BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA

Application of Southern California Edison Company (U 338-E) for Approval of its 2012-2014 California Alternate Rates for Energy (CARE) and Energy Savings Assistance Programs and Budgets.	Application 11-05-017 (Filed May 16, 2011)
And Related Matters.	Application 11-05-018 Application 11-05-019 Application 11-05-020
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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 FEBRUARY 2019

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Dated: March 21, 2019

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

Respectfully submitted,

DARREN P. ROACH

By: *_____ /s/ Darren P. Roach _____*
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Dated: March 21, 2019

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

Program Monthly Report for February 2019

Pacific Gas and Electric Company
03/21/2019

PACIFIC GAS AND ELECTRIC COMPANY

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

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PACIFIC GAS AND ELECTRIC COMPANY

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

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

1. Energy Savings Assistance (ESA) Program Summary

The ESA Program provides free home weatherization, energy-efficient appliances and energy education services to income-qualified PG&E customers throughout the Company's service area. To qualify for the ESA Program, a residential customer's household income must be at or below 200 percent of Federal Poverty Guidelines, as required in D.05-10-044. PG&E has offered energy efficiency programs to income-qualified customers in its 48 counties since 1983. The ESA Program's objective is to help income-qualified customers reduce their energy consumption and costs while also improving their quality of life. The 2017-2020 ESA Program authorized in D.16-12-022 as modified by D.17-12-009 continues as a resource program emphasizing long-term and enduring energy savings. 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 12,964 customers in 2019, through February 28, 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]	$184,695,693	$18,827,971	10%
Homes Treated[2]	102,237	12,964	13%
kWh Saved	NA	8,594,212	
kW Demand Reduced	NA	1,159	
Therms Saved	NA	142,845	

[1]Authorized budget has been updated with midcycle request as per approval from AL 3990-G/5329-E A/B

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

1.2 ESA Program Customer Outreach and Enrollment Update

PG&E's outreach team and the ESA Program contractors conduct outreach through different channels and in multiple languages, including: Bill inserts, direct mailings, emails, outbound phone calls, ethnic and local media, community events and partnerships and other innovative approaches. Customers who call PG&E's customer service centers are referred to the ESA Program and assigned to a contractor in their area.

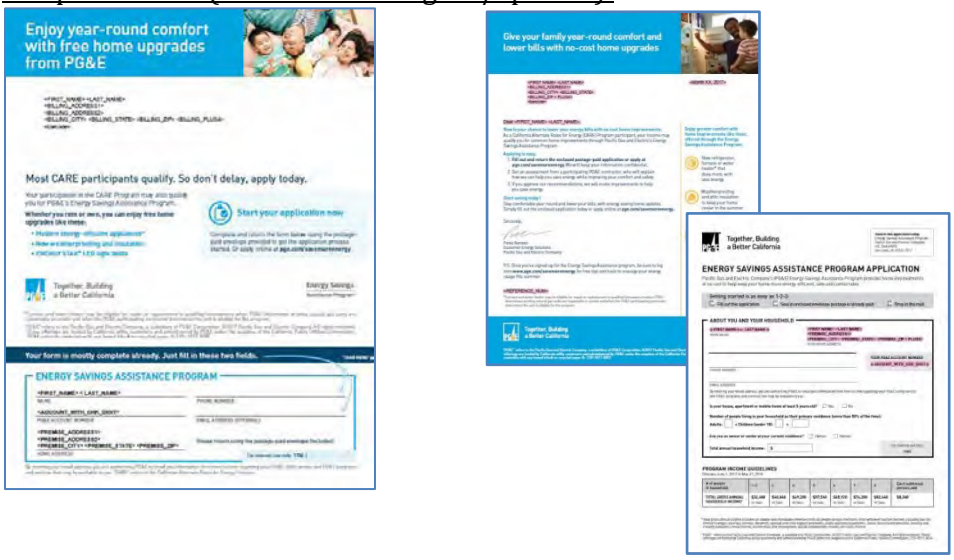
The ESA Program partners with 36 local contractors consisting of 9 Community-Based Organizations (CBOs) of which 6 are also Low Income Home Energy Assistance Program (LIHEAP) agencies.

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 February, 12 refrigerators have been installed.

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

In February, PG&E continued to receive customer response to a direct marketing campaign deployed in December 2018 to 100,000 CARE-enrolled customers whose homes have not yet been treated by the ESA Program. Through February 28th, the campaign has generated more than 2100 leads. This campaign used the same creative from Q3 2018 as shown below.

Sample creative (double-sided English/Spanish):



PG&E continued to deploy the 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 customers who wish to participate in the Energy Savings Assistance Program, generating a strong response. 1,032 applications from welcome kits were received in the month of February.

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

- Radio Billingue-Fresno, Modesto, Stockton, Bakersfield, El Centro, Paso Robles, and Mendocino. Fifteen minute interview during which information about the various assistance programs PG&E provides; CARE, FERA, ESA, and Medical Baseline.
- KXZM Radio-San Jose and San Francisco. Thirty minute interview respectively during which information about the various the various assistance programs PG&E provides; CARE, FERA, Medical Baseline, and ESA was shared.

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.

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. On February 2, 2018, per D.17-12-009, Attachment 1, OP.183, PG&E and CSD entered into a non-disclosure agreement (NDA) for data sharing purposes, and on February 22, 2018, PG&E completed CSD's first data share request. Since that time, PG&E continues to support CSD's data share requests.

LIWP (MF) Leveraging. D.17-12-009 directed the IOUs to leverage CSD's Low Income Weatherization (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 Standardsand 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.

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, 165 individuals in 15 sessions (317 student days) have been trained to deliver the ESA Program in various capacities. Included in these numbers is 2 sessions of NGAT, 17 students, and 68 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 only to 1079 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.

The end of 2018 was a busy time of program design and implementation for the Energy-Water Leveraging Program. Solano County Water Agency and California American Water were transitioned successfully from the water test program to full-scale, ongoing water coordination programs. Additionally, a third water agency, Yuba Water Agency, stepped forward to participate in their own customized water program. Each water agency chose from a standardized menu-of-options to fully customize their program by services, measures, number of homes served, areas of service, and contract length of time. Contracts were negotiated and written for each water agency participating and Energy Savings Assistance Program (ESA) contractors were brought on board in each service area to offer the Energy-Water Leveraging Program in conjunction with their daily ESA activity. Since September of 2019, over 700 homes have been served by the Program that has offered everything from the evaluation of toilets using toilet dye tabs, replacing eligible toilets, conducting outdoor assessments, meter checks, and leak detection, conducting customer water conservation education, and handing out conservation giveaway items such as hose nozzles, shower timers, and literature about additional potential conservation services. East Bay Municipal Water District and Alameda County Water District are both on target to launch their customized Energy-Water Leveraging Programs in the Bay Area in early 2019.

The focus for 2019 is to execute an 4 additional partnerships with the top water agencies in PG&E territory.

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 Decision (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 four of them and is scheduling meetings with the others.

PG&E is also working with the Yurok tribal leadership and staff to test customized outreach for both CARE and ESA programs. The objective is to increase enrollments, and be able to conduct full home assessments beginning in April 2019. The home assessments will gather data regarding the existing conditions of the premises on the tribal land.

In addition, PG&E has the goal of meeting with all 52 federally recognized tribes by 2020 and report out on the findings, including any recommedations to improve penetration. PG&E

plans to meet with non-federally recongzied tribal leaders and members when there is the appropriate opportunity. To date, PG&E has met with 5 federally recognized tribes and 3 non-federally recognized tribes to promote low income assistance programs, probe for barriers to participation, track issues, and evaluate best practices for outreach and implementation. During third quarter 2018, PG&E conducted a survey with contractors who have relationships with tribes in an effort to increase understanding of tribal considerations around participation.

As of February 2019, the penetration rate for homes treated reached 55.7 percent for the estimated number of ESA-eligible customers living on tribal lands in PG&E's service area. This penetration is based on census data provided annually by Athens to update IOU CARE eligibility estimates.

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 has weatherized 50 homes with both ESA and CSD measures in 2018. The pilot findings report will be available in 2019.

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

The electric IOUs received a Disposition from Energy Division on April 27, 2018 approving the pilot implementation plan with a modified budget of $290,000. PG&E filed an extension letter on behalf of all electric IOUs on May 15, 2018 which was approved on May 30, 2018.

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

PG&E released an RFP for the statewide evaluation on behalf of all electric IOUs in July 2018 and retained a statewide evaluator on October 2, 2018.

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

PG&E has recruited over 200 customers to participate in the pilot and initiated pilot activities. Installation of all feasible thermostats were completed by the end of Janaury 2019. Pilot participants have 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.

ESA Program Studies

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

Low Income Needs Assessment (LINA) Study. The LINA Study must be updated every three years per State code, and a new Study must be completed by December 2019. Energy Division and the IOUs held a public workshop on May 19, 2017 to discuss the LINA scope of work, and the IOUs released a Request for Proposal (RFP) for this work in 2017 Q4. A contract with Research Into Action was completed in 2018 Q1. A kick-off meeting was held to initiate the study and review the project plan on February 14th, 2018. A public workshop was held on May 29th, 2018. A LIOB subcommittee meeting regarding the LINA study was held on August 1, 2018. Study data collection commenced and continued throughout 2018 and into Q1 2019. Analysis is occurring through Q2 2019, and a draft report is anticipated in Q3 2019. A public workshop to present and discuss results will be scheduled following release of the draft report. The final report will be issued by December 31, 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 is conducting the statewide ESA Impact Evaluation. Work began in 2017, with Phase I results provided in 2018 Q2. Phase I preliminary results were incorporated into in 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 were provided in March, 2019. A public workshop to present and discuss the results will be held in April 2019.

