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

Program Monthly Report for August 2014

Pacific Gas and Electric Company

9/21/2014

PACIFIC GAS AND ELECTRIC COMPANY

Energy Savings Assistance Program and
California Alternate Rates for Energy Program
Monthly Report for August 2014

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PACIFIC GAS AND ELECTRIC COMPANY

Energy Savings Assistance Program and
California Alternate Rates for Energy Program
Monthly Report for August 2014

This Monthly Report complies with low income reporting requirements established in Decision (D.)12-08-044, and with all reporting and program evaluation requirements previously established for the California Alternate Rates for Energy (CARE) and Energy Savings Assistance (ESA) Programs. The utilities met with Energy Division staff to revise reporting tables and formats in compliance with the mandates of D.12-08-044 and now use the resulting Energy Division-approved monthly reporting format.

1. Energy Savings Assistance Program 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. To qualify for the ESA Program, a residential customer's household income must be at or below 200 percent of Federal Poverty Guidelines, as required in D.05-10-044. 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 2012-2014 ESA Program authorized in D.12-08-044 continues as a resource program emphasizing long-term and enduring energy savings. It continues to serve all willing and eligible low income customer populations by providing all feasible ESA Program measures at no cost to the customer through a direct-install 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

PG&E's 2012-2014 ESA Program follows the policies and guidance given in D.07-12-051, which established the following programmatic initiative for the ESA Program (formerly known as 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 77,870 customers through August 2014.

1.1.1 Provide a summary of the Energy Savings Assistance Program elements as approved in D.12-08-044:

Energy Savings Assistance Program Summary for Month			
2014	Authorized / Planning Assumptions	Year-to-Date Actual	%
Budget	$ 161,735,112	$91,032,953	56%
Homes Treated	119,940	77,870	64.92%
kWh Saved	NA	26,046,186	
kW Demand Reduced	NA	5,071.81	
Therms Saved	NA	1,328,817	

1.2 ESA Program Customer Outreach and Enrollment Update

PG&E's outreach team and the ESA Program contractors conduct outreach through different channels and in multiple languages, including: Bill inserts, direct mailings, emails, outbound phone calls, 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.

The ESA Program partners with 37 local installation contractors, 2 appliance contractors, and 11 Community-Based Organizations (CBOs), of which 6 are also Low Income Home Energy Assistance Program (LIHEAP) agencies.

PG&E has 5 contracts with LIHEAP agencies that are now 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, 77 refrigerators have been installed through this effort, which equates to $61,600 leveraged through this program.

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

In August, the PG&E outreach team continued planning for a wave of 2014 acquisition direct mail and email messaging outreach to start at the end of September. More details will be shared in next month's report.

On August 21, PG&E held a media event in Kern County, inviting the local media to an ESA participant's home to showcase the energy-efficient home improvements received through the program. Coverage included KGET-TV (NBC), KBAK-TV (CBS), KERO-TV (ABC), KKEY-TV (Telemundo), Azteca Bakersfield, and El Popular Newspaper and resulted in a 55.6% increase in website traffic the next day.

Sample media advisory:

Pacific Gas and Electric Company®	Corporate Relations 77 Beale Street, B29D San Francisco, CA 94105 415/973-5930	*NEWS*

****MEDIA ADVISORY ****

PG&E'S ENERGY SAVINGS ASSISTANCE PROGRAM HELPS CUSTOMERS MANAGE THEIR ENERGY USE AND SAVE MONEY

Partnership between PG&E and local contractors offers income-qualified renters and homeowners easy, free solutions

WHAT PG&E's Energy Savings Assistance Program provides no-cost weatherization services to income-qualified households, which meet the income guidelines similar to those on the California Alternate Rates for Energy (CARE) Program. Services provided include attic insulation, energy efficient refrigerators, energy efficient furnaces, weather-stripping, caulking, low-flow showerheads, water heater blankets, and door repairs which reduce air infiltration.

Join us at the home of Rosie Serrata to learn more about the free program. The Serrata family enrolled in the Energy Savings Assistance Program and received more than $3,000 in energy efficient upgrades at no cost. The services included a new window air conditioner, water cooler, new energy efficient doors, low-flow shower heads, and light fixtures. Rose Serrata also saw a significant savings on her monthly energy statement after the upgrades were installed.

WHEN Thursday, August 21
10:00 a.m.

WHERE 3312 Monterey Street, Bakersfield

WHO Rosie Serrata, ESA Program recipient
Katie Allen, PG&E Rep

WHY PG&E's Energy Savings Assistance Program provides income-qualified renters and homeowners with easy, free solutions to help manage their energy use and save money on their monthly energy bills. Local contractors are trained to implement the program on behalf of PG&E, which include energy specialists, weatherization specialists and natural gas appliance technicians. There are five local contractors to choose from in Kern County. To check the income guidelines or for more information on the program, call (800) 989-9744.

VISUALS

- Energy efficiency upgrades within the Serrata home
- Interview with homeowner who utilized the Energy Savings Assistance Program

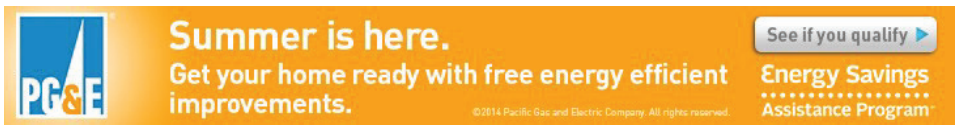
CONTACT PG&E Corporate Relations, Katie Allen (661) 865-8637

PG&E continued to participate in media interviews to promote ESA and CARE with the following outlets:

- KLOQ Radio Lobo for coverage in Merced and Stanislaus counties
- Univision Radio 's community affairs show Contacto Comunitario for coverage in Greater Fresno and Madera, Merced, Visalia, Tulare and Kings counties
- KFTV Univision's daily morning show Arriba Valle Central "Wake Up Central Valley" hosted by Lupita Lomeli, a Hispanic icon in the Central Valley, for coverage in Fresno and Visalia

ESA Program continued the digital ad, online search, and radio campaign. Its main focus is on Spanish- and Chinese-speaking audiences, though displayed on English and Chinese sites. It's continuously optimized to ensure presence of top performing creative on the most effective sites.

Sample digital ad creative:



PG&E continued the monthly digital newsletter targeting customers with a high propensity for eligibility in CARE and ESA Program with the purpose of building awareness for both programs. August's digital newsletter provides energy savings tips to help customers better manage their usage and bills., which generated an overall 19.2% open rate with a 1.0% unique click-thru rate.

Sample digital newsletter:

PG&E

Energy Advisor

AUGUST 2014

SHARE

Take control of your summer energy use

Higher temperatures trigger greater energy use, which can result in higher-than-normal summer bills. Check out the tools PG&E provides to help you continue to manage energy use through the rest of the summer.

See simple summer tips

There's still time to save with SmartRate™

PG&E's SmartRate can give you a discount on your bills when you shift or reduce your energy use on hot days. Start paying less this summer or plan ahead for next year. Try it risk free today!

Sign up for SmartRate

Balance out high bills

PG&E's Balanced Payment Plan helps you even out the highs and lows of your monthly bills. Your bill will be averaged out, allowing you to budget your energy costs and prevent big payment swings even when it's really hot or cold. It'll also be predictable and easier on your budget. Signing up is simple and can be quickly completed online.

Get balanced bills

Summer food safety tips

Find out what you need to know to keep your picnics and cookouts safe with our summer food safety tips. What's the best way to serve a salad in the summer heat? How should you safely prep meats for the grill? We have those answers and more!

Check out food safety tips

MONEY SAVING TIPS

Here are some quick ways to reduce your water and energy use:

- Defrost food in the refrigerator, rather than using running water.
- Turn the water off while brushing your teeth or shaving. You can save 10 gallons per day!
- Wash dark clothes in cold water. You'll save energy and help your clothes keep their color.

Explore more drought resources ›

Tips from saveourh2o.org

DIY Spotlight

Do-it-Yourself Weatherproofing

Lower your energy bills and keep your home cooler with this easy home improvement. Check out our how-to video to get started with DIY weatherstripping!

Learn how

The following initiative continued building awareness and participation for the ESA Program throughout August:

- Online – Customers can visit pge.com/EnergySavings to find out more information about the ESA Program and apply online. This channel collected 1,567 new referrals in June. Year to date, this channel has collected 9,511 new referrals.

ESA maintained its partnerships with PG&E's Middle Income Direct Install (MIDI) Program and local government energy efficiency partnerships to help weatherize middle-income households' homes in the following counties: Monterey, San Benito, Santa Cruz, Fresno, Kern, Madera, Mendocino, Napa, San Luis Obispo, San Mateo, Santa Barbara, Sonoma, Santa Clara (Silicon Valley), Yolo and Tulare/Kings. Through the month of May, this effort led to 200 MIDI customer enrollments.

1.3 Leveraging Success Evaluation, Including California Community Services Department (CSD)

1.3.1 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 have been meeting with CSD staff since October 16, 2012 to discuss leveraging opportunities in compliance with D.12-08-044. Ideas explored have included bulk purchasing and data sharing. PG&E is working with CSD to implement two pilots in 2014: Solar water heating and geographic coordination.

