamber of Commerce Foundation /SF Works		X			0	0	0
157	San Francisco Community Power Cooperative		X			0	22	22
158	San Francisco Women's Center		X			0	0	0
159	Second Harvest Food Bank of Santa Cruz and San Benito Counties		X			0	1	1
160	Self-Help for the Elderly		X			0	19	19
161	Self-Help Federal Credit Union		X			0	2	2
162	Seniors First, Inc		X			0	0	0
163	Shasta County Child Abuse Prevention Council		X			0	3	3
164	Silicon Valley Independent Living Center		X			0	0	0
165	Slavic Community Center		X			0	0	0
166	Southeast Asian Community Center		X			0	3	3
167	St Helena Family Center		X			0	8	8
168	Suscol Intertribal Council		X			0	6	6
169	The Global Center for Success		X			0	1	1
170	The Resource Connection of Amador and Calaveras Counties, Inc		X			5	2	7
171	Tri Valley Haven		X			0	0	0
172	Tri-County Independent Living, Inc		X			0	0	0
173	Una Nueva Esperanza		X			0	0	0
174	United Way of Fresno County		X			0	1	1
175	Upwardly Global		X			0	0	0
176	Valley Oak Children's Services, Inc		X			4	1	5
177	Vietnamese Elderly Mutual Assistant Association		X			0	1	1
178	Vineyard Workers Services		X			0	0	0
179	Volunteer Center of Sonoma County		X			0	3	3
180	West Bay Pilipino Multi-Service Center		X			0	0	0
181	West Valley Community Services		X			0	3	3
182	Y-FY Consulting	X				0	0	0
183	YMCA of the East Bay West Contra Costa Branch		X			0	2	2
184	Yolo County Housing Authority		X			0	2	2
185	Yolo Family Resource Center		X			0	4	4
186	Yuba Sutter Legal Center		X			0	1	1
187	Total Enrollments and Expenditures					217	1,057	1,274
189	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD							
190	adjustments.							

Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G	H
1	CARE Table 8 - Participants as of Month-End - PG&E							
2	Through April 30, 2011							
3	2011	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration Rate	% Change ¹
4	January	904,725	251,279	364,313	1,520,317	1,699,660	89%	1.4%
5	February	913,707	253,908	366,933	1,534,548	1,699,660	90%	0.9%
6	March	922,502	254,477	368,666	1,545,645	1,699,660	91%	0.7%
7	April	929,374	256,211	370,723	1,556,308	1,699,660	92%	0.7%
8	May							
9	June							
10	July							
11	August							
12	September							
13	October							
14	November							
15	December							
16								
17	¹ No monthly variance of 5% or more in the number of participants has occurred in 2011.							
18	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

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, 2011, I served a true copy of:

ONE-HUNDRED AND TWENTIETH STATUS REPORT OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON THE RESULTS OF ITS ENERGY SAVINGS ASSISTANCE 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 23rd day of April 2011, at San Francisco, California.

/S/
JENNIFER S. NEWMAN

THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA SERVICE LIST

Last Updated: May 20, 2011

CPUC DOCKET NO. A0805022 -024 -025 -026

Total number of addressees: 203

HANNAH BASCOM
PACIFIC GAS AND ELECTRIC COMPANY
245 MARKET ST., MC N3F
SAN FRANCISCO CA 94105
Email: HKB4@pge.com
Status: INFORMATION

BRIAN K. CHERRY DIRECTOR, REGULATORY
RELATIONS
PACIFIC GAS AND ELECTRIC COMPANY (39)
77N BEALE ST., PO BOX 770000, MC B10C
SAN FRANCISCO CA 94177
Email: bkc7@pge.com
Status: INFORMATION

REGULATORY FILE ROOM
PACIFIC GAS AND ELECTRIC COMPANY
PO BOX 7442
SAN FRANCISCO CA 94120
Email: CPUCCases@pge.com
Status: INFORMATION

STEVEN R. HAERTLE
PACIFIC GAS AND ELECTRIC COMPANY
77 BEALE ST, MC B9A
SAN FRANCISCO CA 94105
Email: SRH1@pge.com
Status: INFORMATION

LISE H. JORDAN, ESQ.
PACIFIC GAS AND ELECTRIC COMPANY
77 BEALE ST, B30A. RM 3151
SAN FRANCISCO CA 94105
Email: lhj2@pge.com
Status: INFORMATION

TINA NGUYEN
PACIFIC GAS AND ELECTRIC COMPANY
77 BEALE ST., MC B5K
SAN FRANCISCO CA 94105
Email: ttn7@pge.com
Status: INFORMATION

MARY O'DRAIN
PACIFIC GAS AND ELECTRIC COMPANY
245 MARKET ST., MC N6G
SAN FRANCISCO CA 94105
Email: mjob@pge.com
Status: INFORMATION

CRAIG M. BUCHSBAUM ATTORNEY
PACIFIC GAS AND ELECTRIC COMPANY
77 BEALE ST, B30A
SAN FRANCISCO CA 94105
FOR: Pacific Gas and Electric Company
Email: cmb3@pge.com
Status: INFORMATION

CASE COORDINATION
PACIFIC GAS AND ELECTRIC COMPANY
PO BOX 770000; MC B9A
SAN FRANCISCO CA 94177
Email: regrelcpuccases@pge.com
Status: INFORMATION

LINDA FONTES
PACIFIC GAS & ELECTRIC COMPANY
77 BEALE ST, MC B5K
SAN FRANCISCO CA 94105
Email: lcf2@pge.com
Status: INFORMATION

KEVIN HIETBRINK
PACIFIC GAS AND ELECTRIC COMPANY
PO BOX 770000, MC B9A
SAN FRANCISCO CA 94177
Email: KXHY@pge.com
Status: INFORMATION

SUSAN MORRIS
PACIFIC GAS AND ELECTRIC COMPANY
245 MARKET ST., MC N3E
SAN FRANCISCO CA 94105
Email: SFN1@pge.com
Status: INFORMATION

SUSAN NORRIS
PACIFIC GAS AND ELECTRIC COMPANY
245 MARKET ST., MC N3E
SAN FRANCISCO CA 94105
Email: SFN1@pge.com
Status: INFORMATION

BRETT SEARLE SR. PROJECT MGMT ANALYST
PACIFIC GAS AND ELECTRIC COMPANY
77 BEALE ST, RM 559A, MCB5K
SAN FRANCISCO CA 94105
Email: bjsv@pge.com
Status: INFORMATION

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FRANCES L. THOMPSON
PACIFIC GAS AND ELECTRIC COMPANY
3401 CROW CANYON ROAD, 170C
SAN RAMON CA 94583
Email: flt2@pge.com
Status: INFORMATION