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 is anticipated in March 2019, after which a public workshop wil be held to present and discuss results. A Final Report is anticipated by mid-April 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 Feburay 2019, ESA CAM implementors completed 13 building audits. Year-to-date MF CAM metrics are as follows:

ESA MF CAM	YTD 2019
No. buildings enrolled	80
No. buildings audited	25
No. buildings treated	-

From 2017 through February 28, 2019, PG&E's ESA team has spent a total of $303,531 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 Efectiveness and Mid-Cycle Working Groups completed their final deliverables in 2018, and are sun-setted 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, and plans to present its non-deed restricted building analysis and plans at the March 15, 2019 meeting.

2 California Alternate Rates for Energy (CARE) Program Summary

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

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

The 2017 – 2020 CARE Program was adopted in D.16-11-022 issued on November 10, 2016, 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	$608,753	6%
Processing, Certification, Recertification	$2,088,796	$116,897	6%
Post Enrollment Verification	$1,748,793	$159,633	9%
IT Programming	$2,054,261	$50,140	2%
Cooling Centers	$149,521	$0	0%
CHANGES Program	$527,869	$2,074	0%
Measurement and Evaluation	$159,676	$25,200	16%
Regulatory Compliance	$1,125,679	$85,939	8%
General Administration	$1,124,533	$89,143	8%
CPUC Energy Division Staff	$128,000	$0	0%
Total Expenses	**$18,683,781**	**$1,137,779**	**6%**
Subsidies and Benefits	$593,186,130	$118,643,531	20%
Total Program Costs and Discounts	**$611,869,911**	**$119,781,310**	**20%**

[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 Decision (D.) 17-05-013.
[2] Actual expenses include employee benefits costs.

2.1.1 Please provide the CARE Program penetration rate to date

CARE Penetration		
Participants	**Estimated Eligible Participants**	**YTD Penetration Rate**
1,381,680	1,446,414	95.5%

2.2 Outreach

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

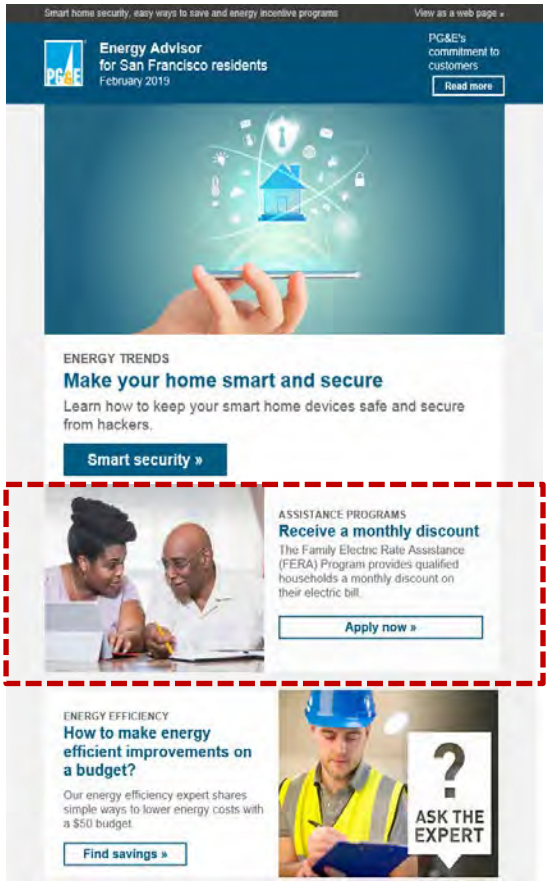
In February, PG&E continued the CARE digital campaign, with search and display ads driving to the combined CARE and FERA landing page. Creative from 2018 continues in rotation through Q1 2018.

A CARE/FERA bill insert began dropping with bill packages on January 26, and will continue through February.

<u>Sample Bill Insert cover panel:</u>

PG&E continues to send messaging via the monthly low-income targeted version of the e-Newsletter. The February newsletter featured the FERA program and highlighted tips for making low-cost improvements to increase home efficiency.

Newsletter Sample:



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

- Radio Bilingue – Covers Fresno, Modesto, Stockton, Bakersfield, Calexico, El Centro, Mendocino, Paso Robles with high-impact educational radio campaigns. Reaches 250,000 unique listeners per week in California
- KXZM Radio - Covers the Bay Area including San Jose and San Francisco, targeting Hispanic Adults age 18-65.

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. January activities included:

- Local Office Partnerships – CARE partners with local offices to inform customers about the program and to distribute applications.
    - In February, this initiative produced 93 new enrollments from local office event.
    - Year to date, this initiative has produced 103 new enrollments.

- Community Outreach Contractors (COCs) - PG&E contracted with 50 COCs throughout its service area. These organizations represent a variety of communities, including African-Americans, Hispanics, Asian Pacific Islander Americans (Chinese, Vietnamese, and Hmong), Native Americans, seniors, rural residents, agricultural workers, sub-metered tenants, and nonprofit living facilities.
    - Year to date, this initiative has led to 269 new enrollments.

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, 657 LIHEAP customers and 3 REACH customers have been automatically enrolled onto the CARE Program.

Year-to-date, 4,616 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.

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

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

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

3 Appendix: ESA Tables and CARE Tables

ESA- Table 1	ESA Program Expenses
ESA- Table 1A	Expenses Funded From 2009-2016 Unspent ESA Program Funds
ESA- Table 2	ESA Measure Installations and Savings: Total, First Touch, and Retreated Homes
ESA- Table 2A	ESA Measure Installations and Savings: CSD Leveraging
ESA- Table 2B	ESA Measure Installations and Savings: CAM Multifamily
ESA- Table 3	Energy Savings and Average Bill Savings Per Treated Home / Common Area
ESA- Table 4A	ESA Homes/Buildings Treated
ESA- Table 4B	ESA Homes Unwilling / Unable to Participate
ESA- Table 5	ESA Customer Summary
ESA- Table 6	ESA Expenditures for Pilots and Studies
ESA- Table 7	Homes Receiving Second Refrigerators and In-Home Energy Education Only
CARE- Table 1	CARE Program Expenses
CARE- Table 2	Enrollment, Recertification, Attrition, and Penetration
CARE- Table 3A	Post-Enrollment Verification results (Model)
CARE- Table 3B	Post-Enrollment Verification Results (Electric-Only High-Usage)
CARE- Table 4	CARE Self-Certification and Self-Recertification Applications
CARE- Table 5	Enrollment by County
CARE- Table 6	Recertification Results
CARE- Table 7	Capitation Contractors
CARE- Table 8	Households as of Month-End
CARE- Table 9	Expenditures for Pilots/CHANGES Program
CARE-Table 10	CHANGES Monthly Summary of Ratepayers Provided Education, Needs Assistance and Dispute Resolution Services
CARE-Table 11	CHANGES Group Customer Assistance Sessions

