Pacific Gas and Electric Company

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

Program Monthly Report
For August 2012

(September 21, 2012)

PACIFIC GAS AND ELECTRIC COMPANY

ENERGY SAVINGS ASSISTANCE PROGRAM AND CARE PROGRAM MONTHLY REPORT FOR AUGUST 2012

TABLE OF CONTENTS

Title **Page**

1. LOW INCOME ENERGY ASSISTANCE PROGRAM EXECUTIVE SUMMARY .. 4

1.1. Energy Savings Assistance Program Overview 4
1.2. Whole Neighborhood Approach Evaluation..... 5
1.3. ESA Program Customer Outreach and Enrollment Update 7
1.4. Leveraging Success Evaluation, Including CSD..... 9
1.5. Workforce Education & Training 9
1.6. Miscellaneous 10

2. CARE EXECUTIVE SUMMARY..... 10

2.1. CARE Program Summary..... 10
2.2. Outreach 11
2.3. Miscellaneous 13

3. APPENDIX: ESA TABLES AND CARE TABLES..... 13

PACIFIC GAS AND ELECTRIC COMPANY

ENERGY SAVINGS ASSISTANCE PROGRAM AND CARE PROGRAM MONTHLY REPORT FOR AUGUST 2012

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 resulting Energy Division-approved monthly reporting format.

D.11-11-010 adopted bridge funding to June 30, 2012 for the CARE and ESA Programs to ensure continuity of the two low income programs until the Commission adopts a final decision on the CARE and ESA Program budget application for 2012-2014. This decision authorizes PG&E and the other IOUs to expend an amount not to exceed 50 percent of their respective 2011 budget level, from January 1, 2012 until June 30, 2012.

Table 1
Bridge Funding Budgets beginning January 1, 2012- June 30, 2012
Budget Summary

Utility	ESA Program	CARE	Total
PG&E	$78,394,519	$244,614,218	$323,008,737
SCE	$31,706,930	$108,442,500	$140,149,430
***SoCalGas**	*$39,128,134	$71,244,819	*$110,372,953
SDG&E	$10,163,803	$26,532,227	$36,696,030
Total	**$159,393,386**	**$450,833,763**	**$610,227,149**

*SoCalGas's bridge funding budget is augmented, and SoCalGas is authorized an additional $6.06 million for its ESA program, for this bridge period, in addition to $39,128,134 shown in Table 1 above.

D.12-06-030 adopted monthly bridge funding from July 1, 2012 for the CARE and ESA Programs to ensure continuity of the two low income programs until the Commission adopts a final decision on the CARE and ESA Program budget application for 2012-2014. This decision continues authorization for PG&E and the other IOUs to expend an amount not to exceed 50 percent of their respective 2011 budget level on a month-by-month basis. Table 2 shows the monthly ESA and CARE program budgets as approved in Advice Letter 3313-G/4075-E on July 18, 2012, and effective July 1, 2012.

Table 2
Monthly Bridge Funding Budgets beginning July 1, 2012
Budget Summary

Utility	ESA	CARE	Total
PG&E	$13,065,753	$40,769,036	$53,834,789
SCE	$5,284,488	$18,073,750	$23,358,238
*SoCalGas	*$11,375,107	$11,874,137	*$18,395,493
*SDG&E	*$2,208,018	$4,422,038	* $6,116,005
Total	**$26,565,564**	**$75,138,961**	**$101,704,525**

*SoCalGas' and SDG&E's bridge funding budgets are augmented based upon their comments.

1. Low Income Energy Assistance Program Executive Summary

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 bridge funding extensions authorized in D.11-11-010 and D.12-06-030 for the 2012 program year essentially adopts the 2009-2011 ESA program guidelines and measures adopted in D.08-11-031.1

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 72,449 customers in 2012.

1.1.1. Provide a summary of the Energy Savings Assistance Program elements as approved in D.11-11-010 and D.12-06-030:

Energy Savings Assistance Program Summary for Month				
2012	**Authorized / Planning Assumptions 1/1-6/30 2012[1]**	**Authorized / Planning Assumptions through 8/31 2012[1]**	**Year-to-Date Actual**	**%**
Budget	$ 78,394,518	$ 104,526,023	$ 81,812,955	78.3%
Homes Treated	55,000	76,326	72,449	94.9%
kWh Saved[2]	na	na	23,516,9349	na
kW Demand Reduced[2]	na	na	4,967	na
Therms Saved[2]	na	na	732,408	na

[1]Authorized assumptions are based D.11-11-010 for January 1, 2012-June 30, 2012, and D.12-06-030 for each month after that.
[2] PG&E updated impact reporting for its 2012 Monthly Reports to use the ECONorthwest, *2009 LIEE Program Impact Evaluation, Final Report*, as previously agreed.

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 customers[3] 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. PG&E anticipates 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 for 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 coordinates activities and advertising with other PG&E energy efficiency and rate programs likely to reach income-qualified customers and service providers. For example, PG&E's ESA Program contractors are required to inform customers about other programs for which they may be eligible. Additionally, PG&E automatically enrolls customers participating in the ESA Program onto the CARE discount rate.

PG&E employees regularly provide information on the company's low income programs 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 in multiple languages, including English, Spanish, Vietnamese, Chinese, Russian, Korean, and Hmong.

PG&E contracts directly with both community-based organizations (CBOs) and private contractors who provide a wealth of experience in the communities they serve. PG&E currently has 33 installation contractors including 11 CBOs and two

appliance contractors who serve 48 counties. Of the 11 CBOs, six are LIHEAP agencies.

PG&E has five contracts with LIHEAP agencies that are not working within 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 to leverage their resources and help additional low income homes. Through August, 56 refrigerators have been installed, which equates to $44,800 leveraged through this program.

1.3.1. Provide a summary of the Energy Savings Assistance Program outreach and enrollment strategies deployed this month.

PG&E and its implementation subcontractors perform outreach for the ESA Program that targets income-qualified populations and other low income PG&E customers through a combination of bill inserts and direct mailings, outbound phone calls, text messages, public service announcements, ethnic and local media, community events and partnerships and other innovative approaches. Customers who call PG&E's customer service centers are referred to the ESA Program and assigned to a contractor in their area who sets up an appointment with them. PG&E subcontractors are provided access to a database containing current CARE customers in their contract area. The ESA Program also takes full advantage of CARE's successful marketing strategies by working closely with its outreach team.

In August, the ESA Program rolled out the following direct mail initiatives to enroll eligible customers:

- English/Spanish letters were mailed to 179,811 CARE-enrolled customers who had reached electric tiers 4 or 5 in the past 12 months.
- English/Spanish letters were mailed to 9,105 customers residing in Tulare and Kings Counties and Marysville.

In August, the ESA Program continued the following partnership:

- <u>Saber es Poder</u>

PG&E continues to enroll eligible customers in the ESA Program via automated phone calls and text messaging:

- Automated Phone Calls –A third-party vendor is contracted to enroll new customers by telephone. Year-to-date, this initiative has generated 71 new enrollments.

- Text messaging –A third-party vendor is contracted to enroll new customers via text message. Year-to-date, this initiative has generated 254 new enrollments.

In August, the ESA Program continued the following media campaigns:

- A Spanish print campaign in Vision Hispana throughout Alameda and Contra Costa counties.
- A Cantonese, Mandarin and Hmong television campaign through Crossings TV in Sacramento, Stockton and Fresno.
- A Hmong radio campaign through Crossings TV in Sacramento.

