

**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)
And Related Matters.	Application 11-05-018 Application 11-05-019 Application 11-05-020
Application of Southern California Edison Company (U 338-E) for Approval of its Energy Savings Assistance and California Alternate Rates for Energy Programs and Budgets for Program Years 2015-2017.	Application 14-11-007 (Filed November 18, 2014)
And Related Matters.	Application 14-11-009 Application 14-11-010 Application 14-11-011

**MONTHLY REPORT OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON  
LOW INCOME ASSISTANCE PROGRAMS FOR DECEMBER 2018**

DARREN P. ROACH

Pacific Gas and Electric Company  
Law Department  
77 Beale Street, B30A  
San Francisco, CA 94105  
Telephone: (415) 973-6345  
Facsimile: (415) 973-0516  
E-mail: [Darren.Roach@pge.com](mailto:Darren.Roach@pge.com)

Dated: January 18, 2019

Attorney for:  
PACIFIC GAS AND ELECTRIC COMPANY

**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)
And Related Matters.	Application 11-05-018 Application 11-05-019 Application 11-05-020
Application of Southern California Edison Company (U 338-E) for Approval of its Energy Savings Assistance and California Alternate Rates for Energy Programs and Budgets for Program Years 2015-2017.	Application 14-11-007 (Filed November 18, 2014)
And Related Matters.	Application 14-11-009 Application 14-11-010 Application 14-11-011

**MONTHLY REPORT OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON  
LOW INCOME ASSISTANCE PROGRAMS FOR DECEMBER 2018**

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 2018.

Respectfully submitted,

DARREN P. ROACH

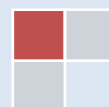
By:                     /s/ Darren P. Roach                      
DARREN P. ROACH

Pacific Gas and Electric Company  
Law Department  
77 Beale Street, B30A  
San Francisco, CA 94105  
Telephone: (415) 973-6345  
Facsimile: (415) 973-0516  
E-mail: [Darren.Roach@pge.com](mailto:Darren.Roach@pge.com)

Dated: January 18, 2019



# Energy Savings Assistance (ESA) and California Alternate Rates for Energy (CARE) Program Monthly Report for December 2018



**PACIFIC GAS AND ELECTRIC COMPANY**  
Energy Savings Assistance Program and  
California Alternate Rates for Energy Program  
Monthly Report for December 2018

## **Table of Contents**

<b><u>Title</u></b>	<b><u>Page</u></b>
<b>1. Energy Savings Assistance Program Summary.....</b>	<b>2</b>
1.1 Energy Savings Assistance Program Overview .....	2
1.2 ESA Program Customer Outreach and Enrollment Update.....	3
1.3 Leveraging Success Evaluation, Including California State Department of Community Services and Development (CSD).....	5
1.4 Workforce Education & Training .....	5
1.5 Miscellaneous.....	6
<b>2 California Alternate Rates for Energy Program Summary .....</b>	<b>9</b>
2.1 CARE Program Cost Summary .....	10
2.2 Outreach .....	10
2.3 Miscellaneous.....	13
<b>3 Appendix: ESA Tables and CARE Tables.....</b>	<b>14</b>

# **PACIFIC GAS AND ELECTRIC COMPANY**

## **Energy Savings Assistance Program and California Alternate Rates for Energy Program Monthly Report for December 2018**

This Monthly Report complies with low income reporting requirements established in Decision (D.)16-12-022 as modified by D.17-12-009, 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 worked with Energy Division staff to revise reporting tables and formats in compliance with the mandates of D. 16-12-022 and now use the resulting Energy Division-approved monthly reporting format for 2017-2020 ESA and CARE programs, beginning with the report for January 2018.

### **1. Energy Savings Assistance (ESA) 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 2017-2020 ESA Program authorized in D.16-12-022 as modified by D.17-12-009 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 2017-2020 ESA Program continues to follow 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 85,312 customers in 2018, through December 31, 2018. ESA homes treated include both First Touch Homes and Retreated Homes, as shown in Table 2.

### 1.1.1 Provide a summary of the Energy Savings Assistance Program elements:

Energy Savings Assistance Program Summary			
2018	Authorized / Planning Assumptions	Year-to-Date Actual	YTD %
Budget <sup>1</sup>	\$142,898,913	\$124,701,577	87%
Homes Treated <sup>2</sup>	94,532	85,312	90%
kWh Saved	NA	60,145,100	
kW Demand Reduced	NA	81,908	
Therms Saved	NA	1,890,458	

<sup>1</sup>Authorized Budget per Resolution G-3531. Authorized budget includes \$1,823,560 carried over from the 2017 General Administration line into 2018 General Administration; it also includes fund shift per Advice Letter AI 3977-G/5298-E of \$877,047 from 2017 Inspection budget and \$905,057 from 2018 Inspection budget to 2018 General Administration.

<sup>2</sup>Adopted Number of Homes to be Treated as per Decision 17-12-009. Total includes both First Touch and Re-Treated homes. These are shown on ESA Table 2.

## 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 27 local installation contractors, 2 appliance contractors, and 8 Community-Based Organizations (CBOs), of which 4 are also Low Income Home Energy Assistance Program (LIHEAP) agencies.

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, 3 refrigerators have been installed.

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

In December, PG&E continued to receive customer response to a direct marketing campaign deployed in September 2018 to 100,000 CARE-enrolled customers whose homes have not yet been treated by the ESA Program. Through December 31st, the campaign has generated more than 14,000 leads. Final campaign of the year was deployed on December 31, 2018. The campaign re-ran creative from Q3.

## Sample creative (double-sided English/Spanish):

**English Side:**

Enjoy year-round comfort with free home upgrades from PG&E

Most CARE participants qualify. So don't delay, apply today.

Your participation in the CARE Program may also qualify you for PG&E's Energy Savings Assistance Program. Whether you rent or own, you can enjoy three home upgrades like these:

- Modern energy-efficient appliances\*
- New weatherproofing and insulation
- ENERGY STAR® LED light bulbs

**Start your application now**

Complete and return the form below using the postage-paid envelope provided to get the application process started. Or apply online at [pgae.com/energy](http://pgae.com/energy)

**ENERGY SAVINGS ASSISTANCE PROGRAM**

PG&E is pleased to offer the Energy Savings Assistance program, providing you with no-cost home upgrades to help you save money and reduce your carbon footprint. To be eligible, you must be a PG&E customer and live in a PG&E service area. The program is available to PG&E customers who are enrolled in the CARE program. PG&E will cover the cost of the upgrades. The program is available to PG&E customers who are enrolled in the CARE program. PG&E will cover the cost of the upgrades. The program is available to PG&E customers who are enrolled in the CARE program. PG&E will cover the cost of the upgrades.

**Spanish Side:**

Give your family year-round comfort and lower bills with no-cost home upgrades

Most CARE participants qualify. So don't delay, apply today.

Your participation in the CARE Program may also qualify you for PG&E's Energy Savings Assistance Program. Whether you rent or own, you can enjoy three home upgrades like these:

- Modern energy-efficient appliances\*
- New weatherproofing and insulation
- ENERGY STAR® LED light bulbs

**Comenzar**

Complete and return the form below using the postage-paid envelope provided to get the application process started. Or apply online at [pgae.com/energy](http://pgae.com/energy)

**ENERGY SAVINGS ASSISTANCE PROGRAM APPLICATION**

PG&E is pleased to offer the Energy Savings Assistance program, providing you with no-cost home upgrades to help you save money and reduce your carbon footprint. To be eligible, you must be a PG&E customer and live in a PG&E service area. The program is available to PG&E customers who are enrolled in the CARE program. PG&E will cover the cost of the upgrades. The program is available to PG&E customers who are enrolled in the CARE program. PG&E will cover the cost of the upgrades.

PG&E continued to deploy the welcome kit to customers who are newly-enrolled in the CARE program. Since January, PG&E has included a personalized pre-filled response form for customers who wish to participate in the Energy Savings Assistance Program, generating a strong response. More than 10,000 customers have responded to the included ESA offer through December.

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

- KLBN Radio-Fresno. Thirty minute interview in which information about the various assistance programs PG&E provides; CARE, FERA, Medical Baseline, and ESA was shared. Each program was reviewed in detail to include benefits, requirements to apply, and how customers can apply.

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.

PG&E continues to share data with California Community Services and Development (CSD), allowing for leveraging and outreach between each program to impact a wider customer base.

### **1.3 Leveraging Success Evaluation, Including California State Department of Community Services and Development (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 SoCal Gas have been meeting with CSD staff since 2016 to discuss leveraging opportunities in compliance with D.16-11-022. In Q4 2016 the IOUs and CSD began working to implement D.16-11-022 leveraging requirements: to share IOU data usage information for CSD clients, and to fund ESA measures currently offered by ESA for multifamily customer households participating in CSD's Low Income Weatherization Program (LIWP) for multifamily buildings.

**CSD Data Sharing.** On February 2, 2018, per D.17-12-009, Attachment 1, OP.183, PG&E and CSD entered into a non-disclosure agreement (NDA) for data sharing purposes. This fully-executed NDA allowed for data sharing to begin as required in D.17-12-009. On February 14, 2018, CSD confirmed that their first data share request met all terms within the agreed upon NDA. On February 22, 2018, PG&E completed CSD's first data share request. This data share included CSD-requested customer-specific usage data. PG&E, CSD, and the other IOUs are in discussion to determine frequency of future data sharing efforts, along with other possible technological mechanisms to make continued future data sharing as seamless as possible.

**LIWP (MF) Leveraging.** PG&E worked with CSD to project installation rates for these measures, including PG&E costs for both labor and the measures to calculate the projected funding level for this effort, with the goal of funding the CSD's Low Income Weatherization Program efforts for those in-unit measures provided by the ESA Program, preserving the remaining CSD's funding for use to install central systems and common area measures not provided by the ESA Program. PG&E's budget for this effort was included in its Conforming Advice Letter submitted on March 24, 2017, and supplemented on June 22, 2017, and was authorized by Commission Resolution G-3531 issued December 21, 2017. Since working with CSD to develop a budget for LIWP leveraging efforts, PG&E Legal, ESA Program Management, Legal, and Sourcing have been actively working with CSD teams to complete contract / agreement terms necessary to begin leveraging funds. PG&E expects to begin implementation in 2018. In October 2018, RHA has launched the Multi-family Standards Review portal to review drafts of the LIWP/ESA Multi-Family Quick Reference Standards. The review period is scheduled in five batches through December 2018 after which a meeting will be scheduled to review all comments to finalize the installation standards.

### **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, 1,053 individuals in 61 sessions (2,093 student days) have been trained to deliver the ESA Program in various capacities. Included in these numbers is 10 sessions of NGAT, 108 students, and 648 student days and 17 sessions of WS/NGAT updates (charged equally to both ESA and NGAT), 416 students, and 214 student days.

## **1.5 Miscellaneous**

### **Providing Energy Education-Only to ESA Qualifying Customers**

D.16-11-022 permitted the IOUs to provide in home energy education for all income qualified households, regardless of whether the homes receive ESA measures or treatment. The Decision also specified that households that only receive energy education will not count as “treated,” and required IOUs to track and report all households that only receive energy education (D.16-11-022, Ordering Paragraph 11). Households receiving only education are not permitted to self-certify and these households must demonstrate their income eligibility for ESA participation.

New reporting tables have been developed by Energy Division for 2018 ESA reporting. These include tables to track and report energy education only households as separate from ESA-treated homes. PG&E will continue to track and report on energy education only homes. To date, PG&E has only provided energy education to households that have qualified for at least one additional measure.

### **Energy-Water Leveraging**

In collaboration with water utilities and other stakeholders, PG&E is developing a strategic plan that provides for the continued integration and leveraging of existing water conservation program offerings with ESA Program offerings. PG&E’s energy-water leveraging plan provides information needed to implement effective co-funded energy-water conservation programs and leveraging partnerships during the 2017-2020 ESA Program cycle.

The 3rd quarter of 2018 involved a busy time of program design and implementation for the Energy-Water Leveraging Program. Solano County Water Agency and California American Water were transitioned successfully from the water test program to full-scale, ongoing water coordination programs. Additionally, a third water agency, Yuba Water Agency, stepped forward to participate in their own customized water program. Each water agency chose from a standardized menu-of-options to fully customize their program by services, measures, number of homes served, areas of service, and contract length of time. Contracts were negotiated and written for each water agency participating and Energy Savings Assistance Program (ESA) contractors were brought on board in each service area to offer the Energy-Water Leveraging Program in conjunction with their daily ESA activity. Since September of this year, over 700 homes have been served by the Program that has offered everything from the evaluation of toilets using toilet dye tabs, replacing eligible toilets, conducting outdoor assessments, meter checks, and leak detection, conducting customer water conservation education, and handing out conservation giveaway items such as hose nozzles, shower timers, and literature about additional potential conservation services. East

Bay Municipal Water District and Alameda County Water District are both on target to launch their customized Energy-Water Leveraging Programs in the Bay Area by the end of this year.