	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 February 28, 2019**												
4		**Authorized Budget**			**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]	$ 9,842,512	$ -	$ 9,842,512	$ 1,596,923	$ 146,110	$ 1,743,033	$ 1,945,389	$ 209,832	$ 2,155,221	20%	0%	22%
8	Domestic Hot Water	$ 555,338	$ 7,828,095	$ 8,383,433	$ 22,569	$ 855,711	$ 878,280	$ 32,595	$ 1,184,850	$ 1,217,445	6%	15%	15%
9	Enclosure	$ 6,545,160	$ 29,816,840	$ 36,362,000	$ 652,848	$ 2,974,084	$ 3,626,932	$ 913,098	$ 4,159,670	$ 5,072,768	14%	14%	14%
10	HVAC	$ 42,309,707	$ 4,023,613	$ 46,333,321	$ 328,977	$ 801,429	$ 1,130,406	$ 398,778	$ 927,624	$ 1,326,402	1%	23%	3%
11	Maintenance	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
12	Lighting	$ 33,294,339	$ -	$ 33,294,339	$ 3,169,407		$ 3,169,407	$ 4,050,883		$ 4,050,883	12%	0%	12%
13	Miscellaneous [4]	$ 2,293,586	$ -	$ 2,293,586	$ 219,807		$ 219,807	$ 312,372		$ 312,372	14%	0%	14%
14	Customer Enrollment	$ 15,141,541	$ 6,644,849	$ 21,786,389	$ 1,106,161	$ 485,438	$ 1,591,599	$ 1,219,133	$ 535,015	$ 1,754,148	8%	8%	8%
15	In Home Education	$ 3,251,447	$ 1,426,894	$ 4,678,342	$ 338,931	$ 148,740	$ 487,671	$ 372,715	$ 163,566	$ 536,281	11%	11%	11%
16	Pilot	$ 109,000	$ -	$ 109,000	$ 47,856		$ 47,856	$ 47,856		$ 47,856	44%	0%	44%
17	Implementation [2]	$ 4,664,485	$ 2,047,004	$ 6,711,489	$ 493,864	$ 216,732	$ 710,596	$ 493,864	$ 216,732	$ 710,596	11%	11%	11%
18	**Energy Efficiency TOTAL**	**$ 118,007,116**	**$ 51,787,295**	**$ 169,794,411**	**$ 7,977,343**	**$ 5,628,244**	**$ 13,605,587**	**$ 9,786,683**	**$ 7,397,289**	**$ 17,183,972**	**8%**	**14%**	**10%**
19													
20	Training Center	$ 768,585	$ 337,293	$ 1,105,878	$ 64,678	$ 28,384	$ 93,062	$ 82,691	$ 36,289	$ 118,980	11%	11%	11%
21	Inspections	$ 2,955,873	$ 1,297,182	$ 4,253,055	$ 186,377	$ 81,792	$ 268,169	$ 376,038	$ 165,024	$ 541,062	13%	13%	13%
22	Marketing and Outreach	$ 1,633,463	$ 716,843	$ 2,350,306	$ 40,657	$ 17,842	$ 58,499	$ 62,864	$ 27,588	$ 90,452	4%	4%	4%
23	Statewide Marketing Education and Outreach	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
24	Measurement and Evaluation Studies	$ 134,135	$ 58,865	$ 193,000	$ 36,721	$ 16,115	$ 52,836	$ 38,036	$ 16,692	$ 54,728	28%	28%	28%
25	Regulatory Compliance	$ 536,042	$ 235,241	$ 771,283	$ 55,005	$ 24,139	$ 79,144	$ 83,985	$ 36,857	$ 120,842	16%	16%	16%
26	General Administration	$ 4,288,525	$ 1,882,014	$ 6,170,539	$ 255,989	$ 112,340	$ 368,329	$ 498,965	$ 218,970	$ 717,935	12%	12%	12%
27	CPUC Energy Division	$ 39,769	$ 17,453	$ 57,222	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
28													
29	**TOTAL PROGRAM COSTS [1] [3]**	**$ 128,363,507**	**$ 56,332,186**	**$ 184,695,693**	**$ 8,616,770**	**$ 5,908,856**	**$ 14,525,626**	**$ 10,929,262**	**$ 7,898,709**	**$ 18,827,971**	**9%**	**14%**	**10%**
30	**Funded Outside of ESA Program Budget**												
31	Indirect Costs				$ -	$ -	$ -	$ -	$ -	$ -			
32	NGAT Costs					$ 674,018	$ 674,018		$ 875,913	$ 875,913			
33													
34													
35	[*] **Authorized Budget:** Authorized budget has been updated with midcycle request as per approval from AL 3990-G/5329-E A/B												
36	[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.												
37	[2] Reflects a new budget category and includes the primary administrative fee for Implementer(s).												
38	[3] Program budgets have been updated by $1,793,922 to include employee benefits costs approved in the GRC (D.17-05-013) - Decision Authorizing Pacific Gas and Electric Company's General Rate Case Revenue Requirement for 2017-2019, issue date of May 11, 2017.												
39	[4] PG&E previously reported Smart Powerstrips under Appliances. This has been moved to Miscellaneous.												
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
1	**Energy Savings Assistance Program Table 1A - Expenses Funded From 2009-2016 Unspent ESA Program Funds**												
2	**Pacific Gas and Electric Company**												
3	**Through February 28, 2019**												
4		**Authorized Budget [1]**			**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 [2]	$ 7,164,411	$ -	$ 7,164,411	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
8	Domestic Hot Water [2]	$ 2,214,443	$ 3,500,000	$ 5,714,443	$ -	$ -		$ -	$ -		0%	0%	0%
9	HVAC [2]	$ 12,726,837	$ 5,488,320	$ 18,215,157	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
10	In Home Energy Education [2]	$ 284,219	$ 124,729	$ 408,948	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
11	Implementation [3]	$ 208,481	$ 91,492	$ 299,973	$ 1,172	$ 1,082	$ 2,254	$ 3,200	$ 2,954	$ 6,154	2%	3%	2%
12	Multi-Family Common Area Measures	$ 7,888,250	$ 3,461,750	$ 11,350,000	$ 3,800	$ 3,508	$ 7,308	$ 36,194	$ 33,410	$ 69,604	0%	1%	1%
13	Leveraging - CSD [4]	$ 1,523,511	$ 668,591	$ 2,192,102	$ 8,771	$ 8,096	$ 16,867	$ 44,233	$ 40,830	$ 85,063	3%	6%	4%
14	Pilot	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
15	Measurement and Evaluation Studies	$ 62,550	$ 27,450	$ 90,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
16	Regulatory Compliance	$ 1,147,208	$ 240,142	$ 1,387,350	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
17	General Administration	$ 182,090	$ 79,910	$ 262,000	$ 7,792	$ 7,192	$ 14,984	$ 13,317	$ 12,293	$ 25,610	7%	15%	10%
18													
19	**TOTAL UNSPENT PROGRAM COSTS [1]**	**$ 33,402,000**	**$ 13,682,384**	**$ 47,084,384**	**$ 21,535**	**$ 19,878**	**$ 41,413**	**$ 96,944**	**$ 89,487**	**$ 186,431**	**0%**	**1%**	**0%**
20													
21													
22	[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,												
23	[2] Incremental increases in existing energy efficiency measures from new directives (e.g., removal of 3 measure minimum) use authorized funds shown in Table 1 until depleted, then will use carryover funds.												
24	New measures and activities not included in PG&E' Application use 2009-2016 unspent funds.												
25	[3] Reflects a new budget category and includes the primary administrative fee for Implementer(s), including multifamily SPOC activities.												
26	[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.												
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 2 - Measure Installations and Savings
Pacific Gas and Electric Company
Through February 28, 2019

		ESA Program (Summary)Total							ESA Program (First Touch Homes Treated)							ESA Program (Re-Treated Homes/Go Backs)						
			Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation					
7	**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**
8	**Appliances**		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)															
9	High Efficiency Clothes Washer	Each	108	5,960	1	1,305	$ 485,878	3.2%	Each	54	3,406	1	646	$ 242,939.00	1.6%	Each	54	2,554	0	659	$ 242,939	1.6%
10	Refrigerators	Each	325	209,092	29	-	$ 1,289,637	8.6%	Each	163	104,252	14	-	$ 646,803	4.3%	Each	162	104,841	14	-	$ 642,835	4.3%
11	Microwaves [5]	Each	3,144	(44,215)	-	47,069	$ 307,926	2.1%	Each	1,631	25,467	-	21,048	$ 159,741	1.1%	Each	1,513	(69,682)	-	26,021	$ 148,184	1.0%
12	**Domestic Hot Water**																					
13	Water Heater Blanket [6]	Each	1,416	3,222	1	8,582	$ 112,983	0.8%	Home	802	1,724	0	4,914	$ 63,992	0.4%	Home	614	1,497	0	3,668	$ 48,991	0.3%
14	Low Flow Shower Head [6]	Each	9,035	21,538	5	51,408	$ 329,578	2.2%	Home	4,526	12,767	3	26,385	$ 165,099	1.1%	Home	4,509	8,771	2	25,023	$ 164,479	1.1%
15	Water Heater Pipe Insulation [6]	Home	190	164	0	3,209	$ 4,885	0.0%	Home	102	122	0	1,575	$ 2,622	0.0%	Home	88	41	0	1,634	$ 2,262	0.0%
16	Faucet Aerator [6]	Home	9,541	7,141	2	20,417	$ 101,489	0.7%	Home	4,430	3,528	1	9,964	$ 47,123	0.3%	Home	5,111	3,613	1	10,453	$ 54,367	0.4%
17	Water Heater Repair/Replacement	Each	51	-	-	137	$ 273,002	1.8%	Each	25	-	-	66	$ 133,825	0.9%	Each	26	-	-	71	$ 139,178	0.9%
18	Thermostat-controlled Shower Valve	Each	5,094	24,554	6	50,845	$ 293,524	2.0%	Each	2,548	14,740	3	25,942	$ 146,820	1.0%	Each	2,546	9,814	2	24,903	$ 146,704	1.0%
19	New - Combined Showerhead/TSV	Each							Each							Each						
20	New - Heat Pump Water Heater	Each							Each							Each						
21	New - Tub Diverter/ Tub Spout	Each							Each							Each						
22	**Enclosure**																					
23	Air Sealing / Envelope [1]	Home	9,955	235,158	45	77,905	$ 3,891,397	26.0%	Home	5,113	128,350	25	40,251	$ 1,998,665	13.3%	Home	4,842	106,808	21	37,654	$ 1,892,732	12.6%
24	Attic Insulation	Home	274	39,897	57	11,827	$ 721,302	4.8%	Home	181	25,706	39	7,676	$ 476,481	3.2%	Home	93	14,191	18	4,151	$ 244,822	1.6%
25	**HVAC**																					
26	FAU Standing Pilot Conversion	Each							Each							Each						
27	Furnace Repair/Replacement	Each	14	-	-	46	$ 542,831	3.6%	Each	5	-	-	17	$ 193,868	1.3%	Each	9	-	-	30	$ 348,963	2.3%
28	Room A/C Replacement	Each	105	24,756	5	-	$ 66,544	0.4%	Each	42	9,740	2	-	$ 26,618	0.2%	Each	63	15,016	3	-	$ 39,926	0.3%
29	Central A/C replacement	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%
30	Heat Pump Replacement	Each							Each							Each						
31	Evaporative Cooler	Each	210	71,481	23	-	$ 138,535	0.9%	Each	89	30,399	10	-	$ 58,712	0.4%	Each	121	41,082	13	-	$ 79,822	0.5%
32	Duct Testing and Sealing	Home	1,023	377	0	33,022	$ 344,234	2.3%	Home	529	201	0	16,975	$ 178,006	1.2%	Home	494	176	0	16,048	$ 166,229	1.1%
33	New - Energy Efficient Fan Control	Home	20	3,334	3	577	$ 17,755	0.1%	Home	8	1,304	1	224	$ 7,102	0.0%	Home	12	2,029	2	353	$ 10,653	0.1%
34	New - Prescriptive Duct Sealing	Home							Home							Home						
35	New - High Efficiency Forced Air Unit (HE FAU)	Home							Home							Home						
36	**Maintenance**																					
37	Furnace Clean and Tune	Home							Home							Home						
38	Central A/C Tune up [7]	Home	1	75	0	-	$ 66,518	0.4%	Home	-	-	-	-	$ -	0.0%	Home	1	75	0	-	$ 66,518	0.4%
39	**Lighting**																					
40	Interior Hard wired LED fixtures	Each	42,736	2,984,957	362	(67,676)	$ 1,990,142	13.3%	Each	34,844	1,351,428	164	(30,416)	$ 1,622,625	10.8%	Each	7,892	1,633,529	198	(37,260)	$ 367,517	2.5%
41	Exterior Hard wired LED fixtures	Each	9,807	761,072	73	-	$ 503,020	3.4%	Each	7,308	351,395	34	-	$ 374,842	2.5%	Each	2,499	409,677	39	-	$ 128,179	0.9%
42	Torchiere LED	Each	4,175	295,668	36	(6,819)	$ 209,963	1.4%	Each	2,758	145,289	18	(3,322)	$ 138,701	0.9%	Each	1,417	150,379	18	(3,497)	$ 71,262	0.5%
43	Vacancy Sensor	Each	52	9,474	1	-	$ 5,358	0.0%	Each	23	4,125	1	-	$ 2,370	0.0%	Each	29	5,349	1	-	$ 2,988	0.0%
44	LED Night Lights	Each							Each							Each						
45	New - LED Diffuse Bulb (60W Replacement)	Each							Each							Each						
46	New - LED Reflector Bulb	Each	719	253,441	31	(6,000)	$ 57,490	0.4%	Each	454	168,572	21	(3,990)	$ 36,301	0.2%	Each	265	84,869	10	(2,010)	$ 21,189	0.1%
47	New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%
48	New - LED A-Lamps	Each	105,736	3,187,441	388	(73,383)	$ 804,218	5.4%	Each	100,693	1,733,926	211	(39,803)	$ 765,861	5.1%	Each	5,043	1,453,515	177	(33,579)	$ 38,357	0.3%
49	**Miscellaneous**																					
50	Pool Pumps	Each							Each							Each						
51	Smart Power Strips - Tier 1	Each	1,943	89,103	12	-	$ 160,712	1.1%	Each	1,095	51,820	7	-	$ 90,571	0.6%	Each	848	37,283	5	-	$ 70,141	0.5%
52	New - Smart Power Strips - Tier 2	Each	1,037	410,524	80	(9,627)	$ 122,717	0.8%	Each	535	208,748	41	(4,895)	$ 63,311	0.4%	Each	502	201,775	39	(4,732)	$ 59,406	0.4%
53	**Pilots**																					
54																						
55	**Customer Enrollment**																					
56	Outreach & Assessment	Home	12,964				$ 1,642,165	11.0%	Home	6,631				$ 839,956	5.6%	Home	6,333				$ 802,208	5.4%
57	In-Home Education	Home	12,964				$ 503,179	3.4%	Home	6,631				$ 257,373	1.7%	Home	6,333				$ 245,806	1.6%
58																						
59	**Total Savings/Expenditures**			8,594,212	1,159	142,845	$ 14,986,983				4,377,010	594	73,257	$ 8,740,327				4,217,202	565	69,588	$ 6,246,656	
60																						
61	Total Households Weatherized [2]		10,626							5,527							5,099					
62																						
63	**Households Treated**	Total (K+S)							**First Touches**							**Re-treated Homes/Go-Backs**						
64	- Single Family Households Treated	Home	9,766						Home	4,864						Home	4,902					
65	- Multi-family Households Treated	Home	2,192						Home	1,174						Home	1,018					
66	- Mobile Homes Treated	Home	1,006						Home	593						Home	413					
67	**Total Number of Households Treated**	Home	**12,964**						Home	**6,631**						Home	**6,333**					
68	**# Eligible Households to be Treated for PY [3]**	Home	102,237						Home	46,006						Home	56,231					
69	**% of Households Treated**	%	13%						%	14%						%	11%					
70	- Master-Meter Households Treated	Home	723						Home	479						Home	244					
71																						
72																						