1.4 Workforce Education & Training

1.4.1 Please summarize efforts to improve and expand the ESA Program workforce education and training. Describe steps taken to hire and train low income workers and how such efforts differ from prior program years.

Contractors are encouraged to hire local workers to implement the ESA Program in their areas. 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. Year-to-date, 469 individuals in 42 sessions (2,548 student days) have been trained to deliver the ESA Program in various capacities.

PG&E continues to participate in the statewide workforce education and training working group.

1.5 Miscellaneous

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

PG&E's ESA Program works with Grid Alternatives to deliver ESA services to customers that have been approved to participate in the SASH Program. 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. Year-to-date, the ESA Program has completed treatment of 28 homes that were selected for SASH program participation. PG&E supplied ESA measure installation data for 99 SASH-selected homes that were treated through the ESA Program in prior years.

2 California Alternate Rates for Energy Program Summary

The CARE Program provides a monthly discount on energy bills for qualifying households throughout PG&E's service area.

To qualify for the CARE discount, a residential customer's household income must be at or below 200 percent of Federal Poverty Guidelines, as required in D.05-10-044 and per Public Utility Code Section 739.1(b)(1).

The 2012-2014 CARE Program was adopted in D.12-08-044 issued on August 30, 2012. The authorized CARE administrative budget for 2014 is $14,766,512. This 2014 budget includes $134,846 for PG&E's Cooling Centers Program.

D.12-12-011 approved continued funding of the Community Help and Awareness with Natural Gas and Electricity Services (CHANGES) Pilot Program through the CARE Outreach budget at the current statewide funding level of $60,000 a month until the end of 2014. PG&E is responsible for 30%, or $18,000 a month, of the Joint Utility pilot program cost. The CHANGES Pilot Program provides funding to Community Based Organizations (CBOs) to assist Limited English Proficient (LEP)

customers with energy education and billing issues. D.12-12-011 required that the utilities report CHANGES activity in the monthly reports beginning in April, 2013.

2.1 CARE Program Cost Summary

CARE Budget Categories	Authorized Budget[1]	Actual Expenses Year to Date[1]	% of Budget Spent
Outreach	$5,630,454	$2,475,643	44%
Processing, Certification, Recertification	$3,961,081	$1,070,039	27%
Post Enrollment Verification	$2,097,136	$871,367	42%
IT Programming	$735,794	$750,039	102%
Cooling Centers	$134,904	$103,130	76%
CHANGES Pilot Program	$222,491	$169,089	76%
Measurement and Evaluation	$88,000	$47,823	54%
Regulatory Compliance	$387,587	$162,946	42%
General Administration	$2,229,066	$1,026,078	46%
CPUC Energy Division Staff	$128,000	$30,825	24%
Total Expenses	**$15,614,512**	**$6,706,979**	**43%**
Subsidies and Benefits	$605,950,000	$423,997,922	70%
Total Program Costs and Discounts	**$621,564,512**	**$430,704,901**	**69%**

[1] Program authorized budget and actual expenses have been updated to include employee benefits costs approved in the GRC D.14-08-032.

PG&E is over its IT Programing authorized budget in August due to IT costs associated with continuing enhancements to internal databases to track CARE customer information for reporting purposes. These enhancement efforts are expected to increase efficiency in the processing of customer enrollments. PG&E will fund-shift at year-end to cover the overspending in accordance with the fund-shifting rules authorized in D.12-08-044, and will report this information in its 2014 annual report.

2.1.1 Please provide the CARE Program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,393,544	1,648,774	85%

2.2 Outreach

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

In August, the PG&E outreach team continued to launch the second wave of the 2014 acquisition direct mail, email and automated voice messaging campaign. The multi-touch acquisition campaign targets customers with a high propensity for eligibility, as well as those who previously participated in the program but did not recertify. Intial results show that emails have generated an overall 39.8% open rate with a 6.6% unique click-thru rate, which is above industry standards.

Sample direct mail creative:

Apply for the CARE Program to receive a monthly discount.

John Q. Sample
Address 1
Address 2
City, State, ZIP

Apply for the CARE Program.
Go to pge.com/caresavings.

August XX, 2014

Dear [Name],

We're here to help you save.
At Pacific Gas and Electric Company (PG&E), we understand that financial challenges can happen to anyone, at any time. The California Alternate Rates for Energy (CARE) Program is just one more way we can help you save. **Nearly 1.4 million customers already benefit from the CARE discount.** Apply today to begin receiving your monthly discount.

CARE is simple and rewarding.
The CARE Program offers a significant monthly discount on PG&E bills for qualifying households, based on the total income of everyone living in the home. Once your application is approved, you'll begin receiving your monthly discount within two billing cycles.

Here's how to get started:
You're likely to qualify for CARE. Confirm by reviewing the household income table in the enclosed application. No proof of income is necessary for enrollment. Apply today by answering a few simple questions online, by phone or by mail.
Online: Go to pge.com/caresavings for the fastest way to fill out and submit the form.
Phone: Call us at 1-866-743-2273 and we'll walk you through it.
Mail: Fill out the form included in the brochure and return it to PG&E.

Your account number is: 0123456789. You'll need this for the application.

Have questions or need help filling out the application? Just email us at **careprogram@pge.com**.

Sincerely,

Your Partners at PG&E

P.S. You can also help family, friends and neighbors who may qualify by referring them to **pge.com/caresavings**.

PG&E

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August 2014 CCA-0814-2833

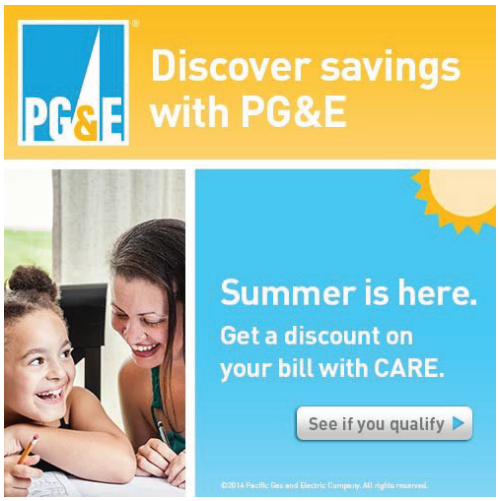
During the month of August, the PG&E outreach team continued to optimize the design and messaging of the CARE main webpage. PG&E conducted a second A/B test, which is a way to test messaging and layout to a randomly selected group so that we can understand what's more effective when communicating with customers. The second A/B test will launched at the end ofAugust. Results will be reported in next month's report.

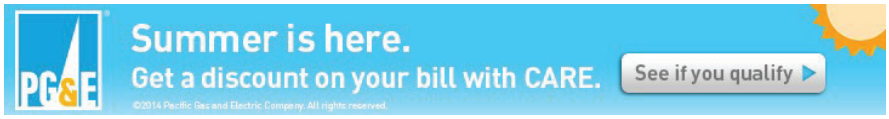
PG&E continued to participate in media interviews to promote enrollment in the ESA and CARE Programs with the following outlets:

- KLOQ Radio Lobo for coverage in Merced and Stanislaus counties
- Univision Radio 's community affairs show Contacto Comunitario for coverage in Greater Fresno and Madera, Merced, Visalia, Tulare and Kings counties
- KFTV Univision's daily morning show Arriba Valle Central "Wake Up Central Valley" hosted by Lupita Lomeli, a Hispanic icon in the Central Valley, for coverage in Fresno and Visalia

In August, the CARE Program continued its digital ad, online search, and radio campaign. Its main focus remains on Spanish- and Chinese-speaking audiences, though it's also displayed on English sites. It's continuously optimized to ensure presence of top performing creative on the most effective sites.

Sample digital creative:





CARE continued the monthly digital newsletter targeting customers with a high propensity for eligibility in CARE and ESA Program with the purpose of building awareness for both programs. August's digital newsletter provides energy savings tips to help customers better manage their usage and bill, generating an overall 19.2% open rate with a 1.0% unique click-thru rate.

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AUGUST 2014

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Check out food safety tips

MONEY SAVING TIPS

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- Defrost food in the refrigerator, rather than using running water.
- Turn the water off while brushing your teeth or shaving. You can save 10 gallons per day!
- Wash dark clothes in cold water. You'll save energy and help your clothes keep their color.

Explore more drought resources ›

Tips from saveourh2o.org

DIY Spotlight

Do-it-Yourself Weatherproofing

Lower your energy bills and keep your home cooler with this easy home improvement. Check out our how-to video to get started with DIY weatherstripping!

Learn how

The following ongoing efforts continued building CARE awareness and participation throughout August:

- Automated Phone Calls – CARE partners with a third-party vendor and PG&E's customer service representatives to enroll new households and recertify existing households by telephone. Year to date, this channel has generated 23,549 recertified customers and 10,584 new enrollments.
- Online – Customers can visit pge.com/CARE to find out more information about CARE and to apply online. Year to date, this channel has collected 104,992 new enrollments.
- Local Office Partnerships – CARE partners with local offices to inform customers about the program and to distribute applications. Year to date, this initiative has produced 8,240 new enrollments.
- Community Outreach Contractors (COCs) - PG&E contracted with 68 COCs throughout its service area. These represent a variety of communities, including African-Americans, Hispanics, Asian Pacific Islander Americans (Chinese, Vietnamese, Laotian, and Hmong), Native Americans, seniors, rural residents, agricultural workers, sub-metered tenants, and nonprofit living facilities. Year to date, this initiative has led to 923 new enrollments.