## ESA Program Pilots

**Consumption-Driven Weatherization (CDWx) Pilot.** PG&E proposed a CDWx Pilot to selectively offer additional weatherization measures that fall outside current ESA Program guidelines for high usage, high potential customers identified via AMI analysis. D.16-11-022 Ordering Paragraph 144 directed a 12 month pilot implementation period to fully integrate AMI into the ESA Program as rate reform adjustments are underway. This pilot is anticipated to yield information that will help overall AMI integration and to identify steps to help reduce high energy use among CARE customers that leads to higher bills.

In December 2017, PG&E requested and was granted an extension to implement this pilot so that the California State Department of Community Services and Development (CSD) could be included in it. Following the expressed interest of CSD regarding ways to increase leveraging opportunities, CSD joined PG&E in this CDWx pilot offering. The pilot will now incorporate measures from CSD's Low-Income Home Energy Assistance Program (LIHEAP) program. Collaborating with CSD provides increased opportunities to leverage both funding and data analysis, which is anticipated to result in more cost effective targeting as well as increased benefits to high-energy use low income customers.<sup>1</sup>

The pilot uses data-driven analysis to target high usage customers to receive additional weatherization measures that fall outside current ESA Program guidelines, with the added benefit of including CSD's offerings. The CDWx pilot commenced in February, 2018 and has weatherized 50 homes with both ESA and CSD measures in 2018. The pilot findings report will be available in 2019.

**Programmable Communicating Thermostat (PCT) Pilot.** D.17-12-009, Ordering Paragraph 147 directed the electric IOUs to implement a pilot to examine the demand and energy savings of a "package" consisting of programmable communicating thermostats (PCTs), Time-of-Use Critical Peak Pricing rates, and a mobile phone application. In compliance with this directive, PG&E's Smart Thermostat Time-of -Use Pilot proposals was filed by Tier 2 Advice Letter on March 1, 2018. This was suspended on March 26, 2018.

The electric IOUs received a Disposition from Energy Division on April 27, 2018 approving the pilot implementation plan with a modified budget of \$290,000. PG&E filed an extension letter on behalf of all electric IOUs on May 15, 2018 which was approved on May 30, 2018. PG&E released an RFP for the statewide evaluation on behalf of all electric IOUs in July 2018 and retained a statewide evaluator on October 2, 2018.

In October, the electric IOUs filed a request to extend the start of the Pilot from October 31, 2018 to January 1, 2019. Completing the procedural requirements associated with conducting a statewide evaluation as well as challenges recruiting customers required additional IOU coordination and time. Energy Division approved the request for extension on November 1, 2019.

PG&E has recruited over 200 customers to participate in the pilot and initiated pilot activities. Installation of the thermostats are scheduled to be completed by the end of January 2019.

---

<sup>1</sup> RHA. CSD/PG&E Weatherization Programs Geographic Coordination Pilot Report (October 1, 2014). Prepared for CSD and PG&E.

## ESA Program Studies

Three statewide studies were authorized in D.16-11-022 for the 2017-2020 cycle. These included: (1) a low income needs assessment study; (2) an impact evaluation of the 2015 ESA Program; and (3) a non-energy benefits and equity criteria evaluation.

**Low Income Needs Assessment (LINA) Study.** The LINA Study must be updated every three years per State code, and a new Study must be completed by December 2019. Energy Division and the IOUs held a public workshop on May 19, 2017 to discuss the LINA scope of work, and the IOUs released a Request for Proposal (RFP) for this work in 2017 Q4. A contract with Research Into Action was completed in 2018 Q1. A kick-off meeting was held to initiate the study and review the project plan on February 14th, 2018. A public workshop was held on May 29th, 2018. A LIOB subcommittee meeting regarding the LINA study was held on August 1, 2018. Study data collection has commenced and will continue throughout 2018.

**ESA Impact Evaluation.** ESA program energy savings (program "impacts") are necessary for planning the next program cycle, and measuring the success of current program offerings. The IOUs issued an RFP to conduct an ESA impact evaluation at the end of 2015. The contract for this work was finalized after D.16-11-022 authorized the study. DNV-GL is conducting the statewide ESA Impact Evaluation. Work began in 2017, with Phase I results provided in 2018 Q2. Phase I preliminary results were incorporated into the Mid-Cycle Update Advice Letter filing on July 16, 2018 per direction from Energy Division staff. Phase II data collection has commenced, with final results anticipated by Q1 of 2019.

**Non-Energy Benefits (NEB) Study.** The scope of work for the non-energy benefits study is being developed in consultation with the Cost Effectiveness Working Group authorized in D.16-11-022, and an RFP was released on March 23, 2018. The consultant team SERA/Navigant was selected to complete the NEB study. A kick-off meeting was held to initiate the study and review the study project plan on August 24, 2018. A public workshop for the NEB study research plan was held on October 12, 2018.

## Multifamily Common Area Measures (CAM)

PG&E has started its Common Area Measures initiative. In order to best target properties and measure opportunities, PG&E is conducting a Market Assessment. The market assessment will recommend most-qualified CAM property leads in PG&E territory and best CAM measures to treat these types of properties. In order to conduct this analysis, PG&E is looking at key data sources such as Energy Efficiency programs historic customer participation data and CoStar, a data source that provides rich information on housing properties to help PG&E best target its CAM outreach. PG&E has identified 350 buildings to engage regarding CAM and is in the process of working with a priority list of these leads. In December, 2018 ESA CAM implementors completed their first site visit and completed 43 building audits.

From 2017 through July 31, 2018, PG&E's ESA team has spent a total of \$208,239.56 on all Multifamily activities including Common Area Measures implementation and Multifamily SPOC initiatives.

Activity for the rest of the year will include CAM property lead cultivation, engagement, and audits, stakeholder engagement, as well as other program ramp up activities.

## Working Groups

PG&E participates in all three of the working groups authorized in D.16-11-022 for the 2017-2020 cycle. These included: the Cost Effectiveness working group, the Mid-Cycle working group and the Multifamily working group.

**Multifamily Working Group.** D.17-12-009, Ordering Paragraph 66 directed the IOUs to file a Tier 2 Advice Letter outlining their respective implementation plans for their multi-family (MF) common area activities by March 1, 2018. Prior to submittal of the Advice Letter, the IOUs were directed to submit their draft implementation plans to the MF working group by January 15, 2018. PG&E submitted its draft implementation plan on January 16, 2018. PG&E presented them to the MF working group at its quarterly meeting on January 26, 2018, where the MF working group conferred to identify, and discuss areas of consensus and non-consensus. These were summarized by the MF working group facilitator, and circulated to the MF working group on January 30, 2018, as directed by D.17-12-009. By February 13, 2018, individual stakeholders separately submitted recommendations to the MF working group addressing issues where there was not consensus. PG&E submitted its Advice Letter on March 1, 2018. This was approved on March 29, 2018. On October 29, 2018 PG&E hosted the MFWG quarterly meeting to present the Non-Deed Restricted Analysis along with an update on the 2018 Interim MFWG Progress Report

## 2 California Alternate Rates for Energy (CARE) 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) or someone in the customer's household is an active participant in other qualifying public assistance programs.

The 2017 – 2020 CARE Program was adopted in D.16-11-022 issued on November 10, 2016. The authorized CARE Program administrative budget for 2018 is \$17,601,453. This 2018 budget includes \$143,187 for PG&E's Cooling Centers Program and \$525,000 for the Community Help and Awareness with Natural Gas and Electricity Services (CHANGES) Program.

The CHANGES 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. D.15-12-047 directed the utilities to continue to report CHANGES activity in the monthly reports until long-term funding is established from the Commission's budget.

## 2.1 CARE Program Cost Summary

CARE Budget Categories	Authorized Budget[1]	Actual Expenses Year to Date[2]	% of Budget Spent
Outreach	\$10,125,723	\$7,304,165	72%
Processing, Certification, Recertification	\$2,006,668	\$891,848	44%
Post Enrollment Verification	\$1,679,803	\$1,248,019	74%
IT Programming	\$2,047,667	\$455,964	22%
Cooling Centers	\$143,544	\$124,890	87%
CHANGES Program	\$527,782	\$489,984	93%
Measurement and Evaluation	\$153,289	\$127,317	83%
Regulatory Compliance	\$505,258	\$416,017	82%
General Administration	\$1,162,431	\$717,336	62%
CPUC Energy Division Staff	\$128,000	\$89,978	70%
<b>Total Expenses</b>	<b>\$18,480,164</b>	<b>\$11,865,518</b>	<b>64%</b>
Subsidies and Benefits	\$587,313,000	\$610,623,696	104%
<b>Total Program Costs and Discounts</b>	<b>\$605,793,164</b>	<b>\$622,489,214</b>	<b>103%</b>

[1] Program authorized budget per D.16-11-022 and D.17-12-009. This budget was updated to include employee benefits costs of \$878,743 as authorized in the 2017 GRC Decision (D.) 17-05-013.

[2] Actual expenses include employee benefits costs.

### 2.1.1 Please provide the CARE Program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,376,003	1,535,554	89.6%

## 2.2 Outreach

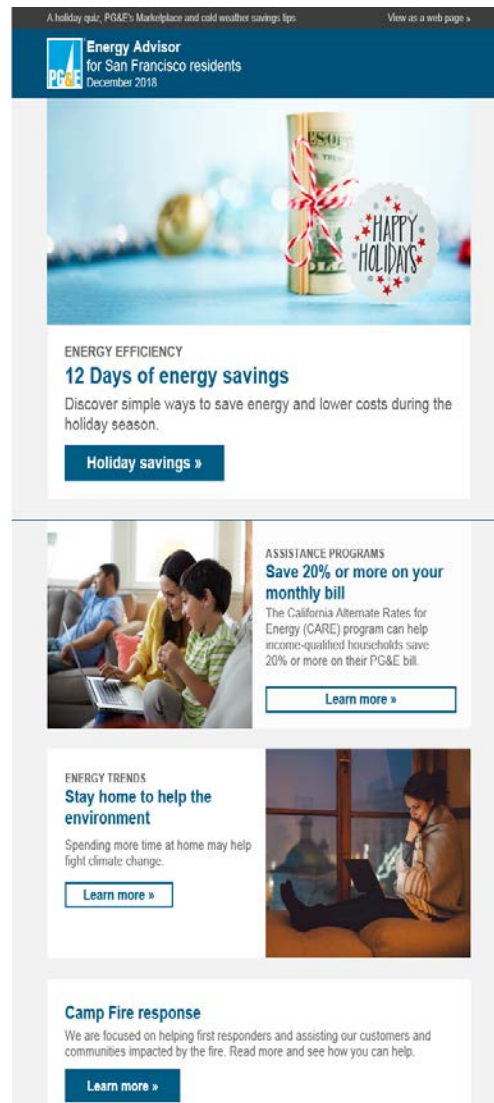
### 2.2.1 Discuss utility outreach activities and those undertaken by third parties on the utility's behalf.

In December PG&E deployed the second touch for the Q4 CARE acquisition campaign. The direct mail and email campaign targeted approximately 279,000 CARE-eligible customers. PG&E's direct mail and email acquisition campaigns drove over 38,000 new enrollments in 2018.

PG&E continued a heavy-up of digital media in December, with search and display ads driving to the combined CARE and FERA landing page. Final reporting for December is not yet available, but the campaigns contributed over 20,000 new enrollments for the year.

PG&E continues to send messaging via the monthly low-income targeted version of the e-Newsletter. The December newsletter highlighted ways to save over the holidays, and featured the CARE program to those not already enrolled. In addition the newsletter included a link to learn more about the Camp Fire response.

### Newsletter Sample:





PG&E's targeted Low Income work complements Solutions Marketing Outreach by adding face-to-face interactions and enrollment activities through trusted community partners and events. These activities occur throughout the year. December activities included:

- Local Office Partnerships – CARE partners with local offices to inform customers about the program and to distribute applications.
  - In December, this initiative produced 77 new enrollments from 1 local office event.
  - Year to date, this initiative has produced 1,189 new enrollments.
- Community Outreach Contractors (COCs) - PG&E contracted with 50 COCs throughout its service area. These organizations represent a variety of communities, including African-Americans, Hispanics, Asian Pacific Islander Americans (Chinese, Vietnamese, and Hmong), Native Americans, seniors, rural residents, agricultural workers, sub-metered tenants, and nonprofit living facilities.
  - Year to date, this initiative has led to 1,235 new enrollments.
- Health Outreach Workers: Vision y Compromiso, a nonprofit organization, partners with PG&E to deliver a culturally and linguistically specific outreach community engagement model to provide community-based health outreach workers with relevant training and support. This work is designed to increase Latino families' awareness of and enrollment in PG&E's low income portfolio of offerings (primarily California Alternate Rates for Energy (CARE) program) and enhance families' energy education and energy savings by providing information about the ESA program. This model is focused in Alameda and Yolo Counties with eight health outreach workers providing outreach to hard to reach customers. These two counties were chosen because of their 88% and 77% penetration rates. In the month of December, they provided information to 410 customers, submitted 62 CARE applications, and helped 20 customers sign-up for Spanish Energy Statements.

### **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). PG&E provides natural gas within the SMUD electric service area and automatically enrolls qualified low income customers served by SMUD 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, 3,888 LIHEAP customers and 260 REACH customers have been automatically enrolled onto the CARE Program.

Year-to-date, 17,104 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 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.

