

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

Application of Southern California Edison
Company (U 338-E) for Approval of its 2012-
2014 California Alternate Rates for Energy
(CARE) and Energy Savings Assistance
Programs and Budgets.

And Related Matters.

Application 11-05-017
(Filed May 16, 2011)

Application 11-05-018
Application 11-05-019
Application 11-05-020

**MONTHLY REPORT OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON
LOW INCOME ASSISTANCE PROGRAMS FOR FEBRUARY 2015**

CHONDA J. NWAMU
DARREN P. ROACH

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

Attorneys for:
PACIFIC GAS AND ELECTRIC COMPANY

Dated: March 19, 2015

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In accordance with Ordering Paragraph 17 of Decision 01-05-033, Pacific Gas and Electric Company hereby submits its attached monthly status report on the results of its Energy Savings Assistance Program and CARE Program efforts, showing results through February 2015.

Respectfully submitted,

DARREN P. ROACH

By: _____ /s/
DARREN P. ROACH

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

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Energy Savings Assistance (ESA) and
California Alternate Rates for Energy (CARE)
Program Monthly Report for February 2015

PACIFIC GAS AND ELECTRIC COMPANY
Energy Savings Assistance Program and
California Alternate Rates for Energy Program
Monthly Report for February 2015

Table of Contents

<u>Title</u>	<u>Page</u>
1. Energy Savings Assistance Program Summary.....	2
1.1 Energy Savings Assistance Program Overview.....	2
1.2 ESA Program Customer Outreach and Enrollment Update.....	3
1.3 Leveraging Success Evaluation, Including California Community Services Department (CSD).....	6
1.4 Workforce Education & Training	6
1.5 Miscellaneous	6
2 California Alternate Rates for Energy Program Summary.....	7
2.1 CARE Program Cost Summary	7
2.2 Outreach.....	8
2.3 Miscellaneous	13
3 Appendix: ESA Tables and CARE Tables	13

PACIFIC GAS AND ELECTRIC COMPANY

Energy Savings Assistance Program and California Alternate Rates for Energy Program Monthly Report for February 2015

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

1. Energy Savings Assistance Program Summary

The ESA Program provides free home weatherization, energy-efficient appliances and energy education services to income-qualified PG&E customers throughout the Company's service area. To qualify for the ESA Program, a residential customer's household income must be at or below 200 percent of Federal Poverty Guidelines, as required in D.05-10-044. PG&E has offered energy efficiency programs to income-qualified customers in its 48 counties since 1983. The ESA Program's objective is to help income-qualified customers reduce their energy consumption and costs while also improving their quality of life. The 2012-2014 ESA Program authorized in D.12-08-044 continues as a resource program emphasizing long-term and enduring energy savings. It continues to serve all willing and eligible low income customer populations by providing all feasible ESA Program measures at no cost to the customer through a direct-install approach. All housing types are eligible to participate, and the ESA Program is available to both homeowners and renters. D.14-08-030 approved a 12 month bridge funding for 2015 at the authorized 2014 budget level.

1.1 Energy Savings Assistance Program Overview

PG&E's 2012-2015 ESA Program follows the policies and guidance given in D.07-12-051, which established the following programmatic initiative for the ESA Program (formerly known as LIEE):

To provide all eligible customers the opportunity to participate in the LIEE programs and to offer those who wish to participate all cost-effective energy efficiency measures in their residences by 2020.

PG&E's ESA Program has treated 15,073 customers through February 2015.

1.1.1 Provide a summary of the Energy Savings Assistance Program elements as approved in D.14-08-030:

Energy Savings Assistance Program Summary for Month			
2015	Authorized / Planning Assumptions	Year-to-Date Actual	%
Budget ¹	\$ 163,946,779	\$18,455,387	11.26%
Homes Treated	119,940	15,073	12.57%
kWh Saved	NA	4,133,480	
kW Demand Reduced	NA	607.52	
Therms Saved	NA	315,705	

¹Program authorized budget per D.14-08-030 and actual expenses have been updated to include employee benefits costs approved in the GRC D.14-08-032.

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 33 local installation contractors, 2 appliance contractors, and 10 Community-Based Organizations (CBOs), of which 5 are also Low Income Home Energy Assistance Program (LIHEAP) agencies.

PG&E has 5 contracts with LIHEAP agencies that are now working within PG&E's ESA Program. PG&E coordinates with these LIHEAP agencies to install Energy Star® refrigerators in homes receiving PG&E electric service where the LIHEAP contractors have installed all other measures under the State Weatherization Program. This allows both the ESA Program and LIHEAP to leverage their resources and help additional low income homes. Through February 0 refrigerators have been installed through this effort.

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

During the month of February, PG&E's outreach team worked on the acquisition direct mail, email and automated phone call campaigns, which will launch later in May. The objective of the acquisition campaigns will be to introduce current CARE participants to the ESA Program as well as provide a warm-lead for the contractors.

The PG&E outreach team continued its digital ad and online search campaigns. Its main focus is on Spanish-speaking audiences, displayed on English and Spanish sites. The campaigns are continuously being optimized to ensure presence of top performing creative on the most effective sites.

On February 7-8, PG&E joined the Oakland Lunar New Year Bazaar in Alameda, which had over 35,000 attendees. These events were an opportunity to promote ESA and CARE through radio endorsements leading up to and at the event as well as through one-on-one outreach.

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

- KJSX AM, which is the largest and longest running Vietnamese radio station in the Bay Area.
- KVTO AM, which serves the Bay Area's Asian population.

PG&E continued the monthly digital newsletter targeting customers with a high propensity for eligibility in CARE and ESA Programs with the purpose of building awareness for both programs. The ESA Program was featured in February's digital newsletter, which generated an overall 22.3% open rate with a 6% unique click-thru rate.

Sample Newsletter:



FEBRUARY 2015

SHARE



Creating little energy All-Stars

Get your kids involved in conserving energy and the whole family can help score some savings! Our kids' guide to using electricity efficiently can help move your youngsters into the energy-smart end zone.

[Get in the game](#)



Free home upgrades? Touchdown!

Warm up this winter with no-cost upgrades through our Energy Savings Assistance Program. Make a few home improvements like weatherproofing and insulating your home and you'll be safe and cozy with lower energy bills all season.

[See if you qualify](#)



Greening the gridiron

Do you know which 5 NFL stadiums are leading the league in energy efficiency? Hint: Think outside the Golden State.

[Find out](#)



Don't be sidelined by winter storms

A good offense is the best defense. Use these tips to plan ahead and keep your family safe when wild winter weather hits.

[Play it safe](#)

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

- Online – Customers can visit pge.com/EnergySavings to find out more information about the ESA Program and apply online. This channel collected 1,040 new referrals in February. Year to date, this channel has collected 2,364 new referrals.

ESA maintained its partnerships with PG&E's Middle Income Direct Install (MIDI) Program and local government energy efficiency partnerships to help weatherize middle-income households' homes in the following counties: Monterey, San Benito, Santa Cruz, Fresno, Kern, Madera, Mendocino, Napa, San Luis Obispo, San Mateo, Santa Barbara, Sonoma, Santa Clara (Silicon Valley), Yolo and Tulare/Kings. Through the month of January, this effort led to 3,900 MIDI customer enrollments.

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

1.3.1 Please provide a status of the leveraging effort with CSD. What new steps or programs have been implemented? What was the result in terms of new enrollments?

