BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA

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 2019

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Dated: January 21, 2020

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MONTHLY REPORT OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON LOW INCOME ASSISTANCE PROGRAMS FOR DECEMBER 2019

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 2019.

Respectfully Submitted,

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

Program Monthly Report for December 2019

Pacific Gas and Electric Company
01/21/2020

PACIFIC GAS AND ELECTRIC COMPANY

Energy Savings Assistance Program and
California Alternate Rates for Energy Program
Monthly Report for December 2019

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PACIFIC GAS AND ELECTRIC COMPANY

Energy Savings Assistance Program and
California Alternate Rates for Energy Program
Monthly Report for December 2019

This Monthly Report complies with low income reporting requirements established in 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. The ESA Program 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 the Low Income Energy Efficiency (LIEE) Program):

> 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 106,064 customers in 2019, through December 31, 2019. ESA homes treated include both First Touch Homes and Retreated Homes, as shown in Table 2. First Touch Homes are homes that have not participated in the ESA Program since 2002. Retreated Homes are homes that were previously treated since 2002. Only First Touch Homes count toward the programmatic goal of treating all willing and eligible customers by the end of 2020.

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

Energy Savings Assistance Program Summary			
2019	**Authorized / Planning Assumptions**	**Year-to-Date Actual**	**YTD %**
Budget[1]	$205,483,865	$161,248,038	78%
Homes Treated[2]	102,237	106,064	104%
kWh Saved[3]	NA	68,952,732	
kW Demand Reduced[3]	NA	8,589	
Therms Saved[3]	NA	(470,826)	

[1]Authorized budget has been updated with midcycle request as per approval from AL 3990-G/5329-E A/B. Remaining funds carried forward from 2018 and into 2019 for a total of $20,788,172 (Electric $11,477,897 and Gas $9,310,275).
[2]Adopted Number of Homes to be Treated as per D.17-12-009. Total includes both First Touch and Re-Treated homes. These are shown on ESA Table 2.
[3]YTD savings have been updated to reflect new ex ante savings from the 2019 Impact Evaluation.

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 38 local contractors consisting of 13 Community-Based Organizations (CBOs) of which 9 are also Low Income Home Energy Assistance Program (LIHEAP) agencies.

PG&E also coordinates with LIHEAP service providers that are not ESA contractors 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, 29 refrigerators have been installed through LIHEAP leveraging.

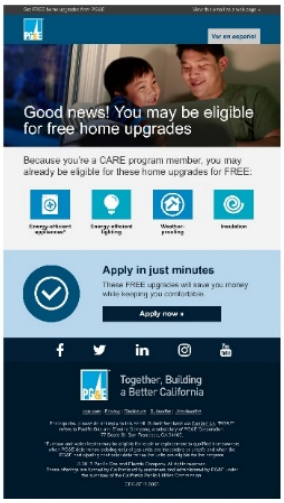
The ESA program systematically removes CARE customers who apply for ESA and are proven to be over income. In December, 21 customers have had their CARE discount removed.

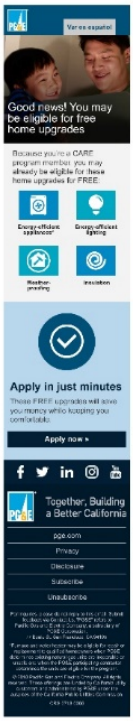
The table below is a summary CARE discounts removed as of December 2019.

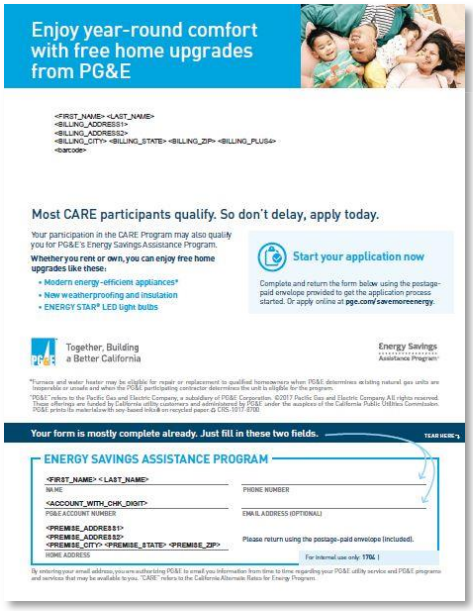
CARE Discounts Removed
2019 Year-to-Date Actual
263

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 strong customer response to a direct marketing campaign deployed on November 9th to 100,000 CARE-enrolled customers whose homes have not yet been treated by the ESA Program. Through December 31st, the campaign has generated 8,459 leads. This campaign used the same creative from Q3 2019 as shown below.







(double-sided English/Spanish):

PG&E continued to deploy the CARE welcome kit to customers who are newly-enrolled in the CARE program. Since January 2018, PG&E has included a personalized pre-filled response form for the Energy Savings Assistance Program. Customers who wish to participate have completed the form and return to PG&E, generating a strong response.

We received 343 applications from the welcome kit in the month of December for a total of 7,900 year to date.

- 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 continued to participate in multicultural media interview to promote the ESA Program with the following outlets:

- PG&E participated in an interview with KFTV Univision. During the segment we talked about various topics including assistance programs CARE, FERA, ESA and Medical Baseline. The interview aired on December 3rd.

- PG&E participated in an interview with KLBN Radio. During the segment we talked about various topics including assistance programs CARE, FERA, ESA and Medical Baseline. The interview aired on December 10th.

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 continues to share data with California Community Services and Development (CSD), allowing for leveraging and outreach between CSD and ESA programs to impact a wider customer base.

PG&E, SCE, SDG&E and SoCal Gas have been meeting regularly with CSD staff since 2017 to discuss leveraging opportunities in compliance with D.16-11-022, including: sharing IOU data usage information for CSD clients, and funding 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. Per D.17-12-009, Attachment 1, OP.183, PG&E and CSD entered into a non-disclosure agreement (NDA) for data sharing purposes, and began data sharing data in 2018. PG&E continues to support CSD's data share requests.

LIWP (MF) Leveraging. D.17-12-009 directed the IOUs to leverage CSD's LIWP Program multifamily efforts by funding those in-unit measures provided by the ESA Program, preserving the CSD's funding for use to install central systems and common area measures not provided by the ESA Program. PG&E worked with CSD to estimate installation rates and PG&E funding required to this effort. PG&E's budget for this effort was included in its Conforming Advice Letter submitted on March 24, 2017, supplemented on June 22, 2017. This authorized by Commission Resolution G-3531 issued December 21, 2017. In October 2018, RHA launched the Multi-Family Standards Review portal to review drafts of the LIWP/ESA Multi-Family Quick Reference Standards and are finalizing the installation standards for implementation.

On February 28, 2019 PG&E and CSD executed a funding agreement for ESA/LIWP leveraging. PG&E is collaborating with CSD and CSD's LIWP Administrator to implement the required components in support of this effort.

Per D.16-11-022 PG&E filed a Tier 2 Advice Letter 4164-G/5666-E in October 2019 requesting funding for CSD LIWP implementer to perform 100% inspection of attic insulation and was approved. In November, PG&E reached a preliminary agreement with CSD on the total budget amount. There are no expenditure reimbursement submittals for ESA funds that are being leveraged in LIWP projects for 2019.

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, 1,108 individuals in 80 sessions (1,994 student days) have been trained to deliver the ESA Program in various capacities. Included in these numbers are 13 sessions of NGAT, 122 students, and 488 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 were developed by Energy Division for 2018-2020 ESA reporting. These included tables to track and report energy education only households as separate from ESA-treated homes. PG&E continues to track and report on energy education only homes. To date in 2019, PG&E has provided energy education to 8,911 households.

Energy-Water Leveraging

In collaboration with water utilities and other stakeholders, PG&E developed 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.

In 2018, PG&E introduced Energy-Water Leveraging Program and signed participation agreements with Solano County Water Agency, California American Water and Yuba Water Agency. 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. This Program offers 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, Alameda County Water District, and City of Santa Cruz Water Department all launched Energy-Water Leveraging Programs in 2019, along with a contract renewal for Solano County Water Agency and contract extensions for Yuba County Water District, and California American Water in 3 different districts.

For 2020, PG&E's current water agency district partners are expected to renew and continue their Water-Leveraging Programs. California American Water has added a 4th district in Merced County. Additionally, having seen the success of the program, East Bay Municipal Utility District is migrating their program from a small Pilot program to a full-scale toilet direct install program to launch in 2020. Two new water agency partners are expected to launch by February of 2020: Sonoma Water Sanitation Districts and Santa Clara Valley Water Agency. The City of Fresno Water Division has also agreed to partner on this collaborative program and their contract is scheduled to be fully executed by March of 2020 after it goes to City Council. By the end of Q1 2020, the program is anticipated to have 12 active water agency districts participating in the Water-Energy Leveraging Program with 2 new water agencies expected to sign leveraging agreements by the end of the year.

Tribal Penetration and Consultation Plans

On January 4, 2019, PG&E's Tribal Consultation Plan was approved as proposed in the July 16th, 2018 filing of the Mid-Cycle Advice Letter (AL) 3990-G/5329-E pursuant to D.16-11-022. The plan includes a prioritization and focus on 11 tribes based on highest poverty and lowest penetration levels. PG&E has made contact with all 11 tribes, held in-person meetings with seven, provided information to three, and has had no response from one.

The table below is a summary of outreach as of December 2019.

TRIBAL OUTREACH STATUS	In Person	No Response or Materials Only	Non-FR
Berry Creek Rancheria of the Tyme-Maiou Tribe	X NC		
Big Sandy Rancheria of Western Mono Indians of California	X SF		
Cahto Indians of the Laytonville Rancheria	X		
Chicken Ranch Rancheria of Me-Wuk Indians of California		No Response	
Cold Spings Rancheria of Mono Indians	X SF		
Dunlap Band of Mono	X SF		X
Grindstone Rancheria of Wintun-Wailaki Indians		X	
Guidiville Rancheria of California	X NC		
Habematolel Pomo of Upper Lake	X		
Hoopa Valley Tribe	X		
Hopland Band of Pomo Indians	X		
Manchester Band of Pomo Indians	X NC		
Mooretown Rancheria of Maidu Indians	X NC		
North Fork Mono	X SF		X
North Fork Rancheria of Mono Indians	X SF		
Pinoleville Pomo Nation		X	
Redwood Valley Rancheria of Pomo Indians	X		
Robinson Rancheria of Pomo Indians		X	
Round Valley Indian Tribe	X		
Sherwood Valley Rancheria of Pomo Indians	X		
Tuolumne Me-Wuk Tribe	X		
United Auburn Indian Community/Auburn Rancheria	X		
Yurok Tribe	X		

The blue lines are the 11 priority tribes. NC represents the meeting held by Northern Circle Indian Housing Authority where tribal leaders were in attendance. SF represents the Sierra Tribal Forum held in Yosemite with tribal leaders. Non-FR is non-federally recognized tribes. In total, 23 tribes have had interactions with PG&E representatives and been informed of the Low Income Programs, both CARE and ESA.

PG&E completed the focused project work including customized outreach and home assessments with the Yurok tribe, and a full report from the project facilitator has been submitted for review. Once approved, the key findings, lessons learned and recommendations will be presented to the CPUC. The goal of this work was to gain insights into the barriers to ESA participation. The final results showed the ESA Contractor had conducted 285 outreach touches, including phone calls and letters. There were 22 home assessments scheduled and the contractor completed 12. There were 7 customers who canceled their appointment before the Contractor arrived: one was canceled due to insufficient directions, and 2 had scheduling issues and who ended up declining altogether.

The penetration rate for homes treated reached 57 percent for the estimated number of ESA-eligible customers living on tribal lands in PG&E's service area, as of December 2019. The penetration rate is updated every quarter.

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 was anticipated to yield information to help overall AMI integration and 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 incorporated measures from CSD's Low-Income Home Energy Assistance Program (LIHEAP) program. Collaborating with CSD provided increased opportunities to leverage both funding and data analysis, which was anticipated to result in more cost-effective targeting as well as increased benefits to high-energy use low income customers.[1]

The pilot used 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 weatherized 50 homes with both ESA and CSD measures in 2018. The pilot findings report was completed in January 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 were 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 2018, 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, 2018.

