

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

Application of Pacific Gas and Electric Company for Approval of the 2009-2011 Low Income Energy Efficiency and California Alternate Rates for Energy Programs and Budget (U 39 M)	Application 08-05-022 (Filed May 15, 2008)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011	Application 08-05-024 (Filed May 15, 2008)
Application of Southern California Gas Company (U 904 G) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011	Application 08-05-025 (Filed May 15, 2008)
Application of Southern California Edison Company (U 338-E) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009, 2010, and 2011	Application 08-05-026 (Filed May 15, 2008)

**ONE-HUNDRED AND SEVENTEENTH STATUS REPORT OF PACIFIC GAS AND ELECTRIC
COMPANY (U 39 M) ON THE RESULTS OF ITS ENERGY SAVINGS ASSISTANCE AND CARE
PROGRAM EFFORTS IN COMPLIANCE WITH ORDERING PARAGRAPH 17 OF DECISION 01-
05-033, ISSUED MAY 7, 2001**

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Dated: February 22, 2011

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In accordance with Ordering Paragraph 17 of Decision 01-05-033, the direction of Administrative Law Judge Gottstein at the July 11 and 28, 2001 status conferences, and the agreements reached between the utilities and the Energy Division on the format and content of the tables, Pacific Gas and Electric Company submits its attached one-hundred and seventeenth monthly status report on the results of its Energy Savings Assistance and CARE Program efforts, showing results through January 2011.

Respectfully submitted,

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February 22, 2011

Pacific Gas and Electric Company

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

Program Monthly Report
For January 2011

(February 22, 2011)

PACIFIC GAS AND ELECTRIC COMPANY

**ENERGY SAVINGS ASSISTANCE PROGRAM AND CARE PROGRAM
MONTHLY REPORT FOR JANUARY 2011**

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PACIFIC GAS AND ELECTRIC COMPANY

**ENERGY SAVINGS ASSISTANCE PROGRAM
AND CARE PROGRAM MONTHLY REPORT
FOR JANUARY 2011**

This Low Income Programs Monthly Report complies with low income reporting requirements established in Decision (D.) 01-05-033, as updated by D.08-11-031, requiring the utilities to comply with reporting and program evaluation requirements previously established for the California Alternate Rates for Energy (CARE) and Energy Savings Assistance (formerly known as Low Income Energy Efficiency (LIEE)) programs. The utilities met with Energy Division staff to revise reporting tables and formats in compliance with the mandates of D.08-11-031 and now use the new, Energy Division-approved monthly reporting format for the 2010 and 2011 reports.

1. Low Income Energy Assistance Program Executive Summary

D.08-11-031 and D.09-10-012 authorized the utilities to work with Energy Division staff to develop a new brand for the LIEE program. PG&E began using the new brand, “Energy Savings Assistance” (ESA) Program, on January 1, 2011.

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.

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 2009-2011 ESA Program authorized in D.08-11-031 is a resource program emphasizing long-term and enduring energy savings, which continues to serve all eligible low income customer populations by providing all feasible ESA Program measures at no cost to the customer through a direct-install, whole house 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

The 2009-2011 ESA Program (formerly known as Low Income Energy Efficiency) was adopted in D.08-11-031. PG&E’s authorized program budget for 2009-2011 is \$416.9 million, plus any remaining unspent carryover.

PG&E’s 2009-2011 ESA Program follows the policies and guidance given in D.07-12-051. D.07-12-051 established the following programmatic initiative for LIEE:

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

PG&E’s ESA Program has treated 7,422 customers in 2011.

1.1.1. Provide a summary of the Energy Savings Assistance Program elements as approved in Decision 08-11-031:

Energy Savings Assistance Program Summary for Month			
2011	Authorized / Planning Assumptions	Year-to-Date Actual	%
Budget	\$ 156,789,038	\$ 6,551,369	4%
Homes Treated	124,991	7,422	6%
kWh Saved	42,600,000	2,078,298	5%
kW Demand Reduced	7,560	448	6%
Therms Saved	1,510,000	117,033	8%

1.2. Whole Neighborhood Approach Evaluation

In D.08-11-031, the Commission described a Whole Neighborhood Approach (WNA) to ESA Program installation, under which the IOUs install all feasible measures in the homes of eligible customers on a neighborhood-by-neighborhood basis. The Commission believes this approach will increase energy savings, reduce overhead and transportation costs, and encourage leveraging with local entities.

1.2.1. Provide a summary of the geographic and customer segmentation strategy employed, (i.e. tools and analysis used to segment “neighborhoods,” how neighborhoods are segmented and how this information is communicated to the contractor/CBO).

PG&E identifies neighborhoods with large numbers of low income customers with the aid of census and other demographic information and correlates it with PG&E customer energy usage information, as directed in D.08-11-031. Key variables defined by the Commission in D.08-11-031 were high incidences of poverty and high energy use, as well as high energy burden and energy insecurity.¹

To identify potential neighborhoods to target for the low income programs, PG&E starts with its estimates of ESA Program eligibility by ZIP-7, derived from

¹ Energy burden is the percent of income that goes towards payment of energy bills, and energy insecurity refers to customers experiencing difficulty in paying energy bills and actual or threatened utility shut-offs.

census data.² PG&E has ranked ZIP-7 areas with the highest populations of estimated ESA Program-eligible customers³ in its service area, and correlates them with PG&E billing information, including information on PG&E customer energy use;⁴ the number of 48-hour shut-off notices sent; actual shut-offs over the last year; and the number of customers in PG&E's Third-Party Notification Program. PG&E also correlates this data with the current CARE penetration rate, and the number of customers who have already participated in the ESA Program since 2002 (thus making them ineligible for participation at this time).

Finally, D.08-11-031 permits targeted self-certification and enrollment activities in areas of the IOUs' service territory where 80% of the customers are at or below 200% of the federal poverty line. (D.08-11-031, O.P.6) PG&E ranks ZIP-7 areas by percent of ESA Program estimated eligibility. As described above, areas with the highest estimates of eligibility, correlated with high energy usage, the number of 48-hour shut-off notices sent, actual shut-offs over the last year, and low previous ESA Program participation, are evaluated so that they can be selected first for the Whole Neighborhood Approach events. We anticipate that some of the areas selected will be over 80% ESA Program-eligible. These neighborhoods where over 80% of the customers are at or below 200% of the federal poverty level will be self-certified.