In August, the ESA Program participated in the following events:

- Filipino Barrio Fiesta in Stockton on 08/11/12.
- Elk Grove Multicultural Fair in Elk Grove on 08/25/12.

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 San Francisco on June 21, 2012 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.

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 slightly reduced unit goals for the first half of the 2012 ESA Program, fewer contractor Weatherization Specialists have been hired to implement it. In various

capacities 955 individuals in 66 sessions (2,310 student days) have been trained to deliver the ESA Program year-to-date.

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 2012, the ESA Program completed treatment of 72 homes that were selected for SASH program participation. PG&E supplied ESA measure installation data for 94 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

To ensure continuity of the CARE Program until the Commission adopts a final decision on the CARE budget application for 2012-2014, a month-to-month bridge funding extension period beginning July 1, 2012 was authorized in D.12-06-030 dated June 21, 2012. The monthly bridge funding budget for PG&E's CARE Program is $40,769,036 or 8.3 percent of the authorized 2011 program budget.

2.1.1. Please provide CARE program summary costs

CARE Budget Categories	Authorized Budget 1/1/12-8/31/12	Actual Expenses Year to Date	% of Budget Spent
Outreach	$3,780,667	$3,254,003	86%
Automatic Enrollment	$40,000	$65,157	163%
Proc / Certification / Verification	$1,333,333	$1,308,490	98%
Information Tech / Programming	$266,667	$80,119	30%
Pilots	$0	$0	0%
Measurement and Evaluation	$0	$21,344	0%
Regulatory Compliance	$170,000	$75,268	44%
General Administration	$466,667	$450,211	96%

CPUC Energy Division Staff	$137,333	$43,256	31%
Cooling Centers	$152,666	$83,325	55%
Total Expenses	**$6,347,333**	**$5,381,173**	**85%**
Subsidies and Benefits	$319,804,957	$487,591,943	152%
Total Program Costs and Discounts	**$326,152,291**	**$492,973,116**	**151%**

2.1.2. Please provide the CARE program penetration rate to date

CARE Penetration		
Participants	**Estimated Eligible Participants**	**YTD Penetration Rate**
1,518,503	**1,663,059**	**91.3%**

2.2. Outreach

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

PG&E performs outreach for the CARE Program that targets income-qualified customers through a variety of innovative approaches.

PG&E contracted with 78 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. Year-to-date, this initiative has generated 2,180 new enrollments.

PG&E maintained a CARE Facebook fan page to reach new customers of the web-savvy generation. The fan page served to increase awareness about the program and encouraged customers to apply online.

PG&E's continues to enroll eligible customers in the CARE program via automated phone calls, online enrollment, door-to-door canvassing, local office partnerships, recertification, welcome packet inserts and 15-day notice inserts:

- Automated Phone Calls –A third-party vendor is contracted to enroll new customers and recertifies existing customers by telephone. Year-to-date, this initiative has generated 14,454 new enrollments and 49,465 recertified customers.
- Online Enrollment – The company website is being utilized to enroll customers online. Year-to-date, this initiative has generated 70,660 new enrollments.

- Door-to-Door Canvassing – Third-party vendors conduct door-to-door outreach among urban and rural customers who have not responded to traditional outreach efforts. Year-to-date, this initiative has generated 6,554 new enrollments.
- Local Office Partnerships – Through the placement of self-service kiosks in the lobby through our local office partnerships, customers are able to pick up, complete and deposit CARE applications while waiting in line. Year-to-date, this initiative has generated 13,553 new enrollments.
- Recertification –English, Spanish, Chinese and Vietnamese applications and letters are mailed to customers who had not recertified for CARE. Year-to-date, this initiative has generated 7,378 re-enrolled customers.
- Welcome Packet Insert –English/Spanish applications are inserted into new customers' welcome packets. Year-to-date, this initiative has generated 10,463new enrollments.
- 15-Day Notice Insert – English/Spanish applications are inserted into customers' 15-day notices. Year-to-date, this initiative has generated 2,324 new enrollments.
- An African-American print ad campaign in the Sacramento Observer throughout Sacramento County.
- A Spanish print ad campaign in the La Oferta throughout San Jose.
- A Spanish print ad campaign in the Cronicas throughout Napa, Solano, Sonoma, Marin and Sacramento counties.

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. Year-to-date, 914 customers have been automatically enrolled through this method.

PG&E utilizes an internal report to automatically enroll customers who receive LIHEAP and REACH payments. Year-to-date, 4,790 LIHEAP customers and 1,391 REACH customers have been automatically enrolled in CARE.

PG&E automatically enrolls customers that receive ESA Program services. Year-to-date, 11,979 ESA Program participants have been enrolled in CARE.

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 August.

2.3. Miscellaneous

D.08-11-031, Ordering Paragraph 64, granted the IOUs discretion about how to enroll eligible public housing residents in each of their service areas. In response, PG&E contracted with 12 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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	**ESA Table 1 - ESA Program Expenses**												
2	**Through August 31, 2012**												
3		**Authorized Budget [1]**			**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	$ -	$ 11,290,500	$ 11,290,500		$ 1,191,448	$ 1,191,448		$ 7,766,874	$ 7,766,874	0.0%	68.8%	68.8%
7	- Electric Appliances	$ 39,867,732	$ -	$ 39,867,732	$ 3,971,414		$ 3,971,414	$ 29,687,516		$ 29,687,390	74.5%	0.0%	74.5%
8	- Weatherization	$ 5,001,289	$ 28,340,635	$ 33,341,924	$ 644,640	$ 3,652,958	$ 4,297,598	$ 4,427,788	$ 25,090,799	$ 29,518,587	88.5%	88.5%	88.5%
9	- Outreach and Assessment	$ 716,927	$ 386,037	$ 1,102,964	$ 69,945	$ 37,663	$ 107,607	$ 522,708	$ 281,458	$ 804,166	72.9%	72.9%	72.9%
10	- In Home Energy Education	$ 6,609,895	$ 3,559,174	$ 10,169,069	$ 690,441	$ 371,776	$ 1,062,217	$ 5,127,778	$ 2,761,111	$ 7,888,889	77.6%	77.6%	77.6%
11	- Education Workshops	$ -	$ -	$ -							0.0%	0.0%	0.0%
12	- Pilot	$ -	$ -	$ -							0.0%	0.0%	0.0%
13	- Cool Centers	$ -	$ -	$ -							0.0%	0.0%	0.0%
14	**Energy Efficiency TOTAL**	**$ 52,195,842**	**$ 43,576,347**	**$ 95,772,189**	**$ 5,376,440**	**$ 5,253,844**	**$ 10,630,284**	**$ 39,765,790**	**$ 35,900,243**	**$ 75,665,906**	**76.2%**	**82.4%**	**79.0%**
15													
16	Training Center	$ 407,001	$ 219,154	$ 626,155	$ 34,013	$ 18,315	$ 52,328	$ 191,936	$ 103,350	$ 295,287	47.2%	47.2%	47.2%
17	Inspections	$ 2,603,646	$ 1,401,963	$ 4,005,609	$ 341,562	$ 183,918	$ 525,480	$ 2,206,845	$ 1,188,301	$ 3,395,146	84.8%	84.8%	84.8%
18	Marketing	$ 879,905	$ 473,795	$ 1,353,700	$ 65,081	$ 35,043	$ 100,124	$ 522,504	$ 281,348	$ 803,853	59.4%	59.4%	59.4%
19	M&E Studies	$ 40,077	$ 21,580	$ 61,656	$ 251	$ 135	$ 386				0.0%	0.0%	0.0%
20	Regulatory Compliance	$ 154,072	$ 82,962	$ 237,034	$ 4,539	$ 2,444	$ 6,984	$ 68,332	$ 36,794	$ 105,126	44.4%	44.4%	44.4%
21	General Administration	$ 1,580,801	$ 851,200	$ 2,432,001	$ (35,142)	$ (18,923)	$ (54,065)	$ 993,915	$ 535,185	$ 1,529,100	62.9%	62.9%	62.9%
22	CPUC Energy Division	$ 24,491	$ 13,188	$ 37,679	$ 948	$ 511	$ 1,459	$ 12,050	$ 6,488	$ 18,538	49.2%	49.2%	49.2%
23													
24	**TOTAL PROGRAM COSTS**	**$ 57,885,834**	**$ 46,640,189**	**$ 104,526,023**	**$ 5,787,692**	**$ 5,475,288**	**$ 11,262,980**	**$ 43,761,372**	**$ 38,051,710**	**$ 81,812,955**	**75.6%**	**81.6%**	**78.3%**
25	**Funded Outside of ESA Program Budget**												
26	Indirect Costs				$ 80,398	$ 44,478	$ 124,876	$ 678,311	$ 376,984	$ 1,055,295			
27													
28	NGAT Costs					$ 272,933	$ 272,933		$ 1,737,773	$ 1,737,773			
29													
30													