PG&E recruited over 200 customers to participate in the pilot and initiated pilot activities. Installation of all feasible thermostats were completed by the end of January 2019 and the rate change to TOU was completed in February 2019. Pilot participants participated in the first of 3 surveys in support of the pilot. Pilot findings, including survey results and installation lessons learned, will be included in the pilot final report.

In early August 2019, PG&E's PCT vendor, Ecobee, notified the IOUs that the smart thermostats installed as part of this PCT pilot were not operating with the Peak Relief functionality designed to help customers optimize TOU rates.

To correct this issue, during the second half of July, Ecobee pushed their updated firmware Eco+ (with a built-in TOU optimization functionality) over the cloud to installed devices connected to the Internet. During August, for customers who had yet enrolled in Eco+, Ecobee sent out multiple reminder notifications via email as well as through the installed

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

thermostats. Ecobee also manually installed Eco+ to on-line devices that had not signed up for Eco+ organically.

In late August, Ecobee notified PG&E there was an additional defect impacting only PG&E installations (half of the thermostats received by PG&E were not set up correctly by Ecobee), which prevented 24 of the 46 installed thermostats from accepting firmware upgrade over the cloud. As of November 2019, 13 of the 46 thermostats installed had been updated with the Eco+ firmware and correct TOU optimization set-up. PG&E and the IOUs have been working with the pilot evaluator to make adjustments to surveys and the research plan to adjust for this unexpected event, in order to maximize learnings from this pilot to inform ESA program implementation. Modified surveys (second of 3 surveys) were deployed in November and final surveys expect to launch in late January 2020. The final report for this pilot will be completed by March 2020.

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 (now Opinion Dynamics) 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 commenced and continued throughout 2018 and into Q1 2019. Analysis occurred through Q3 2019. The draft report was completed and posted prior to the public workshop held on November 14, 2019. The final report was issued in December 2019.

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 conducted 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 commenced in 2018, and final results demonstrating lower energy savings were provided in March 2019. A public workshop to present and discuss the results was held on April 8, 2019. The study is now complete and the ESA Impact Evaluation Final Report was posted on CALMAC on May 10, 2019. The final results were used to develop new ex ante savings estimates for program measures and these savings are reflected in this month's ESA-Table 2.

Non-Energy Benefits (NEB) Study. The scope of work for the non-energy benefits study was 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. A draft report was posted in July 2019, and a

public webinar was held on August 2, 2019 to present and discuss results. A Final Report was released on August 30, 2019.

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. In December 2019, ESA CAM implementors completed 296 building audits. Year-to-date MF CAM metrics are as follows:

ESA MF CAM	YTD 2019
No. buildings enrolled	1255
No. buildings audited	1227
No. buildings treated	-

From 2017 through November, PG&E's ESA team has spent a total of $2,518,672 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. The Cost Effectiveness and Mid-Cycle Working Groups completed their final deliverables in 2018 and are discontinued pending further requests from the Commission.

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. In 2019, PG&E identified and discussed leveraging the California Tax Credit Allocation Committee (TCAC) list of properties undergoing resyndication at the January 24, 2019 meeting. On March 15, 2019 PG&E presented its non-deed restricted building analysis and preliminary findings to the MFWG. A final non-deed restricted analysis was added to the 2018 ESA annual 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 Utilities 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, and as modified by D.17-12-009 issued on December 14, 2017. The authorized CARE Program administrative budget for 2019 is $17,777,467. This 2019 budget includes $149,153 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	$9,576,653	$7,054,392	74%
Processing, Certification, Recertification	$2,088,796	$589,078	28%
Post Enrollment Verification	$1,748,793	$958,669	55%
IT Programming	$2,054,261	$718,942	35%
Cooling Centers	$149,521	$110,669	74%
CHANGES Program	$527,869	$513,962	97%
Measurement and Evaluation	$159,676	$97,138	61%
Regulatory Compliance	$1,125,679	$450,594	40%
General Administration	$1,124,533	$756,052	67%
CPUC Energy Division Staff	$128,000	$166,022	130%
Total Expenses	**$18,683,781**	**$11,415,518**	**61%**

Subsidies and Benefits	$593,186,130	$638,701,809	108%
Total Program Costs and Discounts	**$611,869,911**	**$650,117,327**	**106%**

[1] Program authorized budget per D.16-11-022 and as modified in D.17-12-009. This budget was updated to include employee benefits costs of $906,314 as authorized in the 2017 GRC 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**
1,382,663	1,446,414	95.6%

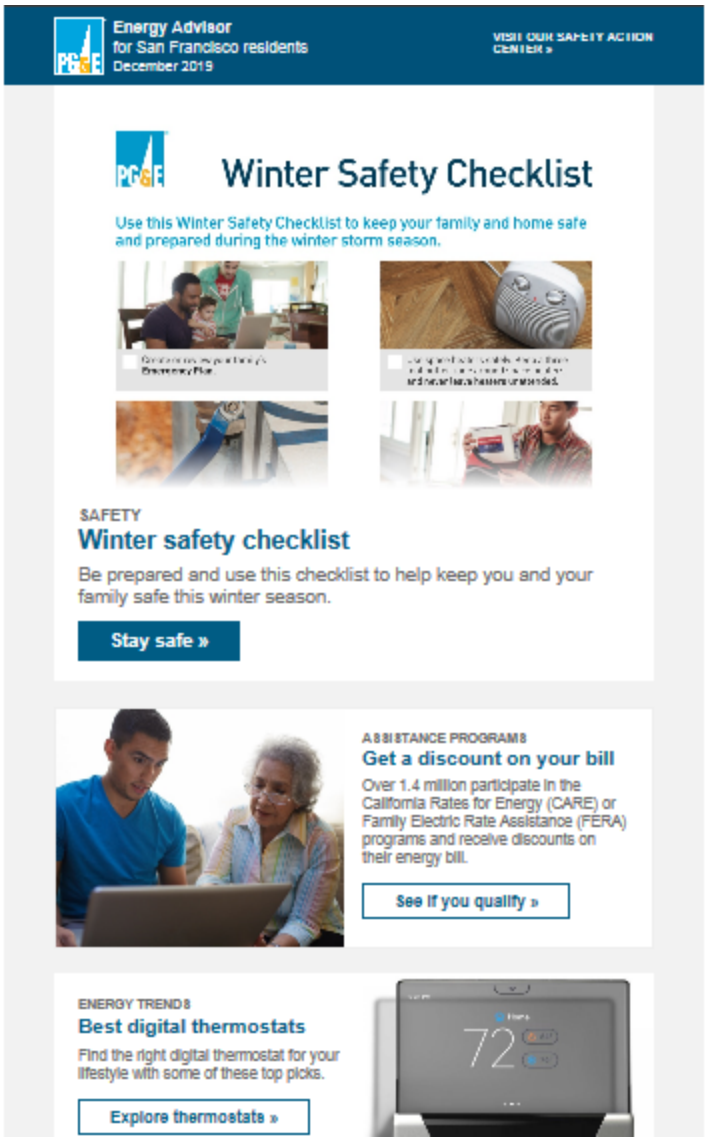
2.2 Outreach

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

PG&E completed the Q4 radio campaign as of December 15, 2019 . The radio spot promoting CARE and Family Electric Rate Assistance (FERA) continued airing through December, with 60 second spots and traffic radio spots airing in Bakersfield, Sacramento/Stockton/Modesto, Salinas/Monterey and Fresno/Merced Designated Market Areas (DMAs). Digital Radio on Pandora ran concurrently and is focused in 339 designated, hard-to reach zip codes that represent lower CARE penetration rates, and High-Poverty and Rural zips.

The CARE and FERA "always-on" digital campaigns continued in December running territory wide, with increased spending in zip codes selected for special focus based on lower penetration rates or as rural and/or high poverty areas.

The December digital Newsletter featured an article for CARE and FERA, encouraging customers to find out if they qualify.



PG&E continued to participate in media interviews to promote CARE, FERA and other programs with the following outlets:

- KFTV– two pre-recorded 5-minute interviews will air on Despierta Valle Central "Wake up Central Valley," a daily morning show hosted by Lupita Lomeli, a Hispanic icon in the Central Valley. Despierta Valle Central reaches an average of 18,000 viewers, ages 18 and older in the Fresno-Visalia DMA.
- KLBN – 30-minute interview for segment with KLBN radio in Fresno covering Winter and Holiday safety, PG&E assistance programs CARE, FERA and ESA, including program requirements and how to apply. KLBN targets Hispanic adults ages 18 and older in the Central Valley including Fresno, Madera, Merced and Tulare.

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, included:

- Local Office Partnerships – CARE partners with local offices to inform customers about the program and to distribute applications.
    - In December, this initiative produced 24 new enrollments from local office events.
    - Year to date, this initiative has produced 596 new enrollments.

- Community Outreach Contractors (COCs) - PG&E contracted with 41 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 958 new enrollments.

- PG&E contracted with 9 key strategic CBO partnerships in geographic areas with high eligible population, especially in the Central Valley, to conduct the Community-based Organization Pay for Performance (CBO PFP) pilot initiative from January 1, 2019 to December 31, 2019. These 9 CBOs conducted grassroots outreach through community events (including resource fairs where appropriate), workshops, faith-based outreach, door-to-door campaigns as well as via one-on-one case management where applicable.
    - Year to date, this pilot initiative has produced 192 new CARE enrollments and 4 new FERA enrollments. This campaign was discontinued in June due to underperformance in targets established for the pilot for the first six months.

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 Company (SCE) and Southern California Gas Company (SoCalGas) and automatically enrolls their CARE households if they also receive PG&E service.

PG&E automatically enrolls customers who receive LIHEAP and Relief for Energy Assistance through Community Help (REACH) payments. Year-to-date, 3,256 LIHEAP customers and 40 REACH customers have been automatically enrolled onto the CARE Program. Year-to-date, 27,539 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 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.

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.

As ordered in CPUC Resolution M-4833, PG&E has implemented CARE program 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 Northern California. Also, PG&E freezes all standard and high-usage verifications for CARE and FERA programs. Customers will not be dropped even if they are in the process, when the county is added to the list.

PG&E expands the CARE PEV freeze to customers in affected counties where a state of emergency proclamation is issued by the Governor of California due to a disaster that resulted in PG&E's inability to deliver utility services to customers. The freeze will be in place for a period of one year commencing from the date the state of emergency proclamation was issued.

Pursuant to D.19-07-015 issued on July 19, 2019, PG&E extends PG&E's Emergency Consumer Protection Plan to include residential and non-residential customers in areas where a state of emergency proclamation is issued by the California Governor's Office or the President of the United States where the disaster has either resulted in the loss or disruption of the delivery or receipt of utility service, and/or resulted in the degradation of the quality of utility service. In addition to the CARE PEV freeze, the decision also directs PG&E to temporarily suspend all CARE and FERA recertification in the impacted counties to avoid unintentional loss of the discounted rate during the period for which the customer is protected under these customer protections.