73 [1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and
74 minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.
75 [2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs
76 [3] Based on OP 79 of D.16-11-022.
77 [4] All savings are calculated based on the following sources:
78 Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013
79 [5] Microwave savings are from ECONorthWest Studies received in December of 2011
80 [6] Evergreen Economics "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011
81 [7] Installation and savings will be updated in following months.
82 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 February 28, 2019

	A	B	C	D	E	F	G	H
5			ESA Program - CSD Leveraging [6]					
6			Year-To-Date Completed & Expensed Installation					
7	Measures	Units	Quantity Installed	kWh [3] (Annual)	kW [3] (Annual)	Therms [3] (Annual)	Expenses ($)	% of Expenditure
8	**Appliances**							
9	High Efficiency Clothes Washer	Each						
10	Refrigerators	Each						
11	Microwaves [4]	Each						
12	**Domestic Hot Water**							
13	Water Heater Blanket [5]	Home						
14	Low Flow Shower Head [5]	Home						
15	Water Heater Pipe Insulation [5]	Home						
16	Faucet Aerator [5]	Home						
17	Water Heater Repair/Replacement	Each						
18	Thermostat-controlled Shower Valve	Each						
19	New - Combined Showerhead/TSV	Each						
20	New - Heat Pump Water Heater	Each						
21	New - Tub Diverter/ Tub Spout	Each						
22	**Enclosure**							
23	Air Sealing / Envelope [1]	Home						
24	Attic Insulation	Home						
25	**HVAC**							
26	FAU Standing Pilot Conversion	Each						
27	Furnace Repair/Replacement	Each						
28	Room A/C Replacement	Each						
29	Central A/C replacement	Each						
30	Heat Pump Replacement	Each						
31	Evaporative Cooler	Each						
32	Duct Testing and Sealing	Home						
33	New - Energy Efficient Fan Control	Home						
34	New - Prescriptive Duct Sealing	Home						
35	New - High Efficiency Forced Air Unit (HE FAU)	Home						
36	**Maintenance**							
37	Furnace Clean and Tune	Home						
38	Central A/C Tune up	Home						
39	**Lighting**							
40	Interior Hard wired LED fixtures	Each						
41	Exterior Hard wired LED fixtures	Each						
42	LED Torchiere	Each						
43	Vacancy Sensor	Each						
44	LED Night Lights	Each						
45	New - LED Diffuse Bulb (60W Replacement)	Each						
46	New - LED Reflector Bulb	Each						
47	New - LED Reflector Downlight Retrofit Kits	Each						
48	New - LED A-Lamps	Each						
49	**Miscellaneous**							
50	Pool Pumps	Each						
51	Smart Power Strips - Tier 1	Each						
52	New - Smart Power Strips - Tier 2	Each						
53	**Pilots**							
54								
55	**Customer Enrollment**							
56	Outreach & Assessment	Home						
57	In-Home Education	Home						
58								
59	**Total Savings/Expenditures**							
60								
61	Total Households Weatherized [2]							
62								
63	**CSD MF Buildings Treated**					**Total**		
64								
65	- Multifamily							
66								

67
68 [1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking
69 minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.
70 [2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.
71 [3] All savings are calculated based on the following sources:
72 Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013
73 [4] Microwave savings are from ECONorthWest Studies received in December of 2011.
74 [5] Evergreen Economics "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011
75 [6] LIWP leveraging will begin in 2018. PG&E is working with CSD on the process to leverage funding for CSD LIWP efforts for those measures provided by the ESA Program, preserving the remaining CSD funding for use to install central systems and common area., as required by D.17-12-009, OP.41.d.
76
77 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD

	A	B	C	D	E	F	G	H
1	**Energy Savings Assistance Program Table 2B**							
2	**Pacific Gas and Electric Company**							
3	**Through February 28, 2019**							
4								
5		***ESA Program - Multifamily Common Area [8] [9]**						
6			**Year-To-Date Completed & Expensed Installation**					
7	**Measures**	**Units**	**Quantity Installed**	**kWh [3] (Annual)**	**kW [3] (Annual)**	**Therms [3] (Annual)**	**Expenses ($)**	**% of Expenditure**
8	**Appliances**							
9	High Efficiency Clothes Washer	Each						
10	Refrigerators	Each						
11	Microwaves [4]	Each						
12	**Domestic Hot Water**							
13	Water Heater Blanket [5]	Home						
14	Low Flow Shower Head [5]	Home						
15	Water Heater Pipe Insulation [5]	Home						
16	Faucet Aerator [5]	Home						
17	Water Heater Repair/Replacement	Each						
18	Thermostat-controlled Shower Valve	Each						
19	New - Combined Showerhead/TSV	Each						
20	New - Heat Pump Water Heater	Each						
21	New - Tub Diverter/ Tub Spout	Each						
22	**Enclosure**							
23	Air Sealing / Envelope [1]	Home						
24	Attic Insulation	Home						
25	**HVAC**							
26	FAU Standing Pilot Conversion	Each						
27	Furnace Repair/Replacement	Each						
28	Room A/C Replacement	Each						
29	Central A/C replacement	Each						
30	Heat Pump Replacement	Each						
31	Evaporative Cooler	Each						
32	Duct Testing and Sealing	Home						
33	New - Energy Efficient Fan Control	Home						
34	New - Prescriptive Duct Sealing	Home						
35	New - High Efficiency Forced Air Unit (HE FAU)	Home						
36	**Maintenance**							
37	Furnace Clean and Tune	Home						
38	Central A/C Tune up	Home						
39	**Lighting**							
40	Interior Hard wired LED fixtures	Each						
41	Exterior Hard wired LED fixtures	Each						
42	LED Torchiere	Each						
43	Vacancy Sensor	Each						
44	LED Night Lights	Each						
45	New - LED Diffuse Bulb (60W Replacement)	Each						
46	New - LED Reflector Bulb	Each						
47	New - LED Reflector Downlight Retrofit Kits	Each						
48	New - LED A-Lamps	Each						
49	**Miscellaneous**							
50	Pool Pumps	Each						
51	Smart Power Strips - Tier 1	Each						
52	New - Smart Power Strips - Tier 2	Each						
53	**Ancillary Services**							
54	Commissioning [6]	Home						
55	Audit	Home						
56	Administration [7]	Home						
57	**Pilots**							
58								
59	**Customer Enrollment**							
60	Outreach & Assessment	Home					$ -	
61	In-Home Education	Home					$ -	
62								
63	**Total Savings/Expenditures**			-	-	-	$ -	
64								
65	Total Multifamily Buildings Weatherized [2]							
66								
67	**Multifamily Buildings Treated**	**Total**						
68								
69	- Multifamily							
70								
71								
72	[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.							
73	[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.							
74	[3] Unless otherwise indicated, all savings are calculated based on the following sources:							
75	Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013							
76	[4] Microwave savings are from ECONorthWest Studies received in December of 2011.							
77	[5] Evergreen Economics "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011							
78	[6] Refers to optimizing the installation of the measure installed such as retrofitting pipes, etc.							
79	[7] Per D.16-11-022 at p.210, the CPUC imposes a cap of 10% of ESA Program funds for administrative activities and a ceiling of 20% for direct implementation non-incentive costs.							
80	[8] Implementation of PG&E's MF CAM Initiative was approved March 31, 2018							
81	[9] Does not include regulatory compliance and market assessment expenses. See Table 1A row 11 and 12							
82	*** Note:** Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022 where 65% of tenants are income eligible based on CPUC income requirements of at or below 200% of the Federal Poverty Guidelines.							
83	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B
1	**Energy Savings Assistance Program Table 3**	
2	**Energy Savings and Average Savings Per Treated Home / Common Area**	
3	**Pacific Gas and Electric Company**	
4	**Through February 28, 2019**	
5	**ESA Program**	
6	Annual kWh Savings	8,594,212
7	Annual Therm Savings	142,845
8	Lifecycle kWh Savings	127,179,674
9	Lifecycle Therm Savings	991,555
10	Current kWh Rate	$ 0.1357
11	Current Therm Rate	$ 1.1997
12	Average 1st Year Bill Savings / Treated households	$ 103.17
13	Average Lifecycle Bill Savings / Treated Household	$ 1,062.61
14		
15		
16	**ESA Program - CSD Leveraging [1]**	
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	**ESA Program - Multifamily Common Area [2]**	
28	Annual kWh Savings	
29	Annual Therm Savings	
30	Lifecycle kWh Savings	
31	Lifecycle Therm Savings	
32	Current kWh Rate	$ -
33	Current Therm Rate	$ -
34	Average 1st Year Bill Savings / Treated Buildings	$ -
35	Average Lifecycle Bill Savings / Treated Buildings	$ -
36		
37		
38	**Summary (ESA Program, CSD Leveraging, and Multifamily Common Area)**	
39	Annual kWh Savings	
40	Annual Therm Savings	
41	Lifecycle kWh Savings	
42	Lifecycle Therm Savings	
43	Current kWh Rate	$ -
44	Current Therm Rate	$ -
45	Average 1st Year Bill Savings / Treated households and Buildings	$ -
46	Average Lifecycle Bill Savings / Treated Household and Buildings	$ -
47		
48		
49	[1] LIWP leveraging will begin in 2018. PG&E is working with CSD on the process to leverage funding for CSD LIWP efforts for those measures provided by the ESA Program, preserving the remaining CSD funding for use to install central systems and common area., as required by D.17-12-009, OP.41.d.	
50	[2] Implementation of the MF CAM Initiative is pending approval of PG&E's March 1, 2018 Advice Letter.	
51	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	**Energy Savings Assistance Program Table 4A - ESA Homes/Buildings Treated**						
2	**Pacific Gas and Electric Company**						
3	**Through February 28, 2019**						
4							
5	**ESA Program**						
6		**Eligible Households**			**Households Treated YTD**		
7	**County**	**Rural [1]**	**Urban**	**Total**	**Rural**	**Urban**	**Total**
8	ALAMEDA	5	148,675	**148,680**	0	1,543	**1,543**
9	ALPINE	187	0	**187**	0	0	**0**
10	AMADOR	4,899	1	**4,900**	19	0	**19**
11	BUTTE	13,070	19,628	**32,698**	51	49	**100**
12	CALAVERAS	7,311	41	**7,352**	14	0	**14**
13	COLUSA	2,904	10	**2,914**	14	0	**14**
14	CONTRA COSTA	11	90,884	**90,895**	0	1,263	**1,263**
15	EL DORADO	6,045	6,873	**12,918**	75	49	**124**
16	FRESNO	182	134,959	**135,141**	0	1,502	**1,502**
17	GLENN	5,266	1	**5,267**	224	0	**224**
18	HUMBOLDT	24,331	1	**24,332**	181	0	**181**
19	KERN	57,016	40,935	**97,951**	790	366	**1,156**
20	KINGS	8,224	102	**8,326**	67	0	**67**
21	LAKE	13,164	1	**13,165**	59	0	**59**
22	LASSEN	286	0	**286**	0	0	**0**
23	MADERA	6,843	14,264	**21,107**	57	102	**159**
24	MARIN	0	21,934	**21,934**	0	57	**57**
25	MARIPOSA	2,957	18	**2,975**	12	0	**12**
26	MENDOCINO	12,687	6	**12,693**	11	0	**11**
27	MERCED	19,823	19,022	**38,845**	173	271	**444**
28	MONTEREY	4,793	38,143	**42,936**	79	314	**393**
29	NAPA	1	10,768	**10,769**	0	86	**86**
30	NEVADA	11,620	11	**11,631**	61	0	**61**
31	PLACER	9,878	20,779	**30,657**	160	72	**232**
32	PLUMAS	2,519	82	**2,601**	0	0	**0**
33	SACRAMENTO	0	151,353	**151,353**	0	531	**531**
34	SAN BENITO	4,266	102	**4,368**	15	0	**15**
35	SAN BERNARDINO	303	43	**346**	0	0	**0**
36	SAN FRANCISCO	0	103,841	**103,841**	0	745	**745**
37	SAN JOAQUIN	8,562	79,822	**88,384**	44	500	**544**
38	SAN LUIS OBISPO	17,153	10,721	**27,874**	131	13	**144**
39	SAN MATEO	2	53,733	**53,735**	0	128	**128**
40	SANTA BARBARA	1,396	16,212	**17,608**	1	115	**116**
41	SANTA CLARA	4,324	124,202	**128,526**	29	854	**883**
42	SANTA CRUZ	6	27,675	**27,681**	0	203	**203**
43	SHASTA	10,657	12,112	**22,769**	98	123	**221**
44	SIERRA	308	4	**312**	0	0	**0**
45	SISKIYOU	16	0	**16**	0	0	**0**
46	SOLANO	0	40,301	**40,301**	0	392	**392**
47	SONOMA	2,236	45,696	**47,932**	19	264	**283**
48	STANISLAUS	27,121	31,307	**58,428**	158	150	**308**
49	SUTTER	0	12,416	**12,416**	0	128	**128**
50	TEHAMA	12,583	12	**12,595**	139	0	**139**
51	TRINITY	783	0	**783**	0	0	**0**
52	TULARE	8,518	767	**9,285**	117	3	**120**
53	TUOLUMNE	8,874	0	**8,874**	38	0	**38**
54	YOLO	1	27,546	**27,547**	0	208	**208**
55	YUBA	121	10,131	**10,252**	0	97	**97**
56	**Total**	**321,252**	**1,315,134**	**1,636,386**	**2,836**	**10,128**	**12,964**
57							
58							
59	**ESA Program - CSD LIWP Leveraging [2]**						
60					**Households Treated YTD**		
61	**County**				**Rural [1]**	**Urban**	**Total**
62							**0**
63							**0**
64	**Total**				**0**	**0**	**0**
65							
66							
67	**ESA Program - Multifamily Common Area [3]**						
68					**Buildings Treated YTD**		
69	**County**				**Rural [1]**	**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 of rural is applied.						
75	[2] LIWP leveraging will begin in 2018. PG&E is working with CSD on the process to leverage funding for CSD LIWP efforts for those measures provided by the ESA Program, preserving the remaining CSD funding for use to install central systems and common area., as required by D.17-12-009, OP.41.d.						
76	[3] Implementation of the MF CAM Initiative is pending approval of PG&E's March 1, 2018 Advice Letter.						
77	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

Energy Savings Assistance Program Table 4B - ESA Homes Unwilling / Unable to Participate
Pacific Gas and Electric Company
Through February 28, 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	160	4	0	12	4	0	91
ALPINE	0	0	0	0	0	0	0
AMADOR	22	2	0	7	0	0	0
BUTTE	37	1	68	1	3	0	11
CALAVERAS	16	3	0	1	1	0	4
COLUSA	10	0	0	4	0	0	7
CONTRA COSTA	177	2	2	103	3	0	84
EL DORADO	80	4	0	10	2	0	1
FRESNO	33	1	1	2	4	0	156
GLENN	22	2	0	3	4	0	7
HUMBOLDT	3	0	0	0	1	0	11
KERN	66	23	0	16	2	0	120
KINGS	4	0	0	0	0	0	2
LAKE	118	0	0	0	0	0	0
LASSEN	7	0	0	0	0	0	0
MADERA	23	5	0	13	1	0	57
MARIN	32	1	0	0	0	0	4
MARIPOSA	0	0	0	0	1	0	1
MENDOCINO	36	10	1	0	0	0	7
MERCED	65	30	2	17	3	0	112
MONTEREY	1	0	0	0	0	0	19
NAPA	7	0	0	6	1	0	4
NEVADA	69	4	0	17	0	0	3
PLACER	104	9	1	45	4	0	12
PLUMAS	3	0	2	0	0	0	0
SACRAMENTO	557	30	4	490	11	0	88
SAN BENITO	0	0	0	0	0	0	0
SAN BERNARDINO	2	0	0	0	0	0	0
SAN FRANCISCO	179	2	1	22	2	0	27
SAN JOAQUIN	44	11	2	14	8	0	108
SAN LUIS OBISPO	5	2	0	3	1	0	3
SAN MATEO	108	1	0	8	3	0	8
SANTA BARBARA	5	0	0	0	2	0	1
SANTA CLARA	386	2	1	12	2	0	22
SANTA CRUZ	0	0	0	0	0	0	3
SHASTA	20	0	2	0	5	0	15
SIERRA	0	0	0	0	0	0	0
SISKIYOU	0	0	0	0	0	0	0
SOLANO	63	2	0	244	5	0	88
SONOMA	12	2	2	7	1	0	9
STANISLAUS	46	6	3	3	9	0	34
SUTTER	66	0	0	1	1	0	14
TEHAMA	19	2	0	0	3	0	15
TRINITY	0	0	0	0	0	0	0
TULARE	3	0	0	1	0	0	2
TUOLUMNE	1	0	0	0	0	0	7
YOLO	65	4	2	34	2	0	47
YUBA	35	1	0	3	0	0	14
Total	**2,711**	**166**	**94**	**1,099**	**89**	**0**	**1,218**