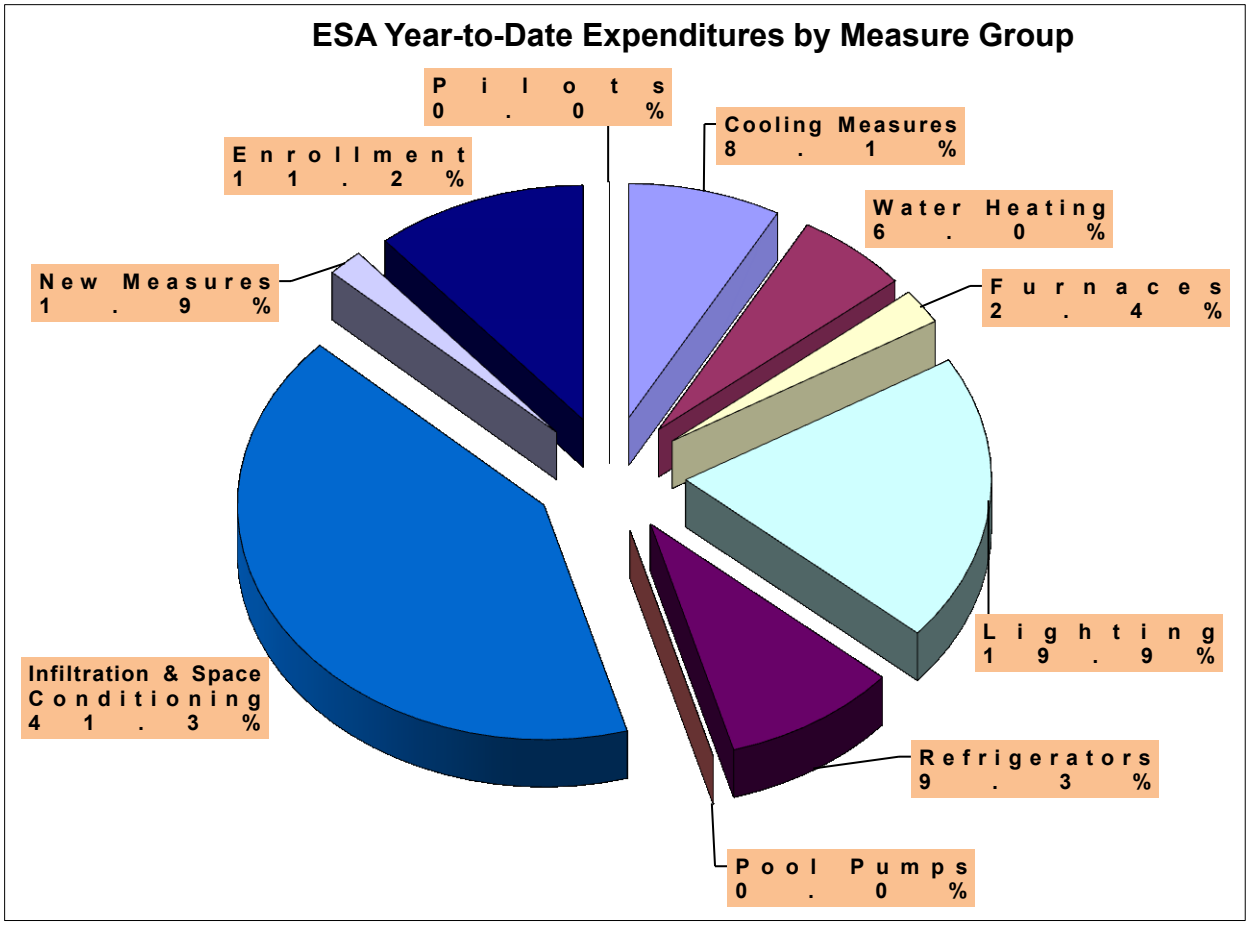
ESA Table 2 - ESA Measure Installations & Savings
Pacific Gas & Electric Company
Through August 31, 2012

	A	B	C	D	E	F	G	H
3			Year-To-Date Completed & Expensed Installations					
4	**Measures**	**Units**	**Quantity Installed**	**kWh** [5] **(Annual)**	**kW** [5] **(Annual)**	**Therms** [5] **(Annual)**	**Expenses** [6] **($)**	**% of Expenditures**
5	**Heating Systems**							
6	Furnaces [7]	Each	1,731	-	-	-	1,702,092	2.41%
7	**Cooling Measures**							
8	- A/C Replacement - Room	Each	1,684	86,564	117	-	1,874,254	2.66%
9	- A/C Replacement - Central	Each	3	162	0	-	3,319	0.00%
10	- A/C Tune-up - Central	Each	5,359	2,795	4	-	1,236,284	1.75%
11	- A/C Services - Central	Each						
12	- Heat Pump	Each						
13	- Evaporative Coolers	Each	3,995	2,062,051	2,358	-	2,577,609	3.65%
14	- Evaporative Cooler Maintenance	Each						
15	- Clock Thermostat	Each						
16	**Infiltration & Space Conditioning**							
17	Envelope and Air Sealing Measures [1]	Home	49,036	2,623,363	-	279,028	21,690,929	30.75%
18	Duct Sealing	Home	2,241	-	-	-	1,750,055	2.48%
19	Attic Insulation	Home	4,209	310,645	154	53,047	5,696,352	8.08%
20	**Water Heater Savings**							
21	Water Heater Conservation Measures [2]	Home	54,452	284,413	63	400,334	3,586,291	5.08%
22	- Water Heater Replacement - Gas [7]	Each	871	-	-	-	636,208	0.90%
23	- Water Heater Replacement - Electric [7]	Each						
24	- Tankless Water Heater - Gas	Each						
25	- Tankless Water Heater - Electric	Each						
26	**Lighting Measures**							
27	- CFLs	Each	277,244	3,795,228	339	-	1,963,849	2.78%
28	- Interior Hard wired CFL fixtures	Each	125,760	5,419,343	619	-	9,918,836	14.06%
29	- Exterior Hard wired CFL fixtures	Each	26,531	1,146,141	133	-	2,136,041	3.03%
30	- Torchiere	Each						
31	**Refrigerators**							
32	Refrigerators - Primary	Each	7,992	5,751,495	980	-	6,554,219	9.29%
33	Refrigerators - Secondary	Each						
34	**Pool Pumps**							
35	Pool Pumps	Each						
36	**New Measures**							
37	Forced Air Unit Standing Pilot Change Out	Each						
38	Furnace Clean and Tune	Each						
39	High Efficiency Clothes Washer	Each						
40	Microwave	Each						
41	Thermostatic Shower Valve	Each						
42	LED Night Lights	Each						
43	Occupancy Sensor	Each	12,640	504,336	51	-	722,666	1.02%
44	Torchiere	Each	7,506	1,530,398	150	-	609,254	0.86%
45	**Pilots**							
46	A/C Tune-up - Central	Home						
47	Interior Hard wired CFL fixtures	Each						
48	Ceiling Fans	Each						
49	In-Home Display	Each						
50	Programmable Controllable Thermostat	Each						
51	Forced Air Unit	Each						
52	Microwave [8]	Each	-	-	-	-	-	0.00%
53	High Efficiency Clothes Washer	Each	-	-	-	-	-	0.00%
54								
55	**Customer Enrollment**							
56	- Outreach & Assessment	Home	72,449				724,400	1.03%
57	- In-Home Education	Home	72,449				7,159,185	10.15%
58	- Education Workshops	Participants						
59								
60								
61	**Total Savings/Expenditures**			23,516,934	4,967	732,408	70,541,843	100%
62								
63	Homes Weatherized [3]	Home	61,227					
64								
65	**Homes Treated**							
66	- Single Family Homes Treated	Home	56,163					
67	- Multi-family Homes Treated	Home	11,719					
68	- Mobile Homes Treated	Home	4,567					
69	**- Total Number of Homes Treated**	**Home**	72,449					
70	**#Eligible Homes to be Treated for PY**[4]	**Home**						
71	**% of Homes Treated**	**%**						
72								
73	- Total Master-Metered Homes Treated	Home	2,341					
74								