Using this information to help determine potential neighborhoods to approach, PG&E's ESA Program managers are working with both internal and external groups to target and select neighborhoods. PG&E works closely with its ESA

² The joint utility methodology, which derives the number of customers potentially eligible for CARE and ESA (formerly LIEE) services in each utility's service area, was adopted by the Commission in D.01-03-028, and is updated annually. Sources for this estimation include: the Commission's current guidelines; current year small area vendor marginal distributions on household characteristics; Census Public Use Microdata Sample (PUMS) 2000 and PUMS 2007 sample data; utility meter and master meter household counts; Department of Finance CPI series; and various Geographic Information System (GIS) sources. ZIP-7s are smaller breakdowns of postal ZIP Codes that are used for small area research in census data. They are the smallest geographical area for which reliable income and demographic data is available.

³ Customers with household incomes at or below 200% of the Federal Poverty Level are eligible for both ESA and CARE.

⁴ To calculate energy use, PG&E's electric customers were divided into low, medium and high tiers, based on their electric use at Tiers 1-2 (Low Electric Use below 130% of baseline), Tier 3 (Medium Electric Use from 131% to 200% of baseline) and Tiers 4-5 (High Electric Use above 200% of baseline). A customer is considered at the highest tier if they overused electricity during at least two months of the previous twelve month period. PG&E chose to use a two month tier trigger rather than a one month trigger to help filter out atypical usage patterns caused by unusual weather spikes, temporary home visitors, or other outlier events that are not indicators of normal household energy usage.

In order to accurately assess home energy use, a customer must have a minimum six month billing history to be eligible to participate in the program. Customers with less than a six month history will be re-evaluated after they have sufficient billing history.

PG&E also tiered gas usage and divided gas customers into Tier 1 below-baseline low usage customers, and Tier 2 above-baseline high usage customers. PG&E used the same two month trigger described above for electric tiering.

Program implementation contractors, CARE outreach contractors, PG&E local government relations and communications staff, and state LIHEAP agencies to help establish contact with government representatives and neighborhood leaders.

In addition to neighborhoods identified and selected by PG&E for Whole Neighborhood Approach events, PG&E's contractors are also encouraged to suggest neighborhoods to target based on their knowledge of the areas in which they work. PG&E contractors are very familiar with the local neighborhoods in their assigned areas and currently use many strategies to enroll ESA Program customers, including canvassing neighborhoods; targeted direct mail; outbound calls; advertising in local venues; speaking to local groups; and outreaching at community events.

Where practical, PG&E coordinates ESA Program neighborhood events with scheduled CARE events such as "We CARE" or other community activities, including fairs or festivals, and publicizes them in advance through targeted mailings, door hangers, local community partners (e.g., civic and social leaders, churches, and low income service agencies), and local print, radio and television media. PG&E's outreach staff work to publicize and promote events with local community and civic leaders, and to enlist their support and partnership in making neighborhood events a success. PG&E contractors all carry door hangers to leave behind at the homes of customers that were not home at the time of the neighborhood visit. The door hangers include program and contact information so that the customer can schedule a visit.

1.3. ESA Program Customer Outreach and Enrollment Update

PG&E increases outreach within the Company by coordinating activities and advertising with other PG&E energy efficiency and rate programs likely to reach low income customers and service providers. PG&E's ESA Program contractors are required to inform customers about other programs (such as CARE) for which they may be eligible. For ESA Program customers not already enrolled in the CARE program, the customer data is shared with CARE and the customer is automatically enrolled in CARE. PG&E no longer requires that the customer sign a CARE application at the time of ESA Program enrollment.

PG&E combines its ESA Program and CARE outreach activities in order to leverage low income outreach efforts and provide PG&E low income customers with the knowledge and tools to access all of PG&E's free energy services.

PG&E employees regularly make presentations about the Company's low income programs to the media and at community events throughout PG&E's service area. These presentations educate customers about energy efficiency and inform them about assistance programs and opportunities available to them through PG&E. PG&E employees make presentations and design media initiatives about ESA Program and CARE in multiple languages, including English, Spanish, Chinese and Vietnamese.

PG&E contracts directly with both community-based organizations (CBOs) and private contractors who provide a wealth of experience in the communities they serve. PG&E currently has 35 installation contractors including 11 CBOs and two appliance contractors who serve 48 counties and over 70,000 square miles in PG&E's service area. Of the 11 CBOs, six are Low Income Home Energy Assistance Program (LIHEAP) agencies.

PG&E has six contracts with LIHEAP agencies that are not working within PG&E's ESA Program and is waiting for three more contracts to be signed. PG&E coordinates with these LIHEAP agencies to install Energy Star® refrigerators in homes receiving PG&E electric service where the LIHEAP contractors have installed all other measures under the State Weatherization Program. This allows both the ESA Program and LIHEAP programs to leverage their resources and help additional low income homes. Through January, no refrigerators have been installed.

PG&E and its contractors use PG&E's Energy Partners Online database (EPO) for ESA Program activities. The database shows which customers received these services, what year they were provided, and which customers are participating in CARE. With this information, the contractors are better able to market to the community, e.g., contacting only those customers who have not received ESA Program services in the past.

ESA Program materials are provided in seven languages: English, Spanish, Vietnamese, Chinese, Russian, Korean, and Hmong.

In addition, PG&E continues to combine its ESA Program and CARE outreach activities in order to leverage low income outreach efforts and provide PG&E's low income customers with the knowledge and tools to access all of PG&E's free energy services.