Date of Proclamation	Disaster Name	Affected County
June 25, 2018	Pawnee Wildfire	Lake
July 26, 2018	Carr Wildfire	Shasta
July 26, 2018	Ferguson Wildfire	Mariposa
July 28, 2018	River, Ranch and Steele Wildfires	Lake, Mendocino and Napa
November 8, 2018	Camp Wildfire	Butte
February 21 & 28, 2019	February 2019 Winter Storms	Amador, Calaveras, El Dorado, Glenn, Humboldt, Lake, Marin, Mendocino, Monterey, San Mateo, Santa Barbara, Santa Clara, Shasta, Sonoma, Tehama, Trinity and Yolo
April 12, 2019	February 2019 Winter Storms	Butte, Colusa, Mariposa, Napa, Santa Cruz, Solano and Tuolumne
July 4 & 5, 2019	July 2019 Ridgecrest Earthquake	Kern and San Bernardino
October 25, 2019	Kincade Wildfire	Sonoma

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	**Energy Savings Assistance Program Table 1 - Expenses**												
2	**Pacific Gas and Electric Company**												
3	**Through December 31, 2019**												
4		**Authorized Budget[*] ,[6]**			**Current Month Expenses**			**Year to Date Expenses**			**% of Budget Spent YTD**		
5	**ESA Program:**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
6	**Energy Efficiency**												
7	Appliances [4]	$ 11,513,564	$ 308,127	$ 11,821,691	$ 919,843	$ (1,730)	$ 918,114	$ 11,626,596	$ 461,859	$ 12,088,454	101%	150%	102%
8	Domestic Hot Water	$ 659,556	$ 10,064,719	$ 10,724,275	$ 43,869	$ 975,839	$ 1,019,709	$ 392,791	$ 9,698,054	$ 10,090,845	60%	96%	94%
9	Enclosure	$ 7,708,955	$ 33,876,425	$ 41,585,379	$ 599,037	$ 2,728,946	$ 3,327,983	$ 6,019,690	$ 27,423,032	$ 33,442,721	78%	81%	80%
10	HVAC[7]	$ 44,481,768	$ 3,682,241	$ 48,164,009	$ 787,671	$ (4,201,514)	$ (3,413,843)	$ 9,479,707	$ 12,469,789	$ 21,949,497	21%	339%	46%
11	Maintenance	$ -	$ -	$ -	$ -	$ -	$ -			$ -			
12	Lighting	$ 35,358,490	$ -	$ 35,358,490	$ 3,217,125	$ -	$ 3,217,125	$ 33,700,890		$ 33,700,890	95%		95%
13	Miscellaneous [4]	$ 2,480,452	$ -	$ 2,480,452	$ 309,332	$ -	$ 309,332	$ 2,698,842		$ 2,698,842	109%		109%
14	Customer Enrollment	$ 16,780,441	$ 8,395,080	$ 25,175,520	$ 1,422,218	$ 624,139	$ 2,046,357	$ 15,100,748	$ 6,626,947	$ 21,727,696	90%	79%	86%
15	In Home Education[7]	$ 3,181,272	$ 1,497,069	$ 4,678,342	$ 74,732	$ 32,796	$ 107,527	$ 4,663,252	$ 2,046,463	$ 6,709,716	147%	137%	143%
16	Pilot[5]	$ 130,602	$ 25,259	$ 155,861	$ 12	$ 5	$ 17	$ 95,988	$ 19,948	$ 115,936	73%	79%	74%
17	Implementation[2]	$ 5,527,023	$ 2,425,528	$ 7,952,551	$ 389,975	$ 171,140	$ 561,115	$ 4,355,622	$ 1,911,460	$ 6,267,081	79%	79%	79%
18	Multi-Family Common Area Measures	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
19	**Energy Efficiency TOTAL**	**$ 127,822,123**	**$ 60,274,447**	**$ 188,096,571**	**$ 7,763,814**	**$ 329,621**	**$ 8,093,435**	**$ 88,134,126**	**$ 60,657,552**	**$ 148,791,678**	69%	101%	79%
20													
21	Training Center	$ 949,098	$ 416,511	$ 1,365,609	$ 44,156	$ 19,378	$ 63,534	$ 639,845	$ 280,795	$ 920,640	67%	67%	67%
22	Inspections	$ 3,212,452	$ 1,409,781	$ 4,622,234	$ 195,886	$ 85,965	$ 281,851	$ 2,305,386	$ 1,011,716	$ 3,317,102	72%	72%	72%
23	Marketing and Outreach	$ 1,918,707	$ 842,023	$ 2,760,730	$ 123,952	$ 54,396	$ 178,349	$ 1,122,317	$ 492,528	$ 1,614,844	58%	58%	58%
24	Statewide Marketing Education and Outreach	$ -	$ -	$ -	$ -	$ -	$ -			$ -			
25	Studies	$ 164,531	$ 72,204	$ 236,735	$ 39	$ 17	$ 56	$ 56,509	$ 24,799	$ 81,308	34%	34%	34%
26	Regulatory Compliance	$ 649,599	$ 285,076	$ 934,674	$ 26,971	$ 11,836	$ 38,807	$ 537,649	$ 235,947	$ 773,596	83%	83%	83%
27	General Administration	$ 5,130,455	$ 2,251,495	$ 7,381,950	$ 704,184	$ 309,031	$ 1,013,215	$ 3,936,137	$ 1,727,369	$ 5,663,506	77%	77%	77%
28	CPUC Energy Division	$ 59,327	$ 26,036	$ 85,363	$ 56,013	$ 24,581	$ 80,595	$ 59,327	$ 26,036	$ 85,363	100%	100%	100%
29													
30	**TOTAL PROGRAM COSTS**	**$ 139,906,293**	**$ 65,577,572**	**$ 205,483,865**	**$ 8,915,016**	**$ 834,825**	**$ 9,749,841**	**$ 96,791,297**	**$ 64,456,742**	**$ 161,248,038**	**69%**	**98%**	**78%**
31	**Funded Outside of ESA Program Budget**												
32	Indirect Costs												
33	NGAT Costs					$ 737,914	$ 737,914		$ 6,865,780	$ 6,865,780			
34													
35	[*] **Authorized Budget:** 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												
36	of $877,047 from 2017 Inspection budget and $905,057 from 2018 Inspection budget to 2018 General Administration.												
37	[1] Reflects the authorized funding per year in D.16-11-022 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.												
38	[2] Reflects a new budget category and includes the primary administrative fee for Implementer(s).												
39	[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												
40	for 2017-2019, issue date of May 11, 2017.												
41	[4] PG&E previously reported Smart Powerstrips under Appliances. This has been moved to Miscellaneous.												
42	[5] Includes Pilot budget pulled forward from 2018 $47,459.55.												
43	[6] Includes carryforward from 2018 to 2019 for a total of $20,788,172 (Electric $11,477,897 and Gas $9,310,275)												
44	[7] Includes fundshift from current funding cycle to unspent finds Gas $6,518,815 for HVAC and $366,517 Electric ad $171,286 Gas for In Home Education												
45	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

Energy Savings Assistance Program Table 1A - Expenses Funded From 2009-2016 "Unspent ESA Program Funds"
Pacific Gas and Electric Company
Through December 31, 2019

	Authorized Budget[5]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
ESA Program [1]:	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
Energy Efficiency												
Appliances	$ 15,021,704	$ -	$ 15,021,704			$ -			$ -	0%		0%
Domestic Hot Water	$ 1,107,222	$ 3,500,000	$ 4,607,221			$ -			$ -	0%	0%	0%
HVAC[6]	$ 18,648,079	$ 3,018,815	$ 21,666,894	$ -	$ 6,518,815	$ 6,518,815	$ -	$ 6,518,815	$ 6,518,815	0%	216%	30%
In-Home Education[6]	$ 366,518	$ 171,286	$ 537,804	$ 279,658	$ 258,146	$ 537,804	$ 279,658	$ 258,146	$ 537,804	76%	151%	100%
Implementation[3]	$ 320,011	$ 159,953	$ 479,964	$ 745	$ 688	$ 1,433	$ 82,064	$ 75,751	$ 157,815	26%	47%	33%
Multi-Family Common Area Measures	$ 8,720,889	$ 4,045,184	$ 12,766,073	$ 9,495	$ 8,765	$ 18,260	$ 1,227,646	$ 1,133,211	$ 2,360,857	14%	28%	18%
Leveraging - CSD [4]	$ 1,947,317	$ 975,485	$ 2,922,802	$ 29	$ 27	$ 55	$ 150,212	$ 138,657	$ 288,868	8%	14%	10%
Pilot	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -			
Studies	$ 62,550	$ 27,450	$ 90,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Regulatory Compliance	$ 1,074,832	$ 110,951	$ 1,185,783	$ 5,200	$ 4,800	$ 10,000	$ 5,200	$ 4,800	$ 10,000	0%	4%	1%
General Administration	$ 277,784	$ 137,921	$ 415,705	$ 20,316	$ 18,753	$ 39,069	$ 131,006	$ 120,928	$ 251,934	47%	88%	61%
TOTAL PROGRAM BUDGET/EXPENSES	**$ 47,546,905**	**$ 12,147,045**	**$ 59,693,950**	**$ 315,443**	**$ 6,809,993**	**$ 7,125,436**	**$ 1,875,785**	**$ 8,250,309**	**$ 10,126,094**	**4%**	**68%**	**17%**

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

1: Add additional categories if relevant to your utility

2: Refers to budget spent supporting CSD's LIWP program

[1] D.16-11-022 directed funding for new initiatives to come from unspent 2009-2016 ESA Program funds, and directed IOUs to update their budgets by Conforming Advice Letter. Resolution G-3531 authorized PG&E's 2017-2020 ESA budget, including the addition of unspent funding reported here.
[2] Incremental increases in existing energy efficiency measures from new directives (e.g., removal of 3 measure minimum) use authorized funds until depleted, then will use carryover funds.
New measures and activities not included in PG&E' Application use 2009-2016 unspent funds.
[3] Reflects a new budget category and includes the primary administrative fee for Implementer(s), including multifamily SPOC activities.
[4] 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.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
[5] Includes carryforward from 2018 to 2019 for a total of $16,093,721.5 (Electric $35,558,688 and Gas $6,966,423)
[6] Includes fundshift from current funding cycle to unspent finds Gas $3,018,815 for HVAC and $279,658 Electric and $258,146 Gas for In Home Education

Energy Savings Assistance Program Table 2
Pacific Gas and Electric Company
Through December 31, 2019