As ordered in CPUC Resolution M-4833, PG&E has implemented a post-enrollment verification (PEV) freeze in the counties impacted by the California wildfires. The freeze includes not removing customers who are already in the PEV process, as well as not sending new PEV requests. Per the Resolution, PG&E freezes all CARE PEV requests for customers impacted by the October 2017 Northern California Wildfires in Butte, Lake, Mendocino, Napa, Nevada, Plumas, Santa Cruz, Solano, Sonoma, and Yuba counties until December 31, 2018.

PG&E expanded the CARE PEV freeze to customers in areas where a new state of emergency proclamation has been issued by the Governor of California due to a disaster that resulted in PG&E's inability to deliver utility services to customers during the months of June, July, and November of 2018. The freeze will be in place for a period of one year commencing from the date the state of emergency proclamation was issued, or until PG&E service is restored. The impacted counties are Butte, Lake, Shasta, Mariposa, Mendocino, and Napa.

In compliance with D.16-11-022, OP 87, PG&E reports that the IOUs have developed a document aligning their CARE High Usage Appeal Processes and will use the same criteria and evaluation of customer appeals going forward.



### 3 Appendix: ESA Tables and CARE Tables

ESA- Table 1	ESA Program Expenses
ESA- Table 1A	Expenses Funded From 2009-2016 Unspent ESA Program Funds
ESA- Table 2	ESA Measure Installations and Savings: Total, First Touch, and Retreated Homes
ESA- Table 2A	ESA Measure Installations and Savings: CSD Leveraging
ESA- Table 2B	ESA Measure Installations and Savings: CAM Multifamily
ESA- Table 3	Energy Savings and Average Bill Savings Per Treated Home / Common Area
ESA- Table 4A	ESA Homes/Buildings Treated
ESA- Table 4B	ESA Homes Unwilling / Unable to Participate
ESA- Table 5	ESA Customer Summary
ESA- Table 6	ESA Expenditures for Pilots and Studies
ESA- Table 7	Homes Receiving Second Refrigerators and In-Home Energy Education Only
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 (Electric-Only 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	Households as of Month-End
CARE- Table 9	Expenditures for Pilots/CHANGES Program
CARE-Table 10	CHANGES Monthly Summary of Ratepayers Provided Education, Needs Assistance and Dispute Resolution Services
CARE-Table 11	CHANGES Group Customer Assistance Sessions

Pacific Gas and Electric Company ESA and CARE Programs Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 1 - Expenses</b>												
2	<b>Pacific Gas and Electric Company</b>												
3	<b>Through December 31, 2018</b>												
4		<b>Authorized Budget [*)</b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
5	<b>ESA Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Energy Efficiency</b>												
7	Appliances [4]	\$ 10,586,681	\$ 567,142	\$ 11,153,823	\$ 1,026,127	\$ 203,044	\$ 1,229,172	\$ 8,677,654	\$ 1,248,636	\$ 9,926,290	82%	220%	89%
8	Domestic Hot Water	\$ 414,597	\$ 8,439,166	\$ 8,853,763	\$ 34,484	\$ 1,071,169	\$ 1,105,653	\$ 317,374	\$ 6,313,997	\$ 6,631,370	77%	75%	75%
9	Enclosure	\$ 5,966,947	\$ 27,182,756	\$ 33,149,703	\$ 716,899	\$ 3,265,874	\$ 3,982,773	\$ 4,902,951	\$ 22,335,664	\$ 27,238,615	82%	82%	82%
10	HVAC	\$ 5,868,612	\$ 3,445,888	\$ 9,314,500	\$ 678,567	\$ 1,084,101	\$ 1,762,668	\$ 4,034,123	\$ 4,089,877	\$ 8,124,001	69%	119%	87%
11	Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
12	Lighting	\$ 29,615,749	\$ -	\$ 29,615,749	\$ 3,807,048		\$ 3,807,048	\$ 27,932,152		\$ 27,932,152	94%	0%	94%
13	Miscellaneous [4]	\$ 2,172,395	\$ -	\$ 2,172,395	\$ 257,883		\$ 257,883	\$ 2,009,056		\$ 2,009,056	0%	0%	0%
14	Customer Enrollment	\$ 11,836,390	\$ 8,571,179	\$ 20,407,568	\$ 1,832,256	\$ 1,326,806	\$ 3,159,063	\$ 10,151,499	\$ 7,351,085	\$ 17,502,584	86%	86%	86%
15	In Home Education	\$ 2,465,128	\$ 1,785,092	\$ 4,250,220	\$ 553,703	\$ 400,958	\$ 954,661	\$ 2,796,501	\$ 2,025,052	\$ 4,821,553	113%	113%	113%
16	Pilot	\$ 347,960	\$ 173,040	\$ 521,000	\$ 24,276	\$ (11,344)	\$ 12,932	\$ 138,893	\$ 71,654	\$ 210,547	40%	41%	40%
17	Implementation [2]	\$ 3,714,493	\$ 2,689,806	\$ 6,404,299	\$ 832,523	\$ 602,862	\$ 1,435,385	\$ 3,515,043	\$ 2,545,376	\$ 6,060,419	95%	95%	95%
18	<b>Energy Efficiency TOTAL</b>	<b>\$ 72,988,952</b>	<b>\$ 52,854,069</b>	<b>\$ 125,843,020</b>	<b>\$ 9,763,768</b>	<b>\$ 7,943,470</b>	<b>\$ 17,707,238</b>	<b>\$ 64,475,245</b>	<b>\$ 45,981,341</b>	<b>\$ 110,456,587</b>	<b>88%</b>	<b>87%</b>	<b>88%</b>
19													
20	Training Center	\$ 698,411	\$ 505,746	\$ 1,204,157	\$ 72,814	\$ 52,728	\$ 125,542	\$ 543,448	\$ 393,531	\$ 936,979	78%	78%	78%
21	Inspections	\$ 2,406,441	\$ 1,742,596	\$ 4,149,037	\$ 139,405	\$ 100,949	\$ 240,354	\$ 2,191,741	\$ 1,587,122	\$ 3,778,863	91%	91%	91%
22	Marketing and Outreach	\$ 1,236,646	\$ 895,502	\$ 2,132,148	\$ 105,481	\$ 76,383	\$ 181,864	\$ 948,863	\$ 687,108	\$ 1,635,972	77%	77%	77%
23	Statewide Marketing Education and Outreach	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
24	Measurement and Evaluation Studies	\$ 124,802	\$ 90,374	\$ 215,176	\$ -	\$ -	\$ -	\$ 39,273	\$ 28,439	\$ 67,711	31%	31%	31%
25	Regulatory Compliance	\$ 518,284	\$ 375,309	\$ 893,594	\$ 64,313	\$ 46,571	\$ 110,885	\$ 419,029	\$ 303,434	\$ 722,463	81%	81%	81%
26	General Administration	\$ 4,875,294	\$ 3,530,386	\$ 8,405,680	\$ 341,448	\$ 247,256	\$ 588,704	\$ 4,103,525	\$ 2,971,518	\$ 7,075,043	84%	84%	84%
27	CPUC Energy Division	\$ 32,538	\$ 23,562	\$ 56,100	\$ -	\$ -	\$ -	\$ 16,216	\$ 11,743	\$ 27,959	50%	50%	50%
28													
29	<b>TOTAL PROGRAM COSTS [1] [3]</b>	<b>\$ 82,881,369</b>	<b>\$ 60,017,543</b>	<b>\$ 142,898,913</b>	<b>\$ 10,487,231</b>	<b>\$ 8,467,356</b>	<b>\$ 18,954,587</b>	<b>\$ 72,737,340</b>	<b>\$ 51,964,237</b>	<b>\$ 124,701,577</b>	<b>88%</b>	<b>87%</b>	<b>87%</b>
30	<b>Funded Outside of ESA Program Budget</b>												
31	Indirect Costs				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
32	NGAT Costs					\$ 668,500	\$ 668,500		\$ 6,364,935	\$ 6,364,935			
33													
34	<p>*) <b>Authorized Budget:</b> Authorized budget includes \$1,823,560 carried over from the 2017 General Administration line into 2018 General Administration; it also includes fund shift per Advice Letter AI 3977-G/5298-E. Authorized budget has been updated with midcycle request as per approval from AL 3990-G/5329-E A/B</p> <p>of \$877,047 from 2017 Inspection budget and \$905,057 from 2018 Inspection budget to 2018 General Administration.</p> <p>[1] Reflects the authorized funding per year in D.16-11-022 and updated via Resolution G-3531 addressing PG&amp;E Conforming Advice Letter 3830-G/5043-E and PG&amp;E Supplemental Conforming Advice Letter 3830-G-A/5043-E-A.</p> <p>[2] Reflects a new budget category and includes the primary administrative fee for Implementer(s).</p> <p>[3] Program budgets have been updated by \$1,793,922 to include employee benefits costs approved in the GRC (D.17-05-013) - Decision Authorizing Pacific Gas and Electric Company's General Rate Case Revenue Requirement for 2017-2018.</p> <p>[4] PG&amp;E previously reported Smart Powerstrips under Appliances. This has been moved to Miscellaneous.</p>												
41													
42	<b>Note:</b> 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	<b>Energy Savings Assistance Program Table 1A - Expenses Funded From 2009-2016 Unspent ESA Program Funds</b>												
2	<b>Pacific Gas and Electric Company</b>												
3	<b>Through December 31, 2018</b>												
4		<b>Authorized Budget [1]</b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
5	<b>ESA Program</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Energy Efficiency</b>												
7	Appliances [2]	\$ 6,721,671	\$ -	\$ 6,721,671	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
8	HVAC [2]	\$ 6,000,000	\$ 223,942	\$ 6,223,942	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	In Home Energy Education [2]	\$ 226,877	\$ 151,251	\$ 378,128	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
10	Implementation [3]	\$ 173,375	\$ 125,548	\$ 298,923	\$ 19,547	\$ 18,043	\$ 37,590	\$ 61,845	\$ 57,087	\$ 118,932	36%	45%	40%
11	Multi-Family Common Area Measures	\$ 930,713	\$ 673,964	\$ 1,604,677	\$ 43,949	\$ 40,568	\$ 84,517	\$ 98,074	\$ 90,530	\$ 188,604	11%	13%	12%
12	Leveraging - CSD [4]	\$ 2,173,806	\$ 306,894	\$ 2,480,701	\$ -	\$ -	\$ -	\$ 1,750,000	\$ -	\$ 1,750,000	81%	0%	71%
13	Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Measurement and Evaluation Studies	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Regulatory Compliance	\$ 474,000	\$ 126,000	\$ 600,000	\$ -	\$ -	\$ -	\$ 31,833	\$ 29,384	\$ 61,217	7%	23%	10%
16	General Administration	\$ 152,420	\$ 110,373	\$ 262,793	\$ 3,700	\$ 3,415	\$ 7,115	\$ 56,726	\$ 52,362	\$ 109,088	37%	47%	42%
17													
18	<b>TOTAL UNSPENT PROGRAM COSTS [5]</b>	<b>\$ 16,852,862</b>	<b>\$ 1,717,972</b>	<b>\$ 18,570,833</b>	<b>\$ 67,196</b>	<b>\$ 62,027</b>	<b>\$ 129,222</b>	<b>\$ 1,998,478</b>	<b>\$ 229,364</b>	<b>\$ 2,227,842</b>	<b>12%</b>	<b>13%</b>	<b>12%</b>
19													
20													
21	[1] Authorized budget has been updated with midcycle request as per approval from AL 3990-G/5329-E A/B												
22	[2] Incremental increases in existing energy efficiency measures from new directives (e.g., removal of 3 measure minimum) use authorized funds shown in Table 1 until depleted, then will use carryover funds.												
23	[3] New measures and activities not included in PG&E' Application use 2009-2016 unspent funds.												
24	[4] Reflects a new budget category and includes the primary administrative fee for Implementer(s), including multifamily SPOC activities.												
25	[5] Includes unspent funds transferred to Marin Clean Energy (as authorized by OP 147 in Decision 16-11-022) and unspent funds to support Department of Community Services and Development's Low-Income Weatherization Program initiative.												
26	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

73	(1) Envelope and Air Sealing Measures may include outdoor cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and
74	(2) minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.
75	(3) Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs
76	(4) Based on OP 79 of D-15-11-022
77	(5) All savings are calculated based on the following sources:
78	Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013
79	Microwave savings are from ECONNorthWest Studies reported in December of 2011
80	Evergreen Economics "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011
81	
82	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