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 - ESA Customer Summary
Pacific Gas and Electric Company
Through February 28, 2019

ESA Program

	Gas & Electric				Gas Only				Electric Only				Total			
		(Annual)				(Annual)				(Annual)				(Annual)		
Month	# of Household Treated by Month	Therm	kWh	kW	# of Household Treated by Month	Therm	kWh	kW	# of Household Treated by Month	Therm	kWh	kW	# of Household Treated by Month	Therm	kWh	kW
January	2,202				312				650				3,164			
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	142,845	8,594,212	1,159
March																
April																
May																
June																
July																
August																
September																
October																
November																
December																
YTD	**9,171**	**127,633**	**6,775,664**	**916**	**1,145**	**35,174**	**(11,301)**	**0**	**2,648**	**(19,962)**	**1,829,849**	**243**	**12,964**	**142,845**	**8,594,212**	**1,159**

* Includes January and February Energy Saving data

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

ESA Program - CSD Leveraging [1]

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

[1] LIWP leveraging will begin in 2018. PG&E is working with CSD on the process to leverage funding for CSD LIWP efforts for those measures provided by the ESA Program, preserving the remaining CSD funding for use to install central systems and common area., as required by D.17-12-009, OP.41.

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

ESA Program - Multifamily Common Area [2]

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

[2] Implementation of the MF CAM Initiative is pending approval of PG&E's March 1, 2018 Advice Letter.

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 - ESA Expenditures for Pilots and Studies**												
2	**Pacific Gas and Electric Company**												
3	**Through February 28, 2019**												
4		**Authorized Funding**			**Current Month Expenses**			**Expenses Since January 1, 2017**			**% 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	$ 127,921	$ -	$ 127,921	$ 167,864	$ -	$ 167,864	58%	0%	58%
8	Consumption Driven Weatherization Pilot [2]	$ 250,100	$ 159,900	$ 408,000	$ 92,281	$ 85,183	$ 177,464	$ 181,195	$ 167,257	$ 348,451	72%	105%	85%
9	**Total Pilots**	**$540,100**	**$159,900**	**$698,000**	**$220,202**	**$85,183**	**$305,385**	**$349,059**	**$167,257**	**$516,316**	**65%**	**105%**	**74%**
10													
11	**Studies**												
12	Low Income Needs Assessment (LINA) Study [3]	$ 78,000	$ 72,000	$ 150,000	$ 36,132	$ -	$ 72,264	$ 36,132	$ -	$ 36,132	46%	0%	24%
13	Load Impact Evaluation Study [4]	$ 95,700	$ 69,300	$ 165,000	$ 31,392	$ 22,732	$ 54,125	$ 121,872	$ 88,252	$ 210,125	127%	127%	127%
14	Non Energy Benefits (NEB) Study [5]	$ 23,400	$ 21,600	$ 45,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
15	2017 Potential and Goals Study	$ 46,800	$ 43,200	$ 90,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
16	Rapid Feedback Research and Analysis	$ 104,000	$ 96,000	$ 200,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
17													
18	**Total Studies**	**$347,900**	**$302,100**	**$650,000**	**$67,525**	**$22,732**	**$126,389**	**$158,005**	**$88,252**	**$246,257**	45%	29%	38%
19													

20 [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.

21 [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.

22 [3] A contract for this statewide study was awarded in January 2018. SCE is the project manager. There has been no cross-billing.

23 [4] SCG is the contract manager of this co-funded statewide study. Cross-billing from SCG typically occurs quarterly.

24 [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.

25

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

	A	B	C	D
1	**Energy Savings Assistance Program Table 7**			
2	**Homes Receiving Second Refrigerators and In-Home Energy Education Only**			
3	**Pacific Gas and Electric Company**			
4	**Through February 28, 2019**			
5				
6	**Measures**	**Units**	**Received Refrigerator**	**Not eligible for Refrigerator Due to Less than Six Occupants**
7	Second Refrigerators	Each	174	382
8				
9				
10				
11	**Measures**	**Units**	**Households that Only Received Energy Education**	
12	In-Home Energy Education	Home	1,079	
13				
14				
15				
16	**Households for My Energy/My Account Platform**			
17	**Opt-Out**	**Already Enrolled**	**Opt-In**	
18	2,816	8,571	1,577	
19				
20				
21				
22				
23	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.			

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	**CARE Table 1 - CARE Program Expenses**												
2	**Pacific Gas and Electric Company**												
3	**Through February 28, 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**	$ 125,116	$ 31,279	**$ 156,395**	$ 487,002	$ 121,751	**$ 608,753**	6%	6%	6%
7	Processing / Certification Re-certification [6]	$ 1,671,036	$ 417,759	**$ 2,088,796**	$ 48,081	$ 12,020	**$ 60,101**	$ 93,518	$ 23,379	**$ 116,897**	6%	6%	6%
8	Post Enrollment Verification [6]	$ 1,399,035	$ 349,759	**$ 1,748,793**	$ 63,524	$ 15,881	**$ 79,405**	$ 127,706	$ 31,927	**$ 159,633**	9%	9%	9%
9	IT Programming [6]	$ 1,643,408	$ 410,852	**$ 2,054,261**	$ 18,608	$ 4,652	**$ 23,260**	$ 40,112	$ 10,028	**$ 50,140**	2%	2%	2%
10	Cooling Centers [6]	$ 149,521	$ -	**$ 149,521**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	0%	0%	0%
11	Pilots/CHANGES Program [1][6]	$ 422,296	$ 105,574	**$ 527,869**	$ 1,525	$ 381	**$ 1,906**	$ 1,659	$ 415	**$ 2,074**	0%	0%	0%
12	Studies [2][6]	$ 127,741	$ 31,935	**$ 159,676**	$ 20,340	$ 5,085	**$ 25,425**	$ 20,160	$ 5,040	**$ 25,200**	16%	16%	16%
13	Regulatory Compliance [6]	$ 900,543	$ 225,136	**$ 1,125,679**	$ 58,444	$ 14,611	**$ 73,055**	$ 68,751	$ 17,188	**$ 85,939**	8%	8%	8%
14	General Administration [6]	$ 899,627	$ 224,907	**$ 1,124,533**	$ 44,971	$ 11,243	**$ 56,214**	$ 71,314	$ 17,829	**$ 89,143**	8%	8%	8%
15	CPUC Energy Division	$ 102,400	$ 25,600	**$ 128,000**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	0%	0%	0%
16													
17	**SUBTOTAL MANAGEMENT COSTS [3]**	**$ 14,976,855**	**$ 3,706,926**	**$ 18,683,781**	**$ 380,609**	**$ 95,152**	**$ 475,762**	**$ 910,223**	**$ 227,556**	**$ 1,137,779**	**6%**	**6%**	**6%**
18													
19	CARE Rate Discount [4]	$ 474,548,904	$ 118,637,226	**$ 593,186,130**	$ 37,512,300	$ 16,344,932	**$ 53,857,232**	$ 83,656,386	$ 34,987,144	**$ 118,643,531**	18%	29%	20%
20													
21	**TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS**	**$ 489,525,759**	**$ 122,344,152**	**$ 611,869,911**	**$ 37,892,909**	**$ 16,440,084**	**$ 54,332,994**	**$ 84,566,609**	**$ 35,214,700**	**$ 119,781,310**	**17%**	**29%**	**20%**
22													
23	Other CARE Rate Benefits												
24	- DWR Bond Charge Exemption				$ 1,860,878		$ 1,860,878	$ 4,256,455		$ 4,256,455			
25	- CARE PPP Exemption [5]				$ 3,482,337	$ 1,255,411	$ 4,737,749	$ 7,686,346	$ 2,794,405	$ 10,480,751			
26	- California Solar Initiative Exemption				$ (145,582)		$ (145,582)	$ (323,021)		$ (323,021)			
27	- kWh Surcharge Exemption						$ -			$ -			
28	Total Other CARE Rate Benefits				**$ 5,197,633**	**$ 1,255,411**	**$ 6,453,045**	**$ 11,619,780**	**$ 2,794,405**	**$ 14,414,184**			
29													
30	Indirect Costs	$ 725,051	$ 181,263	**$ 906,314**									
31													
32													
33	[1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.												
34	[2] Reflects the Annual Eligibility Estimates prepared by Athens Research on behalf of the utilities. This efforts was formerly referenced in Measurement and Evaluation.												
35	[3] Reflects the authorized funding per year in D.16-11-022 and D.17-12-009, and updated via PG&E Mid-Cycle Update Advice Letter 3990-G/5329-E, 3990-G-A/5329-E-A, 3990-G-B/5329-E-B.												
36	[4] Per D.02-09-021, PG&E is authorized to recover the full value of the discount through the CARE two-way balancing account on an automatic pass-through basis.												
37	[5] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin and the CARE surcharge.												
38	[6] Program authorized budget included employee benefits costs of $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.												
39													
40	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												
41													

CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration
Pacific Gas and Electric Company
Through February 28, 2019

2018	New Enrollment										Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)
	Automatic Enrollment				Self-Certification (Income or Categorical)					Total New Enrollment (E+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	Capitation	Combined (F+G+H+I)															
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%
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%
March																								
April																								
May																								
June																								
July																								
August																								
September																								
October																								
November																								
December																								
YTD Total	**0**	**5,276**	**0**	**5,276**	**25,993**	**10,391**	**1,891**	**216**	**38,491**	**43,767**	**63,079**	**17,158**	**16,955**	**97,192**	**0**	**7,531**	**11,190**	**19,369**	**38,090**	**140,959**	**5,677**	**1,381,680**	**1,446,414**	**95.5%**

[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.