	ESA Program (Summary)Total							ESA Program (First Touch Homes Treated)							ESA Program (Re-Treated Homes/Go Backs)							ESA Program (Aliso Canyon - SCG & SCE) [6]						
		Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation					
Measures	**Units**	**Quantity Installed**	**kWh [4] (Annual)**	**kW [4] (Annual)**	**Therms [4] (Annual)**	**Expenses ($)**	**% of Expenditure**	**Units**	**Quantity Installed**	**kWh [4] (Annual)**	**kW [4] (Annual)**	**Therms [4] (Annual)**	**Expenses ($)**	**% of Expenditure**	**Units**	**Quantity Installed**	**kWh [4] (Annual)**	**kW [4] (Annual)**	**Therms [4] (Annual)**	**Expenses ($)**	**% of Expenditure**	**Units**	**Quantity Installed**	**kWh [4] (Annual)**	**kW [4] (Annual)**	**Therms [4] (Annual)**	**Expenses ($)**	**% of Expenditure**
Appliances		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)			(K+S)	(L+T)	(M+U)	(N+V)	(O+W)															
High Efficiency Clothes Washer	Each	3,367	20,882	4	62,650	$ 2,917,526	2.2%	Each	1,284	9,794	2	23,845	1,112,594	2.1%	Each	2,083	11,089	2	38,805	$ 1,804,932	2.2%	Each						0.0%
Refrigerators	Each	9,786	5,402,305	756	-	$ 7,906,680	5.8%	Each	4,105	2,243,284	314	-	$ 3,316,669	6.2%	Each	5,681	3,159,021	442	-	$ 4,590,011	5.6%	Each						0.0%
Microwaves	Home	8,022	(131,592)	(26)	12,759	$ 741,391	0.5%	Home	3,801	(73,873)	(15)	5,328	$ 351,287	0.7%	Home	4,221	(57,719)	(12)	7,431	$ 390,104	0.5%	Home						0.0%
Freezers	Each							Each							Each							Each						0.0%
																												0.0%
Domestic Hot Water																												
Other Hot Water	Home	79,756	549,738	77	404,436	$ 6,156,246	4.5%	Home	31,220	255,733	36	159,955	$ 2,409,825	4.5%	Home	48,536	294,006	41	244,481	$ 3,746,421	4.5%	Home						0.0%
Tank and Pipe Insulation	Home	9,187	39,771	-	37,504	$ 34,207	0.0%	Home	4,213	20,412	-	17,083	$ 15,687	0.0%	Home	4,974	19,359	-	20,421	$ 18,520	0.0%	Home						0.0%
Water Heater Repair/Replacement	Home	1,560	-	-	11,430	$ 3,339,419	2.5%	Home	533	-	-	3,724	$ 1,140,968	2.1%	Home	1,027	-	-	7,707	$ 2,198,451	2.7%	Home						0.0%
Thermostat-controlled Shower Valves (SCE)	Each							Each							Each							Each						0.0%
																												0.0%
																												0.0%
New - Combined Showerhead/TSV	Each							Each							Each							Each						0.0%
New - Heat Pump Water Heater	Each							Each							Each							Each						0.0%
New - Tub Diverter/ Tub Spout	Each	353	30	-	581	29,283	0.0%	Each	353	30	-	581	29,283	0.1%	Each	-	-	-	-		0.0%							0.0%
																												0.0%
Enclosure																												
Air Sealing / Envelope [1]	Home	62,461	183,898	35	64,467	$ 26,861,988	19.8%	Home	25,174	87,123	17	25,137	$ 10,826,335	20.4%	Home	37,287	96,775	18	39,330	$ 16,035,653	19.4%	Home						0.0%
Attic Insulation	Home	2,861	27,533	5	129,878	$ 4,767,544	3.5%	Home	1,511	16,328	3	68,259	$ 2,517,916	4.7%	Home	1,350	11,205	2	61,619	$ 2,249,627	2.7%	Home						0.0%
																												0.0%
HVAC																												
Furnace Repair/Replacement	Home	1,800	-	-	(43,991)	$ 6,041,175	4.5%	Home	620	-	-	(15,158)	$ 2,080,849	3.9%	Home	1,180	-	-	(28,833)	$ 3,960,326	4.8%	Home						0.0%
Room A/C Replacement	Home	1,450	(276,969)	(50)	-	$ 1,278,300	0.9%	Home	359	(68,531)	(12)	-	$ 316,489	0.6%	Home	1,091	(208,438)	(38)	-	$ 961,810	1.2%	Home						0.0%
Central A/C replacement	Home	-	-	-	-	$ 2,043	0.0%	Home	-	-	-	-	$ 2,043	0.0%	Home	-	-	-	-		0.0%	Home						0.0%
Heat Pump Replacement	Home							Home							Home							Home						0.0%
Evaporative Coolers	Home	2,059	774,305	124	-	$ 1,470,988	1.1%	Home	677	255,027	41	-	$ 483,662	0.9%	Home	1,382	519,278	83	-	$ 987,327	1.2%	Home						0.0%
Duct Testing and Sealing	Home	18,090	(36,352)	(5)	114,911	$ 5,927,593	4.4%	Home	7,002	(16,504)	(2)	44,515	$ 2,294,362	4.3%	Home	11,088	(19,847)	(3)	70,396	$ 3,633,231	4.4%	Home						0.0%
New - Energy Efficient Fan Control	Home	7,613	(703,648)	(127)	-	$ 1,759,131	1.3%	Home	3,085	(285,158)	(51)	-	$ 712,848.79	1.3%	Home	4,528	(418,490)	(75)	-	$ 1,046,281.79	1.3%	Home						0.0%
New - Prescriptive Duct Sealing	Home							Home	-	-	-	-	$ -	0.0%	Home					$ -	0.0%	Home						0.0%
Central A/C Tune up	Home	9,403	(160,568)	(32)	-	$ 3,301,439	2.4%	Home	3,851	(80,849)	(16)	-	$ 1,352,105	2.5%	Home	5,552	(79,718)	(16)	-	$ 1,949,334	2.4%							0.0%
New- Smart Thermostat	Home	527	113,181	20	12,642	130,759	0.1%	Each	238	51,591	9	5,621	59,053	0.1%	Each	289	61,590	11	7,021	71,707	0.1%							0.0%
New - High Efficiency Forced Air Unit (HE FAU)	Home							Home							Home							Home						0.0%
New - A/C Time Delay	Home							Home							Home							Home						0.0%
Maintenance																												
Furnace Clean and Tune	Home							Home							Home							Home						0.0%
																						Home						0.0%
Lighting																												
Lighting (Occupancy Sensor)	Home	238	6,854	12	-	$ 23,869	0.0%	Home	86	2,548	5	-	$ 8,625	0.0%	Home	152	4,306	8	-	$ 15,244	0.0%	Home						0.0%
																												0.0%
																												0.0%
New - LED Reflector Downlight Retrofit Kits	Each							Each	-	-	-	-	-		Each							Each						0.0%
LED Diffuse A-Lamps [5]	Each	840,001	25,429,335	3,096	(581,883)	$ 6,831,997	5.0%	Each	357,718	10,876,824	1,326	(247,024)	$ 2,909,435	5.5%	Each	482,283	14,552,511	1,770	(334,859)	$ 3,922,562	4.8%	Each						0.0%
LED Reflector Bulbs (BR) [5]	Each	81,666	3,792,906	463	(89,533)	$ 704,498	0.5%	Each	40,936	1,901,722	232	(44,863)	$ 353,137	0.7%	Each	40,730	1,891,184	231	(44,670)	$ 351,360	0.4%	Each						0.0%
LED Torchieres [5]	Each	34,052	2,404,026	291	(54,802)	$ 1,894,314	1.4%	Each	11,972	846,921	103	(19,170)	$ 666,003	1.3%	Each	22,080	1,557,105	188	(35,632)	$ 1,228,311	1.5%	Each						0.0%
LED Exterior Hardwired Fixtures [5]	Each	81,932	6,358,333	612	-	4,641,128	3.4%	Each	28,557	2,216,166	213	-	1,617,643	3.0%	Each	53,375	4,142,167	399	-	3,023,485	3.7%	Each						0.0%
LED Interior Hardwired Fixtures [5]	Each	351,741	24,499,995	2,966	(551,875)	18,129,291	13.4%	Each	120,799	8,441,381	1,024	(187,491)	6,226,173	11.7%	Each	230,942	16,058,615	1,942	(364,385)	11,903,118	14.4%	Each						
Miscellaneous																												
Pool Pumps	Home							Home							Home							Home						0.0%
Smart Power Strips - Tier 1	Home	19,831	-	-	-	$ 1,663,336	1.2%	Home	8,570	-	-	-	$ 718,814	1.4%	Home	11,261	-	-	-	$ 944,523	1.1%	Home						0.0%
New - Smart Power Strips - Tier 2	Each	8,668	658,768	367	-	$ 963,212	0.7%	Each	3,637	276,412	154	-	$ 404,153	0.8%	Each	5,031	382,356	213	-	$ 559,059	0.7%	Each						0.0%
Pilots																												
																												0.0%
Customer Enrollment	Total (K+S)							Total (K+S)							Total (K+S)							Total (K+S)						
Outreach & Assessment	Home	106,064				$ 21,532,397	15.9%	Home	42,325				$ 8,592,536	16.2%	Home	63,739				$ 12,939,862	15.7%	Home						0.0%
In-Home Education	Home	106,064				$ 6,648,948	4.9%	Home	42,325				$ 2,653,273	5.0%	Home	63,739				$ 3,995,675	4.8%	Home						0.0%
Total Savings/Expenditures			68,952,732	8,589	(470,826)	$ 135,698,703.38				26,976,378	3,381	(159,658)	$ 53,171,766.42				41,976,354	5,208	(311,168)	$ 82,526,936.96								
Total Households Weatherized [2]		83,902							33,992							49,910							-					
Households Treated	Total (K+S)							First Touches							**Re-treated Homes/Go-Backs**													
- Single Family Households Treated	Home	77,953						Home	29,474						Home	48,479												
- Multi-family Households Treated	Home	19,304						Home	8,332						Home	10,972												
- Mobile Homes Treated	Home	8,807						Home	4,519						Home	4,288												
Total Number of Households Treated	Home	106,064						Home	42,325						Home	63,739												
# Eligible Households to be Treated for PY [3]	Home	102,237						Home	46,006						Home	56,231												
% of Households Treated	%	104%						%	92%						%	113%												
- Master-Meter Households Treated	Home	6,133						Home	3,540						Home	2,593												

[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.
[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs
[3] Based on OP 79 of D.16-11-022.
[4] All savings are calculated based on the following sources:
DNV/GL Impact Evaluation Program Years 2015-2017 Impact II
[5] LED savings from PGECOLTG175-R1

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

Energy Savings Assistance Program Table 2A
Pacific Gas and Electric Company
Through December 31, 2019

		ESA Program - CSD Leveraging					
		Year-To-Date Completed & Expensed Installation					
Measures	**Units**	**Quantity Installed**	**kWh[3] (Annual)**	**kW[3] (Annual)**	**Therms[3] (Annual)**	**Expenses ($)**	**% of Expenditure**
Appliances							
High Efficiency Clothes Washer	Each	-	-	-	-	$ -	0.0%
Refrigerators	Each	-	-	-	-	$ -	0.0%
Microwaves [4]	Each	-	-	-	-	$ -	0.0%
Domestic Hot Water							
Water Heater Blanket	Home	-	-	-	-	$ -	0.0%
Low Flow Shower Head	Home	-	-	-	-	$ -	0.0%
Water Heater Pipe Insulation	Home	-	-	-	-	$ -	0.0%
Faucet Aerator	Home	-	-	-	-	$ -	0.0%
Water Heater Repair/Replacement	Each	-	-	-	-	$ -	0.0%
Thermostatic Shower Valve	Each	-	-	-	-	$ -	0.0%
Combined Showerhead/TSV	Each	-	-	-	-	$ -	0.0%
Heat Pump Water Heater	Each	-	-	-	-	$ -	0.0%
Tub Diverter/ Tub Spout	Each	-	-	-	-	$ -	0.0%
Thermostat-controlled Shower Valve	Each	-	-	-	-	$ -	0.0%
Enclosure							
Air Sealing / Envelope [1]	Home	-	-	-	-	$ -	0.0%
Caulking	Home	-	-	-	-	-	0.0%
Attic Insulation	Home	-	-	-	-	$ -	0.0%
HVAC							
FAU Standing Pilot Conversion	Each	-	-	-	-	$ -	0.0%
Furnace Repair/Replacement	Each	-	-	-	-	$ -	0.0%
Room A/C Replacement	Each	-	-	-	-	$ -	0.0%
Central A/C replacement	Each	-	-	-	-	$ -	0.0%
Heat Pump Replacement	Each	-	-	-	-	$ -	0.0%
Evaporative Cooler (Replacement)	Each	-	-	-	-	$ -	0.0%
Evaporative Cooler (Installation)	Each	-	-	-	-	$ -	0.0%
Duct Testing and Sealing	Home	-	-	-	-	$ -	0.0%
Energy Efficient Fan Control	Home	-	-	-	-	$ -	0.0%
Prescriptive Duct Sealing	Home	-	-	-	-	$ -	0.0%
High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	$ -	0.0%
A/C Time Delay	Home	-	-	-	-	$ -	0.0%
Maintenance							
Furnace Clean and Tune	Home	-	-	-	-	$ -	0.0%
Central A/C Tune up	Home	-	-	-	-	$ -	0.0%
Lighting							
Interior Hard wired LED fixtures	Each	-	-	-	-	$ -	0.0%
Exterior Hard wired LED fixtures	Each	-	-	-	-	$ -	0.0%
Torchiere LED	Each	-	-	-	-	$ -	0.0%
Occupancy Sensor	Each	-	-	-	-	$ -	0.0%
LED Night Lights	Each	-	-	-	-	$ -	0.0%
LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	$ -	0.0%
LED Reflector Bulb	Each	-	-	-	-	$ -	0.0%
LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	$ -	0.0%
LED A-Lamps	Each	-	-	-	-	$ -	0.0%
Miscellaneous							
Pool Pumps	Each	-	-	-	-	$ -	0.0%
Smart Power Strips - Tier 1	Each	-	-	-	-	$ -	0.0%
Smart Power Strips - Tier 2	Each	-	-	-	-	$ -	0.0%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	-				$ -	0.0%
In-Home Education	Home	-				$ -	0.0%
Total Savings/Expenditures			-	-	-	$ -	0.0%
Total Households Weatherized [2]							
CSD MF Tenant Units Treated			**Total**				
			-				
			-				

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

[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.

[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.

[3] All savings are calculated based on the following sources:
DNV/GL Impact Evaluation Program Years 2015-2017 Impact II

Energy Savings Assistance Common Area Measures Program Table 2B
Pacific Gas and Electric Company
Through December 31, 2019

	Table 2B ESA Program - Multifamily Common Area Measures[5]						
		Year-To-Date Completed & Expensed Installation					
ESA CAM Measures[1,6]	Units (of Measure such as "each")	Quantity Installed	kWh (Annual)	kW (Annual)	Therms (Annual)	Expenses ($)	% of Expenditure
Appliances							
Domestic Hot Water							
Envelope							
HVAC							
Lighting							
Miscellaneous							
Ancillary Services							
Audit[4]							
Total	-	0	0	0	0	0	

Multifamily Properties Treated	Number
Total Number of Multifamily Properties Treated[2]	
Subtotal of Master-metered Multifamily Properties Treated	
Total Number of Multifamily Tenant Units w/in Properties Treated[3]	

	Year to Date Expenses		
ESA Program - Multifamily Common Area	Electric	Gas	Total
Administration			
Direct Implementation (Non-Incentive)			
Direct Implementation			
TOTAL MF CAM COSTS	$ -	$ -	$ -

<<Includes measures costs

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

Standard Notes 1 - 6 (do not delete)

1. Measures are customized by each IOU, see 'Table 2B-1, Eligible Measures List'. Measures list may change based on available information on both costs and benefits and may vary across climate zones. Each IOU should fill out Table 2B as it pertains to their program. Table 2B-1 Column A should match Table 2B Column A for eligible (not canceled) measures.