	A	B	C	D	E	F	G	H
1	<b>Energy Savings Assistance Program Table 2A</b>							
2	<b>Pacific Gas and Electric Company</b>							
3	<b>Through December 31, 2018</b>							
4								
5								
6								
7	<b>Measures</b>	<b>Units</b>	<b>ESA Program - CSD Leveraging [6]</b>					
8	<b>Appliances</b>		<b>Year-To-Date Completed &amp; Expensed Installation</b>					
9	High Efficiency Clothes Washer	Each	<b>Quantity Installed</b>	<b>kWh [3] (Annual)</b>	<b>kW [3] (Annual)</b>	<b>Therms [3] (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>
10	Refrigerators	Each						
11	Microwaves [4]	Each						
12	<b>Domestic Hot Water</b>							
13	Water Heater Blanket [5]	Home						
14	Low Flow Shower Head [5]	Home						
15	Water Heater Pipe Insulation [5]	Home						
16	Faucet Aerator [5]	Home						
17	Water Heater Repair/Replacement	Each						
18	Thermostat-controlled Shower Valve	Each						
19	New - Combined Showerhead/TSV	Each						
20	New - Heat Pump Water Heater	Each						
21	New - Tub Diverter/ Tub Spout	Each						
22	<b>Enclosure</b>							
23	Air Sealing / Envelope [1]	Home						
24	Attic Insulation	Home						
25	<b>HVAC</b>							
26	FAU Standing Pilot Conversion	Each						
27	Furnace Repair/Replacement	Each						
28	Room A/C Replacement	Each						
29	Central A/C replacement	Each						
30	Heat Pump Replacement	Each						
31	Evaporative Cooler	Each						
32	Duct Testing and Sealing	Home						
33	New - Energy Efficient Fan Control	Home						
34	New - Prescriptive Duct Sealing	Home						
35	New - High Efficiency Forced Air Unit (HE FAU)	Home						
36	<b>Maintenance</b>							
37	Furnace Clean and Tune	Home						
38	Central A/C Tune up	Home						
39	<b>Lighting</b>							
40	Interior Hard wired LED fixtures	Each						
41	Exterior Hard wired LED fixtures	Each						
42	LED Torchere	Each						
43	Vacancy Sensor	Each						
44	LED Night Lights	Each						
45	New - LED Diffuse Bulb (60W Replacement)	Each						
46	New - LED Reflector Bulb	Each						
47	New - LED Reflector Downlight Retrofit Kits	Each						
48	New - LED A-Lamps	Each						
49	<b>Miscellaneous</b>							
50	Pool Pumps	Each						
51	Smart Power Strips - Tier 1	Each						
52	New - Smart Power Strips - Tier 2	Each						
53	<b>Pilots</b>							
54								
55	<b>Customer Enrollment</b>							
56	Outreach & Assessment	Home						
57	In-Home Education	Home						
58								
59	<b>Total Savings/Expenditures</b>							
60								
61	Total Households Weatherized [2]							
62								
63	<b>CSD MF Buildings Treated</b>					<b>Total</b>		
64								
65	- Multifamily							
66								
67								
68	[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking							
69	minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.							
70	[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.							
71	[3] All savings are calculated based on the following sources:							
72	Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013							
73	[4] Microwave savings are from ECONorthWest Studies received in December of 2011.							
74	[5] Evergreen Economics "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011							
75	[6] LIWP leveraging will begin in 2018. PG&E is working with CSD on the process to leverage funding for CSD LIWP efforts for those measures provided by the ESA Program, preserving the remaining CSD funding for use to install central systems and common area., as required by D.17-12-009, OP.41.d.							
76								
77	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD							

	A	B	C	D	E	F	G	H
1	<b>Energy Savings Assistance Program Table 2B</b>							
2	<b>Pacific Gas and Electric Company</b>							
3	<b>Through December 31, 2018</b>							
4								
5	<b>*ESA Program - Multifamily Common Area [8] [9]</b>							
6			<b>Year-To-Date Completed &amp; Expensed Installation</b>					
7			<b>Quantity Installed</b>	<b>kWh [3] (Annual)</b>	<b>kW [3] (Annual)</b>	<b>Therms [3] (Annual)</b>	<b>Expenses (\$)</b>	
8	<b>Measures</b>	<b>Units</b>						<b>% of Expenditure</b>
9	<b>Appliances</b>							
10	High Efficiency Clothes Washer	Each						
11	Refrigerators	Each						
12	Microwaves [4]	Each						
13	<b>Domestic Hot Water</b>							
14	Water Heater Blanket [5]	Home						
15	Low Flow Shower Head [5]	Home						
16	Water Heater Pipe Insulation [5]	Home						
17	Faucet Aerator [5]	Home						
18	Water Heater Repair/Replacement	Each						
19	Thermostat-controlled Shower Valve	Each						
20	New - Combined Showerhead/TSV	Each						
21	New - Heat Pump Water Heater	Each						
22	New - Tub Diverter/ Tub Spout	Each						
23	<b>Enclosure</b>							
24	Air Sealing / Envelope [1]	Home						
25	Attic Insulation	Home						
26	<b>HVAC</b>							
27	FAU Standing Pilot Conversion	Each						
28	Furnace Repair/Replacement	Each						
29	Room A/C Replacement	Each						
30	Central A/C replacement	Each						
31	Heat Pump Replacement	Each						
32	Evaporative Cooler	Each						
33	Duct Testing and Sealing	Home						
34	New - Energy Efficient Fan Control	Home						
35	New - Prescriptive Duct Sealing	Home						
36	New - High Efficiency Forced Air Unit (HE FAU)	Home						
37	<b>Maintenance</b>							
38	Furnace Clean and Tune	Home						
39	Central A/C Tune up	Home						
40	<b>Lighting</b>							
41	Interior Hard wired LED fixtures	Each						
42	Exterior Hard wired LED fixtures	Each						
43	LED Torchiers	Each						
44	Vacancy Sensor	Each						
45	LED Night Lights	Each						
46	New - LED Diffuse Bulb (60W Replacement)	Each						
47	New - LED Reflector Bulb	Each						
48	New - LED Reflector Downlight Retrofit Kits	Each						
49	New - LED A-Lamps	Each						
50	<b>Miscellaneous</b>							
51	Pool Pumps	Each						
52	Smart Power Strips - Tier 1	Each						
53	New - Smart Power Strips - Tier 2	Each						
54	<b>Ancillary Services</b>							
55	Commissioning [6]	Home						
56	Audit	Home						
57	Administration [7]	Home						
58	<b>Pilots</b>							
59	<b>Customer Enrollment</b>							
60	Outreach & Assessment	Home					\$ -	
61	In-Home Education	Home					\$ -	
62								
63	<b>Total Savings/Expenditures</b>			-	-	-	\$ -	
64								
65	Total Multifamily Buildings Weatherized [2]							
66								
67	<b>Multifamily Buildings Treated</b>	<b>Total</b>						
68								
69	- Multifamily							
70								
71								
72	[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.							
73	[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.							
74	[3] Unless otherwise indicated, all savings are calculated based on the following sources:							
75	Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013							
76	[4] Microwave savings are from ECONorthWest Studies received in December of 2011.							
77	[5] Evergreen Economics "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011							
78	[6] Refers to optimizing the installation of the measure installed such as retrofitting pipes, etc.							
79	[7] Per D.16-11-022 at p.210, the CPUC imposes a cap of 10% of ESA Program funds for administrative activities and a ceiling of 20% for direct implementation non-incentive costs.							
80	[8] Implementation of PG&E's MF CAM Initiative was approved March 31, 2018							
81	[9] Does not include regulatory compliance and market assessment expenses. See Table 1A row 11 and 12							
82	* Note: Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022 where 65% of tenants are income eligible based on CPUC income requirements of at or below 200% of the Federal Poverty Guidelines.							
83	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B
	<b>Energy Savings Assistance Program Table 3</b>	
1	<b>Energy Savings and Average Savings Per Treated Home / Common Area</b>	
2	<b>Pacific Gas and Electric Company</b>	
3	<b>Through December 31, 2018</b>	
4		
5	<b>ESA Program</b>	
6	Annual kWh Savings	60,145,100
7	Annual Therm Savings	1,890,458
8	Lifecycle kWh Savings	885,681,389
9	Lifecycle Therm Savings	21,971,850
10	Current kWh Rate	\$ 0.13
11	Current Therm Rate	\$ 0.98
12	Average 1st Year Bill Savings / Treated households	\$ 114.97
13	Average Lifecycle Bill Savings / Treated Household	\$ 1,210.73
14		
15		
16	<b>ESA Program - CSD Leveraging [1]</b>	
17	Annual kWh Savings	
18	Annual Therm Savings	
19	Lifecycle kWh Savings	
20	Lifecycle Therm Savings	
21	Current kWh Rate	\$ -
22	Current Therm Rate	\$ -
23	Average 1st Year Bill Savings / Treated Households	\$ -
24	Average Lifecycle Bill Savings / Treated Household	\$ -
25		
26		
27	<b>ESA Program - Multifamily Common Area [2]</b>	
28	Annual kWh Savings	
29	Annual Therm Savings	
30	Lifecycle kWh Savings	
31	Lifecycle Therm Savings	
32	Current kWh Rate	\$ -
33	Current Therm Rate	\$ -
34	Average 1st Year Bill Savings / Treated Buildings	\$ -
35	Average Lifecycle Bill Savings / Treated Buildings	\$ -
36		
37		
38	<b>Summary (ESA Program, CSD Leveraging, and Multifamily Common Area)</b>	
39	Annual kWh Savings	
40	Annual Therm Savings	
41	Lifecycle kWh Savings	
42	Lifecycle Therm Savings	
43	Current kWh Rate	\$ -
44	Current Therm Rate	\$ -
45	Average 1st Year Bill Savings / Treated households and Buildings	\$ -
46	Average Lifecycle Bill Savings / Treated Household and Buildings	\$ -
47		
48		
49	[1] LIWP leveraging will begin in 2018. PG&E is working with CSD on the process to leverage funding for CSD LIWP efforts for those measures provided by the ESA Program, preserving the remaining CSD funding for use to install central systems and common area., as required by D.17-12-009, OP.41.d.	
50	[2] Implementation of the MF CAM Initiative is pending approval of PG&E's March 1, 2018 Advice Letter.	
51	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	<b>Energy Savings Assistance Program Table 4A - ESA Homes/Buildings Treated</b>						
2	<b>Pacific Gas and Electric Company</b>						
3	<b>Through December 31, 2018</b>						
4							
5	<b>ESA Program</b>						
6	<b>Eligible Households</b>			<b>Households Treated YTD</b>			
7	<b>County</b>	<b>Rural [1]</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
8	ALAMEDA	4	152,991	152,995	0	7,584	7,584
9	ALPINE	277	0	277	0	0	0
10	AMADOR	6,009	1	6,010	183	1	184
11	BUTTE	12,846	29,508	42,354	752	1,231	1,983
12	CALAVERAS	9,192	61	9,253	251	5	256
13	COLUSA	3,033	10	3,043	287	0	287
14	CONTRA COSTA	15	88,767	88,782	0	8,086	8,086
15	EL DORADO	6,762	7,857	14,618	425	249	674
16	FRESNO	301	142,844	143,145	226	8,819	9,045
17	GLENN	5,400	0	5,400	455	6	461
18	HUMBOLDT	23,753	0	23,753	391	1	392
19	KERN	57,897	37,242	95,140	5,645	2,786	8,431
20	KINGS	7,870	136	8,006	681	1	682
21	LAKE	15,893	1	15,894	517	1	518
22	LASSEN	290	0	290	5	0	5
23	MADERA	6,682	13,544	20,227	425	744	1,169
24	MARIN	0	22,447	22,447	0	144	144
25	MARIPOSA	3,577	29	3,606	102	8	110
26	MENDOCINO	15,212	15	15,227	216	0	216
27	MERCED	20,873	17,868	38,741	1,188	1,421	2,609
28	MONTEREY	5,499	40,822	46,321	608	1,880	2,488
29	NAPA	1	13,217	13,217	9	417	426
30	NEVADA	11,861	13	11,874	596	0	596
31	PLACER	11,026	19,083	30,110	411	886	1,297
32	PLUMAS	3,064	127	3,191	52	0	52
33	SACRAMENTO	0	163,185	163,185	8	3,721	3,729
34	SAN BENITO	5,117	116	5,233	274	1	275
35	SAN BERNARDINO	305	67	372	0	0	0
36	SAN FRANCISCO	0	98,921	98,921	31	4,526	4,557
37	SAN JOAQUIN	8,350	79,412	87,761	334	3,427	3,761
38	SAN LUIS OBISPO	17,525	11,591	29,116	767	178	945
39	SAN MATEO	1	52,141	52,141	1	1,326	1,327
40	SANTA BARBARA	1,401	16,656	18,057	155	1,222	1,377
41	SANTA CLARA	4,650	125,786	130,436	108	6,161	6,269
42	SANTA CRUZ	9	28,876	28,885	10	771	781
43	SHASTA	12,352	13,743	26,096	792	1,417	2,209
44	SIERRA	250	5	255	1	0	1
45	SISKIYOU	18	0	18	0	0	0
46	SOLANO	0	43,066	43,066	38	1,971	2,009
47	SONOMA	3,193	43,083	46,276	96	1,715	1,811
48	STANISLAUS	27,291	33,188	60,478	1,157	1,403	2,560
49	SUTTER	0	14,604	14,604	237	538	775
50	TEHAMA	12,195	11	12,206	1,073	6	1,079
51	TRINITY	550	0	550	7	0	7
52	TULARE	7,928	730	8,657	1,404	37	1,441
53	TUOLUMNE	10,579	0	10,579	242	1	243
54	YOLO	1	26,997	26,998	206	1,269	1,475
55	YUBA	151	11,946	12,096	170	816	986
56	<b>Total</b>	<b>339,203</b>	<b>1,350,707</b>	<b>1,689,909</b>	<b>20,536</b>	<b>64,776</b>	<b>85,312</b>
57							
58							
59	<b>ESA Program - CSD LIWP Leveraging [2]</b>				<b>Households Treated YTD</b>		
60	<b>County</b>				<b>Rural [1]</b>	<b>Urban</b>	<b>Total</b>
61							0
62							0
63							0
64	<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>
65							
66							
67	<b>ESA Program - Multifamily Common Area [3]</b>				<b>Buildings Treated YTD</b>		
68	<b>County</b>				<b>Rural [1]</b>	<b>Urban</b>	<b>Total</b>
69							0
70							0
71							0
72	<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>
73							
74	[1] For IOU Low Income-related and Energy Efficiency reporting and analysis, the Goldsmith definition of rural is applied.						
75	[2] LIWP leveraging will begin in 2018. PG&E is working with CSD on the process to leverage funding for CSD LIWP efforts for those measures provided by the ESA Program, preserving the remaining CSD funding for use to install central systems and common area., as required by D.17-12-009, OP.41.d.						
76	[3] Implementation of the MF CAM Initiative is pending approval of PG&E's March 1, 2018 Advice Letter.						
77	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						