To address enrollment barriers discovered through customer research, PG&E continued efforts to optimize the CARE application for 2014-2015. PG&E applied focus group insights on design and messaging collected in January and collaborated with ORA and other stakeholder groups in the development of a more customer-friendly application filed in May.

Throughout these efforts, PG&E continues to evaluate different channels, language and design, identifying optimization opportunities and implementing learnings in real time for improved results, efficiency and cost-effectiveness.

Describe the efforts taken to reach and coordinate the CARE Program with other related low income programs to reach eligible customers.

PG&E exchanges data with Southern California Edison (SCE) Company and Southern California Gas (SCG) Company and automatically enrolls their CARE households if they also receive PG&E service. PG&E also exchanges data of qualified low income households with the Sacramento Municipal Utility District (SMUD) and Modesto Irrigation District (MID). PG&E provides natural gas within the SMUD and MID electric service areas and automatically

enrolls qualified low income customers served by SMUD and MID onto the CARE Program. These data exchanges are currently on hold while PG&E updates their information security agreements.

PG&E automatically enrolls customers who receive LIHEAP and Relief for Energy Assistance through Community Help (REACH) payments. Year-to-date, 2,938 LIHEAP customers and 480 REACH customers have been automatically enrolled onto the CARE Program.

Year-to-date, 18,651 ESA Program participants have been enrolled in the CARE Program.

Additionally, PG&E continues to coordinate CARE, ESA and other low income outreach efforts to provide likely eligible customers with the knowledge and tools to access helpful PG&E services. For example, upcoming CARE and ESA acquisition campaigns will cross-reference programs in automated phone calls, emails and direct mail. The goal with these and similar efforts moving forward is to help financially challenged customers manage their energy bills in a more holistic and sustainable way.

2.2.2 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 (OP) 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 Public Housing Authorities as COCs 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 4a- ESA Homes Treated

ESA- Table 4b- Homes Unwilling / Unable to Participate

ESA- Table 5- ESA Customer Summary

ESA- Table 6- Expenditures for Pilots and Studies

CARE- Table 1- CARE Program Expenses

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

CARE- Table 3A- Post-Enrollment Verification results (Model)

CARE- Table 3B- Post-Enrollment Verification Results (High-Usage)

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

CARE- Table 9 - Expenditures for CHANGES Pilot Program

CARE-Table 10- CHANGES

CARE-Table 11- CHANGES

Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses
Through August 31, 2014

	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
ESA Program:	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
Energy Efficiency												
Appliances	$ 34,907,105	$ 2,627,416	$ 37,534,521	$ 1,541,712	$ 71,100	$ 1,612,812	$ 11,961,036	$ 448,670	$ 12,409,706	34%	17%	33%
Domestic Hot Water	$ 924,532	$ 9,757,809	$ 10,682,341	$ 72,259	$ 1,070,679	$ 1,142,938	$ 535,974	$ 7,303,299	$ 7,839,273	58%	75%	73%
Enclosure	$ 7,457,463	$ 41,793,263	$ 49,250,726	$ 584,935	$ 3,314,633	$ 3,899,569	$ 4,461,352	$ 25,280,994	$ 29,742,346	60%	60%	60%
HVAC [3]	$ 2,685,301	$ 2,661,646	$ 5,346,947	$ 1,207,391	$ 391,225	$ 1,598,617	$ 4,484,464	$ 2,992,732	$ 7,477,197	167%	112%	140%
Maintenance	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Lighting	$ 28,575,478	$ -	$ 28,575,478	$ 2,153,068		$ 2,153,068	$ 15,779,122	$ -	$ 15,779,122	55%	0%	55%
Miscellaneous[2]	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Customer Enrollment	$ 1,155,071	$ 621,961	$ 1,777,032	$ 76,806	$ 41,357	$ 118,163	$ 581,333	$ 313,025	$ 894,358	50%	50%	50%
In Home Education	$ 9,917,891	$ 5,340,403	$ 15,258,294	$ 759,116	$ 408,755	$ 1,167,871	$ 5,752,307	$ 3,097,396	$ 8,849,703	58%	58%	58%
Pilot	$ -	$ -	$ -			$ -	$ -	$ -	$ -	0%	0%	0%
Energy Efficiency TOTAL	$ 85,622,841	$ 62,802,498	$ 148,425,339	$ 6,395,287	$ 5,297,749	$ 11,693,036	$ 43,555,586	$ 39,436,117	$ 82,991,703	51%	63%	56%
Training Center [4]	$ 676,925	$ 372,394	$ 1,049,319	$ 71,776	$ 38,649	$ 110,425	$ 294,042	$ 158,330	$ 452,373	43%	43%	43%
Inspections [4]	$ 4,613,647	$ 2,616,909	$ 7,230,556	$ 708,017	$ 381,240	$ 1,089,257	$ 2,650,949	$ 1,427,434	$ 4,078,382	57%	55%	56%
Marketing and Outreach [4]	$ 1,260,017	$ 683,134	$ 1,943,151	$ 104,086	$ 56,046	$ 160,132	$ 473,398	$ 254,907	$ 728,305	38%	37%	37%
Statewide Marketing Education and Outreach [1]	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Measurement and Evaluation Studies	$ 133,250	$ 71,750	$ 205,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Regulatory Compliance [4]	$ 275,649	$ 154,832	$ 430,480	$ 32,585	$ 17,546	$ 50,131	$ 117,756	$ 63,407	$ 181,164	43%	41%	42%
General Administration [4]	$ 2,865,222	$ 1,615,712	$ 4,480,934	$ 409,561	$ 220,533	$ 630,094	$ 1,681,963	$ 905,672	$ 2,587,635	59%	56%	58%
CPUC Energy Division	$ 35,750	$ 19,250	$ 55,000	$ 1,133	$ 610	$ 1,743	$ 8,704	$ 4,687	$ 13,391	24%	24%	24%
TOTAL PROGRAM COSTS	$ 95,483,300	$ 68,336,479	$ 163,819,779	$ 7,722,445	$ 6,012,373	$ 13,734,819	$ 48,782,399	$ 42,250,554	$ 91,032,953	51%	62%	56%
Funded Outside of ESA Program Budget												
Indirect Costs				$ (660,642)	$ (355,730)	$ (1,016,372)	$ -	$ -	$ -			
NGAT Costs					$ 255,094	$ 255,094		$ 1,805,249	$ 1,805,249			

[1] The 2014 ESA Statewide Marketing, Education and Outreach authorized budget of $127,000 was transferred from the PPP-Low Income Balancing Account to the Statewide ME&O Balancing Account per D.12-08-044, D.13-04-021 and D.13-12-038.

[2] The 2014 authorized budget in the Miscellaneous category of $10,854,095 was redistributed to the HVAC category ($922,598 for AC Fan Delay- Electric) and the Enclosure category ($1,559,579 for Attic Insulation - Electric and $8,371,918 for Attic Insulation - Gas).

[3] PG&E will address the higher-than-expected expenditure, and anticipated overspend in the HVAC category in accordance with the fund-shifting rules authorized in D.12-08-044.

[4] Program budgets have been updated to include employee benefits costs approved in the GRC (D.14-08-032) - Decision Authorizing Pacific Gas and Electric Company's General Rate Case Revenue Requirement for 2014-2016, approved on August 14, 2014.

