

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE
STATE OF CALIFORNIA**

Application of Southern California Edison Company (U 338-E) for Approval of its 2012-2014 California Alternate Rates for Energy (CARE) and Energy Savings Assistance Programs and Budgets	Application 11-05-017 (Filed May 16, 2011)
Application of Southern California Gas Company (U 904 G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012–2014	Application 11-05-018 (Filed May 16, 2011)
Application of Pacific Gas and Electric Company for Approval of the 2012-2014 Energy Savings Assistance and California Alternate Rates for Energy Programs and Budget (U 39 M)	Application 11-05-019 (Filed May 16, 2011)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014	Application 11-05-020 (Filed May 16, 2011)

**MONTHLY REPORT OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON
LOW INCOME ASSISTANCE PROGRAMS FOR DECEMBER 2013**

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Dated: January 21, 2014

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In accordance with Ordering Paragraph 17 of Decision 01-05-033, Pacific Gas and Electric Company hereby submits its attached monthly status report on the results of its Energy Savings Assistance Program and CARE Program efforts, showing results through December 2013.

Respectfully submitted,

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Pacific Gas and Electric Company

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

Program Monthly Report
For December 2013

(January 21, 2014)

PACIFIC GAS AND ELECTRIC COMPANY

**ENERGY SAVINGS ASSISTANCE PROGRAM AND CARE PROGRAM
MONTHLY REPORT FOR DECEMBER 2013**

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PACIFIC GAS AND ELECTRIC COMPANY

**ENERGY SAVINGS ASSISTANCE PROGRAM
AND CARE PROGRAM MONTHLY REPORT
FOR December 2013**

This Monthly Report complies with low income reporting requirements established in Decision (D.)12-08-044, and complies with 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 120,408 customers through December 2013.

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			
2013	Authorized / Planning Assumptions	Year-to-Date Actual	%
Budget	\$ 176,000,047	\$146,009,536	83%
Homes Treated	119,940	120,408	100.39%
kWh Saved	NA	41,036,130	
kW Demand Reduced	NA	8,438.54	
Therms Saved	NA	1,863,316	

PG&E has seen an increase in work in the HVAC budget category. This additional work is due to the increased need for replacing and repairing gas appliances. PG&E will shift funds to cover any overspend according to the fund-shifting rules authorized in D.12-08-044.

1.2. ESA Program Customer Outreach and Enrollment Update

PG&E coordinates outreach 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.

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 36 installation contractors including 11 CBOs and 2 appliance contractors who serve 48 counties. Of the 11 CBOs, 6 are Low Income Home Energy Assistance Program (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

December, 164 refrigerators have been installed, which equates to \$131,200 leveraged through this program.

1.2.1. 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 low-income populations through a combination of bill inserts, direct mailings, outbound phone calls, text messages, 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 also takes advantage of CARE's marketing strategy.

Through December, ESA maintained a partnership with PG&E's Middle Income Direct Install (MIDI) Program and through local government 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 December, this effort led to 57 MIDI customer enrollments.

The ESA Program continued to work to relaunch its partnership with a Hispanic-based marketing agency that exclusively promotes the ESA Program (via tabling, brochure distribution and video) to Spanish-speaking customers at Mexican Consulates in San Francisco and Sacramento. This effort has resulted in 1102 referrals.

Through December, the ESA Program continued to run the following media and outreach campaigns:

- Television spots aired in the Central Valley featuring customer testimonials in Hmong, Mandarin and Cantonese.
- Radio spot aired in Sacramento County in Hmong.

By using our Tableau database, we identified more targeted counties to be served with a combination of direct mail and phone enrollment campaigns in the following month.

Given recent eligibility criteria changes for households of one to two members, PG&E revised online program information and notified ESA contractors by January 1, 2014, when the new criteria took effect.

PG&E's outreach team devoted the greater part of December to refining cross-functional input, campaign results and customer insights into an integrated 2014 marketing plan for customers experiencing financial

challenges. Final vetting will take place in January and implementation will kick off in February.

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 discussed included: Developing a shared repository database that could include customers served and customers on wait lists by utilities and LIHEAP agencies; and information sharing 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. Three additional pilots are being implemented in 2013: Bulk purchasing, solar water heating and geographic coordination. Discussions continue regarding data sharing.

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.

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. In various capacities, 673 individuals in 60 sessions (2998 student days) have been trained to deliver the ESA Program year-to-date.

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 35 homes that were selected for SASH program participation. PG&E supplied ESA measure installation data for 181 SASH-selected homes that were treated through the ESA Program in prior years.

2. CARE Program Summary

The CARE Program provides a monthly discount on energy bills for income-qualified 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 2013 is \$14,417,512. This 2013 budget includes \$127,846 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. In an e-mail dated April 12, 2013, ALJ Kim granted an extension to comply with this requirement. The utilities are now reporting CHANGES activity beginning with the July report.

2.1 CARE Program Cost Summary

CARE Budget Categories	Authorized Budget	Actual Expenses Year to Date	% of Budget Spent
Outreach	\$5,268,667	\$3,635,811	69%
Processing, Certification, Recertification	\$3,667,000	\$1,376,359	38%
Post Enrollment Verification	\$1,920,000	\$1,122,913	58%
IT Programming	\$646,000	\$1,185,913	184%
Cooling Centers	\$127,846	\$117,028	92%
CHANGES Pilot Program	\$216,000	\$229,039	106%
Measurement and Evaluation	\$86,000	\$4,994	6%
Regulatory Compliance	\$316,000	\$188,819	60%
General Administration	\$2,042,000	\$923,837	45%
CPUC Energy Division Staff	\$128,000	\$41,421	32%
Total Expenses	\$14,417,512	\$8,826,133	61%

Subsidies and Benefits	\$633,029,000	\$703,432,080	111%
Total Program Costs and Discounts	\$647,446,512	\$712,258,213	110%

Starting in July, 2013, PG&E's IT Programming category is over budget. This overspend is due to IT work required for implementing the High Usage PEV initiative and building the database that tracks customer information for reporting purposes. PG&E will fund-shift at year-end to cover the overspend according to the fund-shifting rules authorized in D.12-08-044 and will report this information in its 2013 annual report.

2.1.1 Please provide the CARE Program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,386,070	1,574,844	88%

The CARE penetration rate declined since the beginning of 2013, mainly due to higher eligibility scrutiny and more targeted outreach started in Q4 to ensure qualified participants. Robust acquisition efforts running from October through the end of December generated close to 13,000 new enrollments, pending final results in January. Penetration did not rebound by year end to the 90% target, though it remained at a strong 88%. A comprehensive outreach plan has been developed for 2014 and will kick off in February to continue supporting the acquisition, retention and education of customers who truly need assistance.

2.2 Outreach

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

During the second half of 2013, PG&E focused on gaining a deeper understanding of the low-income customer segment and their end-to-end experience with PG&E offerings, through qualitative and quantitative research. During this investigation period, PG&E eased but did not halt outreach activity. The insights gathered were already applied to high-usage PEV and acquisition efforts, positively impacting results.

Messaging and design improvements to high-usage PEV communications, targeting CARE customers with usage above 400% of baseline in the previous billing cycle, reduced incomplete applications from 21% to 17%. Similar improvements will be applied to regular PEV materials in 2014. Year-to-date, the high-usage PEV package

has been mailed to 23,635 customers. 16,835 customers have been removed from the program. 5,347 requests are currently pending due to the 45-day response period.

In December, PG&E continued the acquisition campaign launched in October. These efforts included direct mail, email and telemarketing, and targeted customers with a high propensity for eligibility, as well as those who participated in the program earlier in the year but did not recertify. A second wave of emails deployed in November surpassed 27% open rates, two percentage points above the first wave sent in October, and click-through remained around 4%, above industry average. This campaign also helped increase traffic to the CARE English webpage by 23% compared to the months prior to launch, the Spanish page by 68% and the Chinese page by 391%. The campaign has yielded close to 13,000 new enrollments in its three-month duration, with final results expected at the end of January.

Digital advertising, with special focus on Spanish- and Chinese-speaking audiences, was added to the marketing mix in late November and continued through December 31st, testing this channel's impact on awareness and acquisition. It generated close to 16.5 million impressions and a 0.14% click rate, more than double the 0.06% industry benchmark

Throughout this campaign, PG&E tested different channels, messaging and creative versions, identifying optimization opportunities and implementing learnings in real time for improved results. Enhanced tracking and measuring mechanisms applied to all channels are also helping improve forecasting accuracy and informing the 2014 outreach plan.