75 [1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and
76 minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.
77 [2] Water Heater Conservation Measures may include water heater blanket, low flow showerhead, water heater pipe wrap, faucet aerators.
78 [3] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs
79 [4] Based on Attachment H of D0811031
80 [5] All savings are calculated based on the following sources:
81 M&E is from Impact Evaluation of the June 2009 Version for the ESAP Program
82 [6] Costs exclude support costs that are included in Table 1.
83 [7] Includes both Replacement and Repair.
84 [8] Microwave savings are from ECONorthWest Studies received in December of 2011

Year-to-Date Expenses from ESA Table 2

Cooling Measures	$5,691,466	8.1%
Water Heating	$4,222,499	6.0%
Furnaces	$1,702,092	2.4%
Lighting	$14,018,727	19.9%
Refrigerators	$6,554,219	9.3%
Pool Pumps	$0	0.0%
Infiltration & Space Conditioning	$29,137,335	41.3%
New Measures	$1,331,920	1.9%
Enrollment	$7,883,585	11.2%
Pilots	$0	0.0%
Total	$70,541,843	



	A	B
1	**Table 3 - Average Bill Savings per Treated Home**	
2	**Pacific Gas & Electric**	
	Through August 31, 2012	
3	**Year-to-date Installations - Expensed**	
4		
5	Annual kWh Savings	23,516,934
6	Annual Therm Savings	732,408
7	Lifecycle kWh Savings	303,200,639
8	Lifecycle Therm Savings	6,216,800
9	Current kWh Rate	$ 0.1018
10	Current Therm Rate	$ 0.7831
11	Number of Treated Homes	72,449
12	**Average 1st Year Bill Savings / Treated Home**	**$ 40.98**
13	**Average Lifecycle Bill Savings / Treated Home**	**$ 384.41**

	A	B	C	D	E	F	G
1	**ESA Table 4 - ESA Homes Treated**						
2	**Pacific Gas & Electric Company Through August 31, 2012**						
3	County	Eligible Customers			Homes Treated Year to Date		
4		Rural	Urban	Total	Rural	Urban	Total
5	ALAMEDA	-	182,884	182,884	0	5,788	5,788
6	ALPINE	241	-	241	0	0	0
7	AMADOR	5,244	-	5,244	179	3	182
8	BUTTE	13,133	28,600	41,732	1,727	5	1,732
9	CALAVERAS	9,238	33	9,271	362	47	409
10	COLUSA	3,041	17	3,058	202	0	202
11	CONTRA COSTA	-	99,276	99,276	49	4,111	4,160
12	EL DORADO	6,491	7,293	13,784	423	2	425
13	FRESNO	198	143,370	143,568	609	5,379	5,988
14	GLENN	4,780	-	4,780	323	52	375
15	HUMBOLDT	23,982	-	23,982	937	9	946
16	KERN	58,398	37,654	96,052	1,942	3,167	5,109
17	KINGS	8,779	243	9,022	272	0	272
18	LAKE	16,817	-	16,817	725	7	732
19	LASSEN	230	-	230	18	8	26
20	MADERA	5,987	13,644	19,631	711	4	715
21	MARIN	-	24,657	24,657	119	470	589
22	MARIPOSA	3,150	20	3,170	18	23	41
23	MENDOCINO	17,634	23	17,657	308	7	315
24	MERCED	19,945	19,511	39,456	1,965	1,603	3,568
25	MONTEREY	5,525	47,222	52,747	273	1,211	1,484
26	NAPA	-	16,534	16,534	54	551	605
27	NEVADA	13,728	-	13,728	485	2	487
28	PLACER	12,292	18,883	31,175	296	772	1,068
29	PLUMAS	3,509	-	3,509	103	0	103
30	SACRAMENTO	-	173,856	173,856	24	5,338	5,362
31	SAN BENITO	5,782	131	5,913	177	1	178
32	SAN BERNARDINO	381	55	436	0	0	0
33	SAN FRANCISCO	-	125,124	125,124	0	1,695	1,695
34	SAN JOAQUIN	10,309	80,307	90,616	386	4,046	4,432
35	SAN LUIS OBISPO	21,412	14,741	36,153	904	1	905
36	SAN MATEO	-	59,333	59,333	15	905	920
37	SANTA BARBARA	1,423	16,997	18,420	604	306	910
38	SANTA CLARA	4,183	147,706	151,889	137	8,986	9,123
39	SANTA CRUZ	-	30,261	30,261	124	1,128	1,252
40	SHASTA	13,970	14,483	28,453	507	812	1,319
41	SIERRA	346	0	346	4	0	4
42	SISKIYOU	27	-	27	0	0	0
43	SOLANO	-	43,282	43,282	375	1,837	2,212
44	SONOMA	3,333	58,213	61,546	517	2,077	2,594
45	STANISLAUS	29,853	37,795	67,648	700	1,654	2,354
46	SUTTER	-	14,516	14,516	550	0	550
47	TEHAMA	12,414	10	12,424	451	7	458
48	TRINITY	481	-	481	0	0	0
49	TULARE	7,644	680	8,324	457	17	474
50	TUOLUMNE	12,232	-	12,232	243	0	243
51	YOLO	-	27,902	27,902	708	711	1,419
52	YUBA	106	11,381	11,486	724	0	724
53	Total	356,241	1,496,636	1,852,877	19,707	52,742	72,449