2. Multifamily properties are sites with at least five (5) or more dwelling units. The properties may have multiple buildings.

3. Multifamily tenant units are the number of dwelling units located within properties treated. This number does not represent the same number of dwellings treated as captured in table 2A.

4. Audit costs may be covered by other programs or projects may utilize previous audits. Not all participants will have an audit cost associated with their project.

5. Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022, modified by D.17-12-009, where 65% of tenants are income eligible based (at or below 200% of the Federal Poverty Guidelines).

6. Commissioning costs, as allowable per the Decision, are included in measures total cost unless otherwise noted.

7 All savings are calculated based on the following sources:

Energy Savings Assistance CAM Program Table 2B-1, Eligible Common Area Measures List
Pacific Gas and Electric Company
Through December 31, 2019

Common Area Measures Category and Eligible Measures Title [1]	Effective Date	End Date[2]	Eligible Climate Zones [3]
Appliances			
Domestic Hot Water			
Envelope			
HVAC			
Lighting			
Miscellaneous			

Standard Notes (do not delete)

1. Measures list may change based on available information on both costs and benefits (including energy benefits as well as non-energy benefits) and may vary across climate zones. This is not a list of installed measures, it is a list of eligible measures.
Table 2B-1 Column A should match Table 2B Column A for eligible (not canceled) measures.

2. Only complete if measure is canceled or discontinued
3. Defined as CEC California Building Climate Zones https://www.energy.ca.gov/maps/renewable/building_climate_zones.html

	A	B
1	**Energy Savings Assistance Program Tables 3A-C - Energy Savings and Average Bill Savings per Treated Home/Common Area**	
2	**Pacific Gas and Electric Company**	
3	**Through December 31, 2019**	
4		
5	**Table 3A-1, ESA Program**	
6	Annual kWh Savings	68,952,732
7	Annual Therm Savings	(470,826)
8	Lifecycle kWh Savings	1,068,736,529
9	Lifecycle Therm Savings	(11,115,407)
10	Current kWh Rate	$ 0.13
11	Current Therm Rate	$ 1.06
12	Average 1st Year Bill Savings / Treated households	$77.16
13	Average Lifecycle Bill Savings / Treated Household	$853.63
14		
15		
16	**Table 3A-2, ESA Program - CSD Leveraging**	
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	**Table 3A-3, Summary - ESA Program/CSD Leveraging**	
28	Annual kWh Savings	68,952,732
29	Annual Therm Savings	(470,826)
30	Lifecycle kWh Savings	1,068,736,529
31	Lifecycle Therm Savings	(11,115,407)
32	Current kWh Rate	$ 0.13
33	Current Therm Rate	$ 1.06
34	Average 1st Year Bill Savings / Treated Households	$ 77.16
35	Average Lifecycle Bill Savings / Treated Households	$ 853.63
36		
37	[1] Summary is the sum of ESA Program + CSD Leveraging	
38		
39	**Table 3B, ESA Program - Multifamily Common Area**	
40	Annual kWh Savings	-
41	Annual Therm Savings	-
42	Lifecycle kWh Savings	-
43	Lifecycle Therm Savings	-
44	Current kWh Rate	$ -
45	Current Therm Rate	$ -
46	Average 1st Year Bill Savings / Treated Property	$ -
47	Average Lifecycle Bill Savings / Treated Property	$ -

	A	B	C	D	E	F	G
1	**Energy Savings Assistance Program Table 4 - Homes/Buildings Treated**						
2	**Pacific Gas and Electric Company**						
3	**Through December 31, 2019**						
4							
5	**Table 4A-1, ESA Program**						
6		**Eligible Households**			**Households Treated YTD**		
7	**County**	**Rural [1]**	**Urban**	**Total**	**Rural**	**Urban**	**Total**
8	**ALAMEDA**	5	148,675	148,680	-	12,279	12,279
9	**ALPINE**	187	-	187	-	-	-
10	**AMADOR**	4,899	1	4,900	193	-	193
11	**BUTTE**	13,070	19,628	32,698	590	1,189	1,779
12	**CALAVERAS**	7,311	41	7,352	159	-	159
13	**COLUSA**	2,904	10	2,914	219	-	219
14	**CONTRA COSTA**	11	90,884	90,895	-	9,197	9,197
15	**EL DORADO**	6,045	6,873	12,918	289	234	523
16	**FRESNO**	182	134,959	135,141	13	11,825	11,838
17	**GLENN**	5,266	1	5,267	510	-	510
18	**HUMBOLDT**	24,331	1	24,332	535	-	535
19	**KERN**	57,016	40,935	97,951	6,286	2,981	9,267
20	**KINGS**	8,224	102	8,326	626	-	626
21	**LAKE**	13,164	1	13,165	544	-	544
22	**LASSEN**	286	-	286	15	-	15
23	**MADERA**	6,843	14,264	21,107	473	1,667	2,140
24	**MARIN**	-	21,934	21,934	2	711	713
25	**MARIPOSA**	2,957	18	2,975	141	-	141
26	**MENDOCINO**	12,687	6	12,693	308	1	309
27	**MERCED**	19,823	19,022	38,845	1,555	1,995	3,550
28	**MONTEREY**	4,793	38,143	42,936	598	2,711	3,309
29	**NAPA**	1	10,768	10,769	-	533	533
30	**NEVADA**	11,620	11	11,631	509	-	509
31	**PLACER**	9,878	20,779	30,657	605	678	1,283
32	**PLUMAS**	2,519	82	2,601	137	-	137
33	**SACRAMENTO**	-	151,353	151,353	2	3,402	3,404
34	**SAN BENITO**	4,266	102	4,368	226	8	234
35	**SAN BERNARDINO**	303	43	346	-	-	-
36	**SAN FRANCISCO**	-	103,841	103,841	-	7,172	7,172
37	**SAN JOAQUIN**	8,562	79,822	88,384	245	4,032	4,277
38	**SAN LUIS OBISPO**	17,153	10,721	27,874	1,033	241	1,274
39	**SAN MATEO**	2	53,733	53,735	-	1,647	1,647
40	**SANTA BARBARA**	1,396	16,212	17,608	24	2,167	2,191
41	**SANTA CLARA**	4,324	124,202	128,526	244	9,176	9,420
42	**SANTA CRUZ**	6	27,675	27,681	-	961	961
43	**SHASTA**	10,657	12,112	22,769	632	992	1,624
44	**SIERRA**	308	4	312	-	-	-
45	**SISKIYOU**	16	-	16	-	-	-
46	**SOLANO**	-	40,301	40,301	-	3,420	3,420
47	**SONOMA**	2,236	45,696	47,932	114	1,799	1,913
48	**STANISLAUS**	27,121	31,307	58,428	1,470	1,276	2,746
49	**SUTTER**	-	12,416	12,416	2	937	939
50	**TEHAMA**	12,583	12	12,595	832	-	832
51	**TRINITY**	783	-	783	-	-	-
52	**TULARE**	8,518	767	9,285	1,092	16	1,108
53	**TUOLUMNE**	8,874	-	8,874	207	-	207
54	**YOLO**	1	27,546	27,547	-	1,525	1,525
55	**YUBA**	121	10,131	10,252	1	861	862
56	**Total**	321,252	1,315,134	1,636,386	20,431	85,633	106,064
57							
58							
59	**Table 4B, ESA Program - CSD Leveraging**						
60					**Households Treated YTD**		
61	**County**				**Rural**	**Urban**	**Total**
62							0
63							0
64	**Total**				0	0	0
65							
66							
67	**Table 4C, ESA Program - Multifamily Common Area**						
68					**Properties Treated YTD**		
69	**County**				**Rural**	**Urban**	**Total**
70							0
71							0
72	**Total**				0	0	0
73							
74	[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.						
75	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

Energy Savings Assistance Program Table 4A-2, Homes Unwilling / Unable to Participate
Pacific Gas and Electric Company
Through December 31, 2019

ESA Program	Reason Provided						
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
Alameda	348	4,442	23	220	122	136	447
Alpine	-	-	-	-	-	-	-
Amador	8	142	-	27	1	1	4
Butte	45	625	127	49	35	4	69
Calaveras	8	150	-	6	2	1	5
Colusa	26	136	-	19	5	-	24
Contra Costa	220	3,103	28	1,024	214	186	630
El Dorado	30	317	-	46	16	4	9
Fresno	445	1,707	13	209	168	176	691
Glenn	36	143	-	22	12	-	43
Humboldt	37	231	-	8	15	-	43
Kern	281	3,108	23	541	182	35	607
Kings	68	189	1	22	5	26	16
Lake	1	778	-	-	7	-	-
Lassen	1	15	-	-	4	-	-
Madera	127	458	2	39	18	27	182
Marin	9	712	1	16	7	-	29
Mariposa	11	5	-	2	3	-	10
Mendocino	59	278	3	62	1	-	18
Merced	168	1,079	7	49	36	5	306
Monterey	260	948	141	163	47	184	129
Napa	20	282	-	161	19	21	29
Nevada	11	278	2	34	4	48	8
Placer	37	574	8	90	79	23	29
Plumas	3	82	3	1	3	-	-
Sacramento	1,139	2,380	9	1,512	87	32	245
San Benito	39	168	-	7	6	83	12
San Bernardino	1	14	-	-	-	-	-
San Francisco	139	1,672	11	95	22	31	135
San Joaquin	739	2,244	36	771	129	9	467
San Luis Obispo	81	298	5	50	35	1	71
San Mateo	20	1,201	4	38	9	2	28
Santa Barbara	87	398	2	76	18	1	31
Santa Clara	78	2,220	4	105	22	2	94
Santa Cruz	65	269	-	17	7	16	15
Shasta	118	597	26	54	87	49	147
Sierra	-	6	-	-	-	-	-
Siskiyou	-	-	-	-	-	-	-
Solano	99	1,044	11	1,068	94	123	210
Sonoma	86	907	3	141	36	87	47
Stanislaus	666	1,088	13	458	64	3	215
Sutter	24	654	1	15	24	3	41
Tehama	64	306	11	63	19	17	76
Trinity	-	-	-	-	-	-	1
Tulare	55	134	-	47	4	42	14
Tuolumne	11	48	1	-	2	-	14
Yolo	183	553	5	281	49	3	99
Yuba	31	441	1	29	8	-	40
Total	**5,984**	**36,424**	**525**	**7,637**	**1,727**	**1,381**	**5,330**

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

Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary
Pacific Gas and Electric Company
Through December 31, 2019

Table 5A, ESA Program

	Gas & Electric				Gas Only				Electric Only				Total					
	# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Household Count)		(Annual)		
Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		# of First-Tourch	# of Re-treatment	Therm	kWh	kW
January	2,202				312				650				3,164	1,762	1,402			
February	6,969	127,633	6,775,664	916	833	35,174	(11,301)	0	1,998	(19,962)	1,829,849	243	9,800	4,869	4,931	142,845	8,594,212	1,159
March	6,192	73,810	4,478,071	629	731	28,234	(3,746)	0	2,228	(11,859)	1,367,663	197	9,151	4,192	4,959	90,185	5,841,989	825
April	5,857	146,150	5,790,590	932	519	21,951	487	0	2,402	(1,385)	2,287,528	319	8,778	3,819	4,959	166,715	8,078,606	1,252
May	5,378	145,607	5,952,264	920	524	26,760	1	0	2,128	(64,359)	469,033	75	8,030	3,521	4,509	108,009	6,421,298	996
June	5,689	105,120	5,351,934	823	614	29,761	(2,819)	(0)	2,658	(24,010)	1,445,347	225	8,961	3,216	5,745	110,871	6,794,461	1,048
July	12,291	(766,605)	2,634,582	(302)	792	(91,445)	19,437	(0)	(2,734)	(4,038)	312,034	5	10,349	3,801	6,548	(862,089)	2,966,053	(297)
August	6,567	(53,641)	2,895,934	262	637	4,325	4,201	0	1,452	(23,099)	632,401	9	8,656	3,007	5,649	(72,415)	3,532,536	271
September	8,031	16,055	5,376,754	669	656	12,672	110	0	1,501	(20,932)	1,395,627	179	10,188	3,646	6,542	7,796	6,772,491	848
October	7,670	(71,939)	6,570,490	813	828	5,706	631	0	1,648	(23,726)	1,488,814	185	10,146	3,687	6,459	(89,959)	8,059,936	998
November	5,992	(25,052)	3,983,337	491	646	7,310	2,042	0	1,600	(20,690)	1,214,279	156	8,238	2,884	5,354	(38,432)	5,199,658	647
December	8,205	(23,976)	5,514,878	689	780	9,558	8,328	1	1,618	(19,932)	1,168,287	150	10,603	3,921	6,682	(34,351)	6,691,493	841
YTD	**81,043**	**(326,838)**	**55,324,499**	**6,842**	**7,872**	**90,005**	**17,371**	**3**	**17,149**	**(233,993)**	**13,610,862**	**1,745**	**106,064**	**42,325**	**63,739**	**(470,826)**	**68,952,732**	**8,589**