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

PG&E's hard-to-reach customer outreach group manages outreach and messaging for PG&E programs targeting low income, multilingual and other hard-to-reach customer populations, including ESA Program, CARE, Energy Efficiency, Government Partnerships, Third Party Programs, Solar, and Demand Response programs. It specifically targets seniors, disabled customers, families, ethnic populations, rural and urban customers, and other low income PG&E customers through a combination of PG&E bill inserts and direct mailings, outbound calling, public service announcements, ethnic and local media, community partnerships, grassroots marketing, social networking, and other innovative approaches.

PG&E marketing and outreach is also performed by the ESA Program implementation subcontractors. These contractors are responsible for enrolling participants to meet their contract goals. PG&E provides them with a database

containing current CARE customers in their contract area. In addition, the program database notes which customers have participated previously and are thus ineligible to receive ESA Program services. This database is updated on a weekly basis.

PG&E contractors currently use many strategies to enroll ESA Program customers, including canvassing neighborhoods, targeted direct mail, outbound calls, advertising in local venues, speaking to local groups, and outreach at community events. Customers who phone PG&E's customer service call centers are referred to the ESA Program and assigned to the contractor in their area who sets up an appointment with them. PG&E is helping its contractors continue these successful marketing and outreach strategies.

The ESA Program also takes full advantage of CARE's successful low income customer segmentation and targeted marketing strategies by working closely with its CARE outreach team. CARE outreach targets seniors, disabled customers, families, ethnic populations, rural and urban customers, and other low income PG&E customers.

In January, the ESA Program launched a Vietnamese television commercial in Fresno, Stockton and Sacramento. English radio ads continued airing on 11 stations in the Bay Area, Fresno and Sacramento. Spanish, Chinese and Vietnamese radio ads also ran in the Bay Area. Hmong language television ads also continued airing in Sacramento, Stockton and Fresno. Spanish language newspaper ads ran in the Bay Area, Sacramento and Fresno. A campaign in partnership with the Mexican Consulate offices in San Jose, Sacramento, San Francisco and Fresno is under development. This campaign is meant to educate and raise awareness and will launch in April in conjunction with the official name change for the LIEE program. Saber es Poder (knowledge is power) will kick-off with an official press conference, the location has yet to be determined.

Plans were also finalized in January for the first Whole Neighborhood Approach event, which was to take place in San Jose. The outreach staff continues to attend community meetings and make presentations at various events and forums and to create marketing opportunities and further develop relationships that will help the program reach and enroll eligible customers.

During the month of January, the ESA Program participated in the following outreach events:

- Winter Career Fair in Santa Clara on 01/12/11;
- 2011 Dr. Martin Luther King, Jr. Mind, Body and Soul Festival in San Francisco on 01/17/11;
- Job and Education Expo 2011 in Ulatis Community Center in Vacaville on 01/18/11;

- National Asian American Coalition Grand Opening in San Bruno on 01/21/11;
- Vietnamese New Year in Sacramento on 01/29/11 – 01/30/11; and
- Up with Education in Stockton on 01/30/11.

1.4. Leveraging Success Evaluation, Including CSD

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

PG&E, SCE, SDG&E, and SoCalGas met with CSD staff, representatives from several LIHEAP agencies and CPUC staff in Downey on April 29, 2009 to discuss leveraging opportunities. Ideas discussed included: developing a shared repository database that could include customers served and customers on wait lists by utilities and LIHEAP agencies; and sharing utility information with LIHEAP agencies about ESA Program customers who are found to be over the ESA Program income guidelines or require HVAC or other services which the utilities are unable to provide under ESA Program guidelines. PG&E has attempted to schedule follow-up meetings with CSD; however, CSD has been unable to attend. In the meantime, PG&E has also had conversations with individual LIHEAP agencies to come up with workable strategies and discuss how we can work together to implement them. One such series of meetings culminated in the successful Sacramento Avenues Weatherization Project with Community Resource Project and SMUD in April. Following the success of this effort, PG&E is working to expand this project to other locations and to implement more leveraging projects with individual LIHEAP agencies.

1.5. Workforce Education & Training

- 1.5.1.** Please summarize efforts to improve and expand Energy Savings Assistance Program workforce education and training. Describe steps taken to hire and train low income workers and how such efforts differ from prior program years.

All contractors and subcontractors responsible for implementing the ESA Program are trained at the PG&E Energy Training Center (ETC) in Stockton California. Most of these ESA Program energy specialists and installation contractors are from the local communities in which they work. Because of the increased size of the 2011 ESA Program, more contractor crews have been hired to implement it; 92 individuals have been trained to deliver the ESA Program year-to-date.

PG&E selected and hired a consultant to conduct an on-line training pilot project through a Request for Proposal (RFP) process authorized by D.08-11-031. This

pilot will explore what ESA Program training currently conducted on-site at the ETC can be moved to a web-based and/or off-site curriculum without decreasing effectiveness or results. Specifically, the pilot will evaluate the effectiveness of selected topics for on-line training in lieu of sending all students to a single location for all elements of the certification program. The integration of an on-line training component may reduce the training costs of ESA Weatherization Specialists by the participating ESA contractor, which could lead to the training of more individuals.

PG&E is actively involved with the California Energy Efficiency Long Term Strategic Plan's Workforce Education and Training team that is developing plans to conduct green workforce needs assessment research. PG&E is also managing Energy Division's pilot project (authorized in D.08-11-031) to develop a low income workforce education and training plan. This pilot will recruit and train residents of disadvantaged, low income communities to install energy efficiency measures in households as part of the ESA Program. Specifically, this pilot will develop and implement an in-class and hands-on curriculum to be used as part of a certificated program to be administered through educational institutions. Energy Division selected a Northern and a Southern California team to implement two workforce education and training pilot projects. ESA training approaches are currently being piloted at Los Angeles Trade Tech College (LATTTC) in Southern California Gas Company's service area and San Francisco Office of Economic and Workforce Development (OEWD) in PG&E's service area. PG&E is the contract administrator for both projects.