	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 August 31, 2012**																
3		Gas & Electric				Gas Only				Electric Only				Total			
4		Homes	(Annual)			Homes	(Annual)			Homes	(Annual)			Homes	(Annual)		
5	Month	Treated	Therm	kWh	kW	Treated	Therm	kWh	kW	Treated	Therm	kWh	kW	Treated	Therm	kWh	kW
6	January 2012	1,298	110,042	1,653,115	283.6	5,008	20,401	11,939	3.5	708	681	593,400	110.4	7,014	131,125	2,258,455	397
7	February 2012	1,810	134,198	3,940,245	747.7	10,901	24,103	127,081	4.0	2,596	763	1,112,983	262.1	15,307	159,063	5,180,309	1,014
8	March 2012	3,972	212,832	6,221,857	1,158.3	17,503	40,915	212,645	8.9	2,981	1,044	1,706,556	402.7	24,456	254,790	8,141,058	1,570
9	April 2012	24,793	296,107	8,737,685	1,638.6	4,230	59,192	302,371	13.5	5,538	1,339	2,377,107	555.2	34,561	356,638	11,417,163	2,207
10	May 2012	5,454	380,526	11,431,771	2,217.5	32,462	76,112	394,012	18.8	7,346	1,581	3,123,335	728.1	45,262	458,220	14,949,119	2,964
11	June 2012	6,383	454,681	13,778,939	2,743.3	8,929	87,279	458,274	20.9	39,194	764	3,746,622	885.7	54,506	542,724	17,983,835	3,650
12	July 2012	45,320	527,099	15,789,588	3,217.6	10,058	98,969	522,687	22.3	7,282	815	4,235,204	1,036.6	62,660	626,883	20,547,479	4,277
13	August 2012	11,402	608,883	18,066,224	3,721.4	52,076	122,525	653,219	27.4	8,971	1,000	4,797,490	1,218.6	72,449	732,408	23,516,934	4,967
14	September 2012																
15	October 2012																
16	November 2012																
17	December 2012																
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.																

ESA Table 6 - Expenditures for 2009-11 Pilots and Studies
Pacific Gas and Electric Company
Through August 31, 2012

	Authorized 3-Year Budget [1]			Current Month Expenses [1]			Expenses Since January 1, 2009 [1]			% of Authorized Budget Spent [1]			Complete [1]
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	
Pilots:													
Microwaves (Meals On Wheels)	$ 300,000	$ -	$ 300,000	N/A	N/A	N/A	$ 274,915	$ -	$ 274,915	92%	0%	92%	
On-Line EP Training [6]	$ 67,500	$ 382,500	$ 450,000	$ -	$ -	$ -	$ 22,075	$ 125,090	$ 147,164	33%	33%	33%	
City of San Joaquin	$ 61,500	$ 348,500	$ 410,000	$ -	$ -	$ -	$ 4,260	$ 24,142	$ 28,402	7%	7%	7%	
High Efficiency Clothes Washers	$ 112,500	$ 637,500	$ 750,000	N/A	N/A	N/A	$ 95,174	$ 539,321	$ 634,495	85%	85%	85%	
CPUC-WE&T Pilot [3]				N/A	N/A	N/A	$ 21,142	$ 119,802	$ 140,943				
Total Pilots	**$ 541,500**	**$ 1,368,500**	**$ 1,910,000**	**$ -**	**$ -**	**$ -**	**$ 417,566**	**$ 808,354**	**$ 1,225,920**	**77%**	**59%**	**64%**	
Studies:													
Low Income Non-Energy Benefits	$ 58,500	$ 31,500	$ 90,000	N/A	N/A	N/A	$ 23,084	$ 12,430	$ 35,513	39%	39%	39%	
2009 Process Evaluation	$ 48,750	$ 26,250	$ 75,000	N/A	N/A	N/A	$ 48,621	$ 26,181	$ 74,802	100%	100%	100%	
Household Segmentation Study [4]	$ 78,000	$ 42,000	$ 120,000	$ -	$ -	$ -	$ 78,000	$ 42,000	$ 120,000	100%	100%	100%	
Impact Evaluation [2]	$ -	$ -	$ -	N/A	N/A	N/A	$ 111,562	$ 60,072	$ 171,633				
Refrigerator Degradation Study [5]	$ 43,334	$ 23,333	$ 66,667	$ -	$ -	$ -	$ 26,637	$ 14,343	$ 40,980	61%	61%	61%	
Total Studies	**$ 228,584**	**$ 123,083**	**$ 351,667**	**$ -**	**$ -**	**$ -**	**$ 287,904**	**$ 155,025**	**$ 442,929**	**126%**	**126%**	**126%**	

Footnotes

[1] All Pilots and Studies were authorized in D.08-11-031 for the 2009-11 ESA program. Outstanding pilots and studies are being completed in 2012.

[2] The Impact Evaluation was approved in D.08-11-031, but IOUs were required to utilize the budget authorized in D.06-12-038 and to carry it over to 2009. PG&E's budget was $180,000.

[3] The CPUC-WE&T Pilot was authorized in D.08-11-031, but no budget was listed.

[4] The Household Segmentation study is being completed in 2012. SCE is the project manager and will invoice PG&E for it's share in 2012.

[5] The Refrigerator Degradation study is being completed in 2012. PG&E is the project manager and will invoice SCE, and SDG&E in 2012. When cross-billing occurs, PG&E's study expenditures will be under 100% of authorized budget

[6] The On-Line EP Training Pilot and the City of San Joaquin Pilot were completed in 2011, but evaluations are being completed in 2012.

	A	B	C	D	E
1	**ESA Table 7 - PG&E**				
2	**Whole Neighborhood Approach**				
3	**Through August 31, 2012**				
4	**A**	**B**	**C**	**D**	**E**
5	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2011	Total Treated Year to Date
6	Mission District, San Francisco, 94110	30,577	7,033	4,285	168
7					
8	Los Osos, 93402	6,287	1,572	584	44
9					
10	Allensworth/Earlimart, 93219	155	113	40	4
11					
12	Alpaugh, 93201	398	235	148	7
13					
14	Live Oak, 95953	3,841	1,767	1,401	70
15					
16	Oakland, 94601	17,043	9,203	3,975	481
17	Oakland, 94602	12,951	3,626	1,217	144
18	Oakland, 94606	12,645	6,070	2,660	387
19	Oakland, 94607	8,759	4,905	2,525	194
20	Oakland, 94609	9,018	3,878	963	54
21	Oakland, 94610	14,867	3,419	365	67
22	Oakland, 94611	13,990	3,078	287	24
23					
24	Marysville, 95901	8,329	4,081	4,190	587
25					
26	Kings County	21,779	10,018	5,887	472
27					
28	Tulare County	15,993	9,116	5,597	719