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

1.4 Workforce Education & Training

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

Contractors are encouraged to hire local workers to implement the ESA Program in their areas. All contractors and subcontractors responsible for implementing the ESA Program are trained at the PG&E Energy Training Center (ETC) in Stockton California. Most of these ESA Program energy specialists and installation contractors are from the local communities in which they work. Year-to-date, 93 individuals in 9 sessions (534 student days) have been trained to deliver the ESA Program in various capacities.

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

1.5 Miscellaneous

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

PG&E's ESA Program works with Grid Alternatives to deliver ESA services to customers that have been approved to participate in the SASH Program. Grid Alternatives refers SASH-eligible homes to PG&E on a

regular basis. If the customer has not yet participated in the ESA Program, the customer is placed in the program. The home is assessed and delivery of all eligible measures is expedited. PG&E then notifies Grid Alternatives of the measures that were installed in the home. Grid Alternatives uses this data in their calculations to accurately size the SASH solar unit to be installed. Year-to-date, the ESA Program has completed treatment of 1 home that were selected for SASH program participation. PG&E supplied ESA measure installation data for 26 SASH-selected homes that were treated through the ESA Program in prior years.

2 California Alternate Rates for Energy Program Summary

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

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

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

D.12-12-011 approved continued funding of the Community Help and Awareness with Natural Gas and Electricity Services (CHANGES) Pilot Program through the CARE Outreach budget at the current statewide funding level of \$60,000 a month until the end of 2014. PG&E is responsible for 30%, or \$18,000 a month, of the Joint Utility pilot program cost. The CHANGES Pilot Program provides funding to Community Based Organizations (CBOs) to assist Limited English Proficient (LEP) customers with energy education and billing issues. D.12-12-011 required that the utilities report CHANGES activity in the monthly reports beginning in April, 2013.

D.14-08-030 approved a 12 month bridge funding for 2015 at the authorized 2014 budget level. The decision also approved continued bridge funding for the CHANGES pilot program of \$61,200 a month until the end of 2015, a 2% increase from authorized 2014 funding level.

2.1 CARE Program Cost Summary

CARE Budget Categories	Authorized Budget[1]	Actual Expenses Year to Date[1]	% of Budget Spent
Outreach	\$5,846,455	\$600,723	10%
Processing, Certification, Recertification	\$3,961,081	\$287,611	7%
Post Enrollment Verification	\$2,097,136	\$195,654	9%

IT Programming	\$735,794	\$146,607	20%
Cooling Centers	\$134,904	\$0	0%
CHANGES Pilot Program	\$226,811	\$9,829	4%
Measurement and Evaluation	\$48,000	\$20,170	42%
Regulatory Compliance	\$387,587	\$54,166	14%
General Administration	\$2,229,066	\$210,324	9%
CPUC Energy Division Staff	\$128,000	\$4,889	4%
Total Expenses	\$15,794,833	\$1,529,973	10%
Subsidies and Benefits	\$605,950,000	\$99,094,347	16%
Total Program Costs and Discounts	\$621,744,833	\$100,624,319	16%

[1] Program authorized budget per D.14-08-030 and actual expenses have been updated to include employee benefits costs approved in the GRC D.14-08-032.

PG&E anticipates overspend in Outreach, IT Programming, and Measurement and Evaluation authorized budget in 2015. PG&E will fund-shift at year-end to cover the overspending in accordance with the fund-shifting rules authorized in D.12-08-044, and will report this information in its 2015 Annual Report.

2.1.1 Please provide the CARE Program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,419,131	1,635,673	87%

2.2 Outreach

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

In February, PG&E launched a new wave of acquisition emails and direct mail. The multi-touch acquisition campaign targeted customers with a high propensity for eligibility as well as those who participated in the program but did not recertify. Initial results show that the email generated a 46.2% open rate with a 5.4% unique click-thru rate, which is above industry standards. The direct mail results will be reported in March.

Sample email creative:



If you could save 30% or more off your energy bill, why wouldn't you?

Did you know that the California Alternate Rates for Energy (CARE) Program was created for everyday Californians just like you?

You can save at least 30%* off monthly energy bills with CARE—and chances are, you're already eligible.

- It's easy to apply online
- You don't need proof of income to apply
- Once your application is approved, you'll see your monthly savings on the first page of your bill

Join the 1.4 million Californians who are already saving money with CARE!

Have questions? Just email us at careprogram@pge.com.

Apply Now ▶

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To be removed from this email list, please click to [unsubscribe](#).
We respect your privacy. Please review our [privacy policy](#) for more information.

*30% or more savings for gas and electric customers; 20% or more savings for gas only customers.
"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation.
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Additionally, PG&E launched a partnership with Allconnect, which is a service available to those who would like help setting up cable, internet and satellite services when moving to a new home or apartment. The partnership has resulted in 151 new enrollments into the CARE Program.

Sample Allconnect creative:

Save 30%* or more on your PG&E Bill. [View this message in a web browser.](#)



APPLY NOW!



The CARE Program offers you significant discounts on gas and electricity.

We know that it can be difficult to cover all your expenses each month. That's why we offer CARE, the California Alternate Rates for Energy Program. It gives qualified households deep discounts on their energy bills. We care and want to help.

It's fast and easy to sign up.

APPLY NOW!

Three steps to savings:

<p>1. ARE YOU ELIGIBLE?</p> <p>Click 'Apply Now!' to find out if you meet the household income requirements.</p>	<p>2. APPLY ONLINE.</p> <p>It only takes a few minutes to fill out the online application. No proof of income is necessary upon enrollment and answers will remain confidential.</p>	<p>3. START SAVING!</p> <p>Once your application has been approved, you'll begin receiving your monthly discount within two billing cycles.</p>
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*Gas and electricity customer can save at least 30 percent while gas-only customer can save at least 20 percent.
*PG&E refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2014 Pacific Gas and Electric Company. All rights reserved. These offers are funded by California utility customers and administered by Pacific Gas and Electric Company under the auspices of the California Public Utilities Commission.

The PG&E outreach team continued its digital ad and online search campaigns. Its main focus is on Spanish-speaking audiences, displayed on English and Spanish sites. The campaigns are continuously being optimized to ensure presence of top performing creative on the most effective sites.

On February 7-8, PG&E joined the Oakland Lunar New Year Bazaar in Alameda, which had over 35,000 attendees. These events were an opportunity to promote ESA and CARE through radio endorsements leading up to and at the event as well as through one-on-one outreach.