1.6. Miscellaneous

Energy Savings Assistance Program Coordination with the Single Family Affordable Solar Housing Program (SASH)

PG&E's ESA Program (also known as LIEE or Energy Partners) works with Grid Alternatives to deliver ESA services to customers that have been approved to participate in the Single Family Affordable Solar Housing Program (SASH). Grid Alternatives refers SASH-eligible homes to PG&E on a regular basis. If the customer has not yet participated in the ESA Program, the customer is placed in the program. The home is assessed, and delivery of all eligible measures is expedited. PG&E then notifies Grid Alternatives of the measures that were installed in the home. Grid Alternatives uses this data in their calculations to accurately size the SASH solar unit to be installed. In 2011, the ESA Program has treated three homes that were selected for SASH program participation. In addition, PG&E supplied ESA measure installation data for another 14 SASH-selected homes that were treated through the ESA Program in prior years.

2. CARE Executive Summary

The CARE program provides a monthly discount on energy bills for income-qualified households throughout PG&E's service area.

To qualify for CARE, a residential customer's household income must be at or below 200 percent of Federal Poverty Guidelines, as required in D.05-10-044.

2.1. CARE Program Summary

The 2009-2011 CARE Program was adopted in D.08-11-031. The authorized CARE administrative budget is \$9,521,000 for 2011. This includes \$450,000 for PG&E's Cooling Centers program.

2.1.1. Please provide CARE program summary costs

CARE Budget Categories	Authorized Budget	Actual Expenses Year to Date	% of Budget Spent
Outreach	\$5,900,000	\$228,143	4%
Automatic Enrollment	\$150,000	\$0	0%
Proc / Certification / Verification	\$2,000,000	\$134,814	7%
Information Tech / Programming	\$150,000	\$10,349	7%
Pilots	\$0	\$211	0%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$115,000	\$7,350	6%
General Administration	\$550,000	\$9,946	2%
CPUC Energy Division Staff	\$206,000	\$28,546	14%
Cooling Centers	\$450,000	\$2,253	0.5%
Total Expenses	\$9,521,000	\$419,359	4%
Subsidies and Benefits	\$479,707,435	\$76,834,962	16%
Total Program Costs and Discounts	\$489,228,435	\$77,254,321	16%

2.1.2. Please provide the CARE program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,520,317	1,699,660	89.4%

2.2. Outreach

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

PG&E's CARE program rolled out the following direct mail initiatives to increase enrollment of eligible customers in January:

- Recertification Direct Mail –4,461 direct mail pieces in English, Spanish, Chinese, and Vietnamese were mailed to customers who had not recertified

for CARE. This direct mail initiative occurs on the 15th of every month. Year-to-date, PG&E's CARE program has re-enrolled 818 customers.

- Bill Insert – 3.2 million applications in English and Spanish were inserted in customers' monthly energy bills. Year-to-date, this initiative has generated 2,793 new enrollments.
- Sub-Metered Mass Mailing – as required by Senate Bill (SB) 920, PG&E mailed 1,573 packages containing CARE applications and other materials to managers/landlords of sub-metered facilities.
- Welcome Packet Insert – applications were inserted monthly into new customers' welcome packets. Year-to-date, this initiative has generated 1,910 new enrollments.
- 15-Day Notice Insert – applications were inserted monthly into customers' 15-day notices. Year-to-date, this initiative has generated 340 new enrollments.

To reach new customers of the web-savvy generation, PG&E created a CARE Facebook fan page in October 2009. The fan page served to increase awareness about the program and encourage customers to apply online. PG&E also shared a powerful success story about the Vega family via a three-minute video vignette.

To help income-qualified customers enroll in CARE, PG&E contracted with 177 Community Outreach Contractors (COCs) throughout its service area. These COCs represent a variety of communities, including African Americans, Hispanics, Asian Pacific Islander Americans (Chinese, Vietnamese, Laotian, Hmong), Native Americans, seniors, rural residents, agricultural workers, sub-metered tenants, and nonprofit living facilities.

PG&E's CARE program enrolled eligible customers via automated telephone enrollment and door-to-door canvassing:

- Automated Telephone Enrollment – PG&E contracted with a third-party vendor to enroll new customers and recertify existing customers by telephone. Year-to-date, PG&E has enrolled 1,165 new customers and recertified 2,557 existing customers through this method.
- Door-to-Door Canvassing – PG&E contracted with three third-party vendors, who conducted door-to-door campaigns to enroll urban and rural customers who have not responded to traditional outreach efforts. Year-to-date, PG&E has enrolled 1,868 new customers through this method.

In January, PG&E's CARE program participated in the following six outreach events where program representatives were available to answer questions and help customers enroll in the program:

- Winter Career Fair in Santa Clara on 01/12/11;

- 2011 Dr. Martin Luther King, Jr. Mind, Body and Soul Festival in San Francisco on 01/17/11;
- Job and Education Expo 2011 in Ulatis Community Center in Vacaville on 01/18/11;
- National Asian American Coalition Grand Opening in San Bruno on 01/21/11;
- Vietnamese New Year in Sacramento on 01/29/11 – 01/30/11; and
- Up with Education in Stockton on 01/30/11.

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

PG&E currently exchanges data with Southern California Edison (SCE) Company and Southern California Gas (SCG) Company to automatically enroll their CARE customers who also receive PG&E service. PG&E also participates in data exchanges of qualified low income customers with the Sacramento Municipal Utility District (SMUD) and Modesto Irrigation District (MID). PG&E provides natural gas in the SMUD and MID electric service areas and will automatically enroll qualified low income customers served by SMUD and MID in CARE.

PG&E utilizes an internal report to automatically enroll customers who receive LIHEAP payments, as authorized in D.02-07-033. 3,965 LIHEAP customers have been automatically enrolled in CARE in 2011.

Through PG&E's ESA Program (also known as the LIEE Program or Energy Partners for PG&E), each home that receives ESA services where the customer is not on the CARE rate is then signed up for the CARE discount. 2,027 ESA participants were enrolled in CARE in January.

In addition, PG&E continues to integrate CARE and ESA outreach efforts to effectively provide eligible customers with the knowledge and tools to access all of PG&E's free energy services.

2.2.3. Recertification Complaints

D.08-11-031, Ordering Paragraph 90, directed the IOUs to report in their monthly and annual reports, the number of customer complaints received regarding CARE recertification efforts and the nature of the complaints beginning with the first report due on or about December 31, 2008.