In addition to the high-usage and acquisition campaigns, the following initiatives continued building CARE awareness and participation throughout December:

- 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. This channel generated 14,587 new enrollments and 64,862 recertified customers.
- Online – Customers can visit <http://www.pge.com/CARE> to find out more information about CARE and to apply online. This channel has collected 157,161 new enrollments.
- Local Office Partnerships – CARE partners with local offices to inform customers about the program and to distribute applications. This initiative produced 12,064 new enrollments.
- Community Outreach Contractors (COCs) - PG&E contracted with 72 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. This initiative led to 1,015 new enrollments.
- Media -

- A Spanish-language print ad campaign in the Cronicas throughout Napa, Solano and Sonoma counties.
- A Spanish-language print ad campaign in El Observador Publication throughout Santa Clara, Alameda, San Francisco and San Mateo counties.
- Print ad in Post Newspaper throughout Oakland, Berkeley, Richmond and San Francisco.

Given recent eligibility criteria changes for households of one to two members, PG&E revised all printed and online CARE applications to ensure updated materials were in market by January 1, 2014, when the new criteria took effect.

PG&E's outreach team devoted the greater part of December to distilling cross-functional input, campaign results and customer insights into an integrated 2014 marketing plan for customers experiencing financial challenges. Final vetting will take place in January and implementation will kick off in February.

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 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.

PG&E automatically enrolls customers who receive LIHEAP and Relief for Energy Assistance through Community Help (REACH) payments. Year-to-date, 5,310 LIHEAP customers and 634 REACH customers have been automatically enrolled onto the CARE Program.

Year-to-date, 24,456 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. Recent examples of coordinated effort include an updated brochure that integrates key low income programs, services and savings tips in a step-by-step, easy-to-understand and succinct manner, available in seven languages starting January 2014. In December, PG&E also fulfilled a request to present low income offerings at the Shearer Charter School in Napa to a group of Spanish-speaking parents and staff. 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.

2.2.3 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 December.

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.

2. 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

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Through December 31, 2013												
3		Authorized Budget [2][3]			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	Appliances	\$ 33,707,780	\$ 2,537,145	\$ 36,244,925	\$ 2,165,582	\$ 74,206	\$ 2,239,787	\$ 22,682,116	\$ 639,631	\$ 23,321,747	67%	25%	64%
7	Domestic Hot Water [5]	\$ 892,809	\$ 9,422,995	\$ 10,315,804	\$ 86,735	\$ 1,506,930	\$ 1,593,665	\$ 743,668	\$ 10,954,848	\$ 11,698,516	83%	116%	113%
8	Enclosure [1]	\$ 7,121,645	\$ 40,356,197	\$ 47,477,842	\$ 839,336	\$ 4,756,238	\$ 5,595,575	\$ 7,039,860	\$ 39,892,539	\$ 46,932,399	99%	99%	99%
9	HVAC [1][2][3][5]	\$ 21,397,426	\$ 3,483,237	\$ 24,880,662	\$ 772,872	\$ 1,274,664	\$ 2,047,536	\$ 7,149,282	\$ 5,621,236	\$ 12,770,518	33%	161%	51%
10	Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
11	Lighting	\$ 27,592,929	\$ -	\$ 27,592,929	\$ 2,770,057	\$ -	\$ 2,770,057	\$ 24,242,346	\$ -	\$ 24,242,346	88%	0%	88%
12	Miscellaneous [1]	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	Customer Enrollment	\$ 1,115,155	\$ 600,468	\$ 1,715,623	\$ 114,046	\$ 61,409	\$ 175,455	\$ 953,854	\$ 513,614	\$ 1,467,468	86%	86%	86%
14	In Home Education	\$ 9,576,733	\$ 5,156,703	\$ 14,733,436	\$ 1,126,962	\$ 606,826	\$ 1,733,788	\$ 9,383,758	\$ 5,052,793	\$ 14,436,550	98%	98%	98%
15	Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16	Energy Efficiency TOTAL	\$ 101,404,477	\$ 61,556,744	\$ 162,961,222	\$ 7,875,589	\$ 8,280,273	\$ 16,155,863	\$ 72,194,883	\$ 62,674,661	\$ 134,869,544	71%	102%	83%
17													
18	Training Center	\$ 613,600	\$ 330,400	\$ 944,000	\$ 22,601	\$ 12,170	\$ 34,770	\$ 424,147	\$ 228,387	\$ 652,534	69%	69%	69%
19	Inspections	\$ 3,770,820	\$ 2,030,441	\$ 5,801,261	\$ 319,796	\$ 172,198	\$ 491,994	\$ 3,251,528	\$ 1,750,823	\$ 5,002,351	86%	86%	86%
20	Marketing and Outreach	\$ 1,193,116	\$ 642,447	\$ 1,835,563	\$ 153,639	\$ 82,729	\$ 236,367	\$ 807,716	\$ 434,924	\$ 1,242,640	68%	68%	68%
21	Statewide Marketing Education and Outreach [6]	\$ 48,950	\$ 26,050	\$ 75,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
22	Measurement and Evaluation Studies [4]	\$ 131,950	\$ 71,050	\$ 203,000	\$ 99,125	\$ 53,375	\$ 152,500	\$ 353,215	\$ 190,193	\$ 543,408	268%	268%	268%
23	Regulatory Compliance	\$ 262,600	\$ 141,400	\$ 404,000	\$ 12,665	\$ 6,820	\$ 19,485	\$ 135,234	\$ 72,819	\$ 208,053	51%	51%	51%
24	General Administration	\$ 2,387,450	\$ 1,285,550	\$ 3,673,000	\$ 418,469	\$ 225,329	\$ 643,798	\$ 2,257,228	\$ 1,215,431	\$ 3,472,659	95%	95%	95%
25	CPUC Energy Division	\$ 35,750	\$ 19,250	\$ 55,000	\$ 2,360	\$ 1,271	\$ 3,631	\$ 11,925	\$ 6,421	\$ 18,346	33%	33%	33%
26													
27	TOTAL PROGRAM COSTS	\$ 109,848,713	\$ 66,103,333	\$ 175,952,047	\$ 8,904,244	\$ 8,834,164	\$ 17,738,408	\$ 79,435,878	\$ 66,573,658	\$ 146,009,536	72%	101%	83%
28	Funded Outside of ESA Program Budget												
29	Indirect Costs				\$ 78,615	\$ 42,331	\$ 120,946	\$ 974,583	\$ 524,776	\$ 1,499,359			
30	NGAT Costs					\$ 206,733	\$ 206,733		\$ 2,908,428	\$ 2,908,428			
31													
32	[1] Budget was shifted from Miscellaneous to Enclosure (\$1,426,555 Electric/\$8,084,023 Gas) and HVAC (\$970,264 Electric) for Attic Insulation and Fan Delay measures, respectively.												
33	[2] Authorized Budget Total includes \$912,217 in gas dollars from 2012 carryover.												
34	[3] Authorized Budget Total includes \$18,724,477 in electric dollars from 2012 carryover.												
35	[4] The authorized budget presented in this table for M&E Studies is for 2013 only. See ESA Table 6 for a comparison of inception-to-date expenditures compared with 2012-2014 authorized budget.												
36	[5] PG&E will shift funds to cover any overspend according to the fund-shifting rules authorized in D.12-08-044.												
37	[6] At December month-end, a \$48,000 transfer (\$31,000-electric/\$17,000-gas) from the ESA authorized budget was made from the PPP-Low Income Balancing Accounts to the Statewide ME&O												
38	Balancing Accounts for the Flex Alert Program as authorized in D.13-04-021 and D.13-12-038.												
39													
40													
41													
42	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	Energy Savings Assistance Program Table 2							
2	Through December 31, 2013							
3			Year-To-Date Completed & Expensed Installation					
4	Measures	Units	Quantity Installed	kWh [4] (Annual)	kW [5] (Annual)	Therms (Annual)	Expenses (\$)	% of Expenditure
5	Appliances							
6	High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	
7	Refrigerators	Each	19,714	13,891,460	2,367.09	-	\$ 20,310,173	15.88%
8	Microwaves [6]	Each	16,371	2,108,698	-	138,898	\$ 1,527,716	1.19%
9	Domestic Hot Water							
10	Water Heater Blanket	Home	28,105	133,838	29.19	148,464	\$ 1,744,637	1.36%
11	Low Flow Shower Head	Home	113,259	309,787	69.82	530,793	\$ 4,515,770	3.53%
12	Water Heater Pipe Insulation	Home	2,925	9,411	1.60	22,120	\$ 60,711	0.05%
13	Faucet Aerator	Home	84,631	163,751	35.30	224,723	\$ 1,582,683	1.24%
14	Water Heater Repair/Replacement	Each	1,359	-	-	-	\$ 1,389,087	1.09%
15	Thermostatic Shower Valve [7]	Each	68,426	213,518	48.12	324,908	\$ 1,870,421	1.46%
16	Enclosure							
17	Air Sealing / Envelope [1]	Home	84,665	4,041,178	-	409,519	\$ 36,698,029	28.70%
18	Caulking	Home						
19	Attic Insulation	Home	5,258	420,320	213.11	63,890	\$ 7,767,656	6.07%
20	HVAC							
21	FAU Standing Pilot Conversion	Each						
22	Furnace Repair/Replacement	Each	2,357	-	-	-	\$ 3,661,875	2.86%
23	Room A/C Replacement	Each	635	48,434	44.04	-	\$ 577,834	0.45%
24	Central A/C replacement	Each	4	217	0.35	-	\$ 18,325	0.01%
25	Heat Pump Replacement	Each						
26	Evaporative Cooler (Replacement)	Each	5,245	2,609,441	3,107.54	-	\$ 3,560,653	2.78%
27	Evaporative Cooler (Installation)	Each						
28	Duct Testing and Sealing	Home	2,794	-	-	-	\$ 1,897,740	1.48%
29	Maintenance							
30	Furnace Clean and Tune	Home						
31	Central A/C Tune up	Home	10,721	59,709	91.86	-	\$ 2,590,543	2.03%
32	Lighting							
33	Compact Fluorescent Lights (CFL)	Each	411,849	5,693,294	532.27	-	\$ 3,444,388	2.69%
34	Interior Hard wired CFL fixtures	Each	181,909	7,847,612	895.55	-	\$ 15,035,568	11.76%
35	Exterior Hard wired CFL fixtures	Each	33,421	1,443,788	167.11	-	\$ 2,929,699	2.29%
36	Torchiere	Each	6,236	1,271,458	124.72	-	\$ 571,486	0.45%
37	Occupancy Sensor	Each	12,778	509,842	51.11	-	\$ 828,667	0.65%
38	LED Night Lights	Each						
39	Miscellaneous							
40	Pool Pumps	Each						
41	Smart Power Strips	Each					\$ -	
42	New Measures							
43	AC Time Delay [8]	Each	1647	260,374	659.79	-	\$ 248,079	0.19%
44	Pilots							
45								
46	Customer Enrollment							
47	Outreach & Assessment	Home	120,408				\$ 1,377,673	1.08%
48	In-Home Education	Home	120,408				\$ 13,671,732	10.69%
49								
50	Total Savings/Expenditures			41,036,130	8,438.54	1,863,316	\$ 127,881,145	
51								
52	Households Weatherized [2]		104,301					
53								
54	Households Treated							
55	- Single Family Households Treated	Home	80,593					
56	- Multi-family Households Treated	Home	33,412					
57	- Mobile Homes Treated	Home	6,403					
58	Total Number of Households Treated	Home	120,408					
59	# Eligible Households to be Treated for PY [3]	Home	119,940					
60	% of Households Treated	%	100.39%					
61	- Master-Meter Households Treated	Home	7,180					
62								
63								
64	[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.							
65	[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs							
66	[3] Appendix A --- A.11-05-017 Adopted Number of Homes to be Treated							
67	[4] All savings are calculated based on the following sources:							
68	ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011.							
69	[5] Costs exclude support costs that are included in Table 1.							
70	[6] Microwave savings are from ECONorthWest Studies received in December of 2011							
71	[7] Savings value will be the same as the shower head measure mentioned in footnote [4]							
72	[8] Savings value from Work Paper PGE0077 Revision #1 --- California HVAC Upgrade: Efficient Fan Controller(EFC) for Residential							
73								