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	**CARE Table 1 - CARE Program Expenses - PG&E**												
2	**Through August 31, 2012**												
3	**Final**	**Authorized Budget (January-August)**			**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]	$ 3,146,667	$ 786,667	**$ 3,933,333**	$ 321,307	$ 80,224	$ 401,531	$ 2,686,527	$ 650,801	$ 3,337,328	85%	83%	85%
6	Automatic Enrollment	$ 32,000	$ 8,000	**$ 40,000**	$ 3,526	$ 882	$ 4,408	$ 52,125	$ 13,031	$ 65,157	163%	163%	163%
7	Processing/ Certification/Verification	$ 1,066,667	$ 266,667	**$ 1,333,333**	$ 158,966	$ 39,741	$ 198,707	$ 1,046,792	$ 261,698	$ 1,308,490	98%	98%	98%
8	Information Technology / Programming	$ 213,333	$ 53,333	**$ 266,667**	$ 7,165	$ 1,791	$ 8,956	$ 64,095	$ 16,024	$ 80,119	30%	30%	30%
9													
10	Pilots												
11	Recert and PEV Non-Response Study	$ -	$ -	**$ -**	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
12	One-E-App	$ -	$ -	**$ -**	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
13	- Pilot	$ -	$ -	**$ -**	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
14	Total Pilots	$ -	$ -	**$ -**	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
15													
16	Measurement & Evaluation	$ -	$ -	**$ -**	$ 17,075	$ 4,269	$ 21,344	$ 17,075	$ 4,269	$ 21,344	0%	0%	0%
17	Regulatory Compliance	$ 136,000	$ 34,000	**$ 170,000**	$ 9,450	$ 2,362	$ 11,812	$ 60,215	$ 15,054	$ 75,268	44%	44%	44%
18	General Administration	$ 373,333	$ 93,333	**$ 466,667**	$ 32,403	$ 8,101	$ 40,503	$ 360,169	$ 90,042	$ 450,211	96%	96%	96%
19	CPUC Energy Division	$ 109,867	$ 27,467	**$ 137,333**	$ 2,723	$ 681	$ 3,404	$ 34,605	$ 8,651	$ 43,256	31%	31%	31%
20													
21	**SUBTOTAL MANAGEMENT COSTS**	**$ 5,077,867**	**$ 1,269,467**	**$ 6,347,333**	**$ 552,614**	**$ 138,051**	**$ 690,665**	**$ 4,321,603**	**$ 1,059,570**	**$ 5,381,173**	**85%**	**83%**	**85%**
22													
23	CARE Rate Discount [2]	$ 256,958,196	$ 62,846,761	**$ 319,804,957**	$ 77,834,150	$ 4,670,232	**$ 82,504,382**	$ 415,357,230	$ 72,234,713	**$ 487,591,943**	162%	115%	152%
24	Service Establishment Charge Discount												
25													
26	**TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS**	**$ 262,036,063**	**$ 64,116,228**	**$ 326,152,291**	**$ 78,386,764**	**$ 4,808,283**	**$ 83,195,047**	**$ 419,678,833**	**$ 73,294,283**	**$ 492,973,116**	**160%**	**114%**	**151%**
27													
28	Other CARE Rate Benefits												
29	- DWR Bond Charge Exemption				$ 4,915,948		$ 4,915,948	$ 30,546,503		$ 30,546,503			
30	- CARE PPP Exemption [3]				$ 8,633,673	$ 515,631	$ 9,149,303	$ 53,547,484	$ 9,454,618	$ 63,002,102			
31	- California Solar Initiative Exemption				$ 1,310,157		$ 1,310,157	$ 7,815,573		$ 7,815,573			
32	- kWh Surcharge Exemption												
33	**Total - Other CARE Rate Benefits**				**$ 14,859,778**	**$ 515,631**	**$ 15,375,408**	**$ 91,909,560**	**$ 9,454,618**	**$ 101,364,178**			
34													
35	Indirect Costs				$ 44,143	$ 11,038	$ 55,181	$ 377,074	$ 94,264	$ 471,338			
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.

CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration - PG&E
Through August 31, 2012

	Gross Enrollment												Enrollment				
	Automatic Enrollment																
2012	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)
January	0	1,967	0	0	0	1,967	391	33,446	35,804	51,520	87,324	38,234	49,090	-2,430	1,530,262	1,663,059	92%
February	0	2,136	0	0	0	2,136	256	28,912	31,304	36,144	67,448	28,888	38,560	2,416	1,532,678	1,663,059	92%
March	0	2,429	0	0	0	2,429	282	37,792	40,503	57,135	97,638	31,736	65,902	8,767	1,541,445	1,663,059	93%
April	839	2,436	0	0	0	3,275	339	27,129	30,743	46,915	77,658	30,146	47,512	597	1,542,042	1,663,059	93%
May	0	2,308	0	0	0	2,308	362	29,196	31,866	44,255	76,121	37,671	38,450	-5,805	1,536,237	1,663,059	92%
June	75	2,532	0	0	0	2,607	288	23,813	26,708	41,761	68,469	35,262	33,207	-8,554	1,527,683	1,663,059	92%
July	0	2,090	0	0	0	2,090	111	25,631	27,832	50,630	78,462	38,417	40,045	-10,585	1,517,098	1,663,059	91%
August	0	2,262	0	0	0	2,262	151	30,266	32,679	46,414	79,093	31,274	47,819	1,405	1,518,503	1,663,059	91%
September																	
October																	
November																	
December																	
YTD Total	**914**	**18,160**	**0**	**0**	**0**	**19,074**	**2,180**	**236,185**	**257,439**	**374,774**	**632,213**	**271,628**	**360,585**	**-14,189**	**1,518,503**	**1,663,059**	**91%**

[1] Enrollments via data sharing between the IOUs.

[2] Enrollments via data sharing between departments and/or programs within the utility.

[3] Enrollments via data sharing with programs outside the IOU that serve low-income customers.

[4] One-e-App is a pilot program set up by The Center to Promote Healthcare Access (The Center) and PG&E. The pilot will occur within two PG&E counties to implement a strategy of automatic enrollment for low income customers into the CARE program based on customers' applications or reapplications for related low income health and social welfare services (e.g., MediCAL, Healthy Families, CALKids, etc.). The goal is to develop another means by which low income families can be introduced into the CARE program and, depending on the success of the pilot, possibly expand this pilot to other counties within PG&E's service area as well as to the other IOUs.

[5] Not including Recertification.

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	I
1	**CARE Table 3 - Standard Random Verification Results - PG&E**								
2	**Through August 31, 2012**								
3	**2012**	**Total CARE Population**	**Participants Requested to Verify**	**% of Population Total**	**Participants Dropped (Due to no response)**	**Participants Dropped (Verified as Ineligible) [1]**	**Total Dropped [2]**	**% Dropped through Random Verification**	**% of Total Population Dropped**
4	**January**	1,530,262	7,405	0.48%	4,447	529	4,976	67.20%	0.33%
5	**February**	1,532,678	5,950	0.39%	3,666	334	4,000	67.23%	0.26%
6	**March**	1,541,445	9,061	0.59%	5,506	453	5,959	65.77%	0.39%
7	**April**	1,542,042	7,681	0.50%	4,647	554	5,201	67.71%	0.34%
8	**May**	1,536,237	13,163	0.86%	6,616	2,489	9,105	69.17%	0.59%
9	**June**	1,527,683	15,910	1.04%	8,627	2,441	11,068	69.57%	0.72%
10	**July**	1,517,098	10,259	0.68%					
11	**August**	1,518,503	13,078	0.86%					
12	**September**								
13	**October**								
14	**November**								
15	**December**								
16	**YTD Total**	**1,518,503**	**82,507**	**5.43%**	**33,509**	**6,800**	**40,309**	**68.12%**	**2.65%**
17									
18	[1] Includes customers verified as over income or who requested to be dropped.								
19	[2] Verification results are tied to the month initiated. Therefore, verification 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
1	**CARE Table 4 - CARE Self-Certification and Self-Recertification Applications - PG&E**						
2	**Through August 31, 2012**						
3		**Provided [2]**	**Received**	**Approved**	**Denied**	**Pending/ Never Completed**	**Duplicates**
4	**YTD Total [1]**	14,291,338	567,430	513,797	16,989	36,644	86,780
5	**Percentage [3]**		100.00%	90.55%	2.99%	6.46%	15.29%
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.						