PG&E reports that it received no complaints about CARE recertification in January.

2.3. Miscellaneous

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

3. Appendix: ESA Tables and CARE Tables

ESA- Table 1- ESA Program Expenses

ESA- Table 2- ESA Measure Installations and Savings

ESA- Table 3- Average Bill Savings per Treated Home

ESA- Table 4- ESA Homes Treated

ESA- Table 5- ESA Customer Summary

ESA- Table 6- Expenditures for Pilots and Studies

ESA- Table 7- Whole Neighborhood Approach

CARE- Table 1- CARE Program Expenses

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

CARE- Table 3- Standard Random Verification Results

CARE- Table 4- CARE Self-Certification and Self-Recertification Applications

CARE- Table 5- Enrollment by County

CARE- Table 6- Recertification Results

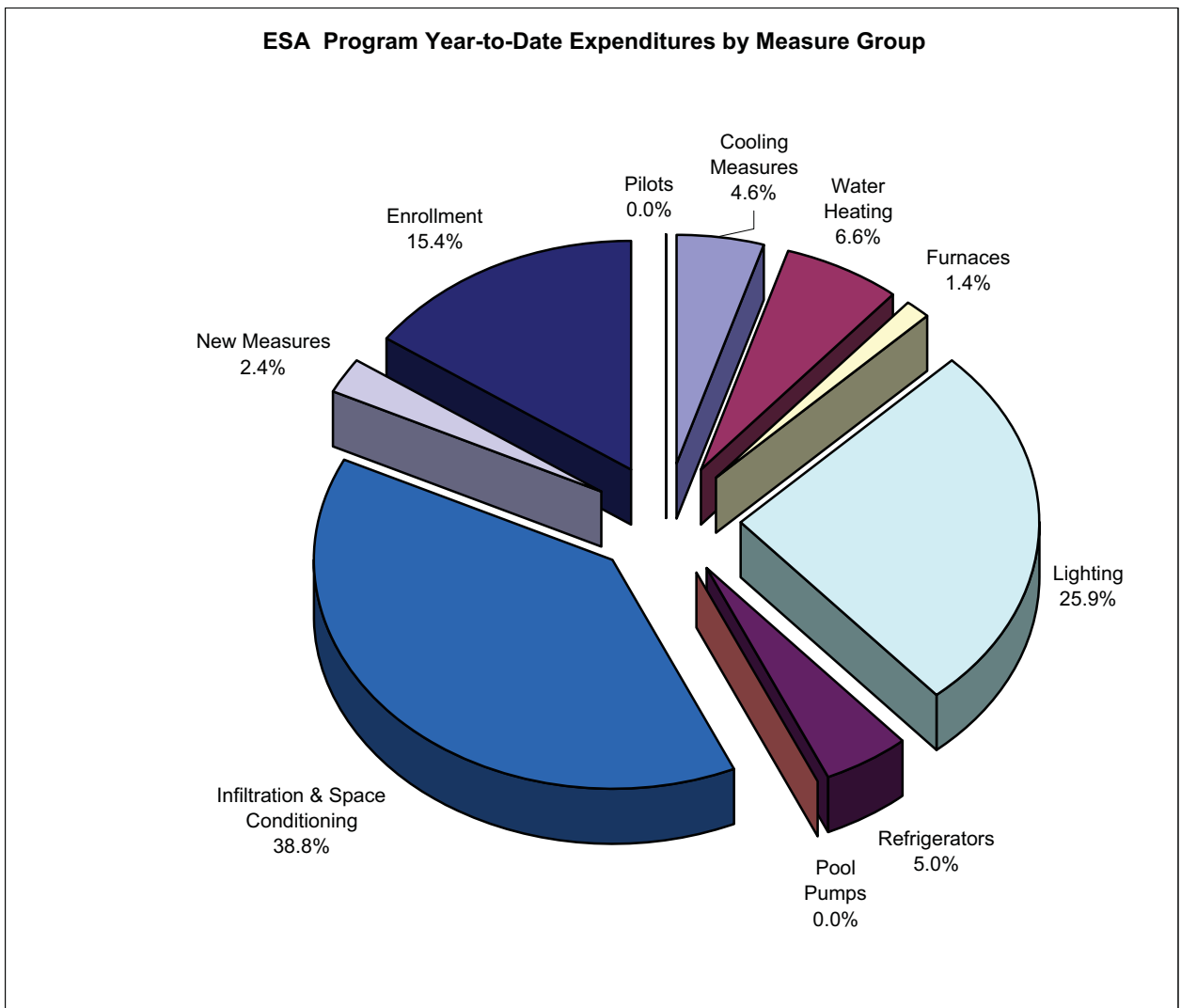
CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month-End