	A	B	C	D	E	F	G	H
1	Energy Savings Assistance Program Table 4B - ESA Homes Unwilling / Unable to Participate							
2	Pacific Gas and Electric Company							
3	Through December 31, 2018							
4								
5	ESA Program							
6		Reason Provided						
7	County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/ Ineligible
8	ALAMEDA	897	3020	6	394	77	0	560
9	ALPINE	0	0	0	0	0	0	0
10	AMADOR	76	123	0	22	1	0	13
11	BUTTE	1109	1927	49	124	49	0	357
12	CALAVERAS	86	138	0	4	0	0	13
13	COLUSA	94	266	0	15	7	0	71
14	CONTRA COSTA	859	2211	2	350	84	0	1054
15	EL DORADO	217	297	0	7	2	0	97
16	FRESNO	505	4993	5	113	80	0	1568
17	GLENN	147	365	0	10	21	0	55
18	HUMBOLDT	104	563	0	60	21	0	110
19	KERN	1091	4245	21	240	48	0	1078
20	KINGS	62	341	0	6	1	0	44
21	LAKE	365	1101	0	9	9	0	56
22	LASSEN	7	18	0	0	0	0	3
23	MADERA	268	526	0	103	16	0	316
24	MARIN	89	506	0	88	8	0	58
25	MARIPOSA	21	26	0	0	1	0	15
26	MENDOCINO	322	617	0	6	7	0	43
27	MERCED	429	1058	1	84	21	0	476
28	MONTEREY	433	1344	0	145	13	0	434
29	NAPA	132	255	3	44	5	0	109
30	NEVADA	211	253	2	30	6	0	72
31	PLACER	369	512	0	115	21	0	188
32	PLUMAS	27	95	1	2	0	0	19
33	SACRAMENTO	1817	3337	26	614	73	0	786
34	SAN BENITO	111	177	0	8	4	0	73
35	SAN BERNARDINO	3	20	1	0	0	0	1
36	SAN FRANCISCO	271	1023	2	93	13	0	165
37	SAN JOAQUIN	1573	5208	46	264	130	0	916
38	SAN LUIS OBISPO	123	409	0	35	9	0	154
39	SAN MATEO	138	550	5	84	20	0	229
40	SANTA BARBARA	156	605	1	28	7	0	131
41	SANTA CLARA	580	1159	0	240	15	0	410
42	SANTA CRUZ	263	482	1	67	10	0	137
43	SHASTA	278	1009	1	10	36	0	178
44	SIERRA	0	4	0	0	0	0	0
45	SISKIYOU	0	0	0	0	0	0	0
46	SOLANO	448	899	1	303	43	0	566
47	SONOMA	823	1120	1	81	16	0	203
48	STANISLAUS	1127	2758	72	175	90	0	454
49	SUTTER	372	1070	2	27	14	0	110
50	TEHAMA	182	709	3	39	26	0	163
51	TRINITY	0	7	0	0	0	0	1
52	TULARE	51	275	0	12	2	0	70
53	TUOLUMNE	27	122	0	4	6	0	44
54	YOLO	257	658	2	137	65	0	271
55	YUBA	377	738	0	16	17	0	104
56	Total [1]	16,897	47,139	254	4,208	1,094	0	11,975
57								
58	[1] PG&E transitioned to a new ESA database during 2018. PG&E was not able to exactly match mapping customer reasons for not participating between the two databases. PG&E believes this has resulted in some doublecounting of total homes unwilling / unable to participate in 2018.							
59	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							
60								

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Energy Savings Assistance Program Table 5 - ESA Customer Summary																
2	Pacific Gas and Electric Company																
3	Through December 31, 2018																
4	ESA Program																
5		Gas & Electric				Gas Only				Electric Only				Total			
6		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
7			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
8	January	1,927	51,872	1,483,251	2,277	188	6,192	453	4	668	1,539	614,838	929	2,783	59,603	2,098,542	3,210
9	February	2,589	65,947	1,903,825	2,691	201	5,495	3,528	7	907	1,943	837,670	1,163	3,697	73,385	2,745,023	3,862
10	March	3,822	88,029	3,236,375	4,091	750	22,406	(11,462)	7	965	1,547	1,032,187	1,221	5,537	111,982	4,257,100	5,319
11	April	1,086	28,237	1,204,762	1,140	41	1,485	510	0	171	295	316,202	218	1,298	30,018	1,521,475	1,358
12	May	3,159	79,012	2,345,431	3,352	480	18,652	(9,358)	3	1,598	(4,938)	1,611,277	2,075	5,237	92,726	3,947,350	5,429
13	June	5,296	187,312	4,337,421	6,361	2,724	35,897	(16,031)	7	(138)	5,186	1,666,804	2,259	7,882	228,395	5,988,193	8,627
14	July	2,418	67,707	1,882,224	2,541	(1,475)	14,145	(8,318)	0	2,747	-	1,026,425	1,288	3,690	81,851	2,900,331	3,829
15	August	8,118	181,107	3,848,780	6,252	936	22,479	(18,447)	-	1,820	10,991	1,582,049	2,037	10,874	214,577	5,412,383	8,289
16	September	4,794	165,902	5,168,425	6,569	851	34,943	(25,118)	2	3,118	(11,924)	1,873,273	1,916	8,763	188,920	7,016,580	8,487
17	October	7,608	232,795	5,875,829	8,225	1,090	40,514	(21,351)	(2)	3,050	3,962	2,437,662	3,028	11,748	277,271	8,292,140	11,251
18	November	8,889	300,044	7,388,329	10,629	1,106	45,664	(25,080)	-	3,575	7,944	2,818,519	3,618	13,570	353,652	10,181,769	14,247
19	December	7,031	143,921	4,145,409	5,879	716	24,237	(15,296)	-	2,486	9,919	1,654,101	2,120	10,233	178,077	5,784,214	7,999
20	YTD	56,737	1,591,885	42,820,062	60,006	7,608	272,109	(145,969)	29	20,967	26,464	17,471,007	21,873	85,312	1,890,458	60,145,100	81,908
21																	
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																
23																	
24	ESA Program - CSD Leveraging [1]																
25		Gas & Electric				Gas Only				Electric Only				Total			
26		# of Buildings	(Annual)			# of Household	(Annual)			# of Household	(Annual)			# of Household	(Annual)		
27			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
28	January																
29	February																
30	March																
31	April																
32	May																
33	June																
34	July																
35	August																
36	September																
37	October																
38	November																
39	December																
40	YTD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
41																	
42	[1] LIWP leveraging will begin in 2018. PG&E is working with CSD on the process to leverage funding for CSD LIWP efforts for those measures provided by the ESA Program, preserving the remaining CSD funding for use to install central systems and common area., as required by D.17-12-009, OP.41.																
43	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																
44																	
45	ESA Program - Multifamily Common Area [2]																
46		Gas & Electric				Gas Only				Electric Only				Total			
47		# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)		
48			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
49	January																
50	February																
51	March																
52	April																
53	May																
54	June																
55	July																
56	August																
57	September																
58	October																
59	November																
60	December																
61	YTD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
62																	
63	[2] Implementation of the MF CAM Initiative is pending approval of PG&E's March 1, 2018 Advice Letter.																
64	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	<b>Energy Savings Assistance Program Table 6 - ESA Expenditures for Pilots and Studies</b>												
2	<b>Pacific Gas and Electric Company</b>												
3	<b>Through December 31, 2018</b>												
4		<b>Authorized Funding</b>			<b>Current Month Expenses</b>			<b>Expenses Since January 1, 2017</b>			<b>% of Budget Expended</b>		
5		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Pilots</b>												
7	Programmable Controllable Thermostat/ Smart Thermostat TOU <sup>[1]</sup>	\$ 290,000	\$ -	\$ 290,000	\$ 39,942	\$ -	\$ 39,942	\$ 39,942	\$ -	\$ 39,942	14%	0%	14%
8	Consumption Driven Weatherization Pilot <sup>[2]</sup>	\$ 250,100	\$ 159,900	\$ 408,000	\$ -	\$ -	\$ -	\$ 88,913	\$ 82,074	\$ 170,987	36%	51%	42%
9	<b>Total Pilots</b>	<b>\$540,100</b>	<b>\$159,900</b>	<b>\$698,000</b>	<b>\$39,942</b>	<b>\$0</b>	<b>\$39,942</b>	<b>\$128,855</b>	<b>\$82,074</b>	<b>\$210,929</b>	<b>24%</b>	<b>51%</b>	<b>30%</b>
10													
11	<b>Studies</b>												
12	Low Income Needs Assessment (LINA) Study <sup>[3]</sup>	\$ 78,000	\$ 72,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	Load Impact Evaluation Study <sup>[4]</sup>	\$ 85,800	\$ 79,200	\$ 165,000	\$ -	\$ -	\$ -	\$ 64,759	\$ 59,777	\$ 124,536	75%	75%	75%
14	Non Energy Benefits (NEB) Study <sup>[5]</sup>	\$ 23,400	\$ 21,600	\$ 45,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	2017 Potential and Goals Study	\$ 46,800	\$ 43,200	\$ 90,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16	Rapid Feedback Research and Analysis	\$ 104,000	\$ 96,000	\$ 200,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17													
18	<b>Total Studies</b>	<b>\$338,000</b>	<b>\$312,000</b>	<b>\$650,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$64,759</b>	<b>\$59,777</b>	<b>\$124,536</b>	<b>19%</b>	<b>19%</b>	<b>19%</b>
19													
20	<sup>[1]</sup> D.17-12-009, Attachment 1 (modified D.16-11-022), OP.66 directed electric IOUs to file PCT pilot implementation plans by March 1, 2018. PG&E's AL 5242-E (filed March 1, 2018) has not yet been authorized and this pilot has not yet begun. D.16-11-022 authorized \$250,000.												
21	<sup>[2]</sup> PG&E proposed the CDWx pilot in its 2015-2017 ESA Application, authorized in D.16-11-022, OP.144. In December 2017, PG&E requested and was granted an extension to implement this pilot so that CSD could be included in it. This pilot will begin implementation in 2018.												
22	<sup>[3]</sup> A contract for this statewide study was awarded in January 2018. SCE is the project manager. There has been no cross-billing.												
23	<sup>[4]</sup> SCG is the contract manager of this co-funded statewide study. Cross-billing from SCG typically occurs quarterly.												
24	<sup>[5]</sup> This statewide study was bid out on March 23, 2018, and a consultant has not yet been selected. SDG&E is the contract manager.												
25													
26	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D
1	<b>Energy Savings Assistance Program Table 7</b> <b>Homes Receiving Second Refrigerators and In-Home Energy Education Only</b> <b>Pacific Gas and Electric Company</b> <b>Through December 31, 2018</b>			
2				
3				
4				
5				
6	<b>Measures</b>	<b>Units</b>	<b>Received Refrigerator</b>	<b>Not eligible for Refrigerator Due to Less than Six Occupants</b>
7	Second Refrigerators [1]	Each	212	139
8				
9				
10				
11	<b>Measures</b>	<b>Units</b>	<b>Households that Only Received Energy Education</b>	
12	In-Home Energy Education	Home	0	
13				
14				
15				
16	<b>Households for My Energy/My Account Platform [2]</b>			
17	<b>Opt-Out</b>	<b>Already Enrolled</b>	<b>Opt-In</b>	
18	103		4,188	
19	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.			
20				
21				
22				
23				