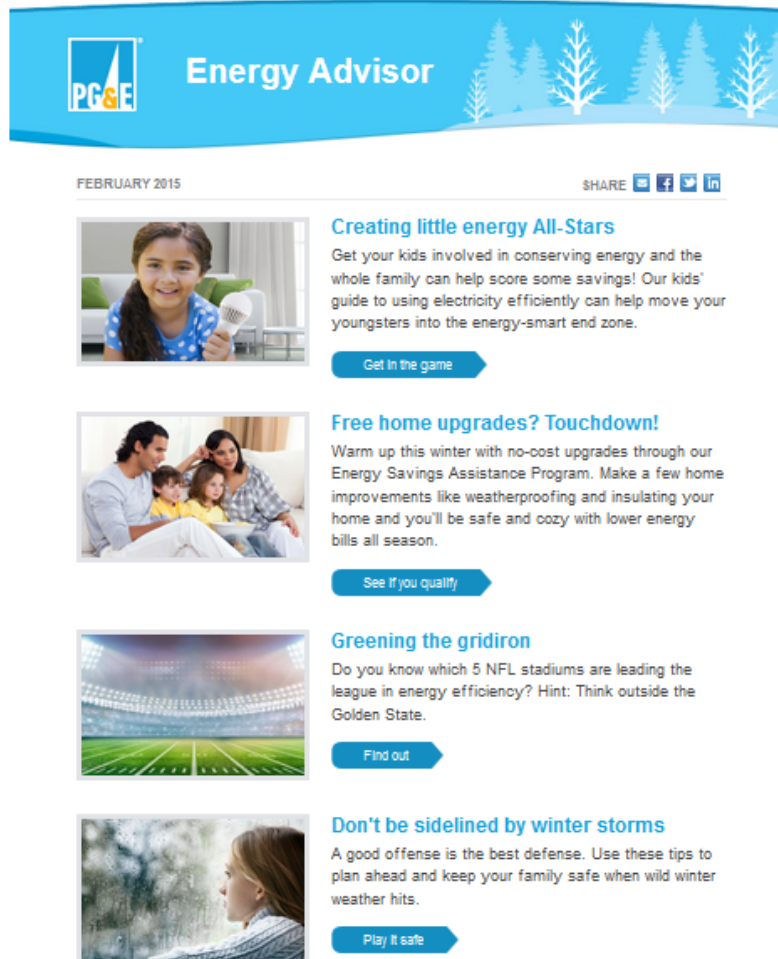
PG&E continued to participate in media interviews to promote ESA and CARE with the following outlets:

- KJSX AM, which is the largest and longest running Vietnamese radio station in the Bay Area.

- KVTO AM, which serves the Bay Area’s Asian population.

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. The February newsletter provided energy savings tips to help customers better manage their usage and bill, generating an overall 22.6% open rate with a 6% unique click-thru rate.

Sample Newsletter:



The following ongoing efforts continued building CARE awareness and participation throughout February.

- Online – Customers can visit pge.com/CARE to find out more information about CARE and to apply online. Year to date, this channel has collected 21,872 new enrollments.
- Local Office Partnerships – CARE partners with local offices to inform customers about the program and to distribute applications. Year to date, this initiative has produced 753 new enrollments.

- Community Outreach Contractors (COCs) - PG&E contracted with 69 COCs throughout its service area. These represent a variety of communities, including African-Americans, Hispanics, Asian Pacific Islander Americans (Chinese, Vietnamese, Laotian, and Hmong), Native Americans, seniors, rural residents, agricultural workers, sub-metered tenants, and nonprofit living facilities. Year to date, this initiative has led to 147 new enrollments.
- Events - PG&E's Low Income Community Engagement Team promoted CARE and ESA at the TET Vietnamese Festival in San Francisco. With over 8,000 people in attendance, PG&E sponsored a booth passing out CARE applications and information about the other Low Income Programs. Speaking in Vietnamese, Soleeva, an ESA contractor also participated in the event to raise awareness about the ESA program. As a result, 150 CARE applications were distributed to customers and 4 customers becoming ESA customers.

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

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

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

PG&E exchanges data with Southern California Edison (SCE) Company and Southern California Gas (SCG) Company and automatically enrolls their CARE households if they also receive PG&E service. PG&E also exchanges data of qualified low income households with the Sacramento Municipal Utility District (SMUD). PG&E provides natural gas within the SMUD electric service area and automatically enrolls qualified low income customers served by SMUD onto the CARE Program. These data exchanges are currently on hold while PG&E updates their information security agreements.

PG&E automatically enrolls customers who receive LIHEAP and Relief for Energy Assistance through Community Help (REACH) payments. Year-to-date, 573 LIHEAP customers and 110 REACH

customers have been automatically enrolled onto the CARE Program.

Year-to-date, 3,561 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 February.

2.3 Miscellaneous

D.08-11-031, Ordering Paragraph (OP) 64, granted the IOUs discretion about how to enroll eligible public housing residents in each of their service areas. In response, PG&E contracted with Public Housing Authorities as COCs to enroll their eligible residents in the program.

3 Appendix: ESA Tables and CARE Tables

ESA- Table 1- ESA Program Expenses

ESA- Table 2- ESA Measure Installations and Savings

ESA- Table 3- Average Bill Savings per Treated Home

ESA- Table 4a- ESA Homes Treated

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

ESA- Table 5- ESA Customer Summary

ESA- Table 6- Expenditures for Pilots and Studies

CARE- Table 1- CARE Program Expenses

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

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

CARE- Table 3B- Post-Enrollment Verification Results (High-Usage)
CARE- Table 4- CARE Self-Certification and Self-Recertification Applications
CARE- Table 5- Enrollment by County
CARE- Table 6- Recertification Results
CARE- Table 7- Capitation Contractors
CARE- Table 8- Participants as of Month-End
CARE- Table 9 - Expenditures for CHANGES Pilot Program
CARE-Table 10- CHANGES
CARE-Table 11- CHANGES

**Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses
Through February 28, 2015**

ESA Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Appliances	\$ 34,907,105	\$ 2,627,416	\$ 37,534,521	\$ 1,791,508	\$ 56,169	\$ 1,847,676	\$ 2,389,064	\$ 90,613	\$ 2,479,677	7%	3%	7%
Domestic Hot Water	\$ 924,532	\$ 9,757,809	\$ 10,682,341	\$ 63,571	\$ 1,035,378	\$ 1,098,950	\$ 103,341	\$ 1,584,189	\$ 1,687,530	11%	16%	16%
Enclosure	\$ 7,457,463	\$ 41,793,263	\$ 49,250,726	\$ 593,240	\$ 3,361,696	\$ 3,954,937	\$ 897,587	\$ 5,086,325	\$ 5,983,912	12%	12%	12%
HVAC [3]	\$ 2,685,301	\$ 2,661,646	\$ 5,346,947	\$ 448,124	\$ 558,689	\$ 1,006,813	\$ 629,993	\$ 724,707	\$ 1,354,700	23%	27%	25%
Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Lighting	\$ 28,575,478	\$ -	\$ 28,575,478	\$ 2,073,154	\$ -	\$ 2,073,154	\$ 3,316,252	\$ -	\$ 3,316,252	12%	0%	12%
Miscellaneous [4]	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Customer Enrollment	\$ 1,155,071	\$ 621,961	\$ 1,777,032	\$ 70,383	\$ 37,898	\$ 108,281	\$ 113,205	\$ 60,957	\$ 174,161	10%	10%	10%
In Home Education	\$ 9,917,891	\$ 5,340,403	\$ 15,258,294	\$ 698,093	\$ 375,896	\$ 1,073,990	\$ 1,125,951	\$ 606,281	\$ 1,732,232	11%	11%	11%
Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Energy Efficiency TOTAL	\$ 85,622,841	\$ 62,802,499	\$ 148,425,339	\$ 5,738,074	\$ 5,425,728	\$ 11,163,801	\$ 8,575,392	\$ 8,153,072	\$ 16,728,464	10%	13%	11%
Training Center [2]	\$ 676,925	\$ 372,394	\$ 1,049,319	\$ 40,547	\$ 21,833	\$ 62,381	\$ 66,904	\$ 36,025	\$ 102,929	10%	10%	10%
Inspections [2]	\$ 4,613,647	\$ 2,616,909	\$ 7,230,556	\$ 324,670	\$ 174,822	\$ 499,492	\$ 609,017	\$ 327,932	\$ 936,950	13%	13%	13%
Marketing and Outreach [2]	\$ 1,260,017	\$ 683,134	\$ 1,943,151	\$ 38,531	\$ 20,747	\$ 59,278	\$ 79,604	\$ 42,864	\$ 122,468	6%	6%	6%
Statewide Marketing Education and Outreach [1]	\$ 82,550	\$ 44,450	\$ 127,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Measurement and Evaluation Studies	\$ 133,250	\$ 71,750	\$ 205,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Regulatory Compliance [2]	\$ 275,649	\$ 154,832	\$ 430,480	16,092.73	8,665.32	\$ 24,758	26,960.32	14,517.10	\$ 41,477	10%	9%	10%
General Administration [2]	\$ 2,865,222	\$ 1,615,712	\$ 4,480,934	(227,162.72)	(122,318.39)	\$ (349,481)	337,861.17	181,925.24	\$ 519,786	12%	11%	12%
CPUC Energy Division	\$ 35,750	\$ 19,250	\$ 55,000	\$ 2,153	\$ 1,159	\$ 3,312	2,153	1,159	\$ 3,312	6%	6%	6%
TOTAL PROGRAM COSTS	\$ 95,565,850	\$ 68,380,930	\$ 163,946,779	\$ 5,932,905	\$ 5,530,637	\$ 11,463,542	\$ 9,697,892	\$ 8,757,495	\$ 18,455,387	10%	13%	11.26%
Funded Outside of ESA Program Budget												
Indirect Costs				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
NGAT Costs					\$ 110,810	\$ 110,810		\$ 321,906	\$ 321,906			