	A	B	C	D	E	F	G	H	I	J	K																														
1	Energy Savings Assistance Program Table 2 Pie-Chart																																								
2	Through December 31, 2013																																								
3	ESAP Year-to-Date Expenditures By Measure Group																																								
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45	<table border="1"> <tbody> <tr> <td>Appliances</td> <td>21,837,890</td> <td>17.08%</td> </tr> <tr> <td>Domestic Hot Water</td> <td>11,163,309</td> <td>8.73%</td> </tr> <tr> <td>Enclosure</td> <td>44,465,686</td> <td>34.77%</td> </tr> <tr> <td>HVAC</td> <td>9,716,427</td> <td>7.60%</td> </tr> <tr> <td>Maintenance</td> <td>2,590,543</td> <td>2.03%</td> </tr> <tr> <td>Lighting</td> <td>22,809,808</td> <td>17.84%</td> </tr> <tr> <td>Miscellaneous</td> <td>-</td> <td>0.00%</td> </tr> <tr> <td>New Measures</td> <td>248,079</td> <td>0.19%</td> </tr> <tr> <td>Customer Enrollment</td> <td>15,049,405</td> <td>11.77%</td> </tr> <tr> <td>Total</td> <td>127,881,145</td> <td>100.00%</td> </tr> </tbody> </table>											Appliances	21,837,890	17.08%	Domestic Hot Water	11,163,309	8.73%	Enclosure	44,465,686	34.77%	HVAC	9,716,427	7.60%	Maintenance	2,590,543	2.03%	Lighting	22,809,808	17.84%	Miscellaneous	-	0.00%	New Measures	248,079	0.19%	Customer Enrollment	15,049,405	11.77%	Total	127,881,145	100.00%
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	A	B	C
1		Energy Savings Assistance Program Table 3 - Average Bill Savings	
2		Through December 31, 2013	
3		Year-to-Date Installations - Expensed	
4		Annual kWh Savings	41,036,130
5		Annual Therm Savings	1,863,316
6		Lifecycle kWh Savings	539,405,570
7		Lifecycle Therm Savings	16,332,831
8		Current kWh Rate	\$ 0.1073
9		Current Therm Rate	\$ 0.7736
10		Number of Treated Households	120,408
11		Average 1st Year Bill Savings / Treated Households	\$ 48.55
12		Average Lifecycle Bill Savings / Treated Households	\$ 585.71
13			
14		Note: Any required corrections/adjustments are reported herein and supersede	
15		results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G	H
1	Energy Savings Assistance Program Table 4a - Energy Savings Assistance							
2	Through December 31, 2013							
3			Eligible Households			Households Treated YTD		
4	County	Rural	Urban	Total	Rural	Urban	Total	
5	ALAMEDA	3	164,413	164,416	-	10,305	10,305	
6	ALPINE	124	-	124	-	-	-	
7	AMADOR	4,499	2	4,501	277	11	288	
8	BUTTE	12,196	27,033	39,229	2,473	20	2,493	
9	CALAVERAS	7,528	67	7,595	512	83	595	
10	COLUSA	3,071	14	3,085	153	2	155	
11	CONTRA COSTA	1	100,399	100,400	7	6,264	6,271	
12	EL DORADO	6,385	7,029	13,414	943	11	954	
13	FRESNO	229	138,750	138,979	836	8,431	9,267	
14	GLENN	4,639	-	4,639	250	26	276	
15	HUMBOLDT	21,596	-	21,596	1,458	19	1,477	
16	KERN	56,202	38,564	94,766	3,590	4,350	7,940	
17	KINGS	8,467	226	8,693	321	-	321	
18	LAKE	13,207	1	13,208	718	28	746	
19	LASSEN	165	-	165	14	11	25	
20	MADERA	5,861	13,846	19,707	1,083	2	1,085	
21	MARIN	-	23,921	23,921	214	1,323	1,537	
22	MARIPOSA	3,303	26	3,329	92	265	357	
23	MENDOCINO	13,562	21	13,583	1,162	1	1,163	
24	MERCED	20,541	20,183	40,724	1,195	1,244	2,439	
25	MONTEREY	4,770	43,488	48,258	324	3,620	3,944	
26	NAPA	1	15,598	15,599	98	799	897	
27	NEVADA	10,899	7	10,906	716	8	724	
28	PLACER	12,523	19,432	31,955	700	1,209	1,909	
29	PLUMAS	3,555	115	3,670	183	-	183	
30	SACRAMENTO	-	165,947	165,947	165	12,850	13,015	
31	SAN BENITO	4,997	113	5,110	375	-	375	
32	SAN BERNARDINO	395	44	439	29	-	29	
33	SAN FRANCISCO	-	116,553	116,553	-	8,122	8,122	
34	SAN JOAQUIN	10,072	79,965	90,037	643	6,332	6,975	
35	SAN LUIS OBISPO	21,770	15,037	36,807	2,935	-	2,935	
36	SAN MATEO	1	55,552	55,553	88	2,035	2,123	
37	SANTA BARBARA	1,296	16,751	18,047	963	627	1,590	
38	SANTA CLARA	3,427	140,268	143,695	260	9,954	10,214	
39	SANTA CRUZ	9	27,628	27,637	223	1,808	2,031	
40	SHASTA	12,168	13,053	25,221	695	879	1,574	
41	SIERRA	237	5	242	14	-	14	
42	SISKIYOU	21	-	21	2	-	2	
43	SOLANO	-	40,841	40,841	201	3,588	3,789	
44	SONOMA	3,168	48,579	51,747	822	2,528	3,350	
45	STANISLAUS	30,037	38,543	68,580	651	4,167	4,818	
46	SUTTER	-	13,507	13,507	561	-	561	
47	TEHAMA	12,097	11	12,108	788	19	807	
48	TRINITY	457	-	457	13	-	13	
49	TULARE	8,377	673	9,050	222	28	250	
50	TUOLUMNE	9,584	-	9,584	505	-	505	
51	YOLO	1	29,894	29,895	807	667	1,474	
52	YUBA	73	10,551	10,624	491	-	491	
53	Total	331,514	1,426,650	1,758,164	28,772	91,636	120,408	
54								
55	Note: Any required corrections/adjustments are reported herein and supersede results reported in							
56	prior							