	A	B	C	D	E	F	G	H	I	J	K	L	M	
ESA Program Table 1 - ESA Program Expenses - PG&E Through January 31, 2011														
	Authorized Budget				Current Month Expenses				Year-To-Date Expenses				% of Budget Spent YTD	
	Electric	Gas	Total	Total	Electric	Gas	Total	Total	Electric	Gas	Total	Electric	Gas	Total
3	LIEE Program:													
4	Energy Efficiency													
5	- Gas Appliances	\$ 65,830,522	\$ -	\$ 16,457,630	\$ -	\$ 558,842	\$ 558,842	\$ -	\$ -	\$ 558,842	\$ 558,842	\$ -	\$ -	\$ 558,842
6	- Electric Appliances	\$ 6,646,351	\$ 37,662,654	\$ 44,309,005	\$ 351,633	\$ 1,992,586	\$ 2,344,218	\$ 351,633	\$ 1,992,586	\$ 2,344,218	\$ 2,332,565	\$ -	\$ -	\$ 2,332,565
7	- Weatherization	\$ 1,075,390	\$ 579,056	\$ 1,654,446	\$ 54,914	\$ 29,569	\$ 84,484	\$ 54,914	\$ 29,569	\$ 84,484	\$ 84,484	\$ -	\$ -	\$ 84,484
8	- Outreach and Assessment	\$ 9,678,511	\$ 5,211,507	\$ 14,890,018	\$ 517,776	\$ 278,802	\$ 796,578	\$ 517,776	\$ 278,802	\$ 796,578	\$ 796,578	\$ -	\$ -	\$ 796,578
9	- In Home Energy Education	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10	- Pilot	\$ 77,500	\$ 439,166	\$ 516,666	\$ (11,483)	\$ (65,068)	\$ (76,551)	\$ (11,483)	\$ (65,068)	\$ (76,551)	\$ (76,551)	\$ -	\$ -	\$ (76,551)
11	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
12	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
14	Energy Efficiency TOTAL	\$ 83,308,274	\$ 60,350,013	\$ 143,658,287	\$ 3,245,406	\$ 2,794,731	\$ 6,040,136	\$ 3,245,406	\$ 2,794,731	\$ 6,040,136	\$ 6,040,136	\$ 3,9%	\$ 4,6%	\$ 4,2%
15	Training Center	\$ 612,759	\$ 329,947	\$ 942,706	\$ 3,485	\$ 1,877	\$ 5,362	\$ 3,485	\$ 1,877	\$ 5,362	\$ 5,362	\$ -	\$ -	\$ 5,362
16	Inspections	\$ 3,846,133	\$ 2,070,995	\$ 5,917,128	\$ 229,723	\$ 123,697	\$ 353,420	\$ 229,723	\$ 123,697	\$ 353,420	\$ 353,420	\$ -	\$ -	\$ 353,420
17	Marketing	\$ 1,292,327	\$ 695,868	\$ 1,988,195	\$ 721	\$ 388	\$ 1,110	\$ 721	\$ 388	\$ 1,110	\$ 1,110	\$ -	\$ -	\$ 1,110
18	M&E Studies ¹	\$ -	\$ -	\$ -	\$ 18,545	\$ 9,986	\$ 28,530	\$ 18,545	\$ 9,986	\$ 28,530	\$ 28,530	\$ -	\$ -	\$ 28,530
19	Regulatory Compliance	\$ 188,338	\$ 101,414	\$ 289,752	\$ 95	\$ 51	\$ 146	\$ 95	\$ 51	\$ 146	\$ 146	\$ -	\$ -	\$ 146
20	General Administration	\$ 2,530,287	\$ 1,362,463	\$ 3,892,750	\$ 79,732	\$ 42,933	\$ 122,665	\$ 79,732	\$ 42,933	\$ 122,665	\$ 122,665	\$ -	\$ -	\$ 122,665
21	CPUC Energy Division	\$ 65,142	\$ 35,077	\$ 100,221	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
22	CPUC Energy Division	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
23														
24	TOTAL PROGRAM COSTS	\$ 91,843,260	\$ 64,945,778	\$ 156,789,038	\$ 3,577,707	\$ 2,973,662	\$ 6,551,369	\$ 3,577,707	\$ 2,973,662	\$ 6,551,369	\$ 6,551,369	\$ 3,9%	\$ 4,6%	\$ 4,2%
25	Indirect Costs				\$ 59,358	\$ 33,771	\$ 93,129	\$ 59,358	\$ 33,771	\$ 93,129	\$ 93,129	\$ -	\$ -	\$ 93,129
26	NGAT Costs				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
27														
28														
29	See ESA Program Table 6 for 2009-2011 budget information on M&E studies.													