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Table 5B, ESA Program - CSD Leveraging

	Gas & Electric				Gas Only				Electric Only				Total			
	# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
January																
February																
March																
April																
May																
June																
July																
August																
September																
October																
November																
December																
YTD	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**0**

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2A.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Table 5C, ESA Program - Multifamily Common Area

	Gas & Electric				Gas Only				Electric Only				Total			
	# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)		
Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
January																
February																
March																
April																
May																
June																
July																
August																
September																
October																
November																
December																
YTD	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**0**

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2B.
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	**Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies**												
2	**Pacific Gas and Electric Company**												
3	**Through December 31, 2019**												
4		**Authorized 2019 Funding**			**Current Month Expenses**			**Expenses Since January 1, 2018**			**% of Budget Expensed**		
5		**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
6	**Pilots**												
7	Programmable Controllable Thermostat/ Smart Thermostat TOU [1]	$ 290,000	$ -	$ 290,000	$ 1	$ -	$ 1	$ 197,736	$ -	$ 197,736	68%	0%	68%
8	Consumption Driven Weatherization Pilot [2]	$ 250,100	$ 159,900	$ 408,000	$ (37,981)	$ (35,060)	$ (73,041)	$ 169,237	$ 156,219	$ 325,456	68%	98%	80%
9													
10	**Total Pilots**	**$540,100**	**$159,900**	**$698,000**	**-$37,981**	**-$35,060**	**-$73,041**	**$366,973**	**$156,219**	**$523,192**	**68%**	**98%**	**75%**
11													
12													
13	**Studies**												
14	Low Income Needs Assessment (LINA) Study [3]	$ 78,000	$ 72,000	$ 150,000	$ 38,836	$ 38,836	$ 77,671	$ 56,751	$ 56,751	$ 113,501	73%	79%	76%
15	Load Impact Evaluation Study [4]	$ 95,700	$ 69,300	$ 165,000	$ 32	$ 23	$ 56	$ 120,021	$ 86,912	$ 206,933	125%	125%	125%
16	Non Energy Benefits (NEB) Study [5]	$ 23,400	$ 21,600	$ 45,000	$ -	$ -	$ -	$ (1,781)	$ (1,644)	$ (3,426)	-8%	-8%	-8%
17	2017 Potential and Goals Study	$ 46,800	$ 43,200	$ 90,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
18	Rapid Feedback Research and Analysis	$ 104,000	$ 96,000	$ 200,000	$ -	$ -	$ -	$ 10,093	$ 7,309	$ 17,401	10%	8%	9%
19	**Total Studies**	**$347,900**	**$302,100**	**$650,000**	**$38,868**	**$38,859**	**$77,727**	**$185,083**	**$149,327**	**$334,410**	**53%**	**49%**	**51%**
20													
21	[1] 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.												
22	[2] 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.												
23	[3] A contract for this statewide study was awarded in January 2018. SCE is the project manager. There has been no cross-billing.												
24	[4] SCG is the contract manager of this co-funded statewide study. Cross-billing from SCG typically occurs quarterly.												
25	[5] This statewide study was bid out on March 23, 2018, and a consultant has not yet been selected. SDG&E is the contract manager.												
26													
27	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

Energy Savings Assistance Program Table 7 (Second Refrigerators, In-Home Education, MyEnergy/My Account Platform)

Pacific Gas and Electric Company
Through December 2019

7A - Households Receiving Second Refrigerators			
Measures	**Units**	**Received Refrigerator**	**Not eligible for Refrigerator due to Less than Six Occupants**
Second Refrigerators	Each	1,462	8,724

7B - Households Receiving In- Home Energy Education Only		
Measures	**Units**	**Households that Only Received Energy Education**
In-Home Education	Home	8,911

7C - Households for My Energy/My Account Platform		
Opt-Out	**Already Enrolled**	**Opt-In**
2,887	54,603	9,399

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	**CARE Table 1 - CARE Program Expenses**												
2	**Pacific Gas and Electric Company**												
3	**Through December 31, 2019**												
4		**Authorized Budget**			**Current Month Expenses**			**Year to Date Expenses**			**% of Budget Spent YTD**		
5	**CARE Program:**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
6	Outreach [6]	$ 7,661,248	$ 1,915,404	**$ 9,576,653**	$ 432,965	$ 108,241	**$ 541,206**	$ 5,643,513	$ 1,410,878	**$ 7,054,392**	74%	74%	74%
7	Processing / Certification Re-certification [6]	$ 1,671,036	$ 417,759	**$ 2,088,796**	$ 36,750	$ 9,187	**$ 45,937**	$ 471,262	$ 117,816	**$ 589,078**	28%	28%	28%
8	Post Enrollment Verification [6]	$ 1,399,035	$ 349,759	**$ 1,748,793**	$ 59,194	$ 14,798	**$ 73,992**	$ 766,935	$ 191,734	**$ 958,669**	55%	55%	55%
9	IT Programming [6]	$ 1,643,408	$ 410,852	**$ 2,054,261**	$ 231,880	$ 57,970	**$ 289,850**	$ 575,154	$ 143,788	**$ 718,942**	35%	35%	35%
10	Cooling Centers [6]	$ 149,521	$ -	**$ 149,521**	$ 2,365	$ -	**$ 2,365**	$ 110,669	$ -	**$ 110,669**	74%	0%	74%
11	Pilots/CHANGES Program [1][6]	$ 422,296	$ 105,574	**$ 527,869**	$ 36,478	$ 9,119	**$ 45,597**	$ 411,170	$ 102,792	**$ 513,962**	97%	97%	97%
12	Studies [2][6]	$ 127,741	$ 31,935	**$ 159,676**	$ 29,280	$ 7,320	**$ 36,600**	$ 77,710	$ 19,428	**$ 97,138**	61%	61%	61%
13	Regulatory Compliance [6]	$ 900,543	$ 225,136	**$ 1,125,679**	$ 114,443	$ 28,611	**$ 143,053**	$ 360,475	$ 90,119	**$ 450,594**	40%	40%	40%
14	General Administration [6]	$ 899,627	$ 224,907	**$ 1,124,533**	$ 50,258	$ 12,564	**$ 62,822**	$ 604,842	$ 151,210	**$ 756,052**	67%	67%	67%
15	CPUC Energy Division	$ 102,400	$ 25,600	**$ 128,000**	$ 124,284	$ 31,071	**$ 155,355**	$ 132,818	$ 33,204	**$ 166,022**	130%	130%	130%
16													
17	**SUBTOTAL MANAGEMENT COSTS [3]**	**$ 14,976,855**	**$ 3,706,926**	**$ 18,683,781**	**$ 1,117,896**	**$ 278,883**	**$ 1,396,778**	**$ 9,154,548**	**$ 2,260,970**	**$ 11,415,518**	**61%**	**61%**	**61%**
18													
19	CARE Rate Discount [4]	$ 474,548,904	$ 118,637,226	**$ 593,186,130**	$ 43,963,606	$ 13,848,604	**$ 57,812,211**	$525,905,795	$112,796,014	**$638,701,809**	111%	95%	108%
20													
21	**TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS**	**$ 489,525,759**	**$ 122,344,152**	**$ 611,869,911**	**$ 45,081,502**	**$ 14,127,487**	**$ 59,208,989**	**$535,060,343**	**$115,056,984**	**$650,117,327**	**109%**	**94%**	**106%**
22													
23	Other CARE Rate Benefits												
24	- DWR Bond Charge Exemption				$ 1,908,004		$ 1,908,004	$ 25,403,409		$ 25,403,409			
25	- CARE PPP Exemption [5]				$ 4,046,300	$ 1,679,138	$ 5,725,439	$ 49,110,168	$ 10,133,420	$ 59,243,587			
26	- California Solar Initiative Exemption				$ (143,417)		$ (143,417)	$ (1,742,183)		$ (1,742,183)			
27	- kWh Surcharge Exemption												
28	- Vehicle Grid Integration Exemption												
29	Total Other CARE Rate Benefits				**$ 5,810,887**	**$ 1,679,138**	**$ 7,490,026**	**$ 72,771,393**	**$ 10,133,420**	**$ 82,904,813**			
30													
31	Indirect Costs	$ 725,051	$ 181,263	**$ 906,314**									
32													
33													

34 [1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.
35 [2] Reflects the Annual Eligibility Estimates prepared by Athens Research on behalf of the utilities. This efforts was formerly referenced in Measurement and Evaluation.
36 [3] Reflects the authorized funding per year in D.16-11-022 and D.17-12-009, and updated via PG&E Mid-Cycle Update Advice Letter 3990-G/5329-E, 3990-G-A/5329-E-A, 3990-G-B/5329-E-B.
37 [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.
38 [5] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin and the CARE surcharge.
39 [6] Program authorized budget included employee benefits costs of $906,314 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.
40
41 **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	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, 2019																								
4		New Enrollment										Recertification				Attrition (Drop Offs)					Enrollment				
5		Automatic Enrollment				Self-Certification (Income or Categorical)					Total New Enrollment (E+J)												Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)
6		Inter-Utility [1]	Intra-Utility [2]	Leveraging [3]	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)		Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response[4]	Failed PEV	Failed Recertification	Other[5]	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)			
7	January	0	3,462	0	3,462	13,979	4,234	1,044	113	19,370	22,832	30,095	8,634	8,933	47,662	n/a	3,173	6,114	11,021	20,308	70,494	2,524	1,378,527	1,446,414	95.3%
8	February	0	1,814	0	1,814	12,014	6,157	847	103	19,121	20,935	32,984	8,524	8,022	49,530	n/a	4,358	5,076	8,348	17,782	70,465	3,153	1,381,680	1,446,414	95.5%
9	March	0	3,679	0	3,679	12,089	6,228	846	69	19,232	22,911	25,815	8,877	21,538	56,230	n/a	2,676	6,484	12,197	21,357	79,141	1,554	1,383,234	1,446,414	95.6%
10	April	0	2,283	0	2,283	9,298	5,951	591	114	15,954	18,237	33,019	7,630	16,165	56,814	n/a	2,482	6,415	8,247	17,144	75,051	1,093	1,384,327	1,446,414	95.7%
11	May	0	2,473	0	2,473	8,275	3,289	499	86	12,149	14,622	34,700	6,331	11,666	52,697	n/a	4,441	6,240	12,819	23,500	67,319	-8,878	1,375,449	1,446,414	95.1%
12	June	0	1,987	0	1,987	11,895	6,337	889	70	19,191	21,178	32,123	7,338	8,215	47,676	n/a	1,208	6,249	17,126	24,583	68,854	-3,405	1,372,044	1,446,414	94.9%
13	July	0	2,159	0	2,159	10,719	5,212	766	75	16,772	18,931	30,604	7,627	10,904	49,135	n/a	2,665	4,836	2,643	10,144	68,066	8,787	1,380,831	1,446,414	95.5%
14	August	0	2,407	0	2,407	12,335	6,937	944	73	20,289	22,696	30,913	8,392	15,427	54,732	n/a	314	4,680	12,477	17,471	77,428	5,225	1,386,056	1,446,414	95.8%
15	September	0	0	0	0	13,369	4,310	690	64	18,433	18,433	24,723	12,258	0	36,981	n/a	6,342	5,314	9,338	20,994	55,414	-2,561	1,383,495	1,446,414	95.7%
16	October	0	2,948	0	2,948	10,421	5,236	624	73	16,354	19,302	27,414	8,499	14,556	50,469	n/a	6,847	6,487	8,606	21,940	69,771	-2,638	1,380,857	1,446,414	95.5%
17	November	0	2,226	0	2,226	8,043	3,073	480	58	11,654	13,880	20,497	6,575	10,479	37,551	n/a	219	5,273	7,166	12,658	51,431	1,222	1,382,079	1,446,414	95.6%
18	December	0	5,397	0	5,397	10,229	4,002	628	60	14,919	20,316	33,807	7,874	25,055	66,736	n/a	8,998	5,176	5,558	19,732	87,052	584	1,382,663	1,446,414	95.6%
19	**YTD Total**	**0**	**30,835**	**0**	**30,835**	**132,666**	**60,966**	**8,848**	**958**	**203,438**	**234,273**	**356,694**	**98,559**	**150,960**	**606,213**	**0**	**43,723**	**68,344**	**115,546**	**227,613**	**840,486**	**6,660**	**1,382,663**	**1,446,414**	**95.6%**