[1] PG&E have requested in the ESATestimony, filed on November 18, 2014 to fund shift \$127,000 authorized budget from Statewide Marketing, Education and Outreach to Marketing and Outreach to augment drought efforts and ESA services to CARE high energy users.

[2] Program budgets have been updated to include employee benefits costs approved in the GRC (D.14-08-032) - Decision Authorizing Pacific Gas and Electric Company's General Rate Case Revenue Requirement for 2014-2016, issue date of August 20, 2014.

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

[4] The 2014 and 2015 authorized budget in the Miscellaneous category of \$10,854,095 was redistributed to the HVAC category (\$922,598 for AC Fan Delay - Electric and the Enclosure category (\$1,559,579 for Attic Insulation - Electric and \$8,371,918 for Attic Insulation - Gas).

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

Energy Savings Assistance Program Table 2

Through February 28, 2015

Measures	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh [4] (Annual)	kW [5] (Annual)	Therms (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	
Refrigerators	Each	1,977	1,295,563	176.08	-	\$ 1,808,227	11.65%
Evaporative Cooler (Replacement)	Each	570	153,569	49.80	-	\$ 390,419	2.52%
Smart Power Strips	Each	3,351	81,429	11.06	-	\$ 186,678	1.20%
Microwaves [6]	Each	2,847	381,973	-	22,368	\$ 250,965	1.62%
Domestic Hot Water							
Water Heater Blanket	Home	3,807	20,347	4.44	20,811	\$ 225,320	1.45%
Low Flow Shower Head	Home	16,333	142,126	20.30	87,708	\$ 680,284	4.38%
Water Heater Pipe Insulation	Home	11,267	22,722	4.92	32,169	\$ 5,861	0.04%
Faucet Aerator	Home	301	1,116	0.19	2,154	\$ 204,460	1.32%
Water Heater Repair/Replacement	Each	130	-	-	-	\$ 168,833	1.09%
Thermostatic Shower Valve [7]	Each	12,767	3,003	-	21,828	\$ 285,893	1.84%
Enclosure							
Air Sealing / Envelope [1]	Home	10,757	53,848	10.39	88,602	\$ 4,558,580	29.38%
Caulking	Home						
Attic Insulation	Home	613	66,437	84.06	26,249	\$ 994,592	6.41%
HVAC							
FAU Standing Pilot Conversion	Each						
Furnace Repair/Replacement	Each	208	-	-	724	\$ 407,565	2.63%
Room A/C Replacement	Each	132	25,941	4.76	-	\$ 177,355	1.14%
Central A/C replacement	Each	-	-	-	-	\$ 7,624	0.05%
Central A/C Tune up	Home	-	-	-	-	\$ -	0.00%
Duct Testing and Sealing	Home	479	32,126	5.25	13,093	\$ 308,523	1.99%
Maintenance							
Furnace Clean and Tune	Home						
Lighting							
Compact Fluorescent Lights (CFL)	Each	56,413	902,608	115.07	-	\$ 452,835	2.92%
Interior Hard wired CFL fixtures	Each	24,612	393,792	50.20	-	\$ 2,038,405	13.14%
Exterior Hard wired CFL fixtures	Each	4,620	223,262	28.46	-	\$ 381,288	2.46%
Torchiere	Each	1,617	179,912	22.94	-	\$ 128,187	0.83%
Occupancy Sensor	Each	1,495	153,707	19.60	-	\$ 89,455	0.58%
LED Night Lights	Each						
Miscellaneous							
Pool Pumps	Each						
New Measures							
AC Time Delay [8]	Each	-	-	-	0	\$ -	0.00%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	15,073				\$ 161,403	1.04%
In-Home Education	Home	15,073				\$ 1,605,783	10.35%
Total Savings/Expenditures			4,133,480	607.52	315,705	\$ 15,518,537	
Households Weatherized [2]		13,676					
Households Treated							
- Single Family Households Treated	Home	11,050					
- Multi-family Households Treated	Home	3,211					
- Mobile Homes Treated	Home	812					
Total Number of Households Treated	Home	15,073					
# Eligible Households to be Treated for PY [3]	Home	119,940					
% of Households Treated	%	12.57%					
- Master-Meter Households Treated	Home	614					

[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.

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

[3] Appendix A --- A.11-05-017 Adopted Number of Homes to be Treated is used as per Order issued 8/20/2014 Decision 14-08-030

[4] SF and MF savings from PGECODHW113, Revision 4.

MH: ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011.

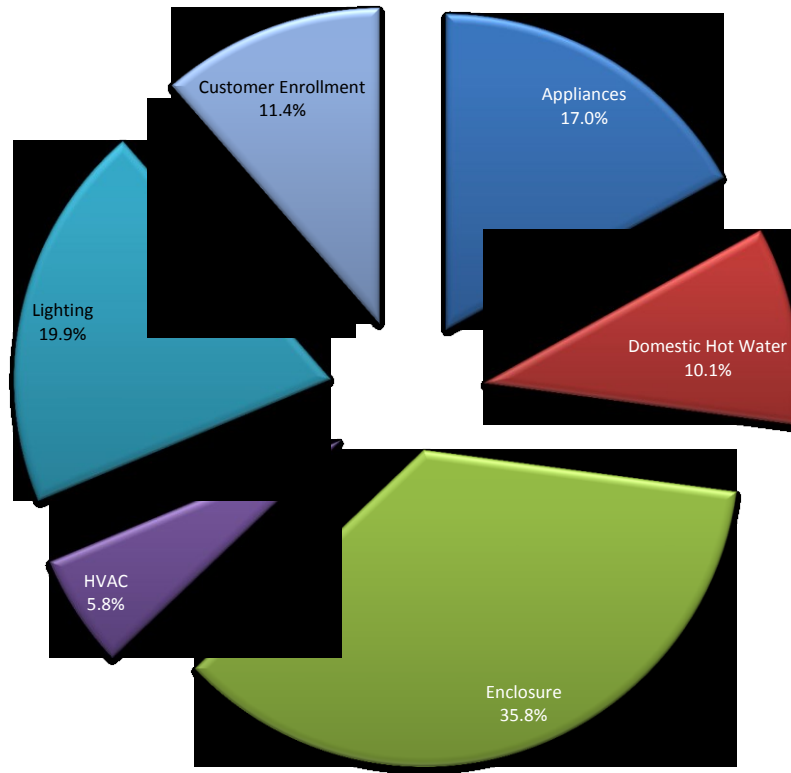
[5] Costs exclude support costs that are included in Table 1.