	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 February 28, 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%			0	0.00%	0.00%
6	**February**	1,381,680	3,493	0.25%			0	0.00%	0.00%
7	**March**								
8	**April**								
9	**May**								
10	**June**								
11	**July**								
12	**August**								
13	**September**								
14	**October**								
15	**November**								
16	**December**								
17	**YTD Total**	**1,381,680**	**6,607**	**0.48%**	**0**	**0**	**0**	**0.00%**	**0.00%**
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 respond.								
21									
22	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
23									
24									
25	**CARE Table 3B Post-Enrollment Verification Results (Electric-Only High Usage)**								
26	**Pacific Gas and Electric Company**								
27	**Through February 28, 2019**								
28	**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 HU Post Enrollment Verification**	**% of Total CARE Households De-enrolled**
29	**January**	1,378,527	2,866	0.21%			0	0.00%	0.00%
30	**February**	1,381,680	4,344	0.31%			0	0.00%	0.00%
31	**March**								
32	**April**								
33	**May**								
34	**June**								
35	**July**								
36	**August**								
37	**September**								
38	**October**								
39	**November**								
40	**December**								
41	**YTD Total**	**1,381,680**	**7,210**	**0.52%**	**0**	**0**	**0**	**0.00%**	**0.00%**
42									
43	[1] Includes all participants who were selected for high usage verification process. Closed accounts will not be tracked in Ineligible or De-enrolled data.								
44	[2] Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.								
45	[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.								
46									
47	**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 February 28, 2019**						
4		**Provided [2]**	**Received**	**Approved**	**Denied**	**Pending/Never Completed**	**Duplicates**
5	Total (Y-T-D)	3,056,410	87,227	78,840	5,152	3,235	17,158
6	Percentage[3]		100%	90%	6%	4%	20%
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 may reflect YTD adjustments.						
13							

	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 February 28, 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	116,779	6	116,785	99.0%	227.1%	99.0%
7	ALPINE	0	187	187	0	6	6	n/a	3.2%	3.2%
8	AMADOR	1	4,841	4,842	0	4,243	4,243	0.0%	87.7%	87.6%
9	BUTTE	18,503	12,649	31,151	18,166	12,209	30,375	98.2%	96.5%	97.5%
10	CALAVERAS	41	7,309	7,350	43	5,034	5,077	106.1%	68.9%	69.1%
11	COLUSA	8	2,850	2,858	12	3,367	3,379	149.2%	118.1%	118.2%
12	CONTRA COSTA	79,633	11	79,644	85,123	3	85,126	106.9%	28.0%	106.9%
13	EL DORADO	6,858	6,041	12,898	5,216	5,430	10,646	76.1%	89.9%	82.5%
14	FRESNO	128,361	169	128,530	150,818	120	150,938	117.5%	71.0%	117.4%
15	GLENN	1	5,228	5,229	1	4,639	4,640	157.3%	88.7%	88.7%
16	HUMBOLDT	1	23,474	23,475	0	17,067	17,067	0.0%	72.7%	72.7%
17	KERN	39,953	55,868	95,820	43,358	63,668	107,026	108.5%	114.0%	111.7%
18	KINGS	101	8,219	8,320	114	9,042	9,156	112.4%	110.0%	110.0%
19	LAKE	1	13,159	13,159	2	12,360	12,362	268.7%	93.9%	93.9%
20	LASSEN	0	286	286	0	175	175	n/a	61.1%	61.1%
21	MADERA	14,051	6,813	20,863	16,525	5,365	21,890	117.6%	78.7%	104.9%
22	MARIN	18,400	0	18,400	11,955	0	11,955	65.0%	n/a	65.0%
23	MARIPOSA	17	2,962	2,980	13	2,124	2,137	74.3%	71.7%	71.7%
24	MENDOCINO	6	12,555	12,561	6	10,151	10,157	101.3%	80.9%	80.9%
25	MERCED	18,641	19,055	37,697	19,491	20,582	40,073	104.6%	108.0%	106.3%
26	MONTEREY	34,203	4,411	38,614	35,909	6,115	42,024	105.0%	138.6%	108.8%
27	NAPA	9,866	0	9,866	10,539	0	10,539	106.8%	0.0%	106.8%
28	NEVADA	11	11,372	11,382	1	9,252	9,253	9.5%	81.4%	81.3%
29	PLACER	20,200	9,291	29,490	12,074	7,451	19,525	59.8%	80.2%	66.2%
30	PLUMAS	82	2,519	2,600	10	1,749	1,759	12.2%	69.4%	67.6%
31	SACRAMENTO	127,290	0	127,290	96,125	0	96,125	75.5%	n/a	75.5%
32	SAN BENITO	100	4,192	4,292	57	4,791	4,848	57.0%	114.3%	113.0%
33	SAN BERNARDINO	43	303	346	35	243	278	81.3%	80.1%	80.3%
34	SAN FRANCISCO	66,810	0	66,810	61,618	0	61,618	92.2%	n/a	92.2%
35	SAN JOAQUIN	74,066	8,165	82,231	78,847	8,714	87,561	106.5%	106.7%	106.5%
36	SAN LUIS OBISPO	10,603	17,215	27,817	4,735	12,475	17,210	44.7%	72.5%	61.9%
37	SAN MATEO	42,086	0	42,086	31,927	0	31,927	75.9%	n/a	75.9%
38	SANTA BARBARA	16,161	1,364	17,525	16,853	697	17,550	104.3%	51.1%	100.1%
39	SANTA CLARA	98,059	3,697	101,756	95,308	2,691	97,999	97.2%	72.8%	96.3%
40	SANTA CRUZ	24,696	6	24,701	19,573	1	19,574	79.3%	18.1%	79.2%
41	SHASTA	11,441	10,518	21,959	9,645	8,613	18,258	84.3%	81.9%	83.1%
42	SIERRA	4	308	312	2	120	122	52.7%	38.9%	39.1%
43	SISKIYOU	0	16	16	0	5	5	n/a	31.1%	31.1%
44	SOLANO	36,710	0	36,710	41,211	0	41,211	112.3%	n/a	112.3%
45	SONOMA	42,357	2,216	44,573	37,627	2,510	40,137	88.8%	113.3%	90.0%
46	STANISLAUS	29,032	26,325	55,357	24,599	22,753	47,352	84.7%	86.4%	85.5%
47	SUTTER	11,342	0	11,342	13,507	0	13,507	119.1%	0.0%	119.1%
48	TEHAMA	12	12,425	12,437	11	11,388	11,399	90.8%	91.7%	91.7%
49	TRINITY	0	778	778	0	283	283	n/a	36.4%	36.4%
50	TULARE	756	8,531	9,287	345	9,409	9,754	45.7%	110.3%	105.0%
51	TUOLUMNE	0	8,873	8,873	0	6,829	6,829	0.0%	77.0%	77.0%
52	YOLO	23,949	1	23,950	20,052	1	20,053	83.7%	147.9%	83.7%
53	YUBA	9,697	117	9,814	11,657	110	11,767	120.2%	93.8%	119.9%
54	**Total**	**1,132,096**	**314,318**	**1,446,414**	**1,089,889**	**291,791**	**1,381,680**	**96.3%**	**92.8%**	**95.5%**
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 adjustments.									

	A	B	C	D	E	F	G	H
1	**CARE Table 6 - Recertification Results**							
2	**Pacific Gas and Electric Company**							
3	**Through February 28, 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	21,179	1.5%			0.00%	0.00%
6	February	1,381,680	20,396	1.5%			0.00%	0.00%
7	March							
8	April							
9	May							
10	June							
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	**YTD**	**1,381,680**	**41,575**	**3.01%**	**0**	**0**	**0.00%**	**0.00%**
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 request. Results may be pending due to the time permitted for a participant to respond.							
21	[3] Includes customers who did not respond or who requested to be de-enrolled.							
22	[4] Percentage of customers recertified compared to the total participants requested to recertify in that month.							
23								
24	**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 February 28, 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			4	7
8	Amador-Tuolumne Community Action Agency		x		x	10	14
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			1	1
13	Central California Legal Services, Inc.		x			0	0
14	Central Coast Energy Services, Inc.		x		x	9	39
15	Cesar A Moncada DBA Moncada Outreach		x			0	15
16	Chinese Newcomers Service Center		x			3	4
17	Community Action Marin		x		x	1	1
18	Community Action Partnership of Madera County		x		x	10	13
19	Community Resource Project, Inc.		x		x	18	23
20	County of San Joaquin		x		x	8	18
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			2	4
25	Heritage Institute for Family Advocacy		x			6	27
26	Hip Housing Human Investment Project, Inc.		x			0	0
27	Housing Authority of the City of Fresno		x			0	1
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			5	5
32	Marin Center for Independent Living		x			0	0
33	Merced County Community Action Agency		x		x	4	5
34	Oakland Citizens Committee for Urban Renewal		x			0	0
35	Project Access, Inc		x			0	0
36	Redwood Community Action Agency		x		x	5	13
37	Resources for Independece Central Valley		x			0	0
38	Rising Sun Energy Center		x			0	0
39	Sacred Heart Community Service		x		x	14	17
40	Self-Help for the Elderly		x			3	8
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			0	0
45	West Valley Community Services		x			0	0
46	Yolo County Housing Authority		x			0	0
47	Yolo Family Resource Center (Empower Yolo)		x			0	0
48	**Total Enrollments**					**103**	**216**
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 February 28, 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								
8	April								
9	May								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
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 adjustments.								