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

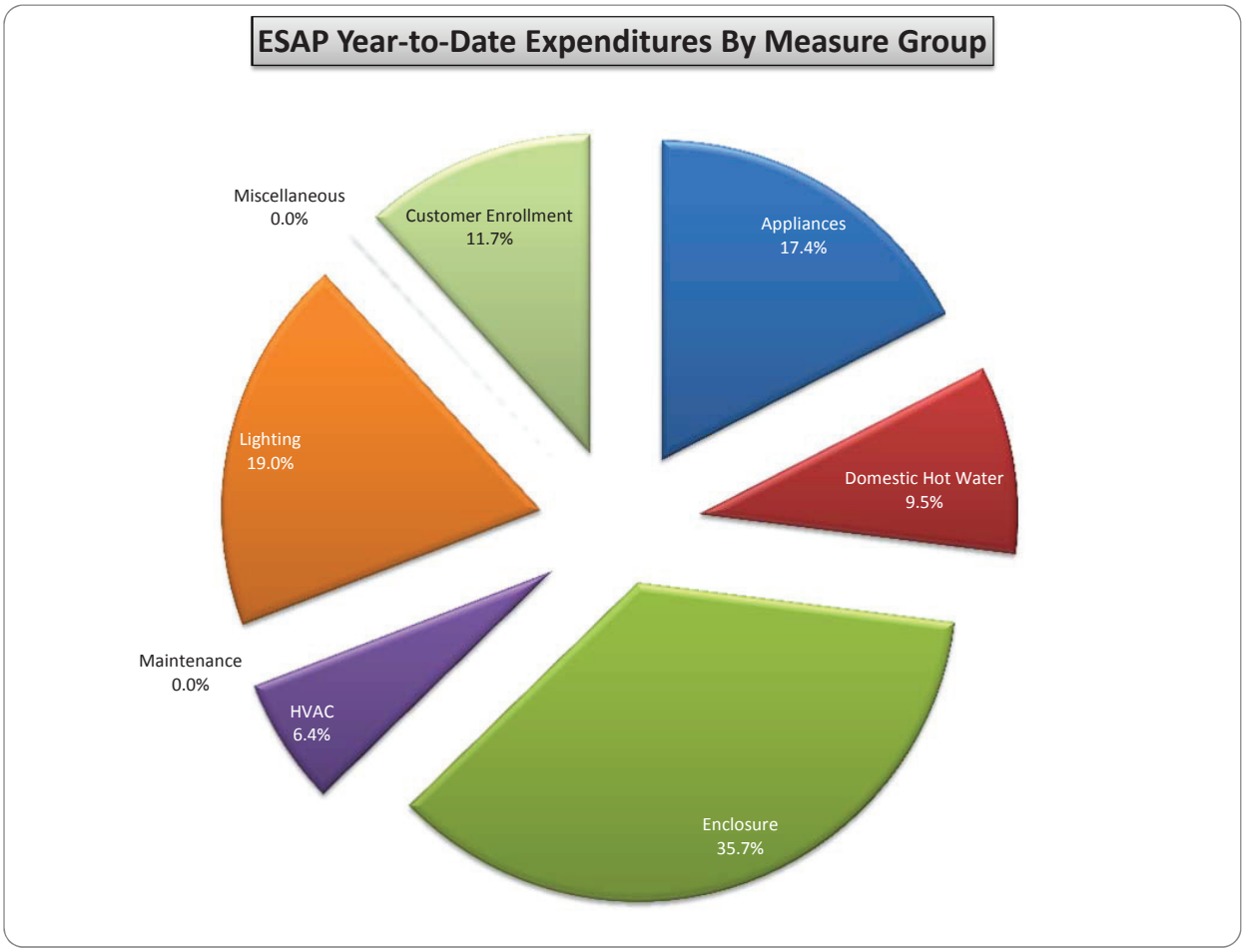
Energy Savings Assistance Program Table 2

Through August 31, 2014

Measures	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh [4] (Annual)	kW [5] (Annual)	Therms (Annual)	Expenses ($)	% of Expenditure
Appliances [10]							
High Efficiency Clothes Washer	Each	-	-	-	-	$ -	
Refrigerators	Each	11,022	7,781,534	1,325.92	-	$ 10,299,865	13.18%
Evaporative Cooler (Replacement)	Each	3,237	1,672,481	1,944.28	-	$ 2,139,770	2.74%
Microwaves [6]	Each	13,706	1,773,415	-	115,352	$ 1,198,579	1.53%
Domestic Hot Water							
Water Heater Blanket	Home	18,498	92,273	20.12	97,569	$ 1,107,881	1.42%
Low Flow Shower Head	Home	78,767	222,383	50.12	364,019	$ 3,277,815	4.19%
Water Heater Pipe Insulation	Home	1,657	5,230	0.89	10,513	$ 33,610	0.04%
Faucet Aerator	Home	58,427	119,549	25.81	153,881	$ 1,076,179	1.38%
Water Heater Repair/Replacement	Each	598	-	-	-	$ 611,886	0.78%
Thermostatic Shower Valve [7]	Each	62,243	195,494	44.06	291,926	$ 1,354,429	1.73%
Enclosure							
Air Sealing / Envelope [1]	Home	55,080	2,725,947	-	261,406	$ 23,403,026	29.94%
Caulking	Home						
Attic Insulation	Home	2,805	225,077	114.01	34,150	$ 4,507,017	5.77%
HVAC [10]							
FAU Standing Pilot Conversion	Each						
Furnace Repair/Replacement	Each	975	-	-	-	$ 1,570,584	2.01%
Room A/C Replacement	Each	650	49,214	44.44	-	$ 625,098	0.80%
Central A/C replacement	Each	8	474	0.67	-	$ 24,705	0.03%
Central A/C Tune up [9]	Home	5,630	33,106	51.01	-	$ 1,416,067	1.81%
Duct Testing and Sealing	Home	2,172	-	-	-	$ 1,398,396	1.79%
Maintenance							
Furnace Clean and Tune	Home						
Lighting							
Compact Fluorescent Lights (CFL)	Each	274,548	3,796,909	357.30	-	$ 2,220,464	2.84%
Interior Hard wired CFL fixtures	Each	122,641	5,289,650	603.09	-	$ 10,190,397	13.04%
Exterior Hard wired CFL fixtures	Each	20,563	888,322	102.82	-	$ 1,740,024	2.23%
Torchiere	Each	3,726	759,694	74.52	-	$ 312,835	0.40%
Occupancy Sensor	Each	6,937	276,786	27.75	-	$ 424,466	0.54%
LED Night Lights	Each						
Miscellaneous							
Pool Pumps	Each						
Smart Power Strips	Each	0	-	0	-	$ -	0
New Measures							
AC Time Delay [8]	Each	717	138,647	285.01	0	$ 60,122	0.08%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	77,870				$ 840,157	1.07%
In-Home Education	Home	77,870				$ 8,327,046	10.65%
Total Savings/Expenditures			26,046,186	5,071.81	1,328,817	$ 78,160,417	
Households Weatherized [2]		68,706					
Households Treated							
- Single Family Households Treated	Home	51,867					
- Multi-family Households Treated	Home	21,042					
- Mobile Homes Treated	Home	4,961					
Total Number of Households Treated	Home	77,870					
# Eligible Households to be Treated for PY [3]	Home	119,940					
% of Households Treated	%	64.92%					
- Master-Meter Households Treated	Home	3,844					

[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.
[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs
[3] Appendix A --- A.11-05-019 Adopted Number of Homes to be Treated
[4] All savings are calculated based on the following sources:
ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011.
[5] Costs exclude support costs that are included in Table 1.
[6] Microwave savings are from ECONorthWest Studies received in December of 2011
[8] Savings value from Work Paper PGE0077 Revision #1 --- California HVAC Upgrade: Efficient Fan Controller(EFC) for Residential. 2014 installations to be reflected beginning in July monthly report.
[9] Exependitures reflect 2013 work that was paid in 2014. 2014 installations to be reflected beginning in July monthly report.
[10] This Table reflects the move of the AC Tune Up measure to the HVAC category, and the Evaporative Cooler measure to the Appliances category beginning with the April 2014 report.

Energy Savings Assistance Program Table 2 Pie-Chart
Through August 31, 2014



Appliances	13,638,214	17.45%
Domestic Hot Water	7,461,799	9.55%
Enclosure	27,910,043	35.71%
HVAC	5,034,850	6.44%
Maintenance	-	0.00%
Lighting	14,888,186	19.05%
Miscellaneous	-	0.00%
New Measures	60,122	0.08%
Customer Enrollment	9,167,203	11.73%
Total	78,160,417	100.00%

Energy Savings Assistance Program Table 3 - Average Bill Savings		
Through August 31, 2014		
Year-to-Date Installations - Expensed		
Annual kWh Savings		26,046,186
Annual Therm Savings		1,328,817
Lifecycle kWh Savings		341,377,419
Lifecycle Therm Savings		11,633,673
Current kWh Rate	$	0.1001
Current Therm Rate	$	0.8287
Number of Treated Households		77,870
Average 1st Year Bill Savings / Treated Households	$	47.63
Average Lifecycle Bill Savings / Treated Households	$	411.15

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Energy Savings Assistance Program Table 4a - Energy Savings Assistance Through August 31, 2014