[6] Microwave savings are from ECONorthWest Studies received in December of 2011

[8] Savings value from Work Paper PGE0077 Revision #1 --- California HVAC Upgrade: Efficient Fan Controller(EFC) for Residential

**Energy Savings Assistance Program Table 2 Pie-Chart
Through February 28, 2015**

ESAP Year-to-Date Expenditures By Measure Group



Appliances	2,636,289	16.99%
Domestic Hot Water	1,570,652	10.12%
Enclosure	5,553,172	35.78%
HVAC	901,068	5.81%
Lighting	3,090,170	19.91%
New Measures	-	0.00%
Customer Enrollment	1,767,186	11.39%
Total	15,518,537	100.00%

Energy Savings Assistance Program Table 3 - Average Bill Savings	
Through February 28, 2015	
Year-to-Date Installations - Expensed	
Annual kWh Savings	4,133,480
Annual Therm Savings	315,705
Lifecycle kWh Savings	53,500,714
Lifecycle Therm Savings	3,468,673
Current kWh Rate	\$ 0.1345
Current Therm Rate	\$ 1.0340
Number of Treated Households	15,073
Average 1st Year Bill Savings / Treated Households	\$ 58.54
Average Lifecycle Bill Savings / Treated Households	\$ 555.99

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

Energy Savings Assistance Program Table 4a - Energy Savings Assistance**Through February 28, 2015**

County	Eligible Households			Households Treated YTD		
	Rural	Urban	Total	Rural	Urban	Total
ALAMEDA	3	171,674	171,677	-	1,494	1,494
ALPINE	144	-	144	-	-	-
AMADOR	4,818	1	4,819	48	2	50
BUTTE	12,872	27,244	40,116	390	-	390
CALAVERAS	7,949	66	8,015	37	5	42
COLUSA	2,811	11	2,822	25	-	25
CONTRA COSTA	9	105,625	105,634	-	1,222	1,222
EL DORADO	7,445	8,574	16,019	98	4	102
FRESNO	242	143,994	144,236	219	1,655	1,874
GLENN	4,255	-	4,255	73	9	82
HUMBOLDT	23,163	-	23,163	150	-	150
KERN	57,100	37,883	94,983	412	670	1,082
KINGS	9,352	233	9,585	36	-	36
LAKE	16,447	1	16,448	149	5	154
LASSEN	172	-	172	-	-	-
MADERA	7,424	16,474	23,898	169	-	169
MARIN	-	21,427	21,427	3	13	16
MARIPOSA	3,597	31	3,628	1	4	5
MENDOCINO	16,284	18	16,302	61	5	66
MERCED	21,449	19,602	41,051	207	201	408
MONTEREY	5,301	44,121	49,422	71	380	451
NAPA	1	14,042	14,043	3	45	48
NEVADA	11,641	9	11,650	96	1	97
PLACER	11,314	20,069	31,383	88	351	439
PLUMAS	3,630	122	3,752	-	-	-
SACRAMENTO	-	176,659	176,659	13	1,156	1,169
SAN BENITO	6,444	133	6,577	48	-	48
SAN BERNARDINO	363	34	397	2	-	2
SAN FRANCISCO	-	115,473	115,473	-	453	453
SAN JOAQUIN	10,318	83,201	93,519	97	954	1,051
SAN LUIS OBISPO	20,833	13,719	34,552	171	-	171
SAN MATEO	-	57,706	57,706	3	172	175
SANTA BARBARA	1,435	19,063	20,498	119	102	221
SANTA CLARA	4,053	145,110	149,163	36	971	1,007
SANTA CRUZ	8	29,587	29,595	39	218	257
SHASTA	13,459	14,133	27,592	140	130	270
SIERRA	308	7	315	-	-	-
SISKIYOU	21	-	21	-	-	-
SOLANO	-	45,396	45,396	16	546	562
SONOMA	2,980	53,267	56,247	43	223	266
STANISLAUS	29,467	36,740	66,207	60	302	362
SUTTER	1	14,435	14,436	97	-	97
TEHAMA	10,901	11	10,912	157	9	166
TRINITY	434	-	434	8	-	8
TULARE	8,537	756	9,293	107	2	109
TUOLUMNE	9,806	-	9,806	21	-	21
YOLO	2	28,345	28,347	57	73	130
YUBA	84	11,049	11,133	126	-	126
Total	346,877	1,476,045	1,822,922	3,696	11,377	15,073

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

Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate

Through February 28, 2015

County	Reason Provided							Other
	Customer Declined Program Measures or is Non-Responsive	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Insufficient feasible Measures	Ineligible Dwelling - Prior Program Participation or Dwelling Age	Household Income Exceeds Allowable Limits	Unable to Provide Required Documentation	
Alameda	50	9	0	5	0	16	13	
Alpine	0	0	0	0	0	0	0	
Amador	0	0	0	0	0	0	1	
Butte	0	1	0	2	0	0	0	
Calaveras	0	0	0	0	0	0	6	
Colusa	0	0	0	0	0	0	0	
Contra Costa	40	5	0	22	0	0	6	
El Dorado	6	0	0	1	0	0	5	
Fresno	41	10	0	11	0	0	4	
Glenn	0	0	0	0	0	0	0	
Humboldt	0	1	0	0	0	0	0	
Kern	53	11	0	6	0	0	1	
Kings	5	0	0	2	0	1	0	
Lake	0	0	0	0	0	0	0	
Lassen	0	0	0	0	0	0	0	
Madera	3	1	0	3	0	0	0	
Marin	0	0	0	0	0	0	0	
Mariposa	0	0	0	0	0	0	0	
Mendocino	1	0	0	0	0	0	0	
Merced	8	5	0	0	0	0	1	
Monterey	11	8	0	10	0	0	0	
Napa	3	0	0	0	0	0	0	
Nevada	0	0	0	0	0	0	3	
Placer	4	1	0	1	0	0	0	
Plumas	0	0	0	0	0	0	0	
Sacramento	27	7	0	11	0	2	0	
San Benito	0	0	0	0	0	0	0	
San Bernardino	0	0	0	0	0	0	0	
San Francisco	24	1	0	1	0	1	3	
San Joaquin	20	7	0	1	0	0	0	
San Luis Obispo	0	0	0	0	0	2	0	
San Mateo	0	1	0	0	0	2	0	
Santa Barbara	0	0	0	0	0	2	0	
Santa Clara	25	4	0	1	0	7	5	
Santa Cruz	7	1	0	2	0	2	0	
Shasta	0	0	0	0	0	0	0	
Sierra	0	0	0	0	0	0	0	
Siskiyou	0	0	0	0	0	0	0	
Solano	21	6	0	3	0	0	8	
Sonoma	11	0	0	1	0	1	0	
Stanislaus	7	3	0	1	0	0	0	
Sutter	0	1	0	0	0	0	0	
Tehama	1	1	0	0	0	0	0	
Trinity	0	0	0	0	0	0	0	
Tulare	1	0	0	0	0	1	0	
Tuolumne	3	0	0	1	0	0	0	
Yolo	9	1	0	2	0	1	0	
Yuba	0	0	0	0	0	0	0	
Total	381	85	0	87	0	38	56	0

**Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary
Through February 28, 2015**

2015	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)		
		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
January	4,331	97,977	1,049,219	137	1,110	21,489	7,203	3	738	651	389,500	57	6,179	120,117	1,445,922	197
February	10,557	1,923	1,061,606	156	1,942	59,480	22,994	17	2,574	254,302	3,048,880	435	15,073	315,705	4,133,480	608
March																
April																
May																
June																
July																
August																
September																
October																
November																
December																
YTD																

Figures for each month are YTD. July results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in ESA Table 2.