	A	B	C	D	E	F	G	H	I
1	Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate								
2	Through December 31, 2013								
3	Reason Provided								
4	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
5	Alameda	1	79	0	5	0	1	2	
6	Alpine	0	0	0	0	0	0	0	
7	Amador	0	0	0	0	0	0	0	
8	Butte	21	18	0	0	0	2	0	
9	Calaveras	0	0	0	0	0	0	1	
10	Colusa	0	1	0	0	0	0	0	
11	Contra Costa	1	55	0	0	0	0	0	
12	El Dorado	0	0	0	3	0	0	4	
13	Fresno	20	76	0	10	0	1	10	
14	Glenn	0	2	0	0	0	0	0	
15	Humboldt	0	9	1	3	0	0	1	
16	Kern	12	37	1	17	0	0	7	
17	Kings	1	0	0	1	0	0	1	
18	Lake	0	0	0	1	0	0	0	
19	Lassen	0	0	0	0	0	0	0	
20	Madera	3	7	0	4	0	0	0	
21	Marin	1	9	0	2	0	0	0	
22	Mariposa	0	0	0	1	0	0	0	
23	Mendocino	0	1	0	0	0	0	0	
24	Merced	1	14	0	0	0	3	1	
25	Monterey	1	35	0	1	0	0	0	
26	Napa	1	5	0	0	0	1	0	
27	Nevada	0	5	0	0	0	0	2	
28	Placer	1	9	0	0	0	0	1	
29	Plumas	0	0	0	0	0	0	0	
30	Sacramento	0	88	0	16	0	2	3	
31	San Benito	0	4	0	0	0	0	0	
32	San Bernardino	0	0	0	0	0	0	0	
33	San Francisco	2	16	0	2	0	1	1	
34	San Joaquin	2	61	0	2	0	0	3	
35	San Luis	1	0	0	2	0	0	1	
36	San Mateo	10	18	0	3	0	1	1	
37	Santa Barbara	0	0	0	1	0	0	0	
38	Santa Clara	36	107	0	10	0	0	11	
39	Santa Cruz	5	10	0	1	0	0	0	
40	Shasta	0	7	0	1	0	0	0	
41	Sierra	0	0	0	0	0	0	0	
42	Siskiyou	0	0	0	0	0	0	0	
43	Solano	6	27	0	0	0	0	0	
44	Sonoma	1	20	0	4	0	1	1	
45	Stanislaus	1	54	1	6	0	0	8	
46	Sutter	1	3	0	0	0	0	0	
47	Tehama	0	6	0	1	0	0	0	
48	Trinity	0	0	4	0	0	0	1	
49	Tulare	2	0	0	0	0	0	4	
50	Tuolumne	0	0	0	0	0	0	1	
51	Yolo	9	8	0	1	0	1	2	
52	Yuba	0	2	0	0	0	0	0	
53									
54									
55									
56	Total	140	793	7	98	0	14	67	0

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																
2	Through December 31, 2013																
3		Gas & Electric					Gas Only				Electric Only				Total		
4		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
5	2013		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
6	January	2,689	725,867	731,250	145	800	222,524	55,114	2	761	45	712,527	147	4,250	948,435	1,498,891	294
7	February	9,007	178,874	3,033,177	540	2,424	51,642	165,857	6	2,274	294	833,848	164	13,705	230,810	4,032,882	711
8	March	16,108	307,292	6,006,192	1,085	4,282	101,035	297,156	11	4,130	455	1,766,643	346	24,520	408,782	8,069,991	1,441
9	April	23,267	409,505	8,848,627	1,631	6,172	135,330	440,123	17	6,233	550	2,623,957	519	35,672	545,384	11,912,707	2,167
10	May	30,179	531,616	11,601,043	2,170	8,405	174,966	557,737	21	8,203	833	3,504,341	695	46,787	707,415	15,663,122	2,886
11	June	35,157	619,191	13,551,340	2,549	9,589	200,417	643,838	23	9,985	771	4,107,170	819	54,731	820,379	18,302,347	3,391
12	July	43,768	777,186	16,934,522	3,365	12,039	246,236	777,137	27	12,417	1,009	5,242,981	1,070	68,224	1,024,431	22,954,640	4,462
13	August	50,946	912,654	19,816,424	4,083	14,131	285,206	894,744	31	14,387	1,343	6,252,097	1,369	79,464	1,199,204	26,963,265	5,484
14	September	57,132	1,036,464	22,381,950	4,704	16,071	324,403	1,007,510	35	16,345	1,442	7,161,284	1,589	89,548	1,362,310	30,550,745	6,327
15	October	64,279	1,173,435	25,266,349	5,320	18,372	365,763	1,119,489	38	18,347	1,542	8,173,217	1,805	100,998	1,540,740	34,559,055	7,162
16	November	71,277	1,310,016	27,863,106	5,806	20,258	411,432	1,248,964	42	20,382	1,554	9,001,483	1,969	111,917	1,723,001	38,113,553	7,817
17	December	77,086	1,420,827	30,064,748	6,305	21,581	440,689	1,338,348	45	21,741	1,800	9,633,034	2,089	120,408	1,863,316	41,036,130	8,439
18	YTD																
19																	
20	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.																
21																	
22	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Through December 31, 2013												
3		Authorized 3-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2012			% of 3-Year Budget Expended		
4		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
5	Pilots												
6													
7	Studies												
8	Impact Evaluation [1]	\$ 117,000	\$ 63,000	\$ 180,000	\$ 95,426	\$ 51,383	\$ 146,809	\$ 95,331	\$ 51,332	\$ 146,662	81%	81%	81%
9	Needs Assessment [2]	\$ 136,500	\$ 73,500	\$ 210,000	\$ 136,499	\$ 73,500	\$ 209,999	\$ 136,465	\$ 73,481	\$ 209,946	100%	100%	100%
10	Energy Education [2]	\$ 58,500	\$ 31,500	\$ 90,000	\$ 48,899	\$ 26,330	\$ 75,229	\$ 48,899	\$ 26,330	\$ 75,229	84%	84%	84%
11	Multifamily [3]	\$ 78,000	\$ 42,000	\$ 120,000	\$ (181,699)	\$ (97,838)	\$ (279,538)	\$ 72,521	\$ 39,050	\$ 111,571	93%	93%	93%
12	Total Studies	\$ 390,000	\$ 210,000	\$ 600,000	\$ 99,125	\$ 53,375	\$ 152,500	\$ 353,215	\$ 190,193	\$ 543,408	91%	91%	32%
13													
14	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												
15	[1] SDG&E is the project manager of the Impact Evaluation and pays the consultant.												
16	[2] SCE is the project manager of the Needs Assessment and Energy Education Studies and pays the consultants.												
17	[3] PG&E is the project manager of the Multifamily Study and responsible to pay consultant invoices.												