	Eligible Households			Households Treated YTD		
County	**Rural**	**Urban**	**Total**	**Rural**	**Urban**	**Total**
ALAMEDA	3	164,413	**164,416**	-	7,908	**7,908**
ALPINE	124	-	**124**	-	-	**-**
AMADOR	4,499	2	**4,501**	286	9	**295**
BUTTE	12,196	27,033	**39,229**	2,053	9	**2,062**
CALAVERAS	7,528	67	**7,595**	268	32	**300**
COLUSA	3,071	14	**3,085**	245	-	**245**
CONTRA COSTA	1	100,399	**100,400**	10	4,229	**4,239**
EL DORADO	6,385	7,029	**13,414**	505	2	**507**
FRESNO	229	138,750	**138,979**	443	6,418	**6,861**
GLENN	4,639	-	**4,639**	332	65	**397**
HUMBOLDT	21,596	-	**21,596**	878	14	**892**
KERN	56,202	38,564	**94,766**	2,473	2,593	**5,066**
KINGS	8,467	226	**8,693**	286	-	**286**
LAKE	13,207	1	**13,208**	802	31	**833**
LASSEN	165	-	**165**	2	-	**2**
MADERA	5,861	13,846	**19,707**	899	-	**899**
MARIN	-	23,921	**23,921**	72	350	**422**
MARIPOSA	3,303	26	**3,329**	44	53	**97**
MENDOCINO	13,562	21	**13,583**	695	15	**710**
MERCED	20,541	20,183	**40,724**	1,184	907	**2,091**
MONTEREY	4,770	43,488	**48,258**	506	1,748	**2,254**
NAPA	1	15,598	**15,599**	31	462	**493**
NEVADA	10,899	7	**10,906**	338	3	**341**
PLACER	12,523	19,432	**31,955**	213	1,036	**1,249**
PLUMAS	3,555	115	**3,670**	129	-	**129**
SACRAMENTO	-	165,947	**165,947**	186	7,265	**7,451**
SAN BENITO	4,997	113	**5,110**	295	6	**301**
SAN BERNARDINO	395	44	**439**	31	-	**31**
SAN FRANCISCO	-	116,553	**116,553**	-	3,164	**3,164**
SAN JOAQUIN	10,072	79,965	**90,037**	426	4,184	**4,610**
SAN LUIS OBISPO	21,770	15,037	**36,807**	1,432	-	**1,432**
SAN MATEO	1	55,552	**55,553**	13	1,086	**1,099**
SANTA BARBARA	1,296	16,751	**18,047**	574	337	**911**
SANTA CLARA	3,427	140,268	**143,695**	178	7,259	**7,437**
SANTA CRUZ	9	27,628	**27,637**	141	1,163	**1,304**
SHASTA	12,168	13,053	**25,221**	449	692	**1,141**
SIERRA	237	5	**242**	5	-	**5**
SISKIYOU	21	-	**21**	-	-	**-**
SOLANO	-	40,841	**40,841**	295	2,826	**3,121**
SONOMA	3,168	48,579	**51,747**	424	1,599	**2,023**
STANISLAUS	30,037	38,543	**68,580**	438	2,068	**2,506**
SUTTER	-	13,507	**13,507**	331	1	**332**
TEHAMA	12,097	11	**12,108**	699	7	**706**
TRINITY	457	-	**457**	2	-	**2**
TULARE	8,377	673	**9,050**	305	11	**316**
TUOLUMNE	9,584	-	**9,584**	127	-	**127**
YOLO	1	29,894	**29,895**	404	528	**932**
YUBA	73	10,551	**10,624**	341	-	**341**
Total	**331,514**	**1,426,650**	**1,758,164**	**19,790**	**58,080**	**77,870**

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate
Through August 31, 2014

	Reason Provided							
County	Customer Declined Program Measures or is Non-Responsive	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Insufficient feasible Measures	Ineligible Dwelling - Prior Program Participation or Dwelling Age	Household Income Exceeds Allowable Limits	Unable to Provide Required Documentation	Other
Alameda	0	1	0	0	0	0	0	
Alpine	0	0	0	0	0	0	0	
Amador	1	0	0	0	0	0	0	
Butte	1	0	0	0	0	0	0	
Calaveras	0	0	0	0	0	0	0	
Colusa	0	0	0	0	0	0	0	
Contra Costa	0	2	0	0	0	0	0	
El Dorado	0	0	0	0	0	0	0	
Fresno	2	3	0	0	0	0	0	
Glenn	0	0	0	0	0	0	0	
Humboldt	0	0	0	0	0	0	0	
Kern	0	3	0	0	0	0	0	
Kings	0	0	0	0	0	0	0	
Lake	0	0	0	0	0	0	0	
Lassen	0	0	0	0	0	0	0	
Madera	0	0	0	0	0	0	0	
Marin	0	0	0	0	0	0	0	
Mariposa	0	0	0	0	0	0	0	
Mendocino	0	0	0	0	0	0	0	
Merced	0	1	0	0	0	0	0	
Monterey	1	0	0	0	0	0	0	
Napa	0	0	0	0	0	0	0	
Nevada	0	0	0	0	0	0	0	
Placer	0	0	0	0	0	0	0	
Plumas	0	0	0	0	0	0	0	
Sacramento	0	5	0	0	0	0	0	
San Benito	0	0	0	0	0	0	0	
San Bernardino	0	0	0	0	0	0	0	
San Francisco	0	0	0	0	0	0	0	
San Joaquin	0	1	0	0	0	0	0	
San Luis Obispo	0	0	0	0	0	0	0	
San Mateo	28	0	0	0	0	0	0	
Santa Barbara	0	0	0	0	0	0	0	
Santa Clara	4	5	0	0	0	0	1	
Santa Cruz	2	0	0	0	0	0	0	
Shasta	0	0	0	0	0	0	0	
Sierra	0	0	0	0	0	0	0	
Siskiyou	0	0	0	0	0	0	0	
Solano	0	1	0	0	0	0	0	
Sonoma	1	0	0	0	0	0	0	
Stanislaus	0	0	0	0	0	0	0	
Sutter	0	0	0	0	0	0	0	
Tehama	0	0	0	0	0	0	0	
Trinity	0	0	0	0	0	0	0	
Tulare	0	0	0	0	0	0	0	
Tuolumne	0	0	0	0	0	0	0	
Yolo	7	2	0	0	0	0	0	
Yuba	0	0	0	0	0	0	0	
Total	47	24	0	0	0	0	1	0

Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary
Through August 31, 2014

	Gas & Electric				Gas Only				Electric Only				Total			
	# of Household Treated by	(Annual)			# of Household Treated by	(Annual)			# of Household Treated by	(Annual)			# of Household Treated by	(Annual)		
2014	Month	Therm	kWh	kW	Month	Therm	kWh	kW	Month	Therm	kWh	kW	Month	Therm	kWh	kW
January	4,628	90,270	1,496,519	232	1,124	10,628	359,716	63	1,152	11,361	101,150	6	6,904	112,259	1,957,384	301
February	10,899	211,824	3,693,999	578	2,668	26,785	997,929	184	2,776	29,968	260,777	20	16,343	268,577	4,952,705	782
March	17,766	349,174	6,216,168	985	4,583	97,465	309,284	6	4,454	363	1,834,893	358	26,803	447,002	8,360,345	1,349
April	24,401	484,417	8,733,105	1,427	6,027	62,182	2,437,661	475	6,113	69,924	589,688	49	36,541	616,523	11,760,454	1,951
May	31,034	612,118	11,209,444	1,857	7,736	81,236	3,158,456	647	7,782	91,151	746,305	62	46,552	784,505	15,114,206	2,567
June	37,745	742,963	13,721,031	2,316	9,685	98,565	3,985,567	875	9,397	110,586	899,816	76	56,827	952,114	18,606,414	3,268
July	45,059	891,792	16,557,321	3,027	11,537	116,428	4,808,944	1,109	10,949	131,116	1,049,222	90	67,545	1,139,336	22,415,488	4,226
August	52,093	1,044,859	19,246,930	3,619	13,344	132,378	5,606,499	1,350	12,433	151,579	1,192,757	103	77,870	1,328,817	26,046,186	5,072
September																
October																
November																
December																
YTD													-	-	-	-

Figures for each month are YTD. July 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.
Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies
Through August 31, 2014

	Authorized 3-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2012			% of 3-Year Budget Expensed		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Pilots												
Studies												
Impact Evaluation [1]	$ 117,000	$ 63,000	$ 180,000	$ -	$ -	$ -	$ 95,331	$ 51,332	$ 146,662	81%	81%	81%
Needs Assessment [2]	$ 136,500	$ 73,500	$ 210,000	$ (40)	$ (21)	$ (61)	$ 136,425	$ 73,460	$ 209,885	100%	100%	100%
Energy Education [2]	$ 58,500	$ 31,500	$ 90,000	$ (1,431)	$ (770)	$ (2,201)	$ 47,468	$ 25,560	$ 73,028	81%	81%	81%
Multifamily [3]	$ 78,000	$ 42,000	$ 120,000	$ -	$ -	$ -	$ 72,521	$ 39,050	$ 111,571	93%	93%	93%
Total Studies	$ 390,000	$ 210,000	$ 600,000	$ (1,470)	$ (792)	$ (2,262)	$ 351,745	$ 189,401	$ 541,146	90%	90%	32%

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

[1] SDG&E is the project manager of the Impact Evaluation and pays the consultant.

[2] SCE is the project manager of the Needs Assessment and Energy Education Studies and pays the consultants.

[3] PG&E is the project manager of the Multifamily Study and responsible to pay consultant invoices.