	A	B	C	D	E	F	G	H	I	J
1	**CARE Table 5 - Enrollment by County - PG&E**									
2	**Through August 31, 2012**									
3		**Estimated Eligible**			**Total Participants**			**Penetration Rate**		
4	**County**	**Urban**	**Rural[1]**	**Total**	**Urban**	**Rural[1]**	**Total**	**Urban**	**Rural[1]**	**Total**
5	ALAMEDA	155,165	6	155,171	140,829	6	140,835	91%	92%	91%
6	ALPINE	0	239	239	0	20	20	n/a	8%	8%
7	AMADOR	2	5,198	5,200	0	4,317	4,317	0%	83%	83%
8	BUTTE	27,037	12,864	39,901	25,290	13,211	38,501	94%	103%	96%
9	CALAVERAS	33	8,975	9,008	42	6,150	6,192	126%	69%	69%
10	COLUSA	11	2,997	3,009	9	3,264	3,273	81%	109%	109%
11	CONTRA COSTA	90,333	0	90,334	90,633	1	90,634	100%	245%	100%
12	EL DORADO	7,281	6,460	13,741	6,248	6,336	12,584	86%	98%	92%
13	FRESNO	136,564	195	136,758	142,192	174	142,366	104%	89%	104%
14	GLENN	0	4,689	4,689	1	4,855	4,856	n/a	104%	104%
15	HUMBOLDT	0	22,960	22,961	0	21,552	21,552	0%	94%	94%
16	KERN	36,728	57,079	93,807	39,309	57,581	96,890	107%	101%	103%
17	KINGS	241	8,712	8,953	138	8,656	8,794	57%	99%	98%
18	LAKE	1	16,659	16,660	1	12,994	12,995	77%	78%	78%
19	LASSEN	0	230	230	0	191	191	n/a	83%	83%
20	MADERA	13,391	5,955	19,345	15,467	5,437	20,904	116%	91%	108%
21	MARIN	21,714	0	21,714	14,823	0	14,823	68%	n/a	68%
22	MARIPOSA	18	3,098	3,115	19	2,680	2,699	108%	87%	87%
23	MENDOCINO	28	17,337	17,366	6	12,070	12,076	21%	70%	70%
24	MERCED	19,127	19,121	38,247	19,341	19,705	39,046	101%	103%	102%
25	MONTEREY	43,472	4,803	48,275	35,309	5,465	40,774	81%	114%	84%
26	NAPA	15,334	0	15,334	12,502	0	12,502	82%	n/a	82%
27	NEVADA	14	13,471	13,485	5	10,229	10,234	36%	76%	76%
28	PLACER	18,497	11,508	30,005	14,348	8,795	23,143	78%	76%	77%
29	PLUMAS	136	3,366	3,502	18	1,933	1,951	13%	57%	56%
30	SACRAMENTO	144,269	0	144,269	121,207	0	121,207	84%	n/a	84%
31	SAN BENITO	128	5,648	5,776	88	5,042	5,130	69%	89%	89%
32	SAN BERNARDINO	54	382	436	50	316	366	93%	83%	84%
33	SAN FRANCISCO	85,002	0	85,002	71,430	0	71,430	84%	n/a	84%
34	SAN JOAQUIN	74,740	10,141	84,880	76,924	9,437	86,361	103%	93%	102%
35	SAN LUIS OBISPO	14,490	21,142	35,633	6,904	15,949	22,853	48%	75%	64%
36	SAN MATEO	50,239	0	50,239	42,169	0	42,169	84%	n/a	84%
37	SANTA BARBARA	16,684	1,373	18,057	17,010	825	17,835	102%	60%	99%
38	SANTA CLARA	123,890	3,926	127,816	117,804	3,113	120,917	95%	79%	95%
39	SANTA CRUZ	27,277	10	27,286	22,512	2	22,514	83%	21%	83%
40	SHASTA	13,834	13,623	27,457	12,799	11,353	24,152	93%	83%	88%
41	SIERRA	5	339	345	1	159	160	19%	47%	46%
42	SISKIYOU	0	27	27	0	9	9	n/a	34%	34%
43	SOLANO	39,783	0	39,783	40,651	0	40,651	102%	n/a	102%
44	SONOMA	54,796	3,261	58,057	44,669	2,901	47,570	82%	89%	82%
45	STANISLAUS	35,251	28,811	64,063	30,757	26,412	57,169	87%	92%	89%
46	SUTTER	13,257	1	13,257	13,791	0	13,791	104%	0%	104%
47	TEHAMA	13	12,279	12,292	12	12,004	12,016	94%	98%	98%
48	TRINITY	1	470	471	0	369	369	0%	78%	78%
49	TULARE	651	7,567	8,218	381	8,562	8,943	59%	113%	109%
50	TUOLUMNE	1	12,201	12,202	0	7,904	7,904	0%	65%	65%
51	YOLO	25,445	1	25,447	21,020	1	21,021	83%	75%	83%
52	YUBA	10,899	98	10,996	11,697	117	11,814	107%	120%	107%
53										
54	**Total**	**1,315,837**	**347,222**	**1,663,059**	**1,208,406**	**310,097**	**1,518,503**	**92%**	**89%**	**91%**
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 adjustments.									

	A	B	C	D	E	F	G	H
1	**CARE Table 6 - Recertification Results - PG&E**							
2	**Through August 31, 2012**							
3	**2012**	**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**	1,530,262	32,967	2.15%	23,195	9,772	70.36%	0.64%
5	**February**	1,532,678	43,603	2.84%	29,615	13,988	67.92%	0.91%
6	**March**	1,541,445	37,735	2.45%	26,148	11,587	69.29%	0.75%
7	**April**	1,542,042	29,124	1.89%	20,555	8,569	70.58%	0.56%
8	**May [3]**	1,536,237	1,070	0.07%	671	399	62.71%	0.03%
9	**June**	1,527,683	70,444	4.61%				
10	**July**	1,517,098	29,915	1.97%				
11	**August**	1,518,503	33,770	2.22%				
12	**September**							
13	**October**							
14	**November**							
15	**December**							
16	**YTD Total**	**1,518,503**	**278,628**	**18.35%**	**100,184**	**44,315**	**69.33%**	**2.92%**
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	[3] Customers due to recertify in May were extended one month due to new income guidelines.							
21	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 August 31, 2012**							
3		Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4	Contractor Name	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
5	Advancing Vibrant Communities, Inc.					0	0	0
6	Allen Temple Health and Social Services Ministries		X			0	6	6
7	Amador-Tuolumne Community Action Agency		X			22	1	23
8	American Canyon Family Resource Center		X			0	2	2
9	American Red Cross Bay Area Chapter					0	19	19
10	Anderson Cottonwood Christian Assistance					2	6	8
11	Arc of San Francisco					0	0	0
12	Area 12 Agency on Aging					1	0	1
13	Area Agency on Aging Serving Napa and Solano					0	0	0
14	Arriba Juntos					0	2	2
15	Asian Community Center		X			0	32	32
16	Asian Community Mental Health Services		X			0	3	3
17	Asian Pacific American Community Center		X			0	5	5
18	Asian Resources					0	12	12
19	Berkeley Housing Authority	X				0	10	10
20	Breathe California of the Bay Area					0	1	1
21	Building A Generation					0	0	0
22	California Association of Area Agencies on Aging	X			X	53	218	271
23	California Council of the Blind					0	0	0
24	California Human Development Corporation					0	4	4
25	Canal Alliance		X			0	1	1
26	Capture the Dream, Inc.					0	0	0
27	Catholic Charities Diocese of Fresno					3	117	120
28	Catholic Charities of the Diocese of Stockton					0	0	0
29	Catholic Council for the Spanish Speaking of the Diocese of Stockton					1	23	24
30	Center for Training and Careers, Inc.					0	4	4
31	Center of Vision Enhancement					0	1	1
32	Central California Legal Services, Inc.					0	7	7
33	Central Coast Energy Services, Inc.					25	268	293
34	Central Valley Opportunity Center					0	4	4
35	Centro La Familia Advocacy Services					0	3	3
36	Child Abuse Prevention Council of San Joaquin County					0	1	1
37	Child Care Links					0	2	2
38	Chinese Christian Herald Crusades					0	5	5
39	Chinese Newcomers Service Center					0	7	7
40	Communication Services, LLC					3	33	36
41	Community Action Marin		X			2	231	233
42	Community Action of Napa Valley		X			0	3	3
43	Community Action Partnership of Madera County, Inc.		X		X	13	82	95
44	Community Legal Services in East Palo Alto, Inc.					0	0	0
45	Community Pantry of San Benito County		X			3	0	3
46	Community Resource Project, Inc.		X		X	1	302	303
47	Community Resources for Independent Living		X			0	2	2
48	County of San Benito					12	0	12
49	CSU Chico Research Foundation - Passages					0	0	0
50	Davis Street Community Center		X			0	4	4
51	Delta Community Services, Inc.		X			0	2	2
52	Disability Resource Agency for Independent Living					0	2	2
53	Dixon Family Services					0	2	2
54	Ebony Counseling Center					1	4	5
55	Familia Center					0	3	3
56	Filipino American Development Foundation					0	2	2
57	Folsom Cordova Community Partnership		X			0	0	0
58	Fort Ord Environment Justice Network					0	0	0
59	Fresno Center for New Americans		X			0	7	7
60	Friends of Emeryville Senior Center					0	0	0