20
21
22 [1] Enrollments via data sharing between the IOUs.
23 [2] Enrollments via data sharing between departments and/or programs within the utility.
24 [3] Enrollments via data sharing with programs outside the IOU that serve low-income customers.
25 [4] PG&E counts attrition due to no response in the Failed PEV and Failed Recertification columns, respectively.
26 [5] Includes customers who closed their accounts, requested to be removed, or were otherwise ineligible for the program.
27
28 **Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

	A	B	C	D	E	F	G	H	I
1	**CARE Table 3A - Post-Enrollment Verification Results (Model)**								
2	**Pacific Gas and Electric Company**								
3	**Through December 31, 2019**								
4	**Month**	**Total CARE Households Enrolled**	**Households Requested to Verify**	**% of CARE Enrolled Requested to Verify Total**	**CARE Households De-enrolled (Due to no response)**	**CARE Households De-enrolled (Verified as Ineligible)[1]**	**Total Households De-enrolled[2]**	**% De-enrolled through Post Enrollment Verification**	**% of Total CARE Households De-enrolled**
5	**January**	1,378,527	3,114	0.23%	2,471	127	2,598	83.43%	0.19%
6	**February**	1,381,680	2,641	0.19%	1,942	133	2,075	78.57%	0.15%
7	**March**	1,383,234	2,345	0.17%	1,632	143	1,775	75.69%	0.13%
8	**April**	1,384,327	2,398	0.17%	1,946	81	2,027	84.53%	0.15%
9	**May**	1,375,449	2,563	0.19%	2,003	97	2,100	81.94%	0.15%
10	**June**	1,372,044	2,521	0.18%	2,010	64	2,074	82.27%	0.15%
11	**July**	1,380,831	3,769	0.27%	2,953	102	3,055	81.06%	0.22%
12	**August**	1,386,056	5,398	0.39%	3,912	225	4,137	76.64%	0.30%
13	**September**	1,383,495	5,083	0.37%	4,242	115	4,357	85.72%	0.31%
14	**October**	1,380,857	4,293	0.31%	3,478	118	3,596	83.76%	0.26%
15	**November**	1,382,079	4,792	0.35%					
16	**December**	1,382,663	3,919	0.28%					
17	**YTD Total**	**1,382,663**	**42,836**	**3.10%**	**26,589**	**1,205**	**27,794**	**81.45%**	**2.01%**
18									
19	[1] Includes customers verified as over income or who requested to be de-enrolled.								
20	[2] Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to								
21	respond.								
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustme								
23									
24									
25									
26	**CARE Table 3B Post-Enrollment Verification Results (Electric-Only High Usage)**								
27	**Pacific Gas and Electric Company**								
28	**Through December 31, 2019**								
29	**Month**	**Total CARE Households Enrolled**	**Households Requested to Verify [1]**	**% of CARE Enrolled Requested to Verify Total**	**CARE Households De-enrolled (Due to no response)**	**CARE Households De-enrolled (Verified as Ineligible) [2]**	**Total Households De-enrolled [3]**	**% De-enrolled through HUV Post Enrollment Verification**	**% of Total CARE Households De-enrolled**
30	**January**	1,378,527	2,859	0.21%	2,723	37	2,760	96.54%	0.20%
31	**February**	1,381,680	3,252	0.24%	3,112	51	3,163	97.26%	0.23%
32	**March**	1,383,234	1,334	0.10%	1,299	13	1,312	98.35%	0.09%
33	**April**	1,384,327	1,140	0.08%	1,120	9	1,129	99.04%	0.08%
34	**May**	1,375,449	209	0.02%	204	1	205	98.09%	0.01%
35	**June**	1,372,044	362	0.03%	347	7	354	97.79%	0.03%
36	**July**	1,380,831	1,231	0.09%	1,161	23	1,184	96.18%	0.09%
37	**August**	1,386,056	3,185	0.23%	2,900	65	2,965	93.09%	0.21%
38	**September**	1,383,495	5,628	0.41%	5,205	128	5,333	94.76%	0.39%
39	**October**	1,380,857	1,093	0.08%	982	36	1,018	93.14%	0.07%
40	**November**	1,382,079	411	0.03%					
41	**December**	1,382,663	307	0.02%					
42	**YTD Total**	**1,382,663**	**21,011**	**1.52%**	**19,053**	**370**	**19,423**	**95.71%**	**1.40%**
43									
44	[1] Includes all participants who were selected for high usage verification process. Closed accounts will not be tracked in Ineligible or De-								
45	enrolled data.								
46	[2] Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.								
47	[3] 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.								
48									
49	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G
1	**CARE Table 4 - CARE Self-Certification and Self-Recertification Applications [1]**						
2	**Pacific Gas and Electric Company**						
3	**Through December 31, 2019**						
4		**Provided [2]**	**Received**	**Approved**	**Denied**	**Pending/Never Completed**	**Duplicates**
5	Total (Y-T-D)	11,469,354	446,228	408,945	28,995	8,288	98,559
6	Percentage[3]		100%	92%	6%	2%	22%
7							
8	[1] Includes sub-metered customers.						
9	[2] Includes number of applications provided via direct mail campaigns, call centers, bill inserts and other outreach methods. Because there are other means by which customers obtain applications which are not counted, this number is only an approximation.						
10	[3] Percentage of Received. Duplicates are also counted as Approved, so the total will not add up to 100%.						
11							
12	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and						
13	may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J
1	**CARE Table 5 - Enrollment by County**									
2	**Pacific Gas and Electric Company**									
3	**Through December 31, 2019**									
4	**County**	**Estimated Eligible Households**			**Total Households Enrolled**			**Penetration Rate**		
5		**Urban**	**Rural [1]**	**Total**	**Urban**	**Rural [1]**	**Total**	**Urban**	**Rural [1]**	**Total**
6	ALAMEDA	117,944	3	117,947	115,360	1	115,361	97.8%	37.8%	97.8%
7	ALPINE	0	187	187	0	8	8	n/a	4.3%	4.3%
8	AMADOR	1	4,841	4,842	0	4,346	4,346	0.0%	89.8%	89.8%
9	BUTTE	18,503	12,649	31,151	17,866	11,970	29,836	96.6%	94.6%	95.8%
10	CALAVERAS	41	7,309	7,350	27	5,196	5,223	66.6%	71.1%	71.1%
11	COLUSA	8	2,850	2,858	13	3,461	3,474	161.7%	121.4%	121.6%
12	CONTRA COSTA	79,633	11	79,644	84,755	3	84,758	106.4%	28.0%	106.4%
13	EL DORADO	6,858	6,041	12,898	5,415	5,510	10,925	79.0%	91.2%	84.7%
14	FRESNO	128,361	169	128,530	150,727	114	150,841	117.4%	67.4%	117.4%
15	GLENN	1	5,228	5,229	0	4,709	4,709	0.0%	90.1%	90.1%
16	HUMBOLDT	1	23,474	23,475	0	17,502	17,502	0.0%	74.6%	74.6%
17	KERN	39,953	55,868	95,820	44,390	65,426	109,816	111.1%	117.1%	114.6%
18	KINGS	101	8,219	8,320	121	8,997	9,118	119.3%	109.5%	109.6%
19	LAKE	1	13,159	13,159	1	12,484	12,485	134.3%	94.9%	94.9%
20	LASSEN	0	286	286	0	162	162	n/a	56.6%	56.6%
21	MADERA	14,051	6,813	20,863	16,731	5,352	22,083	119.1%	78.6%	105.8%
22	MARIN	18,400	0	18,400	12,281	0	12,281	66.7%	n/a	66.7%
23	MARIPOSA	17	2,962	2,980	16	2,191	2,207	91.4%	74.0%	74.1%
24	MENDOCINO	6	12,555	12,561	6	10,281	10,287	101.3%	81.9%	81.9%
25	MERCED	18,641	19,055	37,697	19,598	20,483	40,081	105.1%	107.5%	106.3%
26	MONTEREY	34,203	4,411	38,614	37,091	6,313	43,404	108.4%	143.1%	112.4%
27	NAPA	9,866	0	9,866	10,711	0	10,711	108.6%	0.0%	108.6%
28	NEVADA	11	11,372	11,382	2	9,366	9,368	19.0%	82.4%	82.3%
29	PLACER	20,200	9,291	29,490	11,632	7,383	19,015	57.6%	79.5%	64.5%
30	PLUMAS	82	2,519	2,600	8	1,737	1,745	9.8%	69.0%	67.1%
31	SACRAMENTO	127,290	0	127,290	90,250	0	90,250	70.9%	n/a	70.9%
32	SAN BENITO	100	4,192	4,292	59	4,781	4,840	59.0%	114.0%	112.8%
33	SAN BERNARDINO	43	303	346	26	222	248	60.4%	73.2%	71.6%
34	SAN FRANCISCO	66,810	0	66,810	61,335	0	61,335	91.8%	n/a	91.8%
35	SAN JOAQUIN	74,066	8,165	82,231	77,474	8,535	86,009	104.6%	104.5%	104.6%
36	SAN LUIS OBISPO	10,603	17,215	27,817	4,686	12,219	16,905	44.2%	71.0%	60.8%
37	SAN MATEO	42,086	0	42,086	32,103	0	32,103	76.3%	n/a	76.3%
38	SANTA BARBARA	16,161	1,364	17,525	17,664	724	18,388	109.3%	53.1%	104.9%
39	SANTA CLARA	98,059	3,697	101,756	97,879	2,872	100,751	99.8%	77.7%	99.0%
40	SANTA CRUZ	24,696	6	24,701	19,871	1	19,872	80.5%	18.1%	80.4%
41	SHASTA	11,441	10,518	21,959	9,658	8,597	18,255	84.4%	81.7%	83.1%
42	SIERRA	4	308	312	2	112	114	52.7%	36.3%	36.5%
43	SISKIYOU	0	16	16	0	7	7	n/a	43.6%	43.6%
44	SOLANO	36,710	0	36,710	44,137	0	44,137	120.2%	n/a	120.2%
45	SONOMA	42,357	2,216	44,573	37,475	2,514	39,989	88.5%	113.5%	89.7%
46	STANISLAUS	29,032	26,325	55,357	23,433	22,049	45,482	80.7%	83.8%	82.2%
47	SUTTER	11,342	0	11,342	13,153	0	13,153	116.0%	0.0%	116.0%
48	TEHAMA	12	12,425	12,437	9	11,544	11,553	74.3%	92.9%	92.9%
49	TRINITY	0	778	778	0	282	282	n/a	36.3%	36.3%
50	TULARE	756	8,531	9,287	333	9,431	9,764	44.1%	110.5%	105.1%
51	TUOLUMNE	0	8,873	8,873	0	7,103	7,103	0.0%	80.1%	80.1%
52	YOLO	23,949	1	23,950	20,340	1	20,341	84.9%	147.9%	84.9%
53	YUBA	9,697	117	9,814	11,917	118	12,035	122.9%	100.7%	122.6%
54	**Total**	**1,132,096**	**314,318**	**1,446,414**	**1,088,555**	**294,107**	**1,382,662**	**96.2%**	**93.6%**	**95.6%**
55										
56	[1] "Rural" includes ZIP Codes classified as such by the Goldsmith modification that was developed to identify small									
57	towns and rural areas within large metropolitan counties. ZIP Codes not defined as rural are classified as urban.									
58										
59	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD									
60	adjustments.									