CARE Table 1 - CARE Program Expenses - PG&E
Through August 31, 2014

	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
CARE Program:	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
Outreach [1][6]	$ 4,560,668	$ 1,069,786	**$ 5,630,454**	$ 536,408	$ 125,824	$ 662,232	$ 2,005,271	$ 470,372	$ 2,475,643	44%	44%	44%
Processing, Certification, Recertification [6]	$ 3,208,475	$ 752,605	**$ 3,961,081**	$ 216,508	$ 50,786	$ 267,294	$ 866,732	$ 203,307	$ 1,070,039	27%	27%	27%
Post Enrollment Verification [6]	$ 1,698,680	$ 398,456	**$ 2,097,136**	$ 164,393	$ 38,561	$ 202,955	$ 705,807	$ 165,560	$ 871,367	42%	42%	42%
IT Programming [2] [6]	$ 595,993	$ 139,801	**$ 735,794**	$ 124,307	$ 29,158	$ 153,465	$ 607,532	$ 142,507	$ 750,039	102%	102%	102%
Cooling Centers [6]	$ 134,904	$ -	**$ 134,904**	$ 32	$ -	$ 32	$ 103,130	$ -	$ 103,130	76%	0%	76%
CHANGES Pilot Program [3][6]	$ 180,218	$ 42,273	**$ 222,491**	$ 21,805	$ 5,115	$ 26,920	$ 136,962	$ 32,127	$ 169,089	76%	76%	76%
Measurement & Evaluation	$ 71,280	$ 16,720	**$ 88,000**	$ (83)	$ (20)	$ (103)	$ 38,737	$ 9,086	$ 47,823	54%	54%	54%
Regulatory Compliance [6]	$ 313,946	$ 73,642	**$ 387,587**	$ 40,094	$ 9,405	$ 49,499	$ 131,987	$ 30,960	$ 162,946	42%	42%	42%
General Administration [6]	$ 1,805,543	$ 423,523	**$ 2,229,066**	$ 234,447	$ 54,994	$ 289,440	$ 831,123	$ 194,955	$ 1,026,078	46%	46%	46%
CPUC Energy Division Staff	$ 103,680	$ 24,320	**$ 128,000**	$ 2,797	$ 656	$ 3,453	$ 24,969	$ 5,857	$ 30,825	24%	24%	24%
			$ -			$ -						
SUBTOTAL PROGRAM COSTS	**$ 12,673,386**	**$ 2,941,126**	**$ 15,614,512**	**$ 1,340,708**	**$ 314,479**	**$ 1,655,187**	**$ 5,452,248**	**$ 1,254,731**	**$ 6,706,979**	**43%**	**43%**	**43%**
CARE Rate Discount [4]	$ 490,819,500	$ 115,130,500	**$ 605,950,000**	$ 66,103,781	$ 3,808,251	$ 69,912,032	$ 363,815,689	$ 60,182,233	$ 423,997,922	74%	52%	70%
TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	**$ 503,492,886**	**$ 118,071,626**	**$ 621,564,512**	**$ 67,444,489**	**$ 4,122,731**	**$ 71,567,220**	**$ 369,267,936**	**$ 61,436,965**	**$ 430,704,901**	**73%**	**52%**	**69%**
Other CARE Rate Benefits												
- DWR Bond Charge Exemption				$ 4,188,015		$ 4,188,015	$ 25,809,229		$ 25,809,229			
- CARE PPP Exemption [5]				$ 5,574,662	$ 343,956	$ 5,918,618	$ 35,212,337	$ 5,409,900	$ 40,622,237			
- California Solar Initiative Exemption				$ 722,063		$ 722,063	$ 4,490,967		$ 4,490,967			
- kWh Surcharge Exemption												
Total - Other CARE Rate Benefits				**$ 10,484,740**	**$ 343,956**	**$ 10,828,696**	**$ 65,512,533**	**$ 5,409,900**	**$ 70,922,433**			
Indirect Costs [6]				**$ (385,116)**	**$ (90,328)**	**$ (475,445)**	**$ -**	**$ -**	**$ -**			

[1] The Outreach category includes expenses from Capitation Fee, Mass Media Advertising, Outreach, and Expanded Outreach.
[2] PG&E anticipates it will exceed the IT Programing budget category by year-end due to IT costs associated with continuing enhancements to internal databases to track CARE customer information for reporting purposes. PG&E will fund-shift at year-end to cover the overspending in accordance with the fund-shifting rules authorized in D.12-08-044 and will report this information in its 2014 annual report.
[3] D.12-12-011 approved continued funding for the CHANGES Pilot Program through the CARE Outreach budget authorized in D.12-08-044 at the current funding level of $60,000/month. Expenditures include contract and PG&E support costs for the CHANGES pilot.
[4] The Authorized Budget for the CARE Rate Discount per D.12-08-044.
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.
[5] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the CARE surcharge.
[6] Program authorized budget has been updated to include $848,000 employee benefits costs approved in the GRC (D.14-08-032) - Decision Authorizing Pacific Gas and Electric Company's General Rate Case Revenue Requirement for 2014-2016, approved on August 14, 2014. Actual employee benefit burden costs have been included in the program monthly and YTD expenses.

Notes: 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, 2014

2014	New Enrollment										Recertification				Attrition					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)
	Automatic Enrollment				Self-Certification (Income or Categorical)				Capitation	Total New Enrollment (E+I+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response [4]	Failed PEV	Failed Recertification	Other [5]	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)			
	Inter-Utility [1]	Intra-Utility [2]	Leveraging [3]	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)																
January	0	154	0	154	16,861	10,692	865	28,418	56	28,628	25,607	8,260	12,287	46,154	n/a	6,779	11,600	12,353	30,732	74,782	-2,104	1,383,966	1,648,774	84%
February	0	5,241	0	5,241	12,293	8,173	485	20,951	88	26,280	24,234	5,681	21,427	51,342	n/a	5,486	13,736	12,420	31,642	77,622	-5,362	1,378,604	1,648,774	84%
March	0	2,622	0	2,622	15,098	8,235	3,524	26,857	150	29,629	23,116	7,624	9,791	40,531	n/a	10,494	12,822	14,069	37,385	70,160	-7,756	1,370,848	1,648,774	83%
April	0	3,039	0	3,039	11,278	12,005	388	23,671	190	26,900	24,691	7,391	10,624	42,706	n/a	7,588	6,258	10,230	24,076	69,606	2,824	1,373,672	1,648,774	83%
May	0	2,934	0	2,934	10,599	7,704	769	19,072	233	22,239	67,955	6,572	10,998	85,525	n/a	4,631	5,827	12,241	22,699	107,764	-460	1,373,212	1,648,774	83%
June	0	2,954	0	2,954	9,831	11,518	361	21,710	105	24,769	28,604	6,628	11,871	47,103	n/a	4,360	6,502	14,920	25,782	71,872	-1,013	1,372,199	1,648,774	83%
July	0	2,492	0	2,492	14,868	12,412	1,590	28,870	46	31,408	38,500	7,572	11,390	57,462	n/a	3,424	5,325	12,730	21,479	88,870	9,929	1,382,128	1,648,774	84%
August	0	2,633	0	2,633	14,164	15,872	2,602	32,638	55	35,326	30,554	8,213	11,507	50,274	n/a	3,608	4,985	15,317	23,910	85,600	11,416	1,393,544	1,648,774	85%
September																								
October																								
November																								
December																								
YTD Total	**0**	**22,069**	**0**	**22,069**	**104,992**	**86,611**	**10,584**	**202,187**	**923**	**225,179**	**263,261**	**57,941**	**99,895**	**421,097**	**n/a**	**46,370**	**67,055**	**104,280**	**217,705**	**646,276**	**7,474**	**1,393,544**	**1,648,774**	**85%**

[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] PG&E counts attrition due to no response in the Failed PEV and Failed Recertification columns, respectively.
[5] Includes customers who closed their accounts, requested to be removed, or were otherwise ineligible for the program.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Table 3A - Post-Enrollment Verification Results (Model) - PG&E Through August 31, 2014								
2014	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify	CARE Households De-Enrolled (Due to no response)	CARE Households De-Enrolled (Verified as Ineligible) [1]	Total Households De-Enrolled [2]	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-Enrolled
January	1,383,966	3,144	0.23%	2,031	112	2,143	68.16%	0.15%
February	1,378,604	1,713	0.12%	1,036	89	1,125	65.67%	0.08%
March	1,370,848	4,734	0.35%	2,306	377	2,683	56.68%	0.20%
April	1,373,672	4,616	0.34%	2,324	347	2,671	57.86%	0.19%
May	1,373,212	3,756	0.27%	1,943	228	2,171	57.80%	0.16%
June	1,372,199	3,834	0.28%	2,045	312	2,357	61.48%	0.17%
July	1,382,128	4,901	0.35%					
August	1,393,544	4,590	0.33%					
September								
October								
November								
December								
YTD Total	**1,393,544**	**31,288**	**2.25%**	**11,685**	**1,465**	**13,150**	**60.33%**	**0.94%**

[1] Includes customers verified as over income or who requested to be de-enrolled.
[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.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Table 3B - Post-Enrollment Verification Results (High Usage) - PG&E Through August 31, 2014								
2014	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify	CARE Households De-Enrolled (Due to no response)	CARE Households De-Enrolled (Verified as Ineligible) [1]	Total Households De-Enrolled [2]	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-Enrolled
January	1,383,966	9,365	0.68%	8,228	495	8,723	93.14%	0.63%
February	1,378,604	6,774	0.49%	5,976	357	6,333	93.49%	0.46%
March	1,370,848	1,167	0.09%	1,019	65	1,084	92.89%	0.08%
April	1,373,672	1,313	0.10%	1,142	68	1,210	92.16%	0.09%
May	1,373,212	810	0.06%	699	29	728	89.88%	0.05%
June	1,372,199	818	0.06%	711	43	754	92.18%	0.05%
July	1,382,128	3,433	0.25%					
August	1,393,544	5,114	0.37%					
September								
October								
November								
December								
YTD Total	**1,393,544**	**28,794**	**2.07%**	**17,775**	**1,057**	**18,832**	**93.01%**	**1.35%**

[1] Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.
[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.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Table 4 - CARE Self-Certification and Self-Recertification Applications - PG&E						
Through August 31, 2014						
	Provided [1]	Received	Approved	Denied	Pending/ Never Completed	Duplicates
Total YTD	6,885,742	442,473	408,044	16,179	18,250	57,941
Percentage [2]		100.00%	92.22%	3.66%	4.12%	13.09%

[1] 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.