	A	B	C	D	E	F	G	H
1	**CARE Table 7 - Capitation Contractors - PG&E**							
2	**Through August 31, 2012**							
3		Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4	Contractor Name	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
61	Global Center for Success					0	3	3
62	GOD Financial Plan, Inc.					0	25	25
63	Golden Umbrella					2	1	3
64	Greater Hill Zion Missionary Baptist Church					0	0	0
65	Habitat for Humanity, Stanislaus					0	0	0
66	Help Line Information & Assistance/Area 4 Agency on Aging					3	0	3
67	Heritage Institute for Family Advocacy					0	25	25
68	Hip Housing Human Investment Project, Inc.					0	3	3
69	Housing Authority of Alameda County	X				0	3	3
70	Housing Authority of Kings County					0	0	0
71	Housing Authority of the City of Fresno	X				0	8	8
72	Housing Authority of the County of Kern	X				38	17	55
73	Independent Living Center of Kern County, Inc.					4	3	7
74	Independent Living Services of Northern California					0	0	0
75	Indian Health Center of Santa Clara Valley					0	0	0
76	Instituto Laboral de la Raza					0	0	0
77	International Humanities Center dba The Companion Line					0	0	0
78	KidsFirst					0	1	1
79	Kimochi, Inc.					0	1	1
80	Kings Community Action Organization, Inc.		X			9	0	9
81	La Luz Center					0	4	4
82	Lao Khmu Association., Inc.		X			0	19	19
83	Lighthouse Learning Resource Center, Inc.					0	0	0
84	Marin Center for Independent Living					0	0	0
85	Mendocino Latinos Para La Comunidad, Inc.					1	0	1
86	Merced County Community Action Agency		X	X	X	18	14	32
87	Merced Lao Family Community Inc.		X			3	17	20
88	Moncada Outreach	X				0	5	5
89	Monument Crisis Center					0	1	1
90	Mutual Assistance Network of Del Paso Heights		X	X	X	0	7	7
91	National Alliance on Mental Illness-Santa Clara County					0	1	1
92	National Asian American Coalition					0	1	1
93	Native American Health Center					0	0	0
94	New Connections					0	0	0
95	North Peninsula Neighborhood Services Center					0	3	3
96	Northeast Community Federal Credit Union					0	1	1
97	NuGate Group					0	0	0
98	Oakland Citizens Committee for Urban Renewal (OCCUR)		X			0	57	57
99	Opportunity Junction		X			0	1	1
100	People of Purpose					0	0	0
101	Plumas County Community Development Commission					2	0	2
102	Plumas Crisis Intervention & Resource Center					0	0	0
103	Project Access, Inc.					0	1	1
104	REDI (Renewable Energy Development Institute)					1	0	1
105	Redwood Community Action Agency		X			8	0	8
106	Resources for Independence - Central Valley					0	3	3
107	Resources for Independent Living Inc. - Sacramento					0	2	2
108	Richland School District	X				2	0	2
109	Rising Sun Energy Center		X			0	5	5
110	Ritter Center					0	2	2
111	Roseville Housing Authority	X				0	2	2
112	Sacramento Housing and Redevelopment Agency		X			0	8	8
113	Sacred Heart Community Service		X		X	0	43	43
114	Salvation Army Golden State Divisional Headquarters					11	100	111
115	San Francisco Community Power					0	38	38

	A	B	C	D	E	F	G	H
1	**CARE Table 7 - Capitation Contractors - PG&E**							
2	**Through August 31, 2012**							
3		Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4	Contractor Name	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
116	Second Harvest Food Bank of Santa Cruz County					0	1	1
117	Self-Help for the Elderly		X	X	X	0	15	15
118	Shasta County Child Abuse Prevention Council		X			0	0	0
119	Shasta Women's Refuge					0	0	0
120	Silicon Valley Independent Living Center					0	1	1
121	Southeast Asian Community Center		X			0	3	3
122	St. Helena Family Center					0	8	8
123	Suscol Intertribal Council					1	1	2
124	Transitions Mental Health Association					2	2	4
125	United Way of Fresno County					0	5	5
126	Upwardly Global					0	0	0
127	Valley Oak Children's Services, Inc.					8	7	15
128	Vietnamese Elderly Mutual Assistant Association					0	0	0
129	Volunteer Center of Sonoma County					0	1	1
130	West Valley Community Services		X			0	2	2
131	YMCA of the East Bay West Contra Costa Branch		X			0	0	0
132	Yolo County Housing Authority	X				0	6	6
133	Yolo Family Resource Center					0	5	5
134	Yuba Sutter Legal Center					0	0	0
135	**Total Enrollments and Expenditures**					**255**	**1,925**	**2,180**
136								
137	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD							
138	adjustments.							

	A	B	C	D	E	F	G	H
1	**CARE Table 8 - Participants as of Month-End - PG&E**							
2	**Through August 31, 2012**							
3	**2012**	**Gas and Electric**	**Gas Only**	**Electric Only**	**Total**	**Eligible Households**	**Penetration Rate**	**% Change**
4	**January**	902,680	263,341	364,241	1,530,262	1,663,059	92%	-0.2%
5	**February**	903,085	264,803	364,790	1,532,678	1,663,059	92%	0.2%
6	**March**	908,389	266,239	366,817	1,541,445	1,663,059	93%	0.6%
7	**April**	907,502	266,683	367,857	1,542,042	1,663,059	93%	0.0%
8	**May**	903,288	266,165	366,784	1,536,237	1,663,059	92%	-0.4%
9	**June**	897,746	265,105	364,832	1,527,683	1,663,059	92%	-0.6%
10	**July**	891,283	262,834	362,981	1,517,098	1,663,059	91%	-0.7%
11	**August**	894,093	261,691	362,719	1,518,503	1,663,059	91%	0.1%
12	**September**							
13	**October**							
14	**November**							
15	**December**							
16								
17	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							