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses</b>												
2	<b>Pacific Gas and Electric Company</b>												
3	<b>Through December 31, 2018</b>												
4		<b>Authorized Budget</b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
5	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Outreach [6]	\$ 8,100,533	\$ 2,025,190	\$ 10,125,723	\$ 622,643	\$ 155,661	\$ 778,304	\$ 5,843,332	\$ 1,460,833	\$ 7,304,165	72%	72%	72%
7	Processing / Certification Re-certification [6]	\$ 1,605,334	\$ 401,334	\$ 2,006,668	\$ 66,968	\$ 16,742	\$ 83,710	\$ 713,479	\$ 178,370	\$ 891,848	44%	44%	44%
8	Post Enrollment Verification [6]	\$ 1,343,842	\$ 335,961	\$ 1,679,803	\$ 66,003	\$ 16,501	\$ 82,504	\$ 998,415	\$ 249,604	\$ 1,248,019	74%	74%	74%
9	IT Programming [6]	\$ 1,638,133	\$ 409,533	\$ 2,047,667	\$ 23,425	\$ 5,856	\$ 29,281	\$ 364,771	\$ 91,193	\$ 455,964	22%	22%	22%
10	Cooling Centers [6]	\$ 143,544	\$ -	\$ 143,544	\$ 1,172	\$ -	\$ 1,172	\$ 124,890	\$ -	\$ 124,890	87%	0%	87%
11	Pilots/CHANGES Program [1][6]	\$ 422,226	\$ 105,556	\$ 527,782	\$ 70,000	\$ 17,500	\$ 87,500	\$ 391,987	\$ 97,997	\$ 489,984	93%	93%	93%
12	Studies [2][6]	\$ 122,631	\$ 30,658	\$ 153,289	\$ 26,489	\$ 6,622	\$ 33,112	\$ 101,854	\$ 25,463	\$ 127,317	83%	83%	83%
13	Regulatory Compliance [6]	\$ 404,206	\$ 101,052	\$ 505,258	\$ 48,806	\$ 12,202	\$ 61,008	\$ 332,813	\$ 83,203	\$ 416,017	82%	82%	82%
14	General Administration [6]	\$ 929,945	\$ 232,486	\$ 1,162,431	\$ 33,681	\$ 8,420	\$ 42,101	\$ 573,869	\$ 143,467	\$ 717,336	62%	62%	62%
15	CPUC Energy Division	\$ 102,400	\$ 25,600	\$ 128,000	\$ -	\$ -	\$ -	\$ 71,982	\$ 17,996	\$ 89,978	70%	70%	70%
16													
17	<b>SUBTOTAL MANAGEMENT COSTS [3]</b>	<b>\$ 14,812,795</b>	<b>\$ 3,667,369</b>	<b>\$ 18,480,164</b>	<b>\$ 959,187</b>	<b>\$ 239,504</b>	<b>\$ 1,198,691</b>	<b>\$ 9,517,393</b>	<b>\$ 2,348,126</b>	<b>\$ 11,865,518</b>	<b>64%</b>	<b>64%</b>	<b>64%</b>
18													
19	CARE Rate Discount [4]	\$ 469,850,400	\$ 117,462,600	\$ 587,313,000	\$ 39,666,625	\$ 12,921,235	\$ 52,587,860	\$ 508,582,432	\$ 102,041,263	\$ 610,623,696	108%	87%	104%
20													
21	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	<b>\$ 484,663,195</b>	<b>\$ 121,129,969</b>	<b>\$ 605,793,164</b>	<b>\$ 40,625,811</b>	<b>\$ 13,160,739</b>	<b>\$ 53,786,550</b>	<b>\$ 518,099,825</b>	<b>\$ 104,389,389</b>	<b>\$ 622,489,214</b>	<b>107%</b>	<b>86%</b>	<b>103%</b>
22													
23	Other CARE Rate Benefits												
24	- DWR Bond Charge Exemption				\$ 2,183,593		\$ 2,183,593	\$ 32,916,940		\$ 32,916,940			
25	- CARE PPP Exemption [5]				\$ 3,640,905	\$ 354,452	\$ 3,995,357	\$ 47,942,987	\$ 7,973,121	\$ 55,916,108			
26	- California Solar Initiative Exemption				\$ (130,531)		\$ (130,531)	\$ (1,747,243)		\$ (1,747,243)			
27	- kWh Surcharge Exemption						\$ -			\$ -			
28	Total Other CARE Rate Benefits				\$ 5,693,967	\$ 354,452	\$ 6,048,420	\$ 79,112,684	\$ 7,973,121	\$ 87,085,805			
29													
30	Indirect Costs	\$ 702,994	\$ 175,749	\$ 878,743									
31													
32													
33	[1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.												
34	[2] Reflects the Annual Eligibility Estimates prepared by Athens Research on behalf of the utilities. This efforts was formerly referenced in Measurement and Evaluation.												
35	[3] Reflects the authorized funding per year in D.16-11-022 and D.17-12-009, and updated via Resolution G-3531 addressing PG&E Conforming Advice Letter 3830-G/5043-E and PG&E Supplemental Conforming Advice Letter 3830-G-A/5043-E-A.												
36	[4] 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.												
37	[5] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin and the CARE surcharge.												
38	[6] Program authorized budget included employee benefits costs of \$878,743 as authorized in the 2017 GRC Decision (D.) 17-05-013. Actual employee benefit burden costs have been included in the program monthly and YTD expenses.												
39													
40	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												
41													

	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
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																								
2	Pacific Gas and Electric Company																								
3	Through December 31, 2018																								
4	2018	New Enrollment								Recertification				Attrition (Drop Offs)				Enrollment			Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)		
5		Automatic Enrollment			Self-Certification (Income or Categorical)					Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response <sup>4</sup>	Failed PEV	Failed Recertification	Other <sup>5</sup>	Total Attrition (P+Q+R+S)	Gross (K+O)				Net Adjusted (K-T)	
6		Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	Combined (B+C+D)	Online	Paper	Phone	Capitation																Combined (F+G+H+I)
7																									
8	January	0	1,301	0	1,301	7,468	7,962	456	97	15,983	17,284	33,671	8,023	7,517	49,211	n/a	7,858	6,120	22,718	36,996	66,495	-19,412	1,386,984	1,535,554	90.3%
9	February	0	2,243	0	2,243	12,606	7,256	624	88	20,574	22,817	39,042	7,799	19,516	66,357	n/a	3,020	5,893	12,237	21,150	89,174	1,667	1,388,651	1,535,554	90.4%
10	March	0	1,251	0	1,251	14,088	7,903	895	98	22,984	24,235	35,302	9,824	7,176	52,302	n/a	5,473	5,452	8,668	19,593	76,537	4,642	1,393,293	1,535,554	90.7%
11	April	0	333	0	333	10,070	4,422	734	86	15,312	15,645	40,006	6,724	4,659	51,389	n/a	6,119	5,943	6,589	18,651	67,034	-3,006	1,390,287	1,535,554	90.5%
12	May	0	3,817	0	3,817	9,239	5,828	588	76	15,371	19,548	34,392	6,495	20,497	61,384	n/a	4,057	6,720	13,432	24,209	80,932	-4,661	1,385,626	1,535,554	90.2%
13	June	0	1,736	0	1,736	12,152	4,826	956	96	18,030	19,766	28,104	7,595	5,963	45,262	n/a	4,776	7,480	12,751	25,007	65,028	-5,241	1,380,385	1,535,554	89.9%
14	July	0	2,014	0	2,014	10,071	4,719	884	78	15,752	17,766	31,630	12,134	10,717	54,481	n/a	4,105	6,076	9,611	19,792	72,247	-2,026	1,378,359	1,535,554	89.8%
15	August	0	633	0	633	12,901	3,280	965	65	17,211	17,844	25,057	7,176	15,915	48,148	n/a	3,076	6,593	12,123	21,792	65,992	-3,948	1,374,411	1,535,554	89.5%
16	September	0	1,758	0	1,758	12,952	9,576	795	170	23,493	25,251	38,127	11,582	8,374	58,083	n/a	1,749	5,855	7,056	14,660	83,334	10,591	1,385,002	1,535,554	90.2%
17	October	0	1,995	0	1,995	11,833	7,006	314	90	19,243	21,238	28,798	7,767	9,226	45,791	n/a	10,565	5,181	10,527	26,273	67,029	-5,035	1,379,967	1,535,554	89.9%
18	November	0	2,454	0	2,454	8,285	5,533	627	60	14,505	16,959	28,968	4,885	11,236	45,089	n/a	5,759	6,156	12,806	24,721	62,048	-7,762	1,372,205	1,535,554	89.4%
19	December	0	1,717	0	1,717	11,366	6,721	742	77	18,906	20,623	31,269	8,926	8,009	48,204	n/a	1,372	5,520	9,933	16,825	68,827	3,798	1,376,003	1,535,554	89.6%
20	YTD Total	0	21,252	0	21,252	133,031	75,032	8,580	1,081	217,724	238,976	394,366	98,930	132,405	625,701	0	57,929	72,989	138,451	269,369	864,677	-30,393	1,376,003	1,535,554	89.6%
21																									
22																									
23	<sup>1</sup> Enrollments via data sharing between the IOUs.																								
24	<sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.																								
25	<sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																								
26	<sup>4</sup> PG&E counts attrition due to no response in the Failed PEV and Failed Recertification columns, respectively.																								
27	<sup>5</sup> Includes customers who closed their accounts, requested to be removed, or were otherwise ineligible for the program.																								
28	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																								
29																									
30																									

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 3A - Post-Enrollment Verification Results (Model)</b>								
2	<b>Pacific Gas and Electric Company</b>								
3	<b>Through December 31, 2018</b>								
4	<b>Month</b>	<b>Total CARE Households Enrolled</b>	<b>Households Requested to Verify</b>	<b>% of CARE Enrolled Requested to Verify Total</b>	<b>CARE Households De-enrolled (Due to no response)</b>	<b>CARE Households De-enrolled (Verified as Ineligible)<sup>1</sup></b>	<b>Total Households De-enrolled<sup>2</sup></b>	<b>% De-enrolled through Post Enrollment Verification</b>	<b>% of Total CARE Households De-enrolled</b>
5	January	1,386,984	3,337	0.24%	2,217	53	2,270	68.03%	0.16%
6	February	1,388,651	3,097	0.22%	2,165	36	2,201	71.07%	0.16%
7	March	1,393,293	4,452	0.32%	3,155	70	3,225	72.44%	0.23%
8	April	1,390,287	6,263	0.45%	4,342	73	4,415	70.49%	0.32%
9	May	1,385,626	5,333	0.38%	3,811	96	3,907	73.26%	0.28%
10	June	1,380,385	3,590	0.26%	2,594	170	2,764	76.99%	0.20%
11	July	1,378,359	5,590	0.41%	3,960	269	4,229	75.65%	0.31%
12	August	1,374,411	2,356	0.17%	1,653	123	1,776	75.38%	0.13%
13	September	1,385,002	3,043	0.22%	2,126	174	2,300	75.58%	0.17%
14	October	1,379,967	4,438	0.32%	3,350	218	3,568	80.40%	0.26%
15	November	1,372,205	4,674	0.34%					
16	December	1,376,003	564	0.04%					
17	<b>YTD Total</b>	<b>1,376,003</b>	<b>46,737</b>	<b>3.40%</b>	<b>29,373</b>	<b>1,282</b>	<b>30,655</b>	<b>73.87%</b>	<b>2.23%</b>
18									
19	<sup>1</sup> Includes customers verified as over income or who requested to be de-enrolled.								
20	<sup>2</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
21									
22	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
23									
24									
25	<b>CARE Table 3B Post-Enrollment Verification Results (Electric-Only High Usage)</b>								
26	<b>Pacific Gas and Electric Company</b>								
27	<b>Through December 31, 2018</b>								
28	<b>Month</b>	<b>Total CARE Households Enrolled</b>	<b>Households Requested to Verify <sup>1</sup></b>	<b>% of CARE Enrolled Requested to Verify Total</b>	<b>CARE Households De-enrolled (Due to no response)</b>	<b>CARE Households De-enrolled (Verified as Ineligible) <sup>2</sup></b>	<b>Total Households De-enrolled <sup>3</sup></b>	<b>% De-enrolled through HU Post Enrollment Verification</b>	<b>% of Total CARE Households De-enrolled</b>
29	January	1,386,984	3,390	0.24%	3,236	63	3,299	97.32%	0.24%
30	February	1,388,651	3,864	0.28%	3,692	58	3,750	97.05%	0.27%
31	March	1,393,293	880	0.06%	835	16	851	96.70%	0.06%
32	April	1,390,287	1,122	0.08%	1,026	33	1,059	94.39%	0.08%
33	May	1,385,626	397	0.03%	365	9	374	94.21%	0.03%
34	June	1,380,385	427	0.03%	395	12	407	95.32%	0.03%
35	July	1,378,359	1,135	0.08%	1,034	38	1,072	94.45%	0.08%
36	August	1,374,411	5,229	0.38%	4,757	133	4,890	93.52%	0.36%
37	September	1,385,002	3,800	0.27%	3,548	98	3,646	95.95%	0.26%
38	October	1,379,967	1,197	0.09%	1,118	25	1,143	95.49%	0.08%
39	November	1,372,205	418	0.03%					
40	December	1,376,003	421	0.03%					
41	<b>YTD Total</b>	<b>1,376,003</b>	<b>22,280</b>	<b>1.62%</b>	<b>20,006</b>	<b>485</b>	<b>20,491</b>	<b>95.57%</b>	<b>1.49%</b>
42									
43	<sup>1</sup> Includes all participants who were selected for high usage verification process. Closed accounts will not be tracked in Ineligible or De-enrolled data.								
44	<sup>2</sup> Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.								
45	<sup>3</sup> Verification results are tied to the month initiated and the high usage verification process allows customers 90 days to respond to the verification process. Each utility may have a different de-enrollment date due to billing cycle or other contributing factors.								
46									
47	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