[2] Percentage of Received. Duplicates are also counted as Approved, so the total will not add up to 100%.

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Table 5 - Enrollment by County - PG&E
Through August 31, 2014

County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
	Urban	Rural [1]	Total	Urban	Rural [1]	Total	Urban	Rural [1]	Total
ALAMEDA	148,671	4	148,675	124,051	7	124,058	83%	180%	83%
ALPINE	0	136	136	0	12	12	n/a	9%	9%
AMADOR	1	4,555	4,556	0	4,089	4,089	0%	90%	90%
BUTTE	26,492	12,152	38,644	23,260	12,220	35,480	88%	101%	92%
CALAVERAS	63	7,708	7,771	59	5,432	5,491	94%	70%	71%
COLUSA	11	3,003	3,014	11	3,221	3,232	103%	107%	107%
CONTRA COSTA	95,070	1	95,071	82,477	1	82,478	87%	133%	87%
EL DORADO	6,763	6,017	12,780	5,486	5,661	11,147	81%	94%	87%
FRESNO	141,508	246	141,754	143,162	170	143,332	101%	69%	101%
GLENN	0	4,571	4,572	1	4,613	4,614	271%	101%	101%
HUMBOLDT	0	23,137	23,137	0	17,829	17,829	0%	77%	77%
KERN	37,904	56,439	94,343	39,081	57,717	96,798	103%	102%	103%
KINGS	238	8,926	9,164	132	8,390	8,522	55%	94%	93%
LAKE	1	16,418	16,419	1	12,107	12,108	80%	74%	74%
LASSEN	0	155	155	0	180	180	n/a	116%	116%
MADERA	16,403	7,810	24,212	15,265	5,217	20,482	93%	67%	85%
MARIN	19,577	0	19,577	12,358	0	12,358	63%	n/a	63%
MARIPOSA	24	3,327	3,351	16	2,342	2,358	66%	70%	70%
MENDOCINO	22	16,375	16,396	7	10,218	10,225	32%	62%	62%
MERCED	18,236	19,097	37,333	18,845	19,445	38,290	103%	102%	103%
MONTEREY	38,568	5,105	43,673	33,857	5,378	39,235	88%	105%	90%
NAPA	12,523	1	12,524	10,853	0	10,853	87%	0%	87%
NEVADA	9	10,412	10,420	2	8,870	8,872	23%	85%	85%
PLACER	20,166	11,207	31,372	12,671	7,949	20,620	63%	71%	66%
PLUMAS	113	3,226	3,338	11	1,728	1,739	10%	54%	52%
SACRAMENTO	153,023	0	153,023	104,476	0	104,476	68%	n/a	68%
SAN BENITO	153	6,081	6,233	71	4,756	4,827	46%	78%	77%
SAN BERNARDINO	50	382	432	43	248	291	85%	65%	67%
SAN FRANCISCO	85,337	0	85,337	63,322	0	63,322	74%	n/a	74%
SAN JOAQUIN	78,256	10,247	88,504	77,214	8,860	86,074	99%	86%	97%
SAN LUIS OBISPO	10,790	17,654	28,444	5,666	13,589	19,255	53%	77%	68%
SAN MATEO	52,770	0	52,770	35,177	0	35,177	67%	n/a	67%
SANTA BARBARA	17,679	1,611	19,290	15,798	669	16,467	89%	42%	85%
SANTA CLARA	118,480	4,024	122,505	103,943	2,806	106,749	88%	70%	87%
SANTA CRUZ	24,875	9	24,884	19,889	2	19,891	80%	23%	80%
SHASTA	11,710	11,090	22,800	10,464	9,335	19,799	89%	84%	87%
SIERRA	3	193	196	1	137	138	31%	71%	70%
SISKIYOU	0	21	21	0	8	8	n/a	38%	38%
SOLANO	41,536	0	41,536	39,409	0	39,409	95%	n/a	95%
SONOMA	52,270	3,326	55,596	38,949	2,551	41,500	75%	77%	75%
STANISLAUS	35,983	29,030	65,013	25,980	23,990	49,970	72%	83%	77%
SUTTER	12,974	1	12,975	13,527	0	13,527	104%	0%	104%
TEHAMA	11	11,965	11,976	7	11,366	11,373	61%	95%	95%
TRINITY	0	464	464	0	302	302	n/a	65%	65%
TULARE	669	8,302	8,971	344	8,696	9,040	51%	105%	101%
TUOLUMNE	0	9,931	9,931	0	7,019	7,019	0%	71%	71%
YOLO	24,694	2	24,696	19,273	1	19,274	78%	63%	78%
YUBA	10,714	75	10,789	11,138	116	11,254	104%	155%	104%
Total	**1,314,342**	**334,432**	**1,648,774**	**1,106,297**	**287,247**	**1,393,544**	**84%**	**86%**	**85%**

CARE Table 6 - Recertification Results - PG&E							
Through August 31, 2014							
2014	Total CARE Households	Households Requested to Recertify [1]	% of Total Households (C/B)	Households Recertified [2]	Households De-Enrolled	Recertification Rate % (E/C)	% of Total Households De-Enrolled (F/B)
January	1,383,966	35,603	2.57%	29,345	6,258	82.42%	0.45%
February	1,378,604	33,005	2.39%	27,178	5,827	82.35%	0.42%
March	1,370,848	37,743	2.75%	31,241	6,502	82.77%	0.47%
April	1,373,672	34,935	2.54%	29,610	5,325	84.76%	0.39%
May	1,373,212	30,443	2.22%	25,458	4,985	83.63%	0.36%
June	1,372,199	31,469	2.29%				
July	1,382,128	37,423	2.71%				
August	1,393,544	34,760	2.49%				
September							
October							
November							
December							
YTD Total	**1,393,544**	**275,381**	**19.76%**	**142,832**	**28,897**	**83.17%**	**2.07%**

[1] Does not include participants who closed their accounts during the 90-day response period.

[2] Results are tied to the month initiated. Therefore, results may be pending due to the time permitted for a participant to respond.

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Table 7 - Capitation Contractors - PG&E						
Through August 31, 2014						
Contractor Name	Contractor Type				Total Enrollments	
	Private	CBO	WMDVBE	LIHEAP	Current Month	Year to Date
Advancing Vibrant Communities, Inc.		X			0	0
Amador-Tuolumne Community Action Agency		X			1	2
American Canyon Family Resource Center		X			0	0
Anderson Cottonwood Christian Assistance		X			0	11
Arc of San Francisco		X			0	0
Area 12 Agency on Aging		X			0	1
Area Agency on Aging Serving Napa and Solano		X			0	1
Arriba Juntos					0	0
Asian Community Center		X			0	5
Asian Community Mental Health Services		X			0	0
Asian Pacific American Community Center		X			0	0
Berkeley Housing Authority					1	6
Breathe California of the Bay Area					0	0
California Association of Area Agencies on Aging		X			23	183
California Human Development Corporation					0	3
Catholic Charities Diocese of Fresno		X			0	20
Center of Vision Enhancement					0	1
Central California Legal Services, Inc.					1	2
Central Coast Energy Services, Inc					5	69
Child Abuse Prevention Council of San Joaquin County		X			0	1
Chinese Christian Herald Crusades					0	4
Chinese Newcomers Service Center					0	7
Community Action Marin		X			1	19
Community Pantry of San Benito County		X			0	0
Community Resource Project, Inc.					0	89
Community Resources for Independent Living		X			0	1
CSU Chico Research Foundation - Passages					0	0
Delta Community Services, Inc.		X			1	2
Disability Resource Agency for Independent Living		X			0	3
Ebony Counseling Center					0	1
Filipino American Development Foundation		X			0	7
Fresno Center for New Americans		X			1	5
Golden Umbrella					0	3
Housing Authority of the City of Fresno					0	3
Housing Authority of the County of Kern					1	19
Independent Living Center of Kern County, Inc.					0	1
Independent Living Services of Northern California					0	0
KidsFirst					0	3
Kings Community Action Organization, Inc.		X			0	6
La Luz Bilingual Center					0	0
Lao Khmu Assoc., Inc					1	13
Marin Center for Independent Living					0	0
Merced County Community Action Agency		X			1	25
Merced Lao Family Community Inc.		X			3	6
Moncada Outreach					0	311
Monument Crisis Center		X			0	0
Mutual Assistance Network of Del Paso Heights					0	0
National Alliance on Mental Illness-Santa Clara County					0	0
Oakland Citizens Committee for Urban Renewal (OCCUR)		X			1	9
Opportunity Junction					0	0
Project Access, Inc					0	0
REDI (Renewable Energy Development Institute)					0	1
Ritter Center					0	2
Roseville Housing Authority					0	0
Sacred Heart Community Service					1	21
Salvation Army Golden State Divisional Headquarters					6	33
Second Harvest Food Bank of Santa Cruz and San Benito Counties					0	1
Self-Help for the Elderly					1	9
Shasta Women's Refuge					0	0
Silicon Valley Independent Living Center					0	0
St. Helena Family Center					1	5
Suscol Intertribal Council					0	0
Transitions Mental Health Association					0	0
United Way of Fresno County					0	0
Valley Oak Children's Services, Inc.					3	5
West Valley Community Services		X			0	0
Yolo County Housing Authority					2	3
Yolo Family Resource Center					0	1
Total Enrollments					**55**	**923**