	A	B	C	D	E
1	**CARE Program Table 9 - Expenditures for Pilots/CHANGES Program**				
2	**Pacific Gas and Electric Company**				
3	**Through February 28, 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	$ 1,906	$ 2,074	0%
8					
9					
10	**Total**	**$ 527,869**	**$ 1,906**	**$ 2,074**	**0%**
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.				
17					

	A	B
1	**CARE Table 10 - CHANGES Monthly Summary of Ratepayers Provided Education, Needs Assistance and Dispute Resolution Services**	
2	**Pacific Gas and Electric Company**	
3	**Reporting Period January 2019[1]**	
4	**No. of attendees at education sessions**	**1,461**
5	**Disputes**	
6	Add Level Pay Plan	0
7	Assisted with CARE Re-Certification/Audit	0
8	Changed 3rd party Company/Gas Aggregation	37
9	Changed 3rd Party Electricity Aggregation	11
10	Medical Baseline Application	0
11	Refer to Energy Assistance Programs	5
12	Request Meter Service or Testing	0
13	Request Bill Adjustment	3
14	Request Customer Service Visit	0
15	Schedule Energy Audit	0
16	Payment Extension	0
17	Payment Plan	10
18	Solar	0
19	Stop Disconnection	13
20	Time of Use	0
21	Wildfire Related Issue	0
22	**Total disputes**	**79**
23	**Customers receiving Needs assistance**	**176**
24		
25		
26	**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/	
27	**Disputes & Needs Assistance** - Support was provided in the following languages: Cambodian, Cantonese, Dari, English, Hmong, Karen, Korean, Laotian, Pashto, Portuguese, Spanish, Tagalog, Urdu, Vietnamese.	
28	[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.	
29	* Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	
30		

	A	B	C	D	E	F	G
1	**CARE Table 11 CHANGES Group Customer Assistance Sessions [1]**						
2	**Pacific Gas and Electric Company**						
3	**November 1, 2018 Through January 31, 2019**						
4				**Session Logistics**			
5	**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**
6	N/A	Cantonese	Avoiding Disconnection	5	N/A	60	CHANGES Ed Handout
7	N/A	Dari	Avoiding Disconnection	7	N/A	48	CHANGES Ed Handout
8	N/A	English	Avoiding Disconnection	1	N/A	2	CHANGES Ed Handout
9	N/A	Korean	Avoiding Disconnection	1	N/A	24	CHANGES Ed Handout
10	N/A	Russian	Avoiding Disconnection	1	N/A	5	CHANGES Ed Handout
11	N/A	Spanish	Avoiding Disconnection	17	N/A	370	CHANGES Ed Handout
12			**Total**	**32**		**509**	
13	N/A	Arabic	CARE/FERA and Other Assistance Programs	3	N/A	5	CHANGES Ed Handout
14	N/A	Cantonese	CARE/FERA and Other Assistance Programs	5	N/A	209	CHANGES Ed Handout
15	N/A	Dari	CARE/FERA and Other Assistance Programs	10	N/A	71	CHANGES Ed Handout
16	N/A	English	CARE/FERA and Other Assistance Programs	4	N/A	11	CHANGES Ed Handout
17	N/A	Farsi	CARE/FERA and Other Assistance Programs	1	N/A	1	CHANGES Ed Handout
18	N/A	French	CARE/FERA and Other Assistance Programs	1	N/A	2	CHANGES Ed Handout
19	N/A	Pashto	CARE/FERA and Other Assistance Programs	5	N/A	12	CHANGES Ed Handout
20	N/A	Russian	CARE/FERA and Other Assistance Programs	2	N/A	6	CHANGES Ed Handout
21	N/A	Spanish	CARE/FERA and Other Assistance Programs	11	N/A	178	CHANGES Ed Handout
22	N/A	Swahili	CARE/FERA and Other Assistance Programs	1	N/A	1	CHANGES Ed Handout
23			**Total**	**43**		**496**	
24	N/A	Arabic	Electric and Natural Gas Safety	1	N/A	7	CHANGES Ed Handout
25	N/A	Cantonese	Electric and Natural Gas Safety	3	N/A	80	CHANGES Ed Handout
26	N/A	Dari	Electric and Natural Gas Safety	6	N/A	44	CHANGES Ed Handout
27	N/A	English	Electric and Natural Gas Safety	1	N/A	4	CHANGES Ed Handout
28	N/A	Pashto	Electric and Natural Gas Safety	1	N/A	5	CHANGES Ed Handout
29	N/A	Portuguese	Electric and Natural Gas Safety	1	N/A	46	CHANGES Ed Handout
30	N/A	Russian	Electric and Natural Gas Safety	1	N/A	8	CHANGES Ed Handout
31	N/A	Spanish	Electric and Natural Gas Safety	4	N/A	96	CHANGES Ed Handout
32	N/A	Urdu	Electric and Natural Gas Safety	1	N/A	3	CHANGES Ed Handout
33			**Total**	**19**		**293**	
34	N/A	Cantonese	Energy Conservation	7	N/A	127	CHANGES Ed Handout
35	N/A	Dari	Energy Conservation	8	N/A	69	CHANGES Ed Handout
36	N/A	English	Energy Conservation	3	N/A	14	CHANGES Ed Handout
37	N/A	Hmong	Energy Conservation	1	N/A	2	CHANGES Ed Handout
38	N/A	Korean	Energy Conservation	2	N/A	22	CHANGES Ed Handout
39	N/A	Mandarin	Energy Conservation	1	N/A	2	CHANGES Ed Handout
40	N/A	Portuguese	Energy Conservation	1	N/A	31	CHANGES Ed Handout
41	N/A	Spanish	Energy Conservation	6	N/A	72	CHANGES Ed Handout
42	N/A	Vietnamese	Energy Conservation	1	N/A	7	CHANGES Ed Handout
43			**Total**	**30**		**346**	
44	N/A	Cambodian	Gas Aggregation	3	N/A	8	CHANGES Ed Handout
45	N/A	Cantonese	Gas Aggregation	4	N/A	64	CHANGES Ed Handout
46	N/A	Dari	Gas Aggregation	3	N/A	23	CHANGES Ed Handout
47	N/A	English	Gas Aggregation	5	N/A	13	CHANGES Ed Handout
48	N/A	Japanese	Gas Aggregation	1	N/A	4	CHANGES Ed Handout
49	N/A	Korean	Gas Aggregation	2	N/A	63	CHANGES Ed Handout
50	N/A	Laotian	Gas Aggregation	1	N/A	7	CHANGES Ed Handout
51	N/A	Mandarin	Gas Aggregation	1	N/A	2	CHANGES Ed Handout
52	N/A	Portuguese	Gas Aggregation	1	N/A	45	CHANGES Ed Handout
53	N/A	Spanish	Gas Aggregation	17	N/A	236	CHANGES Ed Handout
54	N/A	Vietnamese	Gas Aggregation	1	N/A	22	CHANGES Ed Handout
55			**Total**	**39**		**487**	
56	N/A	Cantonese	High Energy Use	5	N/A	121	CHANGES Ed Handout
57	N/A	Dari	High Energy Use	5	N/A	40	CHANGES Ed Handout
58	N/A	Spanish	High Energy Use	7	N/A	143	CHANGES Ed Handout
59			**Total**	**17**		**304**	
60	N/A	Cantonese	Level Pay Plan	3	N/A	127	CHANGES Ed Handout
61	N/A	Dari	Level Pay Plan	1	N/A	8	CHANGES Ed Handout
62	N/A	Portuguese	Level Pay Plan	1	N/A	49	CHANGES Ed Handout
63	N/A	Spanish	Level Pay Plan	5	N/A	83	CHANGES Ed Handout
64	N/A	Vietnamese	Level Pay Plan	2	N/A	38	CHANGES Ed Handout
65			**Total**	**12**		**305**	
66	N/A	Cantonese	Understanding Your Bill	2	N/A	57	CHANGES Ed Handout
67	N/A	Dari	Understanding Your Bill	7	N/A	51	CHANGES Ed Handout
68	N/A	Korean	Understanding Your Bill	5	N/A	226	CHANGES Ed Handout
69	N/A	Spanish	Understanding Your Bill	12	N/A	191	CHANGES Ed Handout
70			**Total**	**26**		**525**	

	A	B	C	D	E	F	G
71	**Year-to-Date**		**November 1, 2018 through January 2019**	**218**	**Quarter Total**	**3,265**	
72	**Year-to-Date**		**February 1, 2018 through January 2019**	**1,303**		**22,691**	
73							
74							
75	[1] This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted						
76	from its original version in order to have a more consistent appearance and format with existing SDG&E tables.						
77	The data is reported quarterly						
78	[2] Date of the workshops not available.						
79	[3] Contractor states all sessions last at least 30 minutes.						
80							
81	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
82	**Note:** Information not provided by contractor						
83							