MARDI WALTON SR. REGULATORY ANALYST
PACIFIC GAS AND ELECTRIC COMPANY
77 BEALE ST, MC B9A
SAN FRANCISCO CA 94105
Email: MEWR@pge.com
Status: INFORMATION

JOSEPHINE WU
PACIFIC GAS AND ELECTRIC COMPANY
77 BEALE ST, MC B9A
SAN FRANCISCO CA 94105
Email: jwwd@pge.com
Status: PARTY

ZAIDA AMAYA
CALIFORNIA PUBLIC UTILITIES COMMISSION
180 PROMENADE CIRCLE, STE. 115
SACRAMENTO CA 95834
Email: zca@cpuc.ca.gov
Status: STATE-SERVICE

Melicia Charles
CALIF PUBLIC UTILITIES COMMISSION
ENERGY DIVISION
505 VAN NESS AVE RM 5306
SAN FRANCISCO CA 94102-3214
Email: mvc@cpuc.ca.gov
Status: STATE-SERVICE

Josephine Emelo
CALIF PUBLIC UTILITIES COMMISSION
ELECTRICITY PRICING AND CUSTOMER PROGRAMS
BRANCH
505 VAN NESS AVE RM 4104
SAN FRANCISCO CA 94102-3214
Email: je3@cpuc.ca.gov
Status: STATE-SERVICE

TORY FRANCISCO
CALIFORNIA PUBLIC UTILITIES COMMISSION
EMAIL ONLY
EMAIL ONLY CA 0
Email: TNF@cpuc.ca.gov
Status: STATE-SERVICE

BRANDON TRAN
PACIFIC GAS AND ELECTRIC COMPANY
245 MARKET ST, MC N9E
SAN FRANCISCO CA 94105
Email: BVT2@pge.com
Status: INFORMATION

DANIEL F. COOLEY ATTORNEY
PACIFIC GAS AND ELECTRIC COMPANY
77 BEALE ST, MAIL CODE B30A
SAN FRANCISCO CA 94105
FOR: PACIFIC GAS AND ELECTRIC COMPANY
Email: dfc2@pge.com
Status: PARTY

Donna L. Wagoner
CALIF PUBLIC UTILITIES COMMISSION
UTILITY AUDIT, FINANCE & COMPLIANCE BRANCH
505 VAN NESS AVE AREA 3-C
SAN FRANCISCO CA 94102-3214
Email: dlw@cpuc.ca.gov
Status: INFORMATION

Mariana C. Campbell
CALIF PUBLIC UTILITIES COMMISSION
ENERGY COST OF SERVICE & NATURAL GAS BRANCH
505 VAN NESS AVE RM 4205
SAN FRANCISCO CA 94102-3214
Email: mcl@cpuc.ca.gov
Status: STATE-SERVICE

Joe Como
CALIF PUBLIC UTILITIES COMMISSION
DRA - ADMINISTRATIVE BRANCH
505 VAN NESS AVE RM 4101
SAN FRANCISCO CA 94102-3214
Email: joc@cpuc.ca.gov
Status: STATE-SERVICE

Hazlyn Fortune
CALIF PUBLIC UTILITIES COMMISSION
ENERGY DIVISION
505 VAN NESS AVE AREA 4-A
SAN FRANCISCO CA 94102-3214
Email: hcf@cpuc.ca.gov
Status: STATE-SERVICE

Syreetta Gibbs
CALIF PUBLIC UTILITIES COMMISSION
ENERGY DIVISION
505 VAN NESS AVE AREA 4-A
SAN FRANCISCO CA 94102-3214
Email: syg@cpuc.ca.gov
Status: STATE-SERVICE

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Last Updated: May 20, 2011

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Risa Hernandez
CALIF PUBLIC UTILITIES COMMISSION
COMMUNICATIONS POLICY BRANCH
505 VAN NESS AVE RM 4209
SAN FRANCISCO CA 94102-3214
Email: rhh@cpuc.ca.gov
Status: STATE-SERVICE

Kimberly Kim
CALIF PUBLIC UTILITIES COMMISSION
DIVISION OF ADMINISTRATIVE LAW JUDGES
505 VAN NESS AVE RM 5021
SAN FRANCISCO CA 94102-3214
Email: kk2@cpuc.ca.gov
Status: STATE-SERVICE

Robert Lehman
CALIF PUBLIC UTILITIES COMMISSION
COMMUNICATIONS POLICY BRANCH
505 VAN NESS AVE RM 4209
SAN FRANCISCO CA 94102-3214
Email: leh@cpuc.ca.gov
Status: STATE-SERVICE

Pamela Nataloni
CALIF PUBLIC UTILITIES COMMISSION
LEGAL DIVISION
505 VAN NESS AVE RM 5124
SAN FRANCISCO CA 94102-3214
Email: jpn@cpuc.ca.gov
Status: STATE-SERVICE

Sarita Sarvate
CALIF PUBLIC UTILITIES COMMISSION
ENERGY DIVISION
505 VAN NESS AVE AREA 4-A
SAN FRANCISCO CA 94102-3214
Email: sbs@cpuc.ca.gov
Status: STATE-SERVICE

SUSAN E. BROWN ATTORNEY
A WORLD INSTITUTE FOR SUSTAINABLE HUMANI
PO BOX 428
MILL VALLEY CA 94942
FOR: A World Institute for Sustainable Humanity
Email: sebesq@comcast.net
Status: PARTY

MICHAEL LAMOND
ALPINE NATURAL GAS OPERATING COMPANY
PO BOX 550
15 ST. ANDREWS ROAD, STE 7
VALLEY SPRINGS CA 95252
Email: mike@alpinenaturalgas.com
Status: PARTY

Varoujan Jinbachian
CALIF PUBLIC UTILITIES COMMISSION
PUBLIC ADVISOR OFFICE
320 West 4th St Ste 500
Los Angeles CA 90013
Email: vsj@cpuc.ca.gov
Status: STATE-SERVICE

Alik Lee
CALIF PUBLIC UTILITIES COMMISSION
COMMUNICATIONS POLICY BRANCH
505 VAN NESS AVE RM 4209
SAN FRANCISCO CA 94102-3214
Email: ayo@cpuc.ca.gov
Status: STATE-SERVICE

Kevin S. Nakamura
CALIF PUBLIC UTILITIES COMMISSION
UTILITY AUDIT, FINANCE & COMPLIANCE BRANCH
180 Promenade Circle, Ste 115
Sacramento CA 95834
Email: kev@cpuc.ca.gov
Status: STATE-SERVICE