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses - PG&E												
2	Through December 31, 2013												
3		Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
4	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
5	Outreach [1]	\$ 4,267,620	\$ 1,001,047	\$ 5,268,667	\$ 621,687	\$ 145,828	\$ 767,515	\$ 2,945,007	\$ 690,804	\$ 3,635,811	69%	69%	69%
6	Processing, Certification, Recertification	\$ 2,970,270	\$ 696,730	\$ 3,667,000	\$ 99,795	\$ 23,409	\$ 123,204	\$ 1,114,851	\$ 261,508	\$ 1,376,359	38%	38%	38%
7	Post Enrollment Verification	\$ 1,555,200	\$ 364,800	\$ 1,920,000	\$ 65,696	\$ 15,410	\$ 81,107	\$ 909,559	\$ 213,353	\$ 1,122,913	58%	58%	58%
8	IT Programming [2]	\$ 523,260	\$ 122,740	\$ 646,000	\$ 75,177	\$ 17,634	\$ 92,811	\$ 960,589	\$ 225,323	\$ 1,185,913	184%	184%	184%
9	Cool Centers	\$ 127,846	\$ -	\$ 127,846	\$ 25,437	\$ -	\$ 25,437	\$ 117,028	\$ -	\$ 117,028	92%	0%	92%
10													
11	CHANGES Pilot Program [3]	\$ 174,960	\$ 41,040	\$ 216,000	\$ 88,089	\$ 20,663	\$ 108,752	\$ 185,521	\$ 43,517	\$ 229,039	106%	106%	106%
12													
13	Measurement & Evaluation [4]	\$ 69,660	\$ 16,340	\$ 86,000	\$ 25,232	\$ 5,919	\$ 31,150	\$ 4,045	\$ 949	\$ 4,994	6%	6%	6%
14	Regulatory Compliance	\$ 255,960	\$ 60,040	\$ 316,000	\$ 13,249	\$ 3,108	\$ 16,357	\$ 152,943	\$ 35,876	\$ 188,819	60%	60%	60%
15	General Administration	\$ 1,654,020	\$ 387,980	\$ 2,042,000	\$ 105,864	\$ 24,832	\$ 130,697	\$ 748,308	\$ 175,529	\$ 923,837	45%	45%	45%
16	CPUC Energy Division Staff	\$ 103,680	\$ 24,320	\$ 128,000	\$ 5,864	\$ 1,375	\$ 7,239	\$ 33,551	\$ 7,870	\$ 41,421	32%	32%	32%
17													
18	SUBTOTAL MANAGEMENT COSTS	\$ 11,702,475	\$ 2,715,037	\$ 14,417,512	\$ 1,126,091	\$ 258,178	\$ 1,384,269	\$ 7,171,403	\$ 1,654,730	\$ 8,826,133	61%	61%	61%
19													
20	CARE Rate Discount [5]	\$ 512,753,490	\$ 120,275,510	\$ 633,029,000	\$ 50,518,013	\$ 13,620,119	\$ 64,138,132	\$ 606,875,362	\$ 96,556,718	\$ 703,432,080	118%	80%	111%
21													
22	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 524,455,965	\$ 122,990,547	\$ 647,446,512	\$ 51,644,105	\$ 13,878,297	\$ 65,522,401	\$ 614,046,765	\$ 98,211,448	\$ 712,258,213	117%	80%	110%
23													
24	Other CARE Rate Benefits												
25	- DWR Bond Charge Exemption				\$ 3,449,660		\$ 3,449,660	\$ 41,406,479		\$ 41,406,479			
26	- CARE PPP Exemption [6]				\$ 5,926,665	\$ 1,651,013	\$ 7,577,679	\$ 70,906,193	\$ 9,908,801	\$ 80,814,994			
27	- California Solar Initiative Exemption				\$ 655,016		\$ 655,016	\$ 7,779,563		\$ 7,779,563			
28	- kWh Surcharge Exemption												
29	Total - Other CARE Rate Benefits				\$ 10,031,341	\$ 1,651,013	\$ 11,682,354	\$ 120,092,234	\$ 9,908,801	\$ 130,001,035			
30													
31	Indirect Costs				\$ 51,761	\$ 10,989	\$ 62,749	\$ 611,136	\$ 143,069	\$ 754,205			
32													
33	[1] The Outreach category includes expenses from Capitation Fee, Mass Media Advertising, Outreach, and Expanded Outreach.												
34	[2] The overspend in the IT Programming category is due to the IT work required for implementing the High Usage initiative and building a database to track customer information for reporting purposes.												
35	PG&E will fund-shift to cover the overspend according to the fund-shifting rules authorized in D.12-08-044 and report this in its 2013 annual report.												
36	[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.												
37	[4] Credit in Measurement & Evaluation category is due to an over accrued in 2012.												
38	[5] The Authorized Budget for the CARE Rate Discount per D.12-08-044.												
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	[6] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the CARE surcharge.												
41													
42	Notes: 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	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration - PG&E																								
	Through December 31, 2013																								
	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)	
2013	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)																	
6 January	0	1,572	0	1,572	14,312	14,398	1,341	30,051	82	31,705	18,894	11,746	9,510	40,150	n/a	6,956	9,529	18,277	34,762	71,855	-3,057	1,488,356	1,574,844	95%	
7 February	0	2,779	0	2,779	14,150	10,402	931	25,483	157	28,419	22,774	8,710	17,545	49,029	n/a	6,760	11,465	16,515	34,740	77,448	-6,321	1,482,035	1,574,844	94%	
8 March	0	2,064	0	2,064	14,221	12,478	747	27,446	103	29,613	23,447	9,582	11,995	45,024	n/a	6,638	10,993	15,090	32,721	74,637	-3,108	1,478,927	1,574,844	94%	
9 April	0	2,565	0	2,565	14,537	15,262	507	30,306	135	33,006	21,486	11,631	13,114	46,231	n/a	7,779	12,512	17,811	38,102	79,237	-5,096	1,473,831	1,574,844	94%	
10 May	0	2,740	0	2,740	10,430	9,897	307	19,634	105	22,479	19,285	6,847	13,470	39,602	n/a	6,947	14,300	16,978	38,225	62,081	-15,746	1,458,085	1,574,844	93%	
11 June	0	2,837	0	2,837	11,483	7,927	278	19,688	78	22,583	29,959	8,172	15,688	52,769	n/a	3,636	11,555	18,746	33,937	75,952	-11,354	1,446,731	1,574,844	92%	
12 July	0	2,755	0	2,755	13,878	8,664	775	23,317	52	26,124	25,327	7,364	13,529	46,220	n/a	8,679	10,595	19,296	38,570	72,344	-12,446	1,434,285	1,574,844	91%	
13 August	0	2,792	0	2,792	13,708	8,643	839	23,190	118	26,100	32,873	6,616	12,764	52,253	n/a	2,780	13,010	15,409	31,199	78,353	-5,099	1,429,186	1,574,844	91%	
14 September	0	2,510	0	2,510	13,034	7,684	528	21,246	45	23,801	23,708	8,062	12,143	43,913	n/a	8,267	11,104	17,218	36,589	67,714	-12,788	1,416,398	1,574,844	90%	
15 October	0	2,469	0	2,469	13,553	8,245	2,526	24,324	54	26,847	24,153	9,790	12,242	46,185	n/a	9,982	16,465	14,212	40,659	73,032	-13,812	1,402,586	1,574,844	89%	
16 November	0	2,933	0	2,933	10,889	8,154	1,999	21,042	47	24,022	19,181	5,655	12,320	37,156	n/a	7,472	13,946	13,115	34,533	61,178	-10,511	1,392,075	1,574,844	88%	
17 December	0	2,384	0	2,384	12,985	8,801	1,241	23,029	39	25,451	28,356	7,094	10,201	45,651	n/a	7,540	11,549	12,287	31,456	71,102	-6,005	1,386,070	1,574,844	88%	
18 YTD Total	0	30,400	0	30,400	157,161	119,555	12,019	288,735	1,015	320,150	288,393	101,269	154,521	544,183	n/a	83,536	147,023	194,934	425,493	864,333	-105,343	1,386,070	1,574,844	88%	
19																									
20	¹ Enrollments via data sharing between the IOUs.																								
21	² Enrollments via data sharing between departments and/or programs within the utility.																								
22	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																								
23	⁴ PG&E counts attrition due to no response in the Failed PEV and Failed Recertification columns, respectively.																								
24	⁵ Includes customers who closed their accounts, requested to be removed, or were otherwise ineligible for the program.																								
25	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																								

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

	A	B	C	D	E	F	G	H	I
1	CARE Table 3A - Post-Enrollment Verification Results (Model) - PG&E								
2	Through December 31, 2013								
3	2013	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
4	January	1,488,356	9,862	0.66%	6,290	1,034	7,324	74.26%	0.49%
5	February	1,482,035	11,575	0.78%	7,647	927	8,574	74.07%	0.58%
6	March	1,478,927	10,616	0.72%	7,074	694	7,768	73.17%	0.53%
7	April	1,473,831	5,013	0.34%	3,229	495	3,724	74.29%	0.25%
8	May	1,458,085	13,130	0.90%	8,392	1,583	9,975	75.97%	0.68%
9	June	1,446,731	3,955	0.27%	2,610	498	3,108	78.58%	0.21%
10	July	1,434,285	7,926	0.55%	5,897	311	6,208	78.32%	0.43%
11	August	1,429,186	8,123	0.57%	6,106	289	6,395	78.73%	0.45%
12	September	1,416,398	4,626	0.33%	3,360	203	3,563	77.02%	0.25%
13	October	1,402,586	4,677	0.33%	3,457	163	3,620	77.40%	0.26%
14	November	1,392,075	4,248	0.31%					
15	December	1,386,070	3,788	0.27%					
16	YTD Total	1,386,070	87,539	6.32%	54,062	6,197	60,259	75.79%	4.35%
17									
18	¹ Includes customers verified as over income or who requested to be de-enrolled.								
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.								
21									
22									
23	CARE Table 3B - Post-Enrollment Verification Results (High Usage) - PG&E								
24	Through December 31, 2013								
25	2013	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
26	January	1,488,356	0	0.00%	0	0	0	n/a	n/a
27	February	1,482,035	0	0.00%	0	0	0	n/a	n/a
28	March	1,478,927	0	0.00%	0	0	0	n/a	n/a
29	April	1,473,831	350	0.02%	308	15	323	92.29%	0.02%
30	May	1,458,085	0	0.00%	0	0	0	n/a	n/a
31	June	1,446,731	0	0.00%	0	0	0	n/a	n/a
32	July	1,434,285	3,008	0.21%	2,578	177	2,755	91.59%	0.19%
33	August	1,429,186	5,028	0.35%	4,373	280	4,653	92.54%	0.33%
34	September	1,416,398	4,921	0.35%	4,267	291	4,558	92.62%	0.32%
35	October	1,402,586	4,981	0.36%	4,249	297	4,546	91.27%	0.32%
36	November	1,392,075	3,499	0.25%					
37	December	1,386,070	1,848	0.13%					
38	YTD Total	1,386,070	23,635	1.71%	15,775	1,060	16,835	92.05%	1.21%
39									
40	¹ Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.								
41	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.								
42	Note: PG&E sent requests to a test group in April and began gradual deployment of the high usage PEV process in July 2013.								
43	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