Pacific Gas and Electric Company ESA and CARE Programs Monthly Report

	A	B	C	D	E	F	G
1	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications 1</b>						
2	<b>Pacific Gas and Electric Company</b>						
3	<b>Through December 31, 2018</b>						
4		<b>Provided <sup>2</sup></b>	<b>Received</b>	<b>Approved</b>	<b>Denied</b>	<b>Pending/Never Completed</b>	<b>Duplicates</b>
5	Total (Y-T-D)	16,944,874	475,451	444,649	27,805	2,997	98,930
6	Percentage <sup>3</sup>		100%	94%	6%	1%	21%
7							
8	<sup>1</sup> Includes sub-metered customers.						
9	<sup>2</sup> Includes number of applications provided via direct mail campaigns, call centers, bill inserts and other outreach methods. Because there are other means by which customers obtain applications which are not counted, this number is only an approximation.						
10	<sup>3</sup> Percentage of Received. Duplicates are also counted as Approved, so the total will not add up to 100%.						
11							
12	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
13							



	A	B	C	D	E	F	G	H	I	J
1	<b>CARE Table 5 - Enrollment by County</b>									
2	<b>Pacific Gas and Electric Company</b>									
3	<b>Through December 31, 2018</b>									
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
5		Urban	Rural <sup>1</sup>	Total	Urban	Rural <sup>1</sup>	Total	Urban	Rural <sup>1</sup>	Total
6	ALAMEDA	130,438	4	130,442	115,855	5	115,860	88.8%	123.6%	88.8%
7	ALPINE	0	274	274	0	6	6	n/a	2.2%	2.2%
8	AMADOR	1	5,960	5,961	0	4,193	4,193	0.0%	70.4%	70.3%
9	BUTTE	28,470	12,575	41,045	18,193	12,019	30,212	63.9%	95.6%	73.6%
10	CALAVERAS	60	9,158	9,218	41	5,000	5,041	68.4%	54.6%	54.7%
11	COLUSA	8	2,974	2,982	12	3,399	3,411	152.0%	114.3%	114.4%
12	CONTRA COSTA	81,306	15	81,321	84,412	3	84,415	103.8%	20.1%	103.8%
13	EL DORADO	7,828	6,744	14,572	5,212	5,382	10,594	66.6%	79.8%	72.7%
14	FRESNO	136,866	291	137,157	150,163	120	150,283	109.7%	41.2%	109.6%
15	GLENN	0	5,351	5,351	1	4,587	4,588	354.7%	85.7%	85.7%
16	HUMBOLDT	0	22,822	22,823	0	16,902	16,902	0.0%	74.1%	74.1%
17	KERN	36,633	56,856	93,488	43,372	63,539	106,911	118.4%	111.8%	114.4%
18	KINGS	135	7,824	7,959	113	9,036	9,149	84.0%	115.5%	115.0%
19	LAKE	1	15,785	15,786	2	12,306	12,308	186.3%	78.0%	78.0%
20	LASSEN	0	289	289	0	168	168	n/a	58.1%	58.1%
21	MADERA	13,328	6,656	19,984	16,524	5,382	21,906	124.0%	80.9%	109.6%
22	MARIN	19,771	0	19,771	11,971	0	11,971	60.5%	n/a	60.5%
23	MARIPOSA	27	3,509	3,536	13	2,164	2,177	48.3%	61.7%	61.6%
24	MENDOCINO	15	14,956	14,970	6	10,056	10,062	40.6%	67.2%	67.2%
25	MERCED	17,600	20,215	37,815	19,390	20,482	39,872	110.2%	101.3%	105.4%
26	MONTEREY	37,419	5,150	42,568	35,762	6,116	41,878	95.6%	118.8%	98.4%
27	NAPA	12,251	1	12,252	10,495	0	10,495	85.7%	0.0%	85.7%
28	NEVADA	13	11,674	11,687	1	9,144	9,145	7.7%	78.3%	78.3%
29	PLACER	18,595	10,409	29,004	11,998	7,405	19,403	64.5%	71.1%	66.9%
30	PLUMAS	127	3,052	3,179	10	1,756	1,766	7.9%	57.5%	55.6%
31	SACRAMENTO	138,729	0	138,729	96,008	0	96,008	69.2%	n/a	69.2%
32	SAN BENITO	111	5,020	5,132	63	4,738	4,801	56.7%	94.4%	93.6%
33	SAN BERNARDINO	67	305	372	35	244	279	52.3%	80.1%	75.1%
34	SAN FRANCISCO	67,859	0	67,859	61,794	0	61,794	91.1%	n/a	91.1%
35	SAN JOAQUIN	74,744	8,091	82,835	78,541	8,676	87,217	105.1%	107.2%	105.3%
36	SAN LUIS OBISPO	11,313	17,365	28,678	4,742	12,472	17,214	41.9%	71.8%	60.0%
37	SAN MATEO	44,636	0	44,636	31,944	0	31,944	71.6%	0.0%	71.6%
38	SANTA BARBARA	16,398	1,353	17,751	16,775	688	17,463	102.3%	50.9%	98.4%
39	SANTA CLARA	106,738	4,442	111,180	95,039	2,628	97,667	89.0%	59.2%	87.8%
40	SANTA CRUZ	26,362	8	26,370	19,423	1	19,424	73.7%	12.1%	73.7%
41	SHASTA	13,009	12,208	25,217	9,611	8,559	18,170	73.9%	70.1%	72.1%
42	SIERRA	5	249	254	2	121	123	40.5%	48.6%	48.5%
43	SISKIYOU	0	18	18	0	5	5	n/a	28.1%	28.1%
44	SOLANO	40,057	0	40,057	41,059	0	41,059	102.5%	n/a	102.5%
45	SONOMA	40,547	3,178	43,724	37,285	2,489	39,774	92.0%	78.3%	91.0%
46	STANISLAUS	30,926	26,527	57,454	24,426	22,634	47,060	79.0%	85.3%	81.9%
47	SUTTER	13,529	0	13,530	13,510	0	13,510	99.9%	0.0%	99.9%
48	TEHAMA	11	12,084	12,095	12	11,297	11,309	110.1%	93.5%	93.5%
49	TRINITY	0	540	540	0	280	280	n/a	51.8%	51.8%
50	TULARE	710	7,856	8,567	337	9,415	9,752	47.4%	119.8%	113.8%
51	TUOLUMNE	0	10,551	10,551	0	6,788	6,788	0.0%	64.3%	64.3%
52	YOLO	24,891	1	24,892	19,891	1	19,892	79.9%	132.5%	79.9%
53	YUBA	11,529	151	11,680	11,646	108	11,754	101.0%	71.6%	100.6%
54	<b>Total</b>	<b>1,203,064</b>	<b>332,489</b>	<b>1,535,554</b>	<b>1,085,689</b>	<b>290,314</b>	<b>1,376,003</b>	<b>90.2%</b>	<b>87.3%</b>	<b>89.6%</b>
55										
56	<sup>1</sup> "Rural" includes ZIP Codes classified as such by the Goldsmith modification that was developed to identify small									
57	towns and rural areas within large metropolitan counties. ZIP Codes not defined as rural are classified as urban.									
58										
59	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

Pacific Gas and Electric Company ESA and CARE Programs Monthly Report

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6 - Recertification Results</b>							
2	<b>Pacific Gas and Electric Company</b>							
3	<b>Through December 31, 2018</b>							
4	<b>Month</b>	<b>Total CARE Households</b>	<b>Households Requested to Recertify <sup>1</sup></b>	<b>% of Households Total (C/B)</b>	<b>Households Recertified <sup>2</sup></b>	<b>Households De-enrolled <sup>3</sup></b>	<b>Recertification Rate % <sup>4</sup> (E/C)</b>	<b>% of Total Households De-enrolled (F/B)</b>
5	January	1,386,984	15,451	1.1%	9,508	5,943	61.54%	0.43%
6	February	1,388,651	18,183	1.3%	11,463	6,720	63.04%	0.48%
7	March	1,393,293	20,465	1.5%	12,985	7,480	63.45%	0.54%
8	April	1,390,287	16,244	1.2%	10,168	6,076	62.60%	0.44%
9	May	1,385,626	9,688	0.7%	3,095	6,593	31.95%	0.48%
10	June	1,380,385	16,444	1.2%	10,589	5,855	64.39%	0.42%
11	July	1,378,359	15,506	1.1%	10,325	5,181	66.59%	0.38%
12	August	1,374,411	18,236	1.3%	12,080	6,156	66.24%	0.45%
13	September	1,385,002	15,894	1.1%	10,374	5,520	65.27%	0.40%
14	October	1,379,967	18,572	1.3%				
15	November	1,372,205	16,657	1.2%				
16	December	1,376,003	21,659	1.6%				
17	<b>YTD</b>	<b>1,376,003</b>	<b>202,999</b>	<b>14.75%</b>	<b>90,587</b>	<b>55,524</b>	<b>62.00%</b>	<b>4.04%</b>
18								
19	<sup>1</sup> Excludes count of customers recertified through the probability model.							
20	<sup>2</sup> Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.							
21	<sup>3</sup> Includes customers who did not respond or who requested to be de-enrolled.							
22	<sup>4</sup> Percentage of customers recertified compared to the total participants requested to recertify in that month.							
23								
24	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	<b>CARE Table 7 - Capitation Contractors<sup>1</sup></b>						
2	<b>Pacific Gas and Electric Company</b>						
3	<b>Through December 31, 2018</b>						
4	<b>Contractor</b>	<b>Contractor Type</b>				<b>Total Enrollments</b>	
5		<b>(Check one or more if applicable)</b>				<b>Current Month</b>	<b>Year-to-Date</b>
6		<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>		
7	ACC Senior Services (formerly Asian Community Center)		x			1	5
8	Afghan Coalition		x			2	23
9	Amador-Tuolumne Community Action Agency		x		x	5	29
10	Area Agency on Aging Serving Napa and Solano		x			0	0
11	Arriba Juntos		x			0	0
12	Breathe California Central Coast		x			0	1
13	Breathe California of the Bay Area		x			0	0
14	California Human Development Corporation		x			0	0
15	Catholic Charities Diocese of Fresno		x			2	38
16	Center of Vision Enhancement		x	x		0	1
17	Central California Legal Services, Inc.		x			1	10
18	Central Coast Energy Services, Inc.		x		x	5	227
19	Child Abuse Prevention Council of San Joaquin County		x			0	0
20	Chinese Christian Herald Crusades		x			0	0
21	Chinese Newcomers Service Center		x			0	33
22	Community Action Marin		x		x	1	6
23	Community Action Partnership of Madera County		x		x	6	86
24	Community Health for Asian Americans		x			0	0
25	Community Resource Project, Inc.		x		x	10	104
26	Community Resources for Independent Living		x			0	0
27	County of San Joaquin		x		x	12	110
28	Disability Resource Agency for Independent Living		x			0	2
29	Filipino American Development Foundation		x			0	1
30	Fresno Center for New Americans		x			0	10
31	Golden Umbrella		x			0	3
32	Good Samaritan Family Resource Center of San Francisco		x			0	5
33	Heritage Institute for Family Advocacy		x			15	199
34	Hip Housing Human Investment Project, Inc.		x			0	0
35	Housing Authority of the City of Fresno		x			2	16
36	Housing Authority of the County of Kern		x			0	1
37	Independent Living Center of Kern County, Inc.		x			0	15
38	KidsFirst		x			1	1
39	Kings Community Action Organization, Inc.		x		x	0	0
40	Korean American Community Services Inc		x			0	3
41	Lao Khmu Assoc., Inc					0	0
42	Madera Coalition for Community Justice		x			0	3
43	Marin Center for Independent Living					1	3
44	Merced County Community Action Agency		x		x	3	14
45	Merced Lao Family Community Inc.					0	0
46	Moncada Outreach		x			0	0
47	Monument Crisis Center		x			0	1
48	Mutual Assistance Network of Del Paso Heights					0	0
49	National Asian American Coalition		x			1	1
50	Oakland Citizens Committee for Urban Renewal		x			0	12
51	Project Access, Inc		x			1	1
52	REDI (Renewable Energy Development Institute)					0	0
53	Redwood Community Action Agency		x		x	2	11
54	Resources for Independence Central Valley		x			0	0
55	Rising Sun Energy Center		x			0	3
56	Sacred Heart Community Service		x		x	1	34
57	Second Harvest Food Bank of Santa Cruz and San Benito Counties					0	0
58	Self-Help for the Elderly		x			5	57
59	Southeast Asian Community Center		x			0	0
60	Suscol Intertribal Council		x			0	0
61	Tri-County Independent Living Center		x			0	1
62	UpValley Family Centers		x			0	4
63	Valley Oak Children's Services, Inc.		x			0	3
64	West Valley Community Services		x			0	0
65	Yolo County Housing Authority		x			0	4
66	Yolo Family Resource Center		x			0	0
67	<b>Total Enrollments</b>					<b>77</b>	<b>1,081</b>
68							
69	<sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
70							
71	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