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

Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies**Through February 28, 2015**

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

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

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

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

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

CARE Table 1 - CARE Program Expenses - PG&E												
Through February 28, 2015												
CARE Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Outreach [1][5]	\$ 4,735,628	\$ 1,110,826	\$ 5,846,455	\$ 244,647	\$ 57,386	\$ 302,034	\$ 486,586	\$ 114,137	\$ 600,723	10%	10%	10%
Processing, Certification, Recertification [5]	\$ 3,208,475	\$ 752,605	\$ 3,961,081	\$ 128,235	\$ 30,080	\$ 158,315	\$ 232,965	\$ 54,646	\$ 287,611	7%	7%	7%
Post Enrollment Verification [5]	\$ 1,698,680	\$ 398,456	\$ 2,097,136	\$ 87,232	\$ 20,462	\$ 107,694	\$ 158,480	\$ 37,174	\$ 195,654	9%	9%	9%
IT Programming [5]	\$ 595,993	\$ 139,801	\$ 735,794	\$ 59,919	\$ 14,055	\$ 73,975	\$ 118,751	\$ 27,855	\$ 146,607	20%	20%	20%
Cooling Centers [5]	\$ 134,904		\$ 134,904	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
CHANGES Pilot Program [2][5]	\$ 183,717	\$ 43,094	\$ 226,811	\$ 4,272	\$ 1,002	\$ 5,274	\$ 7,962	\$ 1,868	\$ 9,829	4%	4%	4%
Measurement & Evaluation	\$ 38,880	\$ 9,120	\$ 48,000	\$ -	\$ -	\$ -	\$ 16,337	\$ 3,832	\$ 20,170	42%	42%	42%
Regulatory Compliance [5]	\$ 313,946	\$ 73,642	\$ 387,587	\$ 24,006	\$ 5,631	\$ 29,637	\$ 43,874	\$ 10,291	\$ 54,166	14%	14%	14%
General Administration [5]	\$ 1,805,543	\$ 423,523	\$ 2,229,066	\$ 127,215	\$ 29,841	\$ 157,055	\$ 170,363	\$ 39,962	\$ 210,324	9%	9%	9%
CPUC Energy Division Staff	\$ 103,680	\$ 24,320	\$ 128,000	\$ 1,340	\$ 314	\$ 1,655	\$ 3,960	\$ 929	\$ 4,889	4%	4%	4%
SUBTOTAL PROGRAM COSTS	\$ 12,819,447	\$ 2,975,387	\$ 15,794,833	\$ 676,867	\$ 158,771	\$ 835,639	\$ 1,239,278	\$ 290,695	\$ 1,529,973	10%	10%	10%
CARE Rate Discount [3]	\$ 490,819,500	\$ 115,130,500	\$ 605,950,000	\$ 30,274,206	\$ 11,689,185	\$ 41,963,390	\$ 71,069,254	\$ 28,025,092	\$ 99,094,347	14%	24%	16%
TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 503,638,947	\$ 118,105,887	\$ 621,744,833	\$ 30,951,073	\$ 11,847,956	\$ 42,799,029	\$ 72,308,532	\$ 28,315,787	\$ 100,624,319	14%	24%	16%
Other CARE Rate Benefits												
- DWR Bond Charge Exemption				\$ 2,649,999		\$ 2,649,999	\$ 5,932,590		\$ 5,932,590			
- CARE PPP Exemption [4]				\$ 3,118,943	\$ 1,127,508	\$ 4,246,451	\$ 7,303,756	\$ 2,479,407	\$ 9,783,163			
- California Solar Initiative Exemption				\$ 526,165		\$ 526,165	\$ 1,223,708		\$ 1,223,708			
- kWh Surcharge Exemption												
Total - Other CARE Rate Benefits				\$ 6,295,107	\$ 1,127,508	\$ 7,422,615	\$ 14,460,054	\$ 2,479,407	\$ 16,939,461			
Indirect Costs [5]				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			

[1] The Outreach category includes expenses from Capitation Fee, Mass Media Advertising, Outreach, and Expanded Outreach.

[2] D.14-08-030 approved continued funding for the CHANGES Pilot Program in 2015 at the funding level of \$61,200 per month. Expenditures include contract and PG&E support costs for the CHANGES pilot.

[3] The Authorized Budget for the CARE Rate Discount per D.14-08-030.

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.

[4] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the CARE surcharge.

[5] Program authorized budget per D.14-08-030 has been updated to include \$848,000 employee benefits costs approved in the GRC (D.14-08-032) - Decision Authorizing Pacific Gas and Electric Company's General Rate Case Revenue Requirement for 2014-2016, approved on August 14, 2014. Actual employee benefit burden costs have been included in the program monthly and YTD expenses.

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

CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration - PG&E
Through February 28, 2015

2015	New Enrollment										Recertification				Attrition				Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (WX)		
	Automatic Enrollment				Self-Certification (Income or Categorical)						Total New Enrollment (E+H+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response ⁴	Failed PEV	Failed Recertification	Other ⁵	Total Attrition (P+Q+R+S)				Gross (K+O)	Net Adjusted (K-T)
	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)	Capitation																
January	0	1,786	0	1,786	10,855	8,778	848	20,481	61	22,328	26,683	5,810	9,648	42,141	n/a	7,311	5,318	9,062	21,691	64,469	637	1,413,971	1,635,673	86%	
February	0	2,458	0	2,458	11,017	11,964	0	22,981	86	25,525	31,133	7,325	14,796	53,254	n/a	5,797	5,505	9,063	20,365	78,779	5,160	1,419,131	1,635,673	87%	
March																									
April																									
May																									
June																									
July																									
August																									
September																									
October																									
November																									
December																									
YTD Total	0	4,244	0	4,244	21,872	20,742	848	43,462	147	47,853	57,816	13,135	24,444	95,395	n/a	13,108	10,823	18,125	42,056	143,248	5,797	1,419,131	1,635,673	87%	

¹ Enrollments via data sharing between the IOUs.

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

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

⁴ PG&E counts attrition due to no response in the Failed PEV and Failed Recertification columns, respectively.

⁵ Includes customers who closed their accounts, requested to be removed, or were otherwise ineligible for the program.

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

CARE Table 3A - Post-Enrollment Verification Results (Model) - PG&E								
Through February 28, 2015								
2015	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify	CARE Households De-Enrolled (Due to no response)	CARE Households De-Enrolled (Verified as Ineligible) ¹	Total Households De-Enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-Enrolled
January	1,413,971	4,671	0.33%	0	0	0	0.00%	0.00%
February	1,419,131	4,744	0.33%	0	0	0	0.00%	0.00%
March								
April								
May								
June								
July								
August								
September								
October								
November								
December								
YTD Total	1,419,131	9,415	0.66%	0	0	0	0.00%	0.00%

¹ Includes customers verified as over income or who requested to be de-enrolled.

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

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

CARE Table 3B - Post-Enrollment Verification Results (High Usage) - PG&E								
Through February 28, 2015								
2015	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify	CARE Households De-Enrolled (Due to no response)	CARE Households De-Enrolled (Verified as Ineligible) ¹	Total Households De-Enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-Enrolled
January	1,413,971	4,166	0.29%	0	0	0	0.00%	0.00%
February	1,419,131	8,129	0.57%	0	0	0	0.00%	0.00%
March								
April								
May								
June								
July								
August								
September								
October								
November								
December								
YTD Total	1,419,131	12,295	0.87%	0	0	0	0.00%	0.00%

¹ Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.