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

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications - PG&E						
2	Through December 31, 2013						
3		Provided ¹	Received	Approved	Denied	Pending/ Never Completed	Duplicates
4	Total YTD	10,134,332	720,878	679,412	25,861	15,605	101,269
5	Percentage ²		100.00%	94.25%	3.59%	2.16%	14.05%
6	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.						
7							
8							
9							

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

	A	B	C	D	E	F	G	H	I	J	K
1	CARE Table 5 - Enrollment by County - PG&E										
2	Through December 31, 2013										
3	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate			
4		Urban	Rural ¹	Total	Urban	Rural ¹	Total	Urban	Rural ¹	Total	
5	ALAMEDA	138,501	3	138,504	124,924	5	124,929	90%	149%	90%	
6	ALPINE	0	123	123	0	15	15	n/a	12%	12%	
7	AMADOR	2	4,461	4,463	0	3,968	3,968	0%	89%	89%	
8	BUTTE	25,642	11,857	37,500	23,279	12,161	35,440	91%	103%	95%	
9	CALAVERAS	66	7,497	7,563	63	5,500	5,563	96%	73%	74%	
10	COLUSA	12	3,014	3,026	10	3,107	3,117	86%	103%	103%	
11	CONTRA COSTA	90,884	1	90,885	81,995	1	81,996	90%	139%	90%	
12	EL DORADO	7,007	6,366	13,373	5,547	5,642	11,189	79%	89%	84%	
13	FRESNO	132,161	222	132,384	138,470	171	138,641	105%	77%	105%	
14	GLENN	0	4,554	4,554	1	4,540	4,541	n/a	100%	100%	
15	HUMBOLDT	0	20,689	20,689	0	18,262	18,262	0%	88%	88%	
16	KERN	37,522	54,968	92,490	37,911	56,009	93,920	101%	102%	102%	
17	KINGS	222	8,402	8,624	133	8,228	8,361	60%	98%	97%	
18	LAKE	1	13,073	13,074	1	12,075	12,076	178%	92%	92%	
19	LASSEN	0	164	164	0	174	174	n/a	106%	106%	
20	MADERA	13,579	5,829	19,408	14,823	5,182	20,005	109%	89%	103%	
21	MARIN	20,918	0	20,918	12,721	0	12,721	61%	n/a	61%	
22	MARIPOSA	24	3,241	3,266	15	2,416	2,431	62%	75%	74%	
23	MENDOCINO	21	13,321	13,342	4	10,471	10,475	19%	79%	79%	
24	MERCED	19,813	19,717	39,530	18,428	19,077	37,505	93%	97%	95%	
25	MONTEREY	39,412	4,438	43,850	33,027	5,151	38,178	84%	116%	87%	
26	NAPA	14,349	1	14,350	10,981	0	10,981	77%	n/a	77%	
27	NEVADA	7	10,692	10,698	2	8,971	8,973	30%	84%	84%	
28	PLACER	18,809	11,798	30,607	12,703	7,919	20,622	68%	67%	67%	
29	PLUMAS	115	3,548	3,663	11	1,758	1,769	10%	50%	48%	
30	SACRAMENTO	138,170	0	138,170	104,805	0	104,805	76%	n/a	76%	
31	SAN BENITO	109	4,883	4,992	71	4,707	4,778	65%	96%	96%	
32	SAN BERNARDINO	44	395	439	44	250	294	100%	63%	67%	
33	SAN FRANCISCO	78,542	0	78,542	64,806	0	64,806	83%	n/a	83%	
34	SAN JOAQUIN	74,190	9,745	83,935	74,959	8,691	83,650	101%	89%	100%	
35	SAN LUIS OBISPO	14,728	21,586	36,314	5,865	13,920	19,785	40%	64%	54%	
36	SAN MATEO	46,598	0	46,598	35,923	0	35,923	77%	n/a	77%	
37	SANTA BARBARA	16,388	1,243	17,631	15,666	708	16,374	96%	57%	93%	
38	SANTA CLARA	117,272	3,235	120,507	105,453	2,768	108,221	90%	86%	90%	
39	SANTA CRUZ	25,013	9	25,022	20,248	1	20,249	81%	11%	81%	
40	SHASTA	12,322	11,997	24,319	10,751	9,582	20,333	87%	80%	84%	
41	SIERRA	5	236	240	1	148	149	22%	63%	62%	
42	SISKIYOU	0	21	21	0	8	8	n/a	38%	38%	
43	SOLANO	37,395	0	37,395	38,428	0	38,428	103%	n/a	103%	
44	SONOMA	45,582	3,054	48,635	39,208	2,535	41,743	86%	83%	86%	
45	STANISLAUS	35,898	29,093	64,991	25,480	23,659	49,139	71%	81%	76%	
46	SUTTER	12,285	0	12,286	13,173	0	13,173	107%	0%	107%	
47	TEHAMA	11	11,974	11,985	8	11,127	11,135	71%	93%	93%	
48	TRINITY	0	448	449	0	310	310	0%	69%	69%	
49	TULARE	657	8,284	8,941	353	8,448	8,801	54%	102%	98%	
50	TUOLUMNE	0	9,560	9,561	0	7,063	7,063	0%	74%	74%	
51	YOLO	26,677	1	26,679	19,925	1	19,926	75%	75%	75%	
52	YUBA	10,073	73	10,146	11,014	111	11,125	109%	152%	110%	
53	Total	1,251,029	323,815	1,574,844	1,101,230	284,840	1,386,070	88%	88%	88%	
54											
55	¹ "Rural" includes ZIP Codes classified as such by the Goldsmith modification that was developed to identify small										
56	towns and rural areas within large metropolitan counties. ZIP Codes not defined as rural are classified as urban.										
57	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.										

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

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results - PG&E							
2	Through December 31, 2013							
3	2013	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)
4	January	1,488,356	37,440	2.52%	24,928	12,512	66.58%	0.84%
5	February	1,482,035	36,047	2.43%	21,747	14,300	60.33%	0.96%
6	March	1,478,927	34,606	2.34%	23,051	11,555	66.61%	0.78%
7	April	1,473,831	33,900	2.30%	23,305	10,595	68.75%	0.72%
8	May	1,458,085	38,410	2.63%	25,400	13,010	66.13%	0.89%
9	June	1,446,731	39,234	2.71%	28,130	11,104	71.70%	0.77%
10	July	1,434,285	47,987	3.35%	31,522	16,465	65.69%	1.15%
11	August	1,429,186	40,777	2.85%	26,831	13,946	65.80%	0.98%
12	September	1,416,398	39,845	2.81%	28,296	11,549	71.02%	0.82%
13	October	1,402,586	41,495	2.96%				
14	November	1,392,075	39,616	2.85%				
15	December	1,386,070	42,344	3.05%				
16	YTD Total	1,386,070	471,701	34.03%	233,210	115,036	66.97%	8.30%
17								
18	¹ Does not include participants who closed their accounts during the 90-day response period.							
19	² Results are tied to the month initiated. Therefore, results may be pending due to the time permitted for a participant to respond.							
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