Thomas M. Renaghan
CALIF PUBLIC UTILITIES COMMISSION
ENERGY COST OF SERVICE & NATURAL GAS BRANCH
505 VAN NESS AVE RM 4205
SAN FRANCISCO CA 94102-3214
Email: tmr@cpuc.ca.gov
Status: STATE-SERVICE

Ava N. Tran
CALIF PUBLIC UTILITIES COMMISSION
ENERGY DIVISION
505 VAN NESS AVE AREA 4-A
SAN FRANCISCO CA 94102-3214
Email: atr@cpuc.ca.gov
Status: STATE-SERVICE

JAMES HODGES
ACCES
1069 45TH ST
SACRAMENTO CA 95819
FOR: ACCES, The Community Action of San Mateo
County, Inc., TELACU, The Maravilla Foundation
Email: hodgesjl@surewest.net
Status: PARTY

LYDIA FLORES PRESIDENT
AMERICAN INSULATION INC
8305 MIRALANI DRIVE
SAN DIEGO CA 92126
FOR: American Insulation Inc.
Email: lflores@americaninsul.com
Status: PARTY

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PAUL DELANEY V.P.
AMERICAN UTILITY NETWORK (A.U.N.)
10705 DEER CANYON DRIVE
ALTA LOMA CA 91737
Email: pssed@adelphia.net
Status: INFORMATION

GLORIA BRITTON
ANZA ELECTRIC CO-OPERATIVE, INC.
EMAIL ONLY
EMAIL ONLY CA 00000-0000
Email: GloriaB@anzaelectric.org
Status: INFORMATION

KEITH SWITZER
BEAR VALLEY ELECTRIC SERVICE
630 EAST FOOTHILL BLVD.
SAN DIMAS CA 91773
FOR: BEAR VALLEY ELECTRIC SERVICE
Email: kswitzer@gswater.com
Status: PARTY

PETER HOFMANN
BO ENTERPRISES
43B EAST MAIN ST
LOS GATOS CA 95030-6907
FOR: Bo Enterprises
Email: phofmn@aol.com
Status: PARTY

DAVID E. MORSE
CALIFORNIA AMERICAN WATER CO.
EMAIL ONLY
EMAIL ONLY CA 00000-0000
Email: davidmorse9@gmail.com
Status: INFORMATION

CALIFORNIA ENERGY MARKTS
425 DIVISADERO ST, STE 303
SAN FRANCISCO CA 94117
Email: cem@newsdata.com
Status: INFORMATION

NARISHA BONAKDAR
CALIFORNIA HOUSING PARTNERSHIP CORP.
EMAIL ONLY
EMAIL ONLY CA 00000-0000
FOR: California Housing Partnership Corp.
Email: nbonakdar@chpc.net
Status: INFORMATION

DAVE STEPHENSON RATE REGULATION MANAGER -
WESTERN REGIO
AMERICAN WATER WORKS SERVICE CO.
4701 BELOIT DRIVE
SACRAMENTO CA 95838
Email: dstephenson@amwater.com
Status: INFORMATION

ELISABETH ADAMS
ASSERT INC.
155 W. AVE J-5
LANCASTER CA 93534
Email: eadams.assert@verizon.net
Status: INFORMATION

MARK MCNULTY
4654 MAYAPAN DR
LA MESA CA 91941-7148
FOR: Bear Valley Electric/Golden State water
Email: markmcnulty@sbcglobal.net
Status: INFORMATION

RYAN BERNARDO
BRAUN BLAISING MCLAUGHLIN, P.C.
915 L ST, STE 1270
SACRAMENTO CA 95814
Email: bernardo@braunlegal.com
Status: INFORMATION

ROBERT J. BICKER LEGISLATIVE ANALYST
CALIFORNIA APARTMENT ASSOCIATION
980 NINTH ST, STE 200
SACRAMENTO CA 95814
Email: rbicker@caanet.org
Status: INFORMATION

DEVI EDEN ADVISOR TO COMMISSIONER ROSENFELD
CALIFORNIA ENERGY COMMISSION
1516 9TH ST, MS 35
SACRAMENTO CA 95814-5512
Email: deden@energy.state.ca.us
Status: INFORMATION

MARILYN WACKS
CALIFORNIA HOUSING PARTNERSHIP CORP
EMAIL ONLY
EMAIL ONLY CA 0
FOR: California Housing Partnership Corporation
Email: mwacks@chpc.net
Status: INFORMATION

THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA SERVICE LIST

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ANN KELLY DEPT. OF THE ENVIRONMENT
CITY AND COUNTY OF SAN FRANCISCO
11 GROVE ST
SAN FRANCISCO CA 94102
Email: ann.kelly@sfgov.org
Status: INFORMATION

MARY TUCKER ENVIRONMENTAL SERVICES
DEPARTMENT
CITY OF SAN JOSE
200 E. SANTA CLARA, 10TH FLR
SAN JOSE CA 95113
Email: mary.tucker@sanjoseca.gov
Status: INFORMATION

WILLIAM F. PARKER
COMMUNITY ACTION AGENCY OF SAN MATEO
930 BRITTAN AVE
SAN CARLOS CA 94070
FOR: COMMUNITY ACTION AGENCY OF SAN MATEO
Email: wparker@baprc.com
Status: PARTY

DANA ARMANINO COMMUNITY DEVELOPMENT
AGENCY
COUNTY OF MARIN
3501 CIVIC CENTER DRIVE, RM 308
SAN RAFAEL CA 94903
FOR: County of Marin Community Development Agency
Email: darmanino@co.marin.ca.us
Status: PARTY

MARIA Y. JUAREZ DEPUTY DIRECTOR
DEPARTMENT OF COMMUNITY ACTION
2038 IOWA AVE, STE B-102
RIVERSIDE CA 92507
Email: mjuarez@capriverside.org
Status: INFORMATION

MELISSA W. KASNITZ
DISABILITY RIGHTS ADVOCATES
2001 CENTER ST, FOURTH FLR
BERKELEY CA 94704-1204
FOR: DISABILITY RIGHTS ADVOCATES
Email: pucservice@dralegal.org
Status: PARTY

ELLEN AVIS
DONALD VIAL CENTER ON EMPLOYMENT
EMAIL ONLY
EMAIL ONLY CA 0
Email: ellenavis@berkeley.edu
Status: INFORMATION

JEANNE M. SOLE
CITY AND COUNTY OF SAN FRANCISCO
CITY HALL, RM 234
1 DR. CARLTON B. GOODLET PLACE
SAN FRANCISCO CA 94102-4682
Email: jeanne.sole@sfgov.org
Status: INFORMATION