	A	B	C	D	E	F	G	H
1	**CARE Table 6 - Recertification Results**							
2	**Pacific Gas and Electric Company**							
3	**Through December 31, 2019**							
4	**Month**	**Total CARE Households**	**Households Requested to Recertify [1]**	**% of Households Total (C/B)**	**Households Recertified [2]**	**Households De-enrolled [3]**	**Recertification Rate % [4] (E/C)**	**% of Total Households De-enrolled (F/B)**
5	January	1,378,527	19,458	1.4%	13,043	6,415	67.03%	0.47%
6	February	1,381,680	18,634	1.3%	12,394	6,240	66.51%	0.45%
7	March	1,383,234	20,405	1.5%	14,156	6,249	69.38%	0.45%
8	April	1,384,327	15,400	1.1%	10,564	4,836	68.60%	0.35%
9	May	1,375,449	16,640	1.2%	11,960	4,680	71.88%	0.34%
10	June	1,372,044	15,936	1.2%	10,622	5,314	66.65%	0.39%
11	July	1,380,831	19,103	1.4%	12,616	6,487	66.04%	0.47%
12	August	1,386,056	17,406	1.3%	12,133	5,273	69.71%	0.38%
13	September	1,383,495	17,290	1.2%	12,114	5,176	70.06%	0.37%
14	October	1,380,857	14,818	1.1%				
15	November	1,382,079	13,610	1.0%				
16	December	1,382,663	14,251	1.0%				
17	**YTD**	**1,382,663**	**202,951**	**14.68%**	**109,602**	**50,670**	**68.38%**	**3.66%**

18

19 [1] Excludes count of customers recertified through the probability model.

20 [2] Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification

21 request. Results may be pending due to the time permitted for a participant to respond.

22 [3] Includes customers who did not respond or who requested to be de-enrolled.

23 [4] Percentage of customers recertified compared to the total participants requested to recertify in that month.

24

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

	A	B	C	D	E	F	G
1	**CARE Table 7 - Capitation Contractors[1]**						
2	**Pacific Gas and Electric Company**						
3	**Through December 31, 2019**						
4	**Contractor**	**Contractor Type (Check one or more if applicable)**				**Total Enrollments**	
5							
6		**Private**	**CBO**	**WMDVBE**	**LIHEAP**	**Current Month**	**Year-to-Date**
7	ACC Senior Services		x			0	13
8	Amador-Tuolumne Community Action Agency		x		x	0	49
9	Arriba Juntos		x			0	0
10	Breathe California Central Coast		x			0	0
11	Breathe California of the Bay Area		x			0	1
12	Catholic Charities Diocese of Fresno		x			4	44
13	Central California Legal Services, Inc.		x			0	1
14	Central Coast Energy Services, Inc.		x		x	8	160
15	Cesar A Moncada DBA Moncada Outreach		x			0	15
16	Chinese Newcomers Service Center		x			6	41
17	Community Action Marin		x		x	0	4
18	Community Action Partnership of Madera County		x		x	4	47
19	Community Resource Project, Inc.		x		x	4	137
20	County of San Joaquin		x		x	8	111
21	Dignity Health		x			0	0
22	Disability Resource Agency for Independent Living		x			0	0
23	Filipino American Development Foundation		x			0	0
24	Good Samaritan Family Resource Center of San Francisco		x			0	5
25	Heritage Institute for Family Advocacy		x			0	36
26	Hip Housing Human Investment Project, Inc.		x			0	1
27	Housing Authority of the City of Fresno		x			0	2
28	Housing Authority of the County of Kern		x			0	0
29	KidsFirst		x			0	0
30	Kings Community Action Organization, Inc.		x		x	0	0
31	Madera Coalition for Community Justice		x			0	18
32	Marin Center for Independent Living					0	3
33	Merced County Community Action Agency		x		x	7	52
34	Oakland Citizens Committee for Urban Renewal		x			0	9
35	Project Access, Inc		x			0	1
36	Redwood Community Action Agency		x		x	15	111
37	Resources for Independece Central Valley		x			0	0
38	Rising Sun Energy Center		x			0	0
39	Sacred Heart Community Service		x		x	2	53
40	Self-Help for the Elderly		x			1	32
41	Southeast Asian Community Center		x			0	0
42	Suscol Intertribal Council		x			0	0
43	Tri-County Independent Living Center		x			0	0
44	UpValley Family Centers		x			1	10
45	West Valley Community Services		x			0	0
46	Yolo County Housing Authority		x			0	1
47	Yolo Family Resource Center (Empower Yolo)		x			0	1
48	**Total Enrollments**					**60**	**958**
49							
50	[1] All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
51							
52	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	**CARE Table 8 - Households as of Month-End**								
2	**Pacific Gas and Electric Company**								
3	**Through December 31, 2019**								
4	**Month**	**Gas and Electric**	**Gas Only**	**Electric Only**	**Total**	**Eligible Households**	**Penetration**	**% Change**	**Total Residential Accounts [1]**
5	January	825,366	217,143	336,018	1,378,527	1,446,414	95.3%	0.18%	5,507,346
6	February	826,651	218,125	336,904	1,381,680	1,446,414	95.5%	0.23%	5,507,346
7	March	829,681	217,132	336,421	1,383,234	1,446,414	95.6%	0.11%	5,507,346
8	April	830,605	216,319	337,403	1,384,327	1,446,414	95.7%	0.08%	5,507,346
9	May	824,536	215,190	335,723	1,375,449	1,446,414	95.1%	-0.64%	5,507,346
10	June	824,017	213,958	334,069	1,372,044	1,446,414	94.9%	-0.25%	5,507,346
11	July	830,311	212,012	338,508	1,380,831	1,446,414	95.5%	0.64%	5,507,346
12	August	833,982	212,006	340,068	1,386,056	1,446,414	95.8%	0.38%	5,507,346
13	September	833,047	210,523	339,925	1,383,495	1,446,414	95.7%	-0.18%	5,507,346
14	October	831,598	209,682	339,577	1,380,857	1,446,414	95.5%	-0.19%	5,507,346
15	November	832,582	209,794	339,703	1,382,079	1,446,414	95.6%	0.09%	5,507,346
16	December	832,211	210,015	340,437	1,382,663	1,446,414	95.6%	0.04%	5,507,346
17									
18	[1] Data represents total residential electric and gas households. This includes sub-metered households.								
19									
20	**Note**: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD								
21	adjustments.								

	A	B	C	D	E
1	**CARE Program Table 9 - Expenditures for Pilots/CHANGES Program**				
2	**Pacific Gas and Electric Company**				
3	**Through December 31, 2019**				
4	**2019**	**Authorized 2019 Budget**	**Current Month Expenses**	**Expenses Since Jan. 1, 2019**	**% of 2018 Budget Expensed**
5		**Total**	**Total**	**Total**	**Total**
6					
7	CHANGES Program	$ 527,869	$ 45,597	$ 513,962	97%
8					
9					
10	**Total**	**$ 527,869**	**$ 45,597**	**$ 513,962**	**97%**
11					
12					
13	[1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.				
14					
15					
16	**Note**: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.				

CARE Table 10 CHANGES One-On-One Customer Assistance Pacific Gas and Electric Company	
Through November 30, 2019	
No. of attendees at education sessions	**1,268**
Disputes	
Assisted with CARE Re-Certification/Audit	2
Changed 3rd party Company/Gas Aggregation	27
Changed 3rd Party Electricity Aggregation	26
Medical Baseline Application	5
Enroll in Energy Assistance Programs	14
Solar	1
Bill Adjustment	15
Schedule Meter Service/Testing	3
Payment Extension	25
Payment Plan	31
Stop Disconnection	52
Total disputes	**201**

Needs Assistance	
Assisted with CARE Re-Certification/Audit	2
Assisted with Changes to Account	28
Assisted with Reconnection	1
Billing Language Changed	11
CARE Enrollment	10
Electricity Aggregation	12
ESAP	11
HEAP	51
Medical Baseline	15
REACH	6
Set Up 3rd Party Notification	2
Set Up New Account	2
Reported Safety Problem	1
Payment Extension	6
Payment Plan	18
Total Needs Assistance	**176**

Education: 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: http://consumers.cpuc.ca.gov/team_and_changes/

Disputes & Needs Assistance - Support was provided in the following languages: Arabic, Cambodian, Cantonese, Dari, English, Hmong, Japanese, Korean, Laotian, Portuguese, Spanish, Tagalog, Vietnamese.

[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.

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

CARE Table 11 CHANGES Group Customer Assistance Sessions [1]						
Pacific Gas and Electric Company						
Through November 30, 2019						
			Session Logistics			
Date[2]	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	# of Sessions	Length (Hours)[3]	Number of Attendees	Description of Information / Literature Provided
N/A	Portuguese	Avoiding Disconnection	1	N/A	13	CHANGES Ed Handout
N/A	Spanish	Avoiding Disconnection	2	N/A	19	CHANGES Ed Handout
		Total	**3**		**32**	
N/A	Cambodian	CARE/FERA and Other Assistance Programs	1	N/A	1	CHANGES Ed Handout
N/A	Cantonese	CARE/FERA and Other Assistance Programs	1	N/A	2	CHANGES Ed Handout
N/A	Dari	CARE/FERA and Other Assistance Programs	1	N/A	22	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	2	N/A	43	CHANGES Ed Handout
N/A	English – Native American	CARE/FERA and Other Assistance Programs	2	N/A	67	CHANGES Ed Handout
N/A	Laotian	CARE/FERA and Other Assistance Programs	1	N/A	11	CHANGES Ed Handout
N/A	Mandarin	CARE/FERA and Other Assistance Programs	1	N/A	34	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	10	N/A	157	CHANGES Ed Handout
		Total	**19**		**337**	
N/A	Cantonese	Electric and Natural Gas Safety	1	N/A	40	CHANGES Ed Handout
		Total	**1**		**40**	
N/A	Cambodian	Energy Conservation	1	N/A	1	CHANGES Ed Handout
N/A	Cantonese	Energy Conservation	2	N/A	6	CHANGES Ed Handout
N/A	Dari	Energy Conservation	1	N/A	42	CHANGES Ed Handout
N/A	English	Energy Conservation	3	N/A	4	CHANGES Ed Handout
N/A	Korean	Energy Conservation	1	N/A	94	CHANGES Ed Handout
N/A	Portuguese	Energy Conservation	1	N/A	25	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	6	N/A	93	CHANGES Ed Handout
N/A	Vietnamese	Energy Conservation	1	N/A	10	CHANGES Ed Handout
		Total	**16**		**275**	
N/A	Cambodian	Gas Aggregation	2	N/A	21	CHANGES Ed Handout
N/A	Cantonese	Gas Aggregation	1	N/A	56	CHANGES Ed Handout
N/A	English	Gas Aggregation	1	N/A	12	CHANGES Ed Handout
N/A	Hmong	Gas Aggregation	1	N/A	11	CHANGES Ed Handout
N/A	Laotian	Gas Aggregation	1	N/A	3	CHANGES Ed Handout
N/A	Spanish	Gas Aggregation	8	N/A	82	CHANGES Ed Handout
N/A	Tagalog	Gas Aggregation	1	N/A	1	CHANGES Ed Handout
		Total	**15**		**186**	
N/A	English – Native American	High Energy Use	2	N/A	140	CHANGES Ed Handout
N/A	Spanish	High Energy Use	1	N/A	20	CHANGES Ed Handout
		Total	**3**		**160**	
N/A	Cantonese	Level Pay Plan	1	N/A	73	CHANGES Ed Handout
		Total	**1**		**73**	
N/A	Cambodian	Understanding Your Bill	1	N/A	17	CHANGES Ed Handout
N/A	Dari	Understanding Your Bill	1	N/A	8	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	6	N/A	140	CHANGES Ed Handout
		Total	**8**		**165**	
Year-to-Date		**September 1, 2019 Through September 30, 2019**	**66**	**Quarter Total**	**1,268**	

[1] This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original version in order to have a more consistent appearance and format with existing SDG&E tables.
The data is reported quarterly

[2] Date of the workshops not available.

[3] Contractor states all sessions last at least 30 minutes.

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
Note: Information not provided by contractor.