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

	A	B	C	D	E	F	G
1	CARE Table 7 - Capitation Contractors - PG&E						
2	Through December 31, 2013						
3	Contractor Name	Contractor Type				Total Enrollments	
Private		CBO	WMDVBE	LIHEAP	Current Month	Year to Date	
5	Advancing Vibrant Communities, Inc.		X			0	0
6	Amador-Tuolumne Community Action Agency		X			1	8
7	American Canyon Family Resource Center		X			0	0
8	Anderson Cottonwood Christian Assistance		X			0	10
9	Arc of San Francisco		X			0	0
10	Area 12 Agency on Aging		X			0	3
11	Area Agency on Aging Serving Napa and Solano		X			0	1
12	Arriba Juntos					0	0
13	Asian Community Center		X			2	28
14	Asian Community Mental Health Services		X			0	1
15	Asian Pacific American Community Center		X			0	0
16	Berkeley Housing Authority					0	2
17	Breathe California of the Bay Area					0	8
18	California Association of Area Agencies on Aging		X			1	12
19	California Human Development Corporation					0	1
20	Catholic Charities Diocese of Fresno		X			5	54
21	Center of Vision Enhancement					0	0
22	Central California Legal Services, Inc.					0	0
23	Central Coast Energy Services, Inc					6	105
24	Child Abuse Prevention Council of San Joaquin County		X			0	0
25	Chinese Christian Herald Crusades					0	9
26	Chinese Newcomers Service Center					1	14
27	Community Action Marin		X			3	93
28	Community Pantry of San Benito County		X			0	3
29	Community Resource Project, Inc.					0	171
30	Community Resources for Independent Living		X			0	3
31	CSU Chico Research Foundation - Passages					0	0
32	Delta Community Services, Inc.		X			0	0
33	Disability Resource Agency for Independent Living		X			0	2
34	Ebony Counseling Center					0	1
35	Filipino American Development Foundation		X			0	6
36	Fresno Center for New Americans		X			0	5
37	GOD Financial Plan, Inc.					0	83
38	Golden Umbrella					0	1
39	Heritage Institute for Family Advocacy					3	74
40	Housing Authority of the City of Fresno					0	15
41	Housing Authority of the County of Kern					6	35
42	Independent Living Center of Kern County, Inc.					0	4
43	Independent Living Services of Northern California					1	3
44	KidsFirst					1	6
45	Kings Community Action Organization, Inc.		X			0	26
46	La Luz Bilingual Center					0	3
47	Lao Khmu Assoc., Inc					2	27
48	Marin Center for Independent Living					0	1
49	Merced County Community Action Agency		X			2	16
50	Merced Lao Family Community Inc.		X			1	16
51	Moncada Outreach					0	2
52	Monument Crisis Center		X			0	0
53	Mutual Assistance Network of Del Paso Heights					0	6
54	National Alliance on Mental Illness-Santa Clara County					0	0
55	National Asian American Coalition					0	2
56	Oakland Citizens Committee for Urban Renewal (OCCUR)		X			0	34
57	Opportunity Junction					0	1
58	Project Access, Inc					0	0
59	REDI (Renewable Energy Development Institute)					1	2
60	Ritter Center					0	0
61	Roseville Housing Authority					0	1
62	Sacred Heart Community Service					0	43
63	Salvation Army Golden State Divisional Headquarters					1	38
64	Second Harvest Food Bank of Santa Cruz and San Benito Counties					0	0
65	Self-Help for the Elderly					1	15
66	Shasta Women's Refuge					0	0
67	Silicon Valley Independent Living Center					0	0
68	St. Helena Family Center					1	5
69	Suscol Intertribal Council					0	2
70	Transitions Mental Health Association					0	0
71	United Way of Fresno County					0	2
72	Valley Oak Children's Services, Inc.					0	5
73	Volunteer Center of Sonoma County					0	0
74	West Valley Community Services		X			0	2
75	Yolo County Housing Authority					0	4
76	Yolo Family Resource Center					0	1
77	Total Enrollments					39	1,015
78							
79	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD						
80	adjustments.						

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

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Participants as of Month-End - PG&E								
2	Through December 31, 2013								
3	2013	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts ¹
4	January	877,977	254,996	355,383	1,488,356	1,574,844	95%	-0.2%	5,246,113
5	February	874,589	253,928	353,518	1,482,035	1,574,844	94%	-0.4%	5,246,113
6	March	873,497	252,548	352,882	1,478,927	1,574,844	94%	-0.2%	5,246,113
7	April	873,041	248,943	351,847	1,473,831	1,574,844	94%	-0.3%	5,246,113
8	May	863,253	245,854	348,978	1,458,085	1,574,844	93%	-1.1%	5,246,113
9	June	856,092	243,752	346,887	1,446,731	1,574,844	92%	-0.8%	5,246,113
10	July	849,391	240,649	344,245	1,434,285	1,574,844	91%	-0.9%	5,246,113
11	August	848,523	237,565	343,098	1,429,186	1,574,844	91%	-0.4%	5,246,113
12	September	841,373	234,725	340,300	1,416,398	1,574,844	90%	-0.9%	5,246,113
13	October	834,963	230,007	337,616	1,402,586	1,574,844	89%	-1.0%	5,246,113
14	November	828,526	228,510	335,039	1,392,075	1,574,844	88%	-0.7%	5,246,113
15	December	824,422	228,203	333,445	1,386,070	1,574,844	88%	-0.4%	5,246,113
16									
17	¹ Excludes households with meters that are not eligible for CARE.								
18	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	K	L	M
1	CARE Program Table 9 - Expenditures for CHANGES Pilot Program												
2	Through December 31, 2013												
3		Authorized 3-Year Budget [1]	Current Month Expenses [2]	Expenses Since Jan. 1, 2012 [4]	% of 2012 - 2014 Budget Expensed [3]								
4		Total	Total	Total	Total								
5	Pilots												
6	CHANGES	\$648,000	\$0	\$445,039	69%								
7	Total Pilots	\$648,000	\$0	\$445,039	69%								
8													
9	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												
10	cycle; PG&E's funding level is 30% (\$216,000/annually).												
11	2. D.12-12-011, Conclusion of Law, p.34, states that the CARE Program <u>ME&O budget</u> ["Outreach" line in Appendix M in D.12-08-044] is to be increased to account for the												
12	additional CHANGES Pilot Program funding through the end of 2014.												
13	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												
14	for the month of December 2011, and the remaining \$108,000 for the period January through June 2012.												
15	4. Expenditures also include PG&E support costs for the CHANGES pilot.												
16	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																
1	A	B	C	D	E		G			K			P			
					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.		
					1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used			#	Dedicated Toll-Free Number Used	
2	3	Description of the session content identifying service 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.	4	5	6	7	8	9	10	11	12	13	14		
Date	CHANGES Participants' self-identified language of preference,			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	Calls to Dedicated 800 # Recorded by IOU	
1	9/19/2013	English		HEAP/LiHeap Application Assistance Stop Disconnection	1								0		This call was to another company/organization (example: HEAP provider).	
2	10/1/2013	English		Educated on Energy Assistance Programs Scheduled Customer Service Visit	1								1			
3	10/2/2013	Spanish		HEAP/LiHeap Application Assistance	0						0	Meeting with client.				
4	10/7/2013	English		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
5	10/8/2013	English		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs Stop Disconnection	1								1			
6	10/8/2013	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	0						0	Meeting with client.				
7	10/8/2013	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs Request Meter Service or Testing Set Up/Change Payment Plan	1										User did not specify if 1-800 number is used when calling the IOU.	
8	10/9/2013	English		Educated on Energy Assistance Programs Set Up/Change Payment Plan	1						1					
9	10/9/2013	Korean		Scheduled Customer Service Visit	1								1			
10	10/11/2013	Chinese/Cantonese		Changes to Account	1						0	Meeting with client.				
11	10/11/2013	Chinese/Cantonese		Changes to Account	1						0	Meeting with client.				
12	10/11/2013	English		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs Stop Disconnection	1						1					
13	10/15/2013	English		ESAP Application Assistance Educated on Energy Assistance Programs	1								0	Meeting with client.		
14	10/16/2013	Spanish		Set Up/Change Payment Extension Set Up/Change Payment Plan Stop Disconnection	1						1					
15	10/17/2013	Chinese/Cantonese		Educated on Energy Assistance Programs							0	Meeting with client.				
16	10/17/2013	Chinese/Cantonese		Changes to Account	1						0	Meeting with client.				

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
21	10/18/2013	Spanish		Educated on CARE/FERA Educated on Energy Efficiency/ Conservation Changes to Account	0						1					
22	10/18/2013	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
23	10/18/2013	Spanish		ESAP Application Assistance	1									0	Meeting with client.	
24	10/19/2013	Spanish		ESAP Application Assistance Educated on CARE/FERA Educated on Energy Assistance Programs	0									0	Meeting with client.	
25	10/19/2013	Spanish		ESAP Application Assistance Educated on CARE/FERA Educated on Energy Assistance Programs	0									0	Meeting with client.	
26	10/19/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	1									0	Meeting with client.	
27	10/19/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	1									0	Meeting with client.	
28	10/19/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	0									0	Meeting with client.	
29	10/19/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	1									0	Meeting with client.	
30	10/19/2013	English		ESAP Application Assistance Educated on Energy Assistance Programs	0									0	Meeting with client.	
31	10/19/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	1									0	Meeting with client.	
32	10/19/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	1									0	Meeting with client.	
33	10/19/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	1									0	Meeting with client.	
34	10/19/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	1									0	Meeting with client.	
35	10/19/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	0									0	Meeting with client.	
36	10/19/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	1									0	Meeting with client.	