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Table 8 - Participants as of Month-End - PG&E								
Through August 31, 2014								
2014	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts [1]
January	823,171	228,691	332,104	1,383,966	1,648,774	84%	-0.2%	5,227,339
February	819,970	228,431	330,203	1,378,604	1,648,774	84%	-0.4%	5,227,339
March	815,345	227,060	328,443	1,370,848	1,648,774	83%	-0.6%	5,227,339
April	816,065	228,555	329,052	1,373,672	1,648,774	83%	0.2%	5,227,339
May	816,666	227,730	328,816	1,373,212	1,648,774	83%	0.0%	5,227,339
June	816,852	226,624	328,723	1,372,199	1,648,774	83%	-0.1%	5,227,339
July	824,503	226,872	330,753	1,382,128	1,648,774	84%	0.7%	5,227,339
August	831,827	227,630	334,087	1,393,544	1,648,774	85%	0.8%	5,227,339
September								
October								
November								
December								

[1] Excludes households with meters that are not eligible for CARE.

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Program Table 9 - Expenditures for CHANGES Pilot Program				
Through August 31, 2014				
	Authorized 3-Year Budget [1]	Current Month Expenses [2]	Expenses Since Jan. 1, 2012 [4]	% of 2012 - 2014 Budget Expensed [3]
	Total	Total	Total	Total
Pilots				
CHANGES	$648,000	$0	$614,127	95%
Total Pilots	$648,000	$0	$614,127	95%

1. D.12-12-011, Ordering Paragraph 1, approved continued funding for the CHANGES Pilot Program at the current funding level of $60,000/month until the end of the 2012-2014 CARE Program cycle; PG&E's funding level is 30% ($216,000/annually).
2. D.12-12-011, Conclusion of Law, p.34, states that the CARE Program ME&O budget ["Outreach" line in Appendix M in D.12-08-044] is to be increased to account for the additional CHANGES Pilot Program funding through the end of 2014.
3. In November 2011, a grant of $126,000 was paid to the contractor for the interim bridge period December 2011 through June 2012, (authorized in Resolution CSID-005), of which $18,000 was for the month of December 2011, and the remaining $108,000 for the period January through June 2012.
4. Expenditures also include PG&E support costs for the CHANGES pilot.

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Table 10 CHANGES One-On-One Customer Assistance Sessions

Date	CHANGES Participants' self-identified language of preference,	Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Description of each contact made with that customer's utility until a solution is reached.	If on CARE, Enter How Initially Enrolled		Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU [1]			Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.			Calls to Dedicated 800 # Recorded by IOU
										Dedicated Toll-Free Number Used			Dedicated Toll-Free Number Used		
				1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	1 = Yes 0 = No	Reason 800 # Not Used	#	1 = Yes 0 = No	Reason 800 # Not Used	
7/2/2014	Spanish		HEAP/LiHeap Application Assistance Changes to Account	0									0	This call was to another company/organization (example: HEAP provider).	
7/2/2014	Vietnamese		Bill Education Educated on CARE/FERA Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	0						0	Meeting with client.				
7/7/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
7/8/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
7/9/2014	English		HEAP/LiHeap Application Assistance Set Up/Change Payment Extension Set Up/Change Payment Plan Stop Disconnection	1									1		
7/9/2014	English		HEAP/LiHeap Application Assistance ESAP Application Assistance Stop Disconnection	0									1		
7/9/2014	Khmer		Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
7/9/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Assistance Programs	1						0	Meeting with client.				
7/10/2014	Spanish		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
7/10/2014	Spanish		HEAP/LiHeap Application Assistance Medical Baseline Application Assistance Changes to Account	N/A									0	This call was to another company/organization (example: HEAP provider).	

7/10/2014	Khmer		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	0						0	Meeting with client.				
7/11/2014	English		HEAP/LiHeap Application Assistance Set Up/Change Payment Plan	1									1		
7/11/2014	English		HEAP/LiHeap Application Assistance	0						0	Meeting with client.				
7/11/2014	Chinese/Cantonese		Changes to Account	1						0	This call was to another company/organization (example: HEAP provider).				
7/14/2014	English		Set Up/Change Payment Extension Set Up/Change Payment Plan Stop Disconnection	0						0	I did not get the assistance I needed so I called the regular customer service number.				
7/14/2014	Khmer		Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
7/14/2014	English		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
7/14/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	N/A						0	Meeting with client.				
7/14/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
7/15/2014	English		HEAP/LiHeap Application Assistance Stop Disconnection	0									1		
7/16/2014	Vietnamese		Medical Baseline Application Assistance Educated on Energy Efficiency/ Conservation	1						0	Meeting with client.				
7/18/2014	English		HEAP/LiHeap Application Assistance	0						1					
7/18/2014	English		HEAP/LiHeap Application Assistance Medical Baseline Application Assistance Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
7/21/2014	Tagalog		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1						0	Meeting with client.				
7/22/2014	Spanish		Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
7/22/2014	Khmer		HEAP/LiHeap Application Assistance Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
7/22/2014	Chinese/Cantonese		Verified Bill	1									0	There was no answer on the designated CHANGES number so I called the regular customer service number.	

7/23/2014	Spanish		Educated on Energy Assistance Programs Changes to Account	1									0	There was no answer on the designated CHANGES number so I called the regular customer service number.	
7/23/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1						0	Meeting with client.				
7/23/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
7/24/2014	Spanish		Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
7/24/2014	Khmer		Educated on CARE/FERA Changes to Account	0									0	This call was to another company/organization (example: HEAP provider).	
7/24/2014	Laotian		HEAP/LiHeap Application Assistance Medical Baseline Application Assistance Changes to Account	N/A									0	This call was to another company/organization (example: HEAP provider).	
7/24/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1						0	Meeting with client.				
7/24/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
7/25/2014	Spanish		HEAP/LiHeap Application Assistance Set Up/Change Payment Plan Stop Disconnection Verified Bill	1									1		
7/25/2014	Chinese/Cantonese		Changes to Account	1						0	This call was to another company/organization (example: HEAP provider).				
7/25/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
7/25/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1						0	Meeting with client.				
7/28/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
7/28/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
7/29/2014	Spanish		HEAP/LiHeap Application Assistance Stop Disconnection	1									0	Meeting with client.	
7/30/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	This call was to another company/organization (example: HEAP provider).				
Ju;y Total				31											
Year-to-Date Total				181											59

[1] Enrollment may occur in the subsequent month to the contact due to time required for IOU processing. Enrollment may not be linked to the specific one-on-one visit.

CARE Table 11 CHANGES Group Customer Assistance Sessions
July 2014 - PG&E

Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
			# of Sessions	Length (Hours)	Number of Attendees	Description of Information / Literature Provided
July	Khmer	Understanding Your Bill	2	minimum of 30 minutes	25	N/A
July	Spanish	Understanding Your Bill	1	minimum of 30 minutes	19	N/A
July	Khmer	Safety Tips	1	minimum of 30 minutes	12	N/A
July	Spanish	Safety Tips	1	minimum of 30 minutes	21	N/A
July	Spanish	Level Pay Plan	1	minimum of 30 minutes	21	N/A
July	Khmer	Energy Conservation	1	minimum of 30 minutes	21	N/A
July	Spanish	Energy Conservation	1	minimum of 30 minutes	3	N/A
July	Cantonese	CARE/FERA and Other Assistance Programs	4	minimum of 30 minutes	68	N/A
July	English	CARE/FERA and Other Assistance Programs	2	minimum of 30 minutes	39	N/A
July	Japanese	CARE/FERA and Other Assistance Programs	1	minimum of 30 minutes	5	N/A
July	Khmer	CARE/FERA and Other Assistance Programs	3	minimum of 30 minutes	34	N/A
July	Lao	CARE/FERA and Other Assistance Programs	2	minimum of 30 minutes	19	N/A
July	Spanish	CARE/FERA and Other Assistance Programs	2	minimum of 30 minutes	37	N/A
July	Tagalog	CARE/FERA and Other Assistance Programs	1	minimum of 30 minutes	10	N/A
July	Spanish	Avoiding Disconnection	1	minimum of 30 minutes	19	N/A
July Total			24		353	
Year-to-Date			251		3421	

Note: Data for the current reporting month is not available due to one month lag in the availability of the data