	A	B	C	D	E	F	G	H
1	ESA Program Table 2 - ESA Measure Installations & Savings							
2	Pacific Gas & Electric Company							
3	Through January 31, 2011							
4				Year-To-Date Completed & Expensed Installations				
5	Measures	Units	Quantity Installed	kWh [5] (Annual)	kW [5] (Annual)	Therms [5] (Annual)	Expenses [6] (\$)	% of Expenditures
6	Heating Systems							
7	Furnaces [7]	Each	-	-	-	-	71,020	1.41%
8	Cooling Measures							
9	- A/C Replacement - Room	Each	101	12,081	18	-	105,078	2.08%
10	- A/C Replacement - Central	Each	-	-	-	-	2,680	0.05%
11	- A/C Tune-up - Central	Each	-	-	-	-	-	0.00%
12	- A/C Services - Central	Each	-	-	-	-	-	
13	- Heat Pump	Each	-	-	-	-	-	
14	- Evaporative Coolers	Each	217	64,329	40	-	125,197	2.48%
15	- Evaporative Cooler Maintenance	Each	-	-	-	-	-	
16	- Clock Thermostat	Each	-	-	-	-	-	
17	Infiltration & Space Conditioning							
18	Envelope and Air Sealing Measures [1]	Home	4,731	50,139	9	34,822	1,570,950	31.09%
19	Duct Sealing	Home	145	17,555	2	4,658	101,816	2.01%
20	Attic Insulation	Home	236	10,181	11	13,739	286,647	5.67%
21	Water Heater Savings							
22	Water Heater Conservation Measures [2]	Home	5,543	187,613	41	63,814	305,857	6.05%
23	- Water Heater Replacement - Gas [7]	Each	-	-	-	-	26,800	0.53%
24	- Water Heater Replacement - Electric [7]	Each	-	-	-	-	-	
25	- Tankless Water Heater - Gas	Each	-	-	-	-	-	
26	- Tankless Water Heater - Electric	Each	-	-	-	-	-	
27	Lighting Measures							
28	- CFLs	Each	30,438	487,008	61	-	193,699	3.83%
29	- Interior Hard wired CFL fixtures	Each	13,344	760,608	203	-	947,024	18.74%
30	- Exterior Hard wired CFL fixtures	Each	2,371	37,936	-	-	168,270	3.33%
31	- Torchiere	Each	-	-	-	-	-	
32	Refrigerators							
33	Refrigerators - Primary	Each	319	239,027	41	-	251,253	4.97%
34	Refrigerators - Secondary	Each	-	-	-	-	-	
35	Pool Pumps							
36	Pool Pumps	Each	-	-	-	-	-	
37	New Measures							
38	Forced Air Unit Standing Pilot Change Out	Each	-	-	-	-	-	
39	Furnace Clean and Tune	Each	-	-	-	-	-	
40	High Efficiency Clothes Washer	Each	-	-	-	-	-	
41	Microwave	Each	-	-	-	-	-	
42	Thermostatic Shower Valve	Each	-	-	-	-	-	
43	LED Night Lights	Each	-	-	-	-	-	
44	Occupancy Sensor	Each	1,231	49,117	5	-	63,397	1.25%
45	Torchiere	Each	798	162,704	16	-	56,661	1.12%
46	Pilots							
47	A/C Tune-up - Central	Home	-	-	-	-	-	
48	Interior Hard wired CFL fixtures	Each	-	-	-	-	-	
49	Ceiling Fans	Each	-	-	-	-	-	
50	In-Home Display	Each	-	-	-	-	-	
51	Programmable Controllable Thermostat	Each	-	-	-	-	-	
52	Forced Air Unit	Each	-	-	-	-	-	
53	Microwave [8]	Each	-	-	-	-	-	0.00%
54	High Efficiency Clothes Washer	Each	-	-	-	-	-	0.00%
55	Customer Enrollment							
56	- Outreach & Assessment	Home	7,422	-	-	-	74,250	1.47%
57	- In-Home Education	Home	7,422	-	-	-	703,055	13.91%
58	- Education Workshops	Participants	-	-	-	-	-	
59								
60								
61	Total Savings/Expenditures			2,078,298	448	117,033	5,053,653	100%
62								
63	Homes Weatherized [3]	Home	5,991	-	-	-	-	
64								
65	Homes Treated							
66	- Single Family Homes Treated	Home	5,237	-	-	-	-	
67	- Multi-family Homes Treated	Home	1,762	-	-	-	-	
68	- Mobile Homes Treated	Home	423	-	-	-	-	
69	- Total Number of Homes Treated	Home	7,422	-	-	-	-	
70	#Eligible Homes to be Treated for PY [4]	Home	124,991	-	-	-	-	
71	% of Homes Treated	%	5.94%	-	-	-	-	
72								
73	- Total Master-Metered Homes Treated	Home	2,661	-	-	-	-	
74	[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.							
75	[2] Water Heater Conservation Measures may include water heater blanket, low flow showerhead, water heater pipe wrap, faucet aerators.							
76	[3] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs							
77	[4] Based on Attachment H of D0811031							
78	[5] All savings are calculated based on the following sources:							
79	M&E is from Impact Evaluation of the 2005 California LIEE Program, Final Report submitted to							
80	SCE by West Hill Energy & Computing, Inc., December 19, 2007.							
81	M&E is from the Report on the Assessment of Proposed New Program Year 2006,							
82	LIEE Program Measures by LIEE Standardization Team, April 25, 2005.							
83	M&E is from the LIEE Measure Cost Effectiveness, Final Report, June 2, 2003.							
84	06-08 DEER and PG&E Workpapers.							
85	[6] Costs exclude support costs that are included in Table 1.							
86	[7] Includes both Replacement and Repair.							
87	[8] Microwave savings are calculated on the basis of microwave electric use displacing larger, less efficient electric or gas oven/cooktop use to heat food. Where the customer has an electric oven/cooktop, electric microwave use is less than the total electric oven savings, resulting in net kWh savings. Where the customer has a gas oven/cooktop, electric microwave use is shown as a net usage increase because savings are attributed to therms. The savings assumptions used for this pilot will be verified in an impact evaluation.							
88								

	A	B	C	D	E	F	G
1	Year-to-Date Expenses from ESA Table 2						
2							
3							
4			Cooling Measures	\$232,955		4.6%	
5			Water Heating	\$332,657		6.6%	
6			Furnaces	\$71,020		1.4%	
7			Lighting	\$1,308,993		25.9%	
8			Refrigerators	\$251,253		5.0%	
9			Pool Pumps	\$0		0.0%	
10			Infiltration & Space Conditioning	\$1,959,413		38.8%	
11			New Measures	\$120,057		2.4%	
12			Enrollment	\$777,305		15.4%	
13			Pilots	\$0		0.0%	
14							
15			Total	\$5,053,653			



	A	B
1	ESA Program Table 3 - Average Bill Savings per Treated Home Pacific Gas & Electric Company Through January 31, 2011	
2		
3	Year-to-date Installations - Expensed	
4		
5	Annual kWh Savings	2,078,298
6	Annual Therm Savings	117,033
7	Lifecycle kWh Savings	26,883,940
8	Lifecycle Therm Savings	1,145,505
9	Current kWh Rate	\$ 0.1054
10	Current Therm Rate	\$ 0.8638
11	Number of Treated Homes	7,422
12	Average 1st Year Bill Savings / Treated Home	\$ 43.13
13	Average Lifecycle Bill Savings / Treated Home	\$ 391.72