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
37	10/19/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	1									0	Meeting with client.	
38	10/19/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	0									0	Meeting with client.	
39	10/19/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	1									0	Meeting with client.	
40	10/21/2013	Chinese/Cantone se		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1						0	Meeting with client.				
41	10/21/2013	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
42	10/21/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	1									0	Meeting with client.	
43	10/21/2013	Chinese/Cantone se		Changes to Account	1						0	This call was to my client.				
44	10/22/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	1									0	Meeting with client.	
45	10/22/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	0									0	Meeting with client.	
46	10/23/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	1									0	Meeting with client.	
47	10/23/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	0									0	Meeting with client.	
48	10/23/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	1									0	Meeting with client.	
49	10/23/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	0									0	Meeting with client.	
50	10/23/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	1									0	Meeting with client.	
51	10/24/2013	Spanish		Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1									1		
52	10/25/2013	Chinese/Cantone se		Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1							User did not specify if 1-800 number is used when calling the IOU.				
53	10/25/2013	Chinese/Cantone se		Changes to Account	1						0	Meeting with client.				

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
54	10/28/2013	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
55	10/28/2013	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1									0	This call was to my client.	
56	10/29/2013	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	0						0	Meeting with client.				
57	10/29/2013	Spanish		Educated on Energy Assistance Programs	1									0	This call was to my client.	
58	10/30/2013	Chinese/Cantonese		ESAP Application Assistance Educated on CARE/FERA	0							User did not specify if 1-800 number is used when calling the IOU.				
59	10/31/2013	Spanish		Educated on CARE/FERA Educated on Energy Assistance Programs	0						0	This call was to my client.				
60	11/4/2013	English		HEAP/LiHeap Application Assistance Stop Disconnection	1						0	Meeting with client.				
61	11/4/2013	Spanish		HEAP/LiHeap Application Assistance ESAP Application Assistance Educated on Energy Assistance Programs	1						0	Meeting with client.				
62	11/4/2013	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1						0	Meeting with client.				
63	11/4/2013	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	0						0	Meeting with client.				
64	11/4/2013	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1						0	Meeting with client.				
65	11/4/2013	English		Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1									1		
66	11/5/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	1									0	Meeting with client.	
67	11/6/2013	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on CARE/FERA Educated on Energy Efficiency/ Conservation	0						0	Meeting with client.				
68	11/6/2013	Spanish		Educated on Energy Assistance Programs	0									0	Meeting with client.	

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
69	11/6/2013	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	0						0	Meeting with client.				
70	11/7/2013	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1						0	Meeting with client.				
71	11/8/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	0									0	Meeting with client.	
72	11/8/2013	Spanish		Changes to Account	0									1		
73	11/8/2013	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1							User did not specify if 1-800 number is used when calling the IOU.				
74	11/12/2013	Chinese/Cantonese		Changes to Account	1						0	Meeting with client.				
75	11/12/2013	English		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1						0	Meeting with client.				
76	11/12/2013	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs Set Up/Change Payment Plan Stop Disconnection	0						1					
77	11/15/2013	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
78	11/15/2013	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1											User did not specify if 1-800 number is used when calling the IOU.
79	11/18/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	1									0	Meeting with client.	
80	11/18/2013	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1						0	Meeting with client.				
81	11/18/2013	Chinese/Cantonese		ESAP Application Assistance Changes to Account	1									0		There was no answer on the designated CHANGES number so I called the regular customer service number.
82	11/19/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	1									0	Meeting with client.	
83	11/19/2013	Spanish		ESAP Application Assistance Educated on Energy Assistance Programs	1									0	Meeting with client.	

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
84	11/19/2013	Chinese/Cantonese		Educated on Energy Efficiency/ Conservation Changes to Account	1						1					
85	11/20/2013	Chinese/Cantonese		Changes to Account	1						1					
86	11/20/2013	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs							0	Meeting with client.				
87	11/21/2013	Chinese/Cantonese		Changes to Account	1									0	Meeting with client.	
88	11/21/2013	Spanish		Set Up/Change Payment Plan Restore Service	0									1		
89	11/22/2013	Spanish		Set Up/Change Payment Extension Set Up/Change Payment Plan Restore Service	0						1					
90	11/22/2013	Spanish		ESAP Application Assistance	1						0	There was no answer on the designated CHANGES number so I called the regular customer service number.				
91	11/22/2013	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1						0	Meeting with client.				
92	11/22/2013	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
93	11/25/2013	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	0						0	This call was to my client.				
94	11/25/2013	Chinese/Cantonese		Changes to Account	1						0	I did not get the assistance I needed so I called the regular customer service number.				
95	11/25/2013	Chinese/Cantonese		Changes to Account	1									0	I did not get the assistance I needed so I called the regular customer service number.	
96	11/25/2013	Chinese/Cantonese		Changes to Account	1						0	This call was to my client.				
97	11/25/2013	Chinese/Cantonese		Changes to Account	1						0	This call was to my client.				
98	11/25/2013	Chinese/Cantonese		Changes to Account	1									0	I did not get the assistance I needed so I called the regular customer service number.	
99	11/25/2013	Chinese/Cantonese		Changes to Account	1						0	This call was to my client.				
100	11/25/2013	Chinese/Cantonese		Changes to Account	1									0	This call was to my client.	
101	11/25/2013	Chinese/Cantonese		Changes to Account	1						0	This call was to my client.				
102	11/25/2013	Chinese/Cantonese		Changes to Account	1						0	This call was to my client.				

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
103	11/26/2013	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1						0	Meeting with client.				
104	11/26/2013	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	0						0	Meeting with client.				
105	11/26/2013	Chinese/Cantonese		Changes to Account	1						0	I did not get the assistance I needed so I called the regular customer service number.				
106																
107	November Total				73											
108	Year-to-Date Total															
109	[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.															
110	The Contractors must provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.															
111	Note: Data for the current reporting month is not available due to one month lag in the availability of the data															

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
	CARE Table 11 CHANGES Group Customer Assistance Sessions															
	January through November 2013 - PG&E															
1																
2				Session Logistics												
3	Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	# of Sessions	Length (Hours)	Number of Attendees	Description of Information / Literature Provided									
4	Jan-May	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available									
5	June	Spanish	Avoiding Disconnection	2	minimum of 30 minutes	74	N/A									
6	June	Spanish	CARE/FERA and Other Assistance Programs	8	minimum of 30 minutes	186	N/A									
7	June	Spanish	Energy Conservation	5	minimum of 30 minutes	139	N/A									
8	June	Spanish	Level Pay Plan	2	minimum of 30 minutes	31	N/A									
9	June	Spanish	Safety Tips	4	minimum of 30 minutes	89	N/A									
10	June	Spanish	Understanding Your Bill	1	minimum of 30 minutes	37	N/A									
11	July	English	Safety Tips	1	minimum of 30 minutes	13	N/A									
12	July	Japanese	Safety Tips	1	minimum of 30 minutes	6	N/A									
13	July	Indonesian	Safety Tips	1	minimum of 30 minutes	1	N/A									
14	August	Spanish	Understanding Your Bill	1	minimum of 30 minutes	19	N/A									
15	August	Spanish	Safety Tips	1	minimum of 30 minutes	10	N/A									
16	August	Spanish	Level Pay Plan	1	minimum of 30 minutes	19	N/A									
17	August	Spanish	Energy Conservation	1	minimum of 30 minutes	10	N/A									
18	August	Spanish	CARE/FERA and Other Assistance Programs	1	minimum of 30 minutes	19	N/A									
19	September	English	Understanding Your Bill	3	minimum of 30 minutes	32	N/A									
20	September	Spanish	Energy Conservation	1	minimum of 30 minutes	1	N/A									
21	September	English	Energy Conservation	2	minimum of 30 minutes	43	N/A									
22	September	Japanese	Energy Conservation	1	minimum of 30 minutes	2	N/A									
23	September	Spanish	CARE/FERA and Other Assistance Programs	5	minimum of 30 minutes	116	N/A									
24	October	Spanish	Understanding Your Bill	1	minimum of 30 minutes	10	N/A									
25	October	Spanish	Safety Tips	1	minimum of 30 minutes	10	N/A									
26	October	Spanish	Level Pay Plan	1	minimum of 30 minutes	10	N/A									
27	October	Spanish	CARE/FERA and Other Assistance Programs	3	minimum of 30 minutes	30	N/A									
28	October	Spanish	Avoiding Disconnection	3	minimum of 30 minutes	30	N/A									
29	November	Spanish	Understanding Your Bill	4	minimum of 30 minutes	53	N/A									
30	November	Spanish	Energy Conservation	1	minimum of 30 minutes	35	N/A									
31	November	English	Energy Conservation	8	minimum of 30 minutes	147	N/A									
32	November	Cantonese	CARE/FERA and Other Assistance Programs	1	minimum of 30 minutes	2	N/A									
33	November	English	CARE/FERA and Other Assistance Programs	1	minimum of 30 minutes	1	N/A									
34	November	Spanish	CARE/FERA and Other Assistance Programs	1	minimum of 30 minutes	16	N/A									
35																
36	November Total			16		254										
37	Year-to-Date			67		1191										
38																
39	Note: Data for the current reporting month is not available due to one month lag in the availability of the data															