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

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

CARE Table 4 - CARE Self-Certification and Self-Recertification Applications - PG&E						
Through February 28, 2015						
	Provided ¹	Received	Approved	Denied	Pending/ Never Completed	Duplicates
Total YTD	2,938,630	91,996	80,439	5,919	5,638	13,135
Percentage ²		100.00%	87.44%	6.43%	6.13%	14.28%

¹ Includes number of applications provided via direct mail campaigns, call centers, bill inserts and other outreach methods. Because there are other means by which customers obtain applications which are not counted, this number is only an approximation.

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

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

CARE Table 5 - Enrollment by County - PG&E
Through February 28, 2015

County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
	Urban	Rural ¹	Total	Urban	Rural ¹	Total	Urban	Rural ¹	Total
ALAMEDA	143,840	3	143,843	125,612	5	125,617	87%	n/a	87%
ALPINE	0	143	143	0	12	12	n/a	8%	8%
AMADOR	1	4,768	4,768	0	4,225	4,225	n/a	89%	89%
BUTTE	26,006	12,525	38,531	23,918	12,349	36,267	92%	99%	94%
CALAVERAS	65	7,919	7,983	62	5,499	5,561	96%	69%	70%
COLUSA	9	2,756	2,765	10	3,268	3,278	112%	119%	119%
CONTRA COSTA	95,687	9	95,696	84,579	1	84,580	88%	11%	88%
EL DORADO	8,539	7,424	15,963	5,566	5,737	11,303	65%	77%	71%
FRESNO	137,399	234	137,634	145,029	167	145,196	106%	71%	105%
GLENN	0	4,177	4,177	2	4,665	4,667	n/a	112%	112%
HUMBOLDT	0	22,252	22,252	0	18,184	18,184	n/a	82%	82%
KERN	36,848	55,919	92,767	39,159	58,552	97,711	106%	105%	105%
KINGS	230	9,293	9,523	134	8,567	8,701	58%	92%	91%
LAKE	1	16,285	16,286	1	12,300	12,301	n/a	76%	76%
LASSEN	0	172	172	0	182	182	n/a	106%	106%
MADERA	16,183	7,391	23,575	15,645	5,296	20,941	97%	72%	89%
MARIN	18,745	0	18,745	12,553	0	12,553	67%	n/a	67%
MARIPOSA	28	3,513	3,542	15	2,353	2,368	53%	67%	67%
MENDOCINO	18	16,004	16,022	7	10,286	10,293	38%	64%	64%
MERCED	19,241	20,608	39,849	19,306	20,028	39,334	100%	97%	99%
MONTEREY	39,996	4,920	44,916	35,148	5,594	40,742	88%	114%	91%
NAPA	12,911	1	12,912	10,962	0	10,962	85%	n/a	85%
NEVADA	9	11,421	11,430	2	9,091	9,093	23%	80%	80%
PLACER	19,431	10,648	30,080	12,735	8,050	20,785	66%	76%	69%
PLUMAS	122	3,623	3,745	11	1,758	1,769	9%	49%	47%
SACRAMENTO	148,314	0	148,314	107,405	0	107,405	72%	n/a	72%
SAN BENITO	128	6,302	6,430	69	4,847	4,916	54%	77%	76%
SAN BERNARDINO	34	363	397	43	255	298	127%	70%	75%
SAN FRANCISCO	78,175	0	78,175	63,613	0	63,613	81%	n/a	81%
SAN JOAQUIN	77,384	9,988	87,372	79,153	8,893	88,046	102%	89%	101%
SAN LUIS OBISPO	13,426	20,641	34,067	5,756	13,750	19,506	43%	67%	57%
SAN MATEO	48,507	0	48,507	35,777	0	35,777	74%	n/a	74%
SANTA BARBARA	18,694	1,372	20,066	16,254	690	16,944	87%	50%	84%
SANTA CLARA	120,875	3,855	124,730	104,848	2,914	107,762	87%	76%	86%
SANTA CRUZ	26,827	7	26,835	20,283	1	20,284	76%	13%	76%
SHASTA	13,396	13,285	26,682	10,577	9,274	19,851	79%	70%	74%
SIERRA	7	306	312	1	143	144	15%	47%	46%
SISKIYOU	0	21	21	0	7	7	n/a	33%	33%
SOLANO	41,925	0	41,925	40,868	0	40,868	97%	n/a	97%
SONOMA	50,019	2,956	52,975	39,368	2,590	41,958	79%	88%	79%
STANISLAUS	34,154	28,574	62,728	26,973	24,481	51,454	79%	86%	82%
SUTTER	13,051	1	13,051	13,570	0	13,570	104%	n/a	104%
TEHAMA	11	10,788	10,798	8	11,569	11,577	75%	107%	107%
TRINITY	0	427	427	0	298	298	n/a	70%	70%
TULARE	736	8,455	9,190	364	8,863	9,227	49%	105%	100%
TUOLUMNE	0	9,780	9,780	0	7,212	7,212	n/a	74%	74%
YOLO	24,911	2	24,913	20,478	1	20,479	82%	n/a	82%
YUBA	10,573	84	10,657	11,201	109	11,310	106%	130%	106%
Total	1,296,459	339,214	1,635,673	1,127,065	292,066	1,419,131	87%	86%	87%

¹ "Rural" includes ZIP Codes classified as such by the Goldsmith modification that was developed to identify small towns and rural areas within large metropolitan counties. ZIP Codes not defined as rural are classified as urban.

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

Pacific Gas and Electric Company ESA and CARE Programs Monthly Report

CARE Table 6 - Recertification Results - PG&E							
Through February 28, 2015							
2015	Total CARE Households	Households Requested to Recertify ¹	% of Total Households (C/B)	Households Recertified ²	Households De-Enrolled	Recertification Rate % (E/C)	% of Total Households De-Enrolled (F/B)
January	1,413,971	31,752	2.25%	0	0	0.00%	0.00%
February	1,419,131	39,097	2.75%	0	0	0.00%	0.00%
March							
April							
May							
June							
July							
August							
September							
October							
November							
December							
YTD Total	1,419,131	70,849	4.99%	0	0	0.00%	0.00%