COMMERCE ENERGY, INC.
5251 WESTHEIMER RD., STE. 1000
HOUSTON TX 77056-5414
Status: INFORMATION

JOHN NEWCOMB
696 SOUTH TIPPECANOE AVE
SAN BERNARDINO CA 92415
FOR: Community Action Partnership of San Bernardino
County
Email: jnewc@capsbc.sbcounty.gov
Status: INFORMATION

JANINE L. SCANCARELLI ATTORNEY
CROWELL & MORING LLP
275 BATTERY ST, 23RD FLR
SAN FRANCISCO CA 94111
Email: jscancarelli@crowell.com
Status: INFORMATION

JASON WIMBLEY DIVISION CHIEF, ENERGY&ENVIRON
PROGRAMS
DEPT. OF COMMUNITY SERVICES & DEVELOPMEN
2389 GATEWAY OAKS DRIVE
SACRAMENTO CA 95833
Email: jwimbley@csd.ca.gov
Status: INFORMATION

MARY - LEE KIMBER ATTORNEY
DISABILITY RIGHTS ADVOCATES
2001 CENTER ST, 3RD FLR
BERKELEY CA 94704-1204
FOR: DISABILITY RIGHTS ADVOCATES
Email: pucservice@dralegal.org
Status: PARTY

JESSICA HALPERN-FINNERTY CENTER FOR LABOR
RESEARCH & EDUCATION
DONALD VIAL CENTER ON EMPLOYMENT
2521 CHANNING WAY, NUMBER 5555
BERKELEY CA 94720-5555
Email: jesshf@berkeley.edu
Status: INFORMATION

THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA SERVICE LIST

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Rashid A. Rashid
CALIF PUBLIC UTILITIES COMMISSION
LEGAL DIVISION
505 VAN NESS AVE RM 4107
SAN FRANCISCO CA 94102-3214
FOR: DRA
Email: rhd@cpuc.ca.gov
Status: PARTY

Karen Camille Watts-Zagha
CALIF PUBLIC UTILITIES COMMISSION
ELECTRICITY PRICING AND CUSTOMER PROGRAMS
BRANCH
505 VAN NESS AVE RM 4104
SAN FRANCISCO CA 94102-3214
FOR: DRA
Email: kwz@cpuc.ca.gov
Status: PARTY

Radu Ciupagea
CALIF PUBLIC UTILITIES COMMISSION
ELECTRICITY PRICING AND CUSTOMER PROGRAMS
BRANCH
505 VAN NESS AVE RM 4104
SAN FRANCISCO CA 94102-3214
FOR: DRA
Email: rc5@cpuc.ca.gov
Status: STATE-SERVICE

Robert Kinosian
CALIF PUBLIC UTILITIES COMMISSION
EXECUTIVE DIVISION
505 VAN NESS AVE RM 5202
SAN FRANCISCO CA 94102-3214
FOR: DRA
Email: gig@cpuc.ca.gov
Status: STATE-SERVICE

Harvey Y. Morris
CALIF PUBLIC UTILITIES COMMISSION
LEGAL DIVISION
505 VAN NESS AVE RM 5036
SAN FRANCISCO CA 94102-3214
FOR: DRA
Email: hym@cpuc.ca.gov
Status: STATE-SERVICE

TODD ALLRED
EASE OF CALIFORNIA
23811 WASHINGTON AVE., C110-230
MURRIETA CA 92562
Email: todd@easeofca.com
Status: INFORMATION

RICK TRICE
EASE OF CALIFORNIA
23811 WASHINGTON AVE., C110-230
MURRIETA CA 92562
Email: rick@easeofca.com
Status: INFORMATION

SARAH TRICE
EASE OF CALIFORNIA
23811 WASHINGTON AVE., C110-230
MURRIETA CA 92562
Email: sarah@easeofca.com
Status: INFORMATION

STEVE GROVER
ECONORTHWEST
222 SW COLUMBIA BLVD., STE. 1600
PORTLAND OR 97201-6616
Email: grover@portland.econw.com
Status: INFORMATION

STEPHEN GROVER, PH.D.
ECONORTHWEST
222 SW COLUMBIA ST., STE. 1600
PORTLAND OR 97201-6616
Email: grover@portland.econw.com
Status: INFORMATION

ORTENSIA LOPEZ EXECUTIVE DIRECTOR
EL CONCILIO OF SAN MATEO
1419 BURLINGAME AVE., STE N
BURLINGAME CA 94010
Email: or10sia@aol.com
Status: INFORMATION

JULIE RICHARDSON
ENERGY EFFICIENCY, INC.
PO BOX 1612
UNION CITY CA 94587
FOR: Energy Efficiency, Inc.
Email: julieenergyeff@aol.com
Status: PARTY

NICOLE CAPRETZ DIRECTOR-GREEN ENERGY/GRN.
JOBS CAMPAIGN
ENVIRONMENTAL HEALTH COALITION
2727 HOOVER AVE.
NATIONAL CITY CA 91950
Email: nicole@environmentalhealth.org
Status: INFORMATION

DOCKET COORDINATOR
5727 KEITH ST.
OAKLAND CA 94618
Email: cpucdockets@keyesandfox.com
Status: INFORMATION

THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA SERVICE LIST

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SENATOR RICHARD POLANCO
3701 GLENALBYN DRIVE
LOS ANGELES CA 90065
Email: Senpolanco22@aol.com
Status: INFORMATION

ROBIN J. WALTHER
EMAIL ONLY
EMAIL ONLY CA 0
Email: rwalther@pacbell.net
Status: INFORMATION

LADONNA WILLIAMS EXECUTIVE DIRECTOR
PO BOX 5653
VALLEJO CA 94591
Email: zzeria@aol.com
Status: INFORMATION

BILL JULIAN
43556 ALMOND LANE
DAVIS CA 95618
Email: billjulian@sbcglobal.net
Status: PARTY

VIEN V. TRUONG, ESQ
GREEN FOR ALL
1611 TELEGRAPH AVE, STE 600
OAKLAND CA 94601
FOR: Green For All
Email: vien@greenforall.org
Status: INFORMATION

EMILY H. GORDON
GREEN FOR ALL
1611 TELEGRAPH AVE, STE 600
OAKLAND CA 94612
Email: emily@greenforall.org
Status: INFORMATION

ROBERT E. BURT
INSULATION CONTRACTORS ASSN.
3479 ORANGE GROVE AVE., STE. A
NORTH HIGHLANDS CA 95660
Email: burtt@macnexus.org
Status: INFORMATION

DAVE SULLIVAN P.E. CONSULTING ENGINEER
614 38TH PLACE
FLORENCE OR 97439-8216
Email: davesullivan_71@msn.com
Status: INFORMATION