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

	A	B	C	D	E	F	G
1	ESA Program Table 4 - ESA Homes Treated						
2	Pacific Gas & Electric Company						
3	Through January 31, 2011						
3	County	Eligible Customers			Homes Treated Year to Date		
4		Rural	Urban	Total	Rural	Urban	Total
5	ALAMEDA	11	214,160	214,171	0	963	963
6	ALPINE	211	-	211	0	0	0
7	AMADOR	4,827	0	4,827	43	2	45
8	BUTTE	15,381	31,094	46,475	112	0	112
9	CALAVERAS	7,948	72	8,021	10	0	10
10	COLUSA	3,076	19	3,095	109	2	111
11	CONTRA COSTA	2	114,562	114,564	0	315	315
12	EL DORADO	6,622	5,996	12,618	58	0	58
13	FRESNO	323	153,814	154,137	48	591	639
14	GLENN	5,267	0	5,267	141	0	141
15	HUMBOLDT	27,955	0	27,956	176	0	176
16	KERN	59,812	39,201	99,012	254	225	479
17	KINGS	8,468	178	8,646	47	0	47
18	LAKE	15,137	1	15,138	90	0	90
19	LASSEN	274	-	274	0	0	0
20	MADERA	6,802	15,588	22,389	102	0	102
21	MARIN	-	26,859	26,859	2	6	8
22	MARIPOSA	3,757	25	3,782	0	0	0
23	MENDOCINO	16,702	31	16,732	4	0	4
24	MERCED	20,170	20,304	40,474	75	124	199
25	MONTEREY	5,779	47,531	53,310	16	123	139
26	NAPA	-	17,291	17,291	14	52	66
27	NEVADA	12,159	13	12,173	14	0	14
28	PLACER	10,586	17,381	27,967	0	20	20
29	PLUMAS	2,799	100	2,898	0	0	0
30	SACRAMENTO	1	156,293	156,293	0	416	416
31	SAN BENITO	5,543	161	5,704	4	1	5
32	SAN BERNARDINO	340	61	401	0	0	0
33	SAN FRANCISCO	-	162,467	162,467	0	74	74
34	SAN JOAQUIN	8,495	82,926	91,420	33	233	266
35	SAN LUIS OBISPO	22,682	14,179	36,861	121	0	121
36	SAN MATEO	-	70,717	70,717	2	187	189
37	SANTA BARBARA	1,567	18,902	20,469	83	72	155
38	SANTA CLARA	4,296	171,874	176,170	6	881	887
39	SANTA CRUZ	9	34,433	34,442	5	30	35
40	SHASTA	13,534	14,978	28,512	151	56	207
41	SIERRA	294	4	298	0	0	0
42	SISKIYOU	21	-	21	0	0	0
43	SOLANO	1	45,330	45,331	5	136	141
44	SONOMA	3,072	58,962	62,034	32	226	258
45	STANISLAUS	28,681	34,315	62,996	64	168	232
46	SUTTER	0	14,419	14,420	67	0	67
47	TEHAMA	13,897	21	13,917	255	1	256
48	TRINITY	888	1	888	0	0	0
49	TULARE	7,997	687	8,684	84	14	98
50	TUOLUMNE	10,973	0	10,973	74	0	74
51	YOLO	1	30,526	30,528	89	83	172
52	YUBA	128	11,324	11,452	31	0	31
53	Total	356,484	1,626,801	1,983,285	2,421	5,001	7,422

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q		
1	ESA Program Table 5 - ESA Customer Summary - PG&E																		
2	Through January 31, 2011																		
3		Gas & Electric						Gas Only						Electric Only				Total	
4	Month	Homes Treated	Therm	(Annual) kWh	kW	Homes Treated	Therm	(Annual) kWh	kW	Homes Treated	Therm	(Annual) kWh	kW	Homes Treated	Therm	(Annual) kWh	kW		
5	January 2011	4,947	96,966	1,367,685	279.7	715	18,147	8,373	2.3	1,760	1,920	702,240	165.6	7,422	117,033	2,078,298	448		
6	February 2011																		
7	March 2011																		
8	April 2011																		
9	May 2011																		
10	June 2011																		
11	July 2011																		
12	August 2011																		
13	September 2011																		
14	October 2011																		
15	November 2011																		
16	December 2011																		
17	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in ESA Table 2.																		
18																			

1	A	B	C	D	E	F	G	H	I	J	K	L	M
2	3	Authorized 3-Year Budget			Current Month Expenses ¹			Expenses Since January 1, 2009 ¹			% of 3-Year Budget Spent		
		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
4													
5	Pilots:												
6	7 -Meals On Wheels	\$ 300,000	\$ -	\$ 300,000	\$ -	\$ -	\$ -	\$ 283,066	\$ -	\$ 283,066	94%	0%	94%
7	8 -On Line EP Training	\$ 67,500	\$ 382,500	\$ 450,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
8	9 City of San Joaquin	\$ 61,500	\$ 348,500	\$ 410,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	10 High Efficiency Clothes Washers	\$ 112,500	\$ 637,500	\$ 750,000	\$ -	\$ -	\$ -	\$ 97,604	\$ 553,091	\$ 650,695	87%	87%	87%
10	11 CPUC-WE&T Pilot				\$ (11,483)	\$ (65,068)	\$ (76,551)	\$ 19,027	\$ 107,822	\$ 126,849			
11	12												
12	13												
13													
14	Total Pilots	\$ 541,500	\$ 1,368,500	\$ 1,910,000	\$ (11,483)	\$ (65,068)	\$ (76,551)	\$ 399,698	\$ 660,912	\$ 1,060,610	74%	48%	56%
15													
16	Studies:												
17	17 Low Income Non-Energy Benefits	\$ 58,500	\$ 311,500	\$ 370,000	\$ -	\$ -	\$ -	\$ 23,084	\$ 12,430	\$ 35,513	39%	39%	39%
18	18 2009 Process Evaluation ²	\$ 48,750	\$ 26,250	\$ 75,000	\$ 18,545	\$ 9,986	\$ 28,530	\$ 79,831	\$ 42,986	\$ 122,818	164%	164%	164%
19	19 Household Segmentation Study	\$ 78,000	\$ 42,000	\$ 120,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
20	20 Impact Evaluation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 58,567	\$ 31,536	\$ 90,104	0%	0%	0%
21	21 Refrigerator Degradation Study	\$ 43,334	\$ 23,333	\$ 66,667	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
22	22												
23	23												
24	24												
25	Total Studies	\$ 228,584	\$ 123,083	\$ 351,667	\$ 18,545	\$ 9,986	\$ 28,530	\$ 161,482	\$ 86,952	\$ 248,435	71%	71%	71%
26													
27													
28	¹ D.08-11-031, O.P. 77, does not authorize new funding for the 2009 Impact Study, but requires PG&E to use unspent M&E carry-over budget to fund this study. PG&E's portion of this study is \$180,000.												
29	² PG&E is the contract manager. Expensed amounts shown represent payments against the total \$250,000 project and do not include any cross-billing. SCE, SDG&E, and SCG have not been cross-billed for their shares of the total amount yet.												

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

	A	B	C	D	E
1	LIEE Table 7 - PG&E				
2	Whole Neighborhood