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

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

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

CARE Table 7 - Capitation Contractors - PG&E						
Through February 28, 2015						
Contractor Name	Contractor Type				Total Enrollments	
	Private	CBO	WMDVBE	LIHEAP	Current Month	Year to Date
Advancing Vibrant Communities, Inc.		X			0	0
Amador-Tuolumne Community Action Agency		X			0	0
American Canyon Family Resource Center		X			0	0
Anderson Cottonwood Christian Assistance		X			3	4
Arc of San Francisco		X			0	0
Area 12 Agency on Aging		X			1	1
Area Agency on Aging Serving Napa and Solano		X			0	0
Arriba Juntos					0	0
Asian Community Center		X			1	1
Asian Community Mental Health Services		X			0	0
Asian Pacific American Community Center		X			0	0
Berkeley Housing Authority					0	0
Breathe California of the Bay Area					0	1
California Association of Area Agencies on Aging		X			14	41
California Human Development Corporation					0	1
Catholic Charities Diocese of Fresno		X			2	3
Center of Vision Enhancement					0	0
Central California Legal Services, Inc.					2	3
Central Coast Energy Services, Inc					9	9
Child Abuse Prevention Council of San Joaquin County		X			0	0
Chinese Christian Herald Crusades					0	0
Chinese Newcomers Service Center					2	2
Community Action Marin		X			13	16
Community Pantry of San Benito County		X			0	0
Community Resource Project, Inc.					6	7
Community Resources for Independent Living		X			0	0
CSU Chico Research Foundation - Passages					0	0
Delta Community Services, Inc.		X			0	0
Disability Resource Agency for Independent Living		X			0	0
Ebony Counseling Center					0	0
Filipino American Development Foundation		X			0	0
Fresno Center for New Americans		X			2	3
Golden Umbrella					0	0
Heritage Institute for Family Advocacy					1	1
Housing Authority of the City of Fresno					0	0
Housing Authority of the County of Kern					4	5
Independent Living Center of Kern County, Inc.					0	1
Independent Living Services of Northern California					0	0
KidsFirst					0	0
Kings Community Action Organization, Inc.		X			0	1
La Luz Bilingual Center					0	0
Lao Khmu Assoc., Inc					1	2
Marin Center for Independent Living					0	0
Merced County Community Action Agency		X			2	12
Merced Lao Family Community Inc.		X			1	1
Moncada Outreach					12	17
Monument Crisis Center		X			0	0
Mutual Assistance Network of Del Paso Heights					0	0
National Alliance on Mental Illness-Santa Clara County					0	0
Oakland Citizens Committee for Urban Renewal (OCCUR)		X			3	4
Opportunity Junction					0	0
Project Access, Inc					0	0
REDI (Renewable Energy Development Institute)					0	0
Ritter Center					0	0
Roseville Housing Authority					0	0
Sacred Heart Community Service					3	4
Salvation Army Golden State Divisional Headquarters					1	3
Second Harvest Food Bank of Santa Cruz and San Benito Counties					0	0
Self-Help for the Elderly					0	0
Shasta Women's Refuge					0	0
Silicon Valley Independent Living Center					0	0
St. Helena Family Center					1	1
Suscol Intertribal Council					0	0
Transitions Mental Health Association					0	0
United Way of Fresno County					0	0
Valley Oak Children's Services, Inc.					1	1
West Valley Community Services		X			0	0
Yolo County Housing Authority					0	1
Yolo Family Resource Center					1	1
Total Enrollments					86	147

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

CARE Table 8 - Participants as of Month-End - PG&E								
Through February 28, 2015								
2015	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts ¹
January	844,740	231,131	338,100	1,413,971	1,635,673	86%	0.0%	5,238,892
February	847,487	232,531	339,113	1,419,131	1,635,673	87%	0.4%	5,238,892
March								
April								
May								
June								
July								
August								
September								
October								
November								
December								

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

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

CARE Program Table 9 - Expenditures for CHANGES Pilot Program				
Through February 28, 2015				
	Authorized 4-Year Budget [1]	Current Month Expenses [2]	Expenses Since Jan. 1, 2012 [4]	% of 2012 - 2015 Budget Expended [3]
	Total	Total	Total	Total
Pilots				
CHANGES	\$868,320	\$5,274	\$705,109	81%
Total Pilots	\$868,320	\$5,274	\$705,109	81%

- D.12-12-011, Ordering Paragraph 1, approved continued funding for the CHANGES Pilot Program at the funding level of \$60,000/month until the end of the 2012-2014 CARE Program cycle; PG&E's funding level is 30% (\$216,000/annually).
D.14-08-030 approved continued funding for the CHANGES Pilot Program through 2015 at the funding level of \$61,200 per month
 - D.12-12-011, Conclusion of Law, p.34, states that the CARE Program ME&O budget ["Outreach" line in Appendix M in D.12-08-044] is to be increased to account for the additional CHANGES Pilot Program funding through the end of 2014.
 - In November 2011, a grant of \$126,000 was paid to the contractor for the interim bridge period December 2011 through June 2012, (authorized in Resolution CSID-005), of which \$18,000 was for the month of December 2011, and the remaining \$108,000 for the period January through June 2012.
 - Expenditures also include PG&E support costs for the CHANGES pilot.
- Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Table 10 CHANGES One-On-One Customer Assistance Sessions																
Date	CHANGES Participants' self-identified language of preference,	Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Description of each contact made with that customer's utility until a solution is reached.	If on CARE, Enter How Initially Enrolled			Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU [1]			Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.			Calls to Dedicated 800 # Recorded by IOU
				1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used			
										1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used		
1/5/2015	Spanish		HEAP/LiHeap Application Assistance	1						0	Meeting with client.					
1/8/2015	Spanish		Set Up/Change Payment Plan	1						1						
1/8/2015	Chinese/Cantonese		Request Meter Service or Testing Bill Adjustment Scheduled Customer Service Visit	1								1				
1/8/2015	Chinese/Cantonese		Changes to Account	1						0	This call was to another company/organization (example: HEAP provider).					
1/9/2015	Chinese/Cantonese		Changes to Account	1								0	This call was to another company/organization (example: HEAP provider).			
1/16/2015	Spanish		Changes to Account	1								0	This call was to another company/organization (example: HEAP provider).			
1/16/2015	Spanish		HEAP/LiHeap Application Assistance	1						0	Meeting with client.					
1/21/2015	Spanish		HEAP/LiHeap Application Assistance Changes to Account	1								0	This call was to another company/organization (example: HEAP provider).			
1/25/2015	Spanish		HEAP/LiHeap Application Assistance	1						0	Meeting with client.					
1/25/2015	Spanish		HEAP/LiHeap Application Assistance	1						0	Meeting with client.					
1/26/2015	English		HEAP/LiHeap Application Assistance Stop Disconnection	1								1				
1/26/2015	Spanish		HEAP/LiHeap Application Assistance Stop Disconnection	1								1				
1/27/2015	English		HEAP/LiHeap Application Assistance ESAP Application Assistance	1								0	Meeting with client.			
1/28/2015	English		Set Up/Change Payment Plan Restore Service	0						1						
1/29/2015	Spanish		HEAP/LiHeap Application Assistance Stop Disconnection Changes to Account	1								0	This call was to another company/organization (example: HEAP provider).			
January Totals				14						2					4	

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

**CARE Table 11 CHANGES Group Customer Assistance Sessions
January 2015 - PG&E**

Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
			# of Sessions	Length (Hours)	Number of Attendees	Description of Information / Literature Provided
January	Cantonese	Understanding Your Bill	1	minimum of 30 minutes	40	N/A
January	Cantonese	Safety Tips	1	minimum of 30 minutes	47	N/A
January	Cantonese	Energy Conservation	1	minimum of 30 minutes	39	N/A
January	English	Energy Conservation	1	minimum of 30 minutes	22	N/A
January	Cantonese	CARE/FERA and Other Assistance Programs	2	minimum of 30 minutes	2	N/A
January	English	CARE/FERA and Other Assistance Programs	1	minimum of 30 minutes	7	N/A
January	Japanese	CARE/FERA and Other Assistance Programs	2	minimum of 30 minutes	3	N/A
January	Spanish	CARE/FERA and Other Assistance Programs	2	minimum of 30 minutes	41	N/A
January	Vietnamese	CARE/FERA and Other Assistance Programs	1	minimum of 30 minutes	1	N/A
January	English	High Energy Use	3	minimum of 30 minutes	42	High Use Handout
January	Japanese	Avoiding Disconnection	1	minimum of 30 minutes	59	N/A
January	Spanish	Avoiding Disconnection	1	minimum of 30 minutes	20	N/A
January Totals			17		323	
Year-To-Date						

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