YOLE WHITING
12532 JACKSON HILL LANE
EL CAJON CA 92021
Email: ywhiting@cox.net
Status: INFORMATION

CAROLYN COX GENERAL MANAGER
5213 ROSEANA COURT
FAIR OAKS CA 95628
Email: carolyncox2@sbcglobal.net
Status: PARTY

RONALD MOORE SR ANALYST, REGULATORY AFFAIRS
GOLDEN STATE WATER/BEAR VALLEY ELECTRIC
630 EAST FOOTHILL BLVD
SAN DIMAS CA 91773
Email: rkmoore@gswater.com
Status: PARTY

VIVIAN CHANG
GREEN FOR ALL
1611 TELEGRAPH AVE, STE 600
OAKLAND CA 94601
Email: vivian@greenforall.org
Status: INFORMATION

ZACHARY FRANKLIN
GRID ALTERNATIVES
EMAIL ONLY
EMAIL ONLY CA 0
FOR: GRID ALTERNATIVES
Email: zfranklin@gridalternatives.org
Status: INFORMATION

ALEX KANG
ITRON, INC.
1111 BROADWAY, STE. 1800
OAKLAND CA 94607
Email: alex.kang@itron.com
Status: INFORMATION

THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA SERVICE LIST

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JOSE ATILIO HERNANDEZ LIOB MEMBER
LIOB
9237 GERALD ST
NORTHRIDGE CA 91343
Email: Jose.atilio@gmail.com
Status: INFORMATION

RICHARD MCCANN
M.CUBED
2655 PORTAGE BAY ROAD, STE 3
DAVIS CA 95616
Email: rmccann@umich.edu
Status: INFORMATION

BOB HONDEVILLE
MODESTO IRRIGATION DISTRICT
1231 11TH ST
MODESTO CA 95354
Email: bobho@mid.org
Status: INFORMATION

JOY A. WARREN
MODESTO IRRIGATION DISTRICT
1231 11TH ST
MODESTO CA 95354
Email: joyw@mid.org
Status: INFORMATION

JOHN DUTCHER VP - REGULATORY AFFAIRS
MOUNTAIN UTILITIES, LLC
3210 CORTE VALENCIA
FAIRFIELD CA 94534-7875
Email: ralf1241a@cs.com
Status: PARTY

FAITH BAUTISTA PRESIDENT
NATIONAL ASIAN AMERICAN COALITION
9580 BLACK MOUNTAIN ROAD, STE. A
SAN DIEGO CA 92126
Email: faith.mabuhayalliance@gmail.com
Status: INFORMATION

LARA ETTENSON
NATURAL RESOURCES DEFENSE COUNCIL
EMAIL ONLY
EMAIL ONLY CA 0
Email: lettenson@nrdc.org
Status: INFORMATION

MICHAEL WILLIAMS LIOB MEMBER
LIOB
3045 N. SUNNYSIDE, STE 101
FRESNO CA 93727
Email: mjwms@calwes.com
Status: INFORMATION

ALEX SOTOMAYOR
MARAVILLA FOUNDATION
5729 UNION PACIFIC AVE
LOS ANGELES CA 90022
FOR: Maravilla Foundation
Email: alexsot@aol.com
Status: PARTY

THOMAS S KIMBALL
MODESTO IRRIGATION DISTRICT
1231 11TH ST
MODESTO CA 95352-4060
Email: tomk@mid.org
Status: INFORMATION

WAYNE AMER PRESIDENT
MOUNTAIN UTILITIES (906)
PO BOX 205
KIRKWOOD CA 95646
Email: wamer@kirkwood.com
Status: INFORMATION

DUTCHER JOHN V.P. REGULATORY AFFAIRS
MOUNTAIN UTILITIES
3210 CORTE VALENCIA
FAIRFIELD CA 94534
FOR: Mountain Utilities
Email: Ralf1241a@CS.com
Status: INFORMATION

ALEX JACKSON
NATURAL RESOURCES DEFENSE COUNCIL
EMAIL ONLY
EMAIL ONLY CA 00000-0000
FOR: Natural Resources Defense Council
Email: ajackson@nrdc.org
Status: PARTY

PAUL KERKORIAN
UTILITY COST MANAGEMENT, LLC
6475 N PALM AVE., STE. 105
FRESNO CA 93704
FOR: Nonprofit Housing Associatio of Northrn California
Email: pk@utilitycostmanagement.com
Status: PARTY

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TARYN CIARDELLA SR. LEGAL SECRETARY
NV ENERGY
EMAIL ONLY
EMAIL ONLY NV 0
Email: tciardella@nvenergy.com
Status: INFORMATION

MICHELLE R. MISHOE
PACIFICORP
825 NE MULTNOMAH ST, STE 1800
PORTLAND OR 97232
FOR: PacifiCorp
Email: michelle.mishoe@pacificcorp.com
Status: PARTY

MARISA DECRISTOFORO
PACIFICORP
825 NE MULTNOMAH ST, STE 800
PORTLAND OR 97232
Email: Marisa.Decristoforo@PacifiCorp.com
Status: INFORMATION

MICHELE RODRIGUEZ
PLANNING SUSTAINABLE COMMUNITIES
220 MCALLISTER AVE
KENTFIELD CA 94904
Email: michele@boggis.com
Status: INFORMATION

DIANA BJORNSKOV SENIOR PROGRAM MANAGER
PORTLAND ENERGY CONSERVATION, INC
1400 SW 5TH AVE, STE 700
PORTLAND OR 97201
Email: Dbjornskov@peci.org
Status: INFORMATION

M. SAMI KHAWAJA, PH.D
QUANTEC, LLC
SUITE 400
720 SW WASHINGTON ST
PORTLAND OR 97205
Email: Sami.Khawaja@cadmusgroup.com
Status: INFORMATION

BENJAMIN CARROLL
RENAISSANCE INC.
2615 W DUDLEY AVE.
FRESNO CA 93728
FOR: Renaissance Inc.
Email: ben@renaissanceinc.net
Status: PARTY

DON WOOD SR.
PACIFIC ENERGY POLICY CENTER
4539 LEE AVE
LA MESA CA 91941
Email: dwood8@cox.net
Status: PARTY

CATHIE ALLEN DIR., REGULATORY AFFAIRS
PACIFICORP
825 NE MULTNOMAH ST, STE 2000
PORTLAND OR 97232
Email: californiadockets@pacificcorp.com
Status: INFORMATION

CINDY L. CASSELMAN
PILOT POWER GROUP, INC. (1365)
EMAIL ONLY
EMAIL ONLY CA 0
Email: ccasselman@pilotpowergroup.com
Status: INFORMATION

JESSICA NELSON
PLUMAS-SIERRA RURAL ELECTRIC CO-OP
EMAIL ONLY
EMAIL ONLY CA 0
Email: jnelson@psrec.coop
Status: INFORMATION

RICK C. NOGER
PRAXAIR, INC.
2430 CAMINO RAMON DRIVE, STE. 300
SAN RAMON CA 94583
Email: rick_noger@praxair.com
Status: INFORMATION

RON GARCIA
RELIABLE ENERGY MANAGEMENT, INC.
6250 PARAMOUNT BLVD.
LONG BEACH CA 90805
Email: ron@relenergy.com
Status: INFORMATION

JANE S. PETERS
RESEARCH INTO ACTION, INC.
EMAIL ONLY
EMAIL ONLY CA 0
Email: janep@researchintoaction.com
Status: INFORMATION

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CRISTAL BEDORTHA
RESIDENTIAL WALL INSULATION
3714 NELSON AVE.
OROVILLE CA 95965
FOR: Residential Wall Insulation
Email: cristalfour@aol.com
Status: PARTY

JAMES DEZELL
RHA, INC.
SUITE 205
1151 HARBOR BAY PKWY
ALAMEDA CA 94502
Email: jldezell@yahoo.com
Status: INFORMATION

BARBARA WILLIAMS
RHA, INC.
1151 HARBOR BAY PKWY STE. 205
ALAMEDA CA 94502-6561
Email: barbara@rhainc.com
Status: INFORMATION

PAMELA GORSUCH PROJECT MANAGER
RICHARD HEATH AND ASSOCIATES, INC.
1026 MANGROVE AVE, STE 20
CHICO CA 95926
Email: pamelar@rhainc.com
Status: INFORMATION

JOHN JENSEN REGIONAL MANAGER
RICHARD HEATH AND ASSOCIATES, INC.
7847 CONVOY COURT , STE 102
SAN DIEGO CA 92111
Email: jjensen@rhainc.com
Status: INFORMATION

JAMES O'BANNON
RICHARD HEATH AND ASSOCIATES, INC.
1026 MANGROVE AVE., STE 20
CHICO CA 95926
Email: jim@rhainc.com
Status: INFORMATION

ART BRICE
RICHARD HEATH AND ASSOCIATES, INC.
590 W. LOCUST AVE, STE 103
FRESNO CA 93650
FOR: Richard Heath and Associates, Inc.
Email: abrace@rhainc.com
Status: PARTY

DAVE MUNK PROGRAM MANAGER
RESOURCE ACTION PROGRAM
2724 UPPER CATTLE CREEK ROAD
CARBONDALE CO 81623
Email: dm@getwise.org
Status: INFORMATION

KYLE JEFFERY
RHA, INC.
EMAIL ONLY
EMAIL ONLY CA 00000-0000
Email: kjeffery@rhainc.com
Status: INFORMATION

JERRY H. MANN ATTORNEY
PERKINS, MANN & EVERETT
2222 W. SHAW AVE., STE 202
FRESNO CA 93711
FOR: Richard Heath & Associates
Email: jmann@pmelaw.com
Status: PARTY

HECTOR HUERTA
RICHARD HEATH AND ASSOCIATES, INC.
590 W. LOCUST AVE., STE 103
FRESNO CA 93650
Email: hhuerta@rhainc.com
Status: INFORMATION

KRISTINE LUCERO EXECUTIVE ASSISTANT
RICHARD HEATH AND ASSOCIATES, INC.
590 W. LOCUST AVE., STE. 103
FRESNO CA 93650
Email: klucero@rhainc.com
Status: INFORMATION

JOE WILLIAMS CEO
RICHARD HEATH AND ASSOCIATES, INC.
590 W. LOCUST AVE, STE 103
FRESNO CA 93650
Email: joe@rhainc.com
Status: INFORMATION

JOY C. YAMAGATA REGULATORY CASE ADMIN.
SAN DIEGO GAS & ELECTRIC COMPANY
8330 CENTURY PARK COURT, CP 32 D
SAN DIEGO CA 92123-1530
FOR: San Diego Gas & Electric Company/Southern California Gas Company
Email: JYamagata@SempraUtilities.com
Status: PARTY

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REGULATORY AFFAIRS
SAN DIEGO GAS & ELECTRIC CO.
8330 CENTURY PARK COURT-CP31E
SAN DIEGO CA 92123-1530
Email: CentralFiles@SempraUtilities.com
Status: INFORMATION

YVETTE VAZQUEZ
SAN DIEGO GAS & ELECTRIC
8326 CENTURY PARK COURT, MC CP62E
SAN DIEGO CA 92123-1569
Email: YVazquez@SempraUtilities.com
Status: INFORMATION

STEVEN MOSS
SAN FRANCISCO COMMUNITY POWER
2325 THIRD ST, STE 344
SAN FRANCISCO CA 94107
FOR: San Francisco Community Power
Email: steven@sfpower.org
Status: INFORMATION

GEORGETTA J. BAKER
SAN DIEGO GAS & ELECTRIC/SOCAL GAS
101 ASH ST, HQ 13
SAN DIEGO CA 92101
FOR: SDG&E/SOCALGAS
Email: GBaker@SempraUtilities.com
Status: PARTY

LOUISE A. PEREZ
COMMUNITY RESOURCE PROJECT, INC.
250 HARRIS AVE, STE 6
SACRAMENTO CA 95838
FOR: Self
Email: lperez@cresource.org
Status: PARTY

SCOTT BERG
SELF HELP HOME IMPROVEMENT PROJECT INC.
3777 MEADOWVIEW DR., 100
REDDING CA 96002
FOR: Self Help Home Improvement Project Inc.
Email: sberg@shhip.org
Status: INFORMATION

PEDRO VILLEGAS
SEMPRA ENERGY UTILITIES
EMAIL ONLY
EMAIL ONLY CA 00000-0000
Email: PVillegas@SempraUtilities.com
Status: INFORMATION

STEVE RAHON
SAN DIEGO GAS & ELECTRIC COMPANY
8330 CENTURY PARK COURT, CP32C
SAN DIEGO CA 92123-1548
Email: LSchavrien@SempraUtilities.com
Status: INFORMATION

STEVEN D. PATRICK
SAN DIEGO GAS AND ELECTRIC COMPANY
555 WEST FIFTH ST, STE 1400
LOS ANGELES CA 90013-1011
Email: SDPatrick@SempraUtilities.com
Status: INFORMATION

JIM MCNAMARA
SAN LUIS OBISPO COUNTY, INC.
1030 SOUTHWOOD DRIVE
SAN LUIS OBISPO CA 93401
Email: jmcnamara@eocslo.org
Status: INFORMATION

ARLEEN NOVOTNEY
SOUTHERN CALIFORNIA FORUM
941 PALMS BLVD.
VENICE CA 90291
FOR: Self
Email: socal.forum@yahoo.com
Status: PARTY

GREGORY REDICAN DEPUTY DIRECTOR
COMMUNITY ACTION AGENCY OF SAN MATEO
930 BRITTAN AVE
SAN CARLOS CA 94070
FOR: Self
Email: gredican@caasm.org
Status: PARTY

KEITH GRIFFITH
SELF HELP HOME IMPROVEMENT PROJECT INC.
3777 MEADOWVIEW DR. 100
REDDING CA 96002
FOR: Self Help Home Improvement Project Inc.
Email: sberg@shhip.org
Status: PARTY

RICHARD ESTEVES
SESCO, INC.
77 YACHT CLUB DRIVE, STE 1000
LAKE HOPATCONG NJ 07849-1313
Email: sesco@optonline.net
Status: INFORMATION

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TREVOR DILLARD RATE REGULATORY RELATIONS
SIERRA PACIFIC POWER COMPANY
6100 NEAL ROAD, MS S4A50 / PO BOX 10100
RENO NV 89520-0024
Email: tdillard@sppc.com
Status: INFORMATION

ELENA MELLO
SIERRA PACIFIC POWER COMPANY
6100 NEIL ROAD
RENO NV 89520
Email: emello@sppc.com
Status: PARTY

GREGGORY L. WHEATLAND
ELLISON SCHNEIDER & HARRIS L.L.P.
2600 CAPITOL AVE, STE 400
SACRAMENTO CA 95816-5905
FOR: Sierra Pacific Power Company
Email: glw@eslawfirm.com
Status: PARTY

SARA BIRMINGHAM DIRECTOR, WESTERN POLICY
SOLAR ALLIANCE
11 LYNN COURT
SAN RAFAEL CA 94901
FOR: Solar Alliance
Email: sara@solaralliance.org
Status: INFORMATION

ROBERTO DEL REAL
SOUTHERN CALIFORNIA EDISON COMPANY
2131 WALNUT GROVE AVE
ROSEMEAD CA 91770
Email: roberto.delreal@sce.com
Status: INFORMATION

BRUCE FOSTER
SOUTHERN CALIFORNIA EDISON COMPANY
601 VAN NESS AVE, STE. 2040
SAN FRANCISCO CA 94102
Email: bruce.foster@sce.com
Status: INFORMATION

AKBAR JAZAYEIRI DIR OF REVENUE & TARIFFS
SOUTHERN CALIFORNIA EDISON COMPANY (338)
2241 WALNUT GROVE AVE. / PO BOX 800
ROSEMEAD CA 91770
Email: akbar.jazayeri@sce.com
Status: INFORMATION

CHRISTOPHER HILEN
SIERRA PACIFIC POWER CO.
PO BOX 10100
RENO NV 89511
Email: chilen@sppc.com
Status: INFORMATION

JEDEDIAH J. GIBSON ATTORNEY
ELLISON SCHNEIDER & HARRIS LLP
2600 CAPITOL AVE, STE 400
SACRAMENTO CA 95816-5905
FOR: Sierra Pacific Power Company
Email: jjg@eslawfirm.com
Status: INFORMATION

MICHAEL R. THORP
SO CAL GAS AND SDG&E
555 WEST FIFTH ST, STE 1400
LOS ANGELES CA 90013-1011
Email: MThorp@SempraUtilities.com
Status: PARTY

CASE ADMINISTRATION
SOUTHERN CALIFORNIA EDISON COMPANY
PO BOX 800 / 2244 WALNUT GROVE AVE.
ROSEMEAD CA 91770
Email: case.admin@sce.com
Status: INFORMATION

JOHN FASANA
SOUTHERN CALIFORNIA EDISON
2131 WALNUT GOVE AVE.
ROSEMEAD CA 91770
Email: john.fasana@sce.com
Status: INFORMATION

JEANNIE HARRELL
SOUTHERN CALIFORNIA EDISON COMPANY
2131 WALNUT GROVE AVE
ROSEMEAD CA 91770
Email: jeannie.harrell@sce.com
Status: INFORMATION

SHEILA LEE REGULATORY, CONTROLS AND
SOLICITATIONS
SOUTHERN CALIFORNIA EDISON COMPANY
6042 N. IRWINDALE AVE, STE A
IRWINDALE CA 91702
Email: sheila.lee@sce.com
Status: INFORMATION

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JACK F. PARKHILL
SOUTHERN CALIFORNIA EDISON
2131 WALNUT GROVE AVE
ROSEMEAD CA 91770
Email: parkhijf@sce.com
Status: INFORMATION

JENNIFER M. TSAO SHIGEKAWA
SOUTHERN CALIFORNIA EDISON COMPANY
2244 WALNUT GROVE AVE
ROSEMEAD CA 91770
Email: Jennifer.Shigekawa@sce.com
Status: INFORMATION

LARRY R. COPE ATTORNEY
SOUTHERN CALIFORNIA EDISON
PO BOX 800, 2244 WALNUT GROVE AVE
ROSEMEAD CA 91770
FOR: Southern California Edison Company
Email: larry.cope@sce.com
Status: INFORMATION

KIM F. HASSAN ATTORNEY
SAN DIEGO GAS & ELECTRIC COMPANY
555 WEST FIFTH ST, GT-14E7
LOS ANGELES CA 90013
FOR: Southern California Gas Company & San Diego Gas
Electric Company
Email: KHassan@SempraUtilities.com
Status: PARTY

HOLLY J. LLOYD ANALYST III/STATE REGULATORY
AFFAIRS
SOUTHWEST GAS CORPORATION
5241 SPRING MOUNTAIN ROAD
LAS VEGAS NV 89150-0002
FOR: Southwest Gas Corporation
Email: holly.lloyd@swgas.com
Status: PARTY

DENNIS W. GUIDO VP
STAPLES & ASSOCIATES
EMAIL ONLY
EMAIL ONLY CA 0
Email: dennis.guido@staplesenergy.com
Status: INFORMATION

CHARLIE TOLEDO
SUSCOL INTERTRIBAL COUNCIL
PO BOX 5386
NAPA CA 94581
Email: suscol@suscol.net
Status: INFORMATION

RICHARD SHAW PRESIDENT
SOUTHERN CALIFORNIA FORUM
PO BOX 469
FILLMORE CA 93016
Email: r-l-shaw@msn.com
Status: INFORMATION

MICHAEL MONTOYA SENIOR ATTORNEY
SOUTHERN CALIFORNIA EDISON
2244 WALNUT GROVE AVE.
ROSEMEAD CA 91770
Email: montoym1@sce.com
Status: PARTY

MONICA GHATTAS
SOUTHERN CALIFORNIA EDISON COMPANY
2244 WALNUT GROVE AVE
ROSEMEAD CA 91770
FOR: Southern California Edison Company
Email: monica.ghattas@sce.com
Status: PARTY

KRISTIEN TARY STATE REGULATORY AFFAIRS
SOUTHWEST GAS CORPORATION
5241 SPRING MOUNTAIN ROAD
LAS VEGAS NV 89150
Email: kristien.tary@swgas.com
Status: INFORMATION

CATHERINE MAZZEO SR. COUNSEL - LEGAL
SOUTHWEST GAS CORPORATION
5241 SPRING MOUNTAIN ROAD
LAS VEGAS NV 89150-0002
FOR: Southwest Gas Corporation
Email: catherine.mazzeo@swgas.com
Status: PARTY

TIMOTHY J. LAWLER CEO/PRESIDENT
SUNDOWNER INSULATION, INC.
1495 RAILROAD AVE
CLOVIS CA 93612
FOR: Sundowner Insulation, Inc.
Email: sundnr2@sbcglobal.net
Status: PARTY

DAVID C. CLARK
SYNERGY COMPANIES
28436 SATELLITE ST
HAYWARD CA 94545
FOR: Synergy Companies, Inc.
Email: davidclark@synergycompanies.org
Status: PARTY

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STEVEN R. SHALLENBERGER
SYNERGY COMPANIES
28436 SATTELITE ST
HAYWARD CA 94545
Email: shallenbgr@aol.com
Status: INFORMATION

ALLAN RAGO
QUALITY CONSERVATION SERVICES, INC.
EMAIL ONLY
EMAIL ONLY CA 0
FOR: The Energy Efficiency Council; Quality Conservation
Services, Inc.
Email: arago@qcsca.com
Status: PARTY

ROBERT GNAIZDA POLICY DIRECTOR/GENERAL
COUNSEL
THE GREENLINING INSTITUTE
1918 UNIVERSITY AVE, SECOND FLR
BERKELEY CA 94704
FOR: THE GREENLINING INSTITUTE
Email: robertg@greenlining.org
Status: PARTY

JODY S. LONDON
JODY LONDON CONSULTING
PO BOX 3629
OAKLAND CA 94609
FOR: The Local Government Sustainable Energy Coalition
Email: jody_london_consulting@earthlink.net
Status: INFORMATION

HAYLEY GOODSON STAFF ATTORNEY
THE UTILITY REFORM NETWORK
EMAIL ONLY
EMAIL ONLY CA 00000-0000
FOR: TURN
Email: hayley@turn.org
Status: PARTY

MARK SHIRIN
VENTURA TV APPLIANCE CENTER
3619 E VENTURA BLVD
FRESNO CA 93702-5009
Email: vtvgeneral@aol.com
Status: INFORMATION

DOUGLAS MOIR
WESTERN APPLIANCE
1976 W. SAN CARLOS ST
SAN JOSE CA 95128
Email: dwmoir@westernappliance.com
Status: INFORMATION

RICHARD VILLASENOR
TELACU
12252 MC CANN DRIVE
SANTA FE SPRINGS CA 90670
Email: richvilla4@hotmail.com
Status: PARTY

STEPHANIE C. CHEN
THE GREENLINING INSTITUTE
EMAIL ONLY
EMAIL ONLY CA 0
FOR: THE GREENLINING INSTITUTE
Email: stephaniec@greenlining.org
Status: INFORMATION

SAMUEL S. KANG
THE GREENLINING INSTITUTE
1918 UNIVERSITY AVE, 2ND FLR.
BERKELEY CA 94704
FOR: THE GREENLINING INSTITUTE
Email: samuelk@greenlining.org
Status: PARTY

BRUCE PATTON
RANCHO VALLEY BUILDERS, INC.
647 AERO WAY
ESCONDIDO CA 92029
FOR: The San Diego Community Energy Advisory
Committee (SDCEAC)
Email: bpatton_rancho@sbcglobal.net
Status: PARTY

KAREN NOTSUND ASSISTANT DIRECTOR
UC ENERGY INSTITUTE
2547 CHANNING WAY 5180
BERKELEY CA 94720-5180
Email: knotsund@berkeley.edu
Status: INFORMATION

RAYMOND J. CZAHAR, C.P.A.
WEST COAST GAS COMPANY
9203 BEATTY DRIVE
SACRAMENTO CA 95826
Email: westgas@aol.com
Status: PARTY

BILL BELANSKY
WESTERN INSULATION
680 COLUMBIA AVE
RIVERSIDE CA 92507-2144
Email: bill.belansky@mascoocs.com
Status: INFORMATION

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STEPHANIE BORBA
WESTERN INSULATION, L.P.
2400 ROCKEFELLER DRIVE
CERES CA 95307
Email: stephanie.borba@mascoocs.com
Status: INFORMATION

STEVE HEIM
WESTERN INSULATION, L.P.
2400 ROCKEFELLER DRIVE
CERES CA 95307
FOR: Western Insulation, L.P.
Email: steve.heim@mascoocs.com
Status: PARTY

SHEILA DEY EXECUTIVE DIRECTOR
WESTERN MANUFACTURED HOUSING COMMUNITIES
455 CAPITAL MALL STE 800
SACRAMENTO CA 95814
Email: sheila@wma.org
Status: INFORMATION

IRENE K. MOOSEN ATTORNEY
WESTERN MANUFACTURED HOUSING COMM. SVCS.
53 SANTA YNEZ AVE
SAN FRANCISCO CA 94112
Email: irene@igc.org
Status: PARTY

WALLIS WINEGARD
WINEGARD ENERGY, INC.
5354 IRWINDALE AVE., BUILDING B
IRWINDALE CA 91706
FOR: Winegard Energy, Inc.
Email: wallis@winegardenergy.com
Status: INFORMATION

LUIS A. CHAVEZ
WINEGARD ENERGY, INC.
5354 IRWINDALE AVE., BUILDING B
IRWINDALE CA 91706
FOR: Winegard Energy, Inc.
Email: luis@winegardenergy.com
Status: PARTY

WALLIS J. WINEGAR
WINEGARD ENERGY, INC
5354 IRWINDALE AVE, BLDG B.
IRWINDALE CA 91706
Email: wallis@winegardenergy.com
Status: INFORMATION