Pacific Gas and Electric Company ESA and CARE Programs Monthly Report

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 8 - Households as of Month-End</b>								
2	<b>Pacific Gas and Electric Company</b>								
3	<b>Through December 31, 2018</b>								
4	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts <sup>[1]</sup>
5	January	827,542	223,988	335,454	1,386,984	1,535,554	90.3%	-1.38%	5,440,233
6	February	828,739	224,084	335,828	1,388,651	1,535,554	90.4%	0.12%	5,440,233
7	March	832,261	224,207	336,825	1,393,293	1,535,554	90.7%	0.33%	5,440,233
8	April	829,745	223,837	336,705	1,390,287	1,535,554	90.5%	-0.22%	5,440,233
9	May	827,271	222,375	335,980	1,385,626	1,535,554	90.2%	-0.34%	5,440,233
10	June	823,754	221,441	335,190	1,380,385	1,535,554	89.9%	-0.38%	5,440,233
11	July	823,381	219,958	335,020	1,378,359	1,535,554	89.8%	-0.15%	5,440,233
12	August	822,425	217,422	334,564	1,374,411	1,535,554	89.5%	-0.29%	5,440,233
13	September	829,463	218,463	337,076	1,385,002	1,535,554	90.2%	0.77%	5,440,233
14	October	826,110	217,327	336,530	1,379,967	1,535,554	89.9%	-0.36%	5,440,233
15	November	821,063	216,922	334,220	1,372,205	1,535,554	89.4%	-0.56%	5,440,233
16	December	823,580	217,586	334,837	1,376,003	1,535,554	89.6%	0.28%	5,440,233
17									
18	<sup>[1]</sup> Data represents total residential electric and gas households. This includes sub-metered households.								
19									
20	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

Pacific Gas and Electric Company ESA and CARE Programs Monthly Report

	A	B	C	D	E
1	<b>CARE Program Table 9 - Expenditures for Pilots/CHANGES Program</b>				
2	<b>Pacific Gas and Electric Company</b>				
3	<b>Through December 31, 2018</b>				
4	<b>2018</b>	<b>Authorized 2018 Budget</b>	<b>Current Month Expenses</b>	<b>Expenses Since Jan. 1, 2018</b>	<b>% of 2018 Budget Expended</b>
5		<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>
6					
7	CHANGES Program	\$ 527,782	\$ -	\$ 489,984	93%
8					
9					
10	<b>Total</b>	<b>\$ 527,782</b>	<b>\$ -</b>	<b>\$ 489,984</b>	<b>93%</b>
11	<sup>(1)</sup> Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.  <b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.				
12					
13					
14					
15					
16					
17					

	A	B
1	<b>CARE Table 10 - CHANGES Monthly Summary of Ratepayers Provided Education, Needs Assistance and Dispute Resolution Services</b>	
2	<b>Pacific Gas and Electric Company</b>	
3	<b>Reporting Period November 2018<sup>1</sup></b>	
4	<b>No. of attendees at education sessions</b>	<b>944</b>
5	<b>Disputes</b>	
6	Add Level Pay Plan	0
7	Assisted with CARE Re-Certification/Audit	0
8	Changed 3 <sup>rd</sup> party Company/Gas Aggregation	25
9	Changed 3 <sup>rd</sup> Party Electricity Aggregation	0
10	Medical Baseline Application	0
11	Refer to Energy Assistance Programs	9
12	Request Meter Service or Testing	0
13	Request Bill Adjustment	3
14	Request Customer Service Visit	0
15	Schedule Energy Audit	0
16	Payment Extension	3
17	Payment Plan	10
18	Solar	0
19	Stop Disconnection	6
20	Time of Use	0
21	Wildfire Related Issue	0
22	<b>Total disputes</b>	<b>56</b>
23	<b>Customers receiving Needs assistance</b>	<b>105</b>
24	<p><b>Education:</b> Education sessions were held in a mix of one on one, and group sessions. Education materials are available as fact sheets on the CPUC Website: <a href="http://consumers.cpuc.ca.gov/team_and_changes/">http://consumers.cpuc.ca.gov/team_and_changes/</a></p> <p><b>Disputes &amp; Needs Assistance</b> - Support was provided in the following languages: Cambodian, Cantonese, Dari, English, Hindi, Hmong, Korean, Laotian, Pashto, Portuguese, Spanish, Tagalog, Vietnamese.</p> <p>[1]There is a one-month lag behind the current reporting month. This data was provided by CHANGES contractor, Self Help for the Elderly, via CSID.</p> <p>* Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.</p>	
25		
26		
27		
28		
29		
30		

	A	B	C	D	E	F	G
1	<b>CARE Table 11 CHANGES Group Customer Assistance Sessions <sup>[1]</sup></b>						
2	<b>Pacific Gas and Electric Company</b>						
3	<b>August 1, 2018 Through October 31, 2018</b>						
4				<b>Session Logistics</b>			
5	<b>Date<sup>2</sup></b>	<b>Session Language</b>	<b>Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)</b>	<b># of Sessions</b>	<b>Length (Hours)<sup>3</sup></b>	<b>Number of Attendees</b>	<b>Description of Information / Literature Provided</b>
6	N/A	Cantonese	Avoiding Disconnection	7	N/A	105	CHANGES Ed Handout
7	N/A	Dari	Avoiding Disconnection	9	N/A	67	CHANGES Ed Handout
8	N/A	English	Avoiding Disconnection	2	N/A	11	CHANGES Ed Handout
9	N/A	English (Native American)	Avoiding Disconnection	1	N/A	93	CHANGES Ed Handout
10	N/A	Korean	Avoiding Disconnection	1	N/A	30	CHANGES Ed Handout
11	N/A	Portuguese	Avoiding Disconnection	2	N/A	71	CHANGES Ed Handout
12	N/A	Spanish	Avoiding Disconnection	13	N/A	310	CHANGES Ed Handout
13	N/A	Vietnamese	Avoiding Disconnection	4	N/A	133	CHANGES Ed Handout
14	<b>Total</b>			<b>39</b>		<b>820</b>	
15	N/A	Arabic	CARE/FERA and Other Assistance Programs	6	N/A	23	CHANGES Ed Handout
16	N/A	Cantonese	CARE/FERA and Other Assistance Programs	4	N/A	149	CHANGES Ed Handout
17	N/A	Dari	CARE/FERA and Other Assistance Programs	17	N/A	174	CHANGES Ed Handout
18	N/A	English	CARE/FERA and Other Assistance Programs	9	N/A	62	CHANGES Ed Handout
19	N/A	English (Native American)	CARE/FERA and Other Assistance Programs	1	N/A	77	CHANGES Ed Handout
20	N/A	Farsi	CARE/FERA and Other Assistance Programs	1	N/A	1	CHANGES Ed Handout
21		Korean	CARE/FERA and Other Assistance Programs	1	N/A	23	CHANGES Ed Handout
22	N/A	Mandarin	CARE/FERA and Other Assistance Programs	1	N/A	3	CHANGES Ed Handout
23	N/A	Pashto	CARE/FERA and Other Assistance Programs	6	N/A	21	CHANGES Ed Handout
24		Portuguese	CARE/FERA and Other Assistance Programs	2	N/A	78	CHANGES Ed Handout
25	N/A	Russian	CARE/FERA and Other Assistance Programs	3	N/A	23	CHANGES Ed Handout
26	N/A	Spanish	CARE/FERA and Other Assistance Programs	24	N/A	520	CHANGES Ed Handout
27	N/A	Tagalog	CARE/FERA and Other Assistance Programs	1	N/A	1	CHANGES Ed Handout
28	N/A	Vietnamese	CARE/FERA and Other Assistance Programs	3	N/A	125	CHANGES Ed Handout
29	<b>Total</b>			<b>79</b>		<b>1,280</b>	
30	N/A	Cantonese	Electric and Natural Gas Safety	6	N/A	152	CHANGES Ed Handout
31		Dari	Electric and Natural Gas Safety	6	N/A	34	CHANGES Ed Handout
32	N/A	English (Native American)	Electric and Natural Gas Safety	1	N/A	77	CHANGES Ed Handout
33		Korean	Electric and Natural Gas Safety	4	N/A	67	CHANGES Ed Handout
34	N/A	Portuguese	Electric and Natural Gas Safety	1	N/A	32	CHANGES Ed Handout
35	N/A	Spanish	Electric and Natural Gas Safety	5	N/A	87	CHANGES Ed Handout
36	N/A	Vietnamese	Electric and Natural Gas Safety	1	N/A	10	CHANGES Ed Handout
37	<b>Total</b>			<b>24</b>		<b>459</b>	
38	N/A	Cantonese	Energy Conservation	6	N/A	81	CHANGES Ed Handout
39	N/A	Dari	Energy Conservation	6	N/A	44	CHANGES Ed Handout
40	N/A	English	Energy Conservation	3	N/A	11	CHANGES Ed Handout
41		Hindi	Energy Conservation	1	N/A	4	CHANGES Ed Handout
42		Hmong	Energy Conservation	2	N/A	3	CHANGES Ed Handout
43	N/A	Korean	Energy Conservation	1	N/A	47	CHANGES Ed Handout
44	N/A	Portuguese	Energy Conservation	1	N/A	30	CHANGES Ed Handout
45	N/A	Spanish	Energy Conservation	10	N/A	109	CHANGES Ed Handout
46		Tagalog	Energy Conservation	1	N/A	4	CHANGES Ed Handout
47	N/A	Vietnamese	Energy Conservation	2	N/A	54	CHANGES Ed Handout
48	<b>Total</b>			<b>33</b>		<b>387</b>	
49		Arabic	Gas Aggregation	1	N/A	1	CHANGES Ed Handout
50	N/A	Cantonese	Gas Aggregation	6	N/A	73	CHANGES Ed Handout
51	N/A	Dari	Gas Aggregation	6	N/A	40	CHANGES Ed Handout
52	N/A	English	Gas Aggregation	4	N/A	39	CHANGES Ed Handout
53	N/A	Hindi	Gas Aggregation	1	N/A	4	CHANGES Ed Handout
54	N/A	Hmong	Gas Aggregation	1	N/A	1	CHANGES Ed Handout
55		Korean	Gas Aggregation	1	N/A	75	CHANGES Ed Handout
56	N/A	Portuguese	Gas Aggregation	1	N/A	48	CHANGES Ed Handout
57	N/A	Spanish	Gas Aggregation	31	N/A	359	CHANGES Ed Handout
58	N/A	Tagalog	Gas Aggregation	1	N/A	4	CHANGES Ed Handout
59	N/A	Vietnamese	Gas Aggregation	2	N/A	80	CHANGES Ed Handout
60	<b>Total</b>			<b>55</b>		<b>724</b>	
61	N/A	Cantonese	High Energy Use	8	N/A	190	CHANGES Ed Handout
62	N/A	Dari	High Energy Use	5	N/A	31	CHANGES Ed Handout
63		Portuguese	High Energy Use	1	N/A	28	CHANGES Ed Handout
64	N/A	Spanish	High Energy Use	8	N/A	209	CHANGES Ed Handout
65	N/A	Vietnamese	High Energy Use	3	N/A	118	CHANGES Ed Handout
66	<b>Total</b>			<b>25</b>		<b>576</b>	
67	N/A	Cantonese	Level Pay Plan	2	N/A	16	CHANGES Ed Handout
68	N/A	Dari	Level Pay Plan	8	N/A	77	CHANGES Ed Handout

	A	B	C	D	E	F	G
69	N/A	English	Level Pay Plan	1	N/A	4	CHANGES Ed Handout
70		Pashto	Level Pay Plan	1	N/A	1	CHANGES Ed Handout
71		Portuguese	Level Pay Plan	1	N/A	48	CHANGES Ed Handout
72	N/A	Spanish	Level Pay Plan	4	N/A	124	CHANGES Ed Handout
73	N/A	Vietnamese	Level Pay Plan	1	N/A	13	CHANGES Ed Handout
74	<b>Total</b>			<b>18</b>		<b>283</b>	
75	N/A	Cantonese	Understanding Your Bill	3	N/A	44	CHANGES Ed Handout
76	N/A	Dari	Understanding Your Bill	8	N/A	41	CHANGES Ed Handout
77	N/A	English	Understanding Your Bill	4	N/A	15	CHANGES Ed Handout
78		Hindi	Understanding Your Bill	1	N/A	7	CHANGES Ed Handout
79		Hmong	Understanding Your Bill	1	N/A	2	CHANGES Ed Handout
80	N/A	Korean	Understanding Your Bill	1	N/A	56	CHANGES Ed Handout
81		Portuguese	Understanding Your Bill	2	N/A	50	CHANGES Ed Handout
82	N/A	Spanish	Understanding Your Bill	17	N/A	369	CHANGES Ed Handout
83		Tagalog	Understanding Your Bill	1	N/A	3	CHANGES Ed Handout
84		Vietnamese	Understanding Your Bill	3	N/A	46	CHANGES Ed Handout
85	<b>Total</b>			<b>41</b>		<b>633</b>	
86	<b>Year-to-Date</b>		<b>August 1, 2018 through October 31, 2018</b>	<b>314</b>	<b>Quarter Total</b>	<b>5,162</b>	
87	<b>Year-to-Date</b>		<b>February 1, 2018 through October 31, 2018</b>	<b>1,085</b>		<b>19,426</b>	
88							
89							
90	<sup>[1]</sup> This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted						
91	from its original version in order to have a more consistent appearance and format with existing SDG&E tables.						
92	The data is reported quarterly						
93	<sup>[2]</sup> Date of the workshops not available.						
94	<sup>[3]</sup> Contractor states all sessions last at least 30 minutes.						
95							
96	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
97	<b>Note:</b> Information not provided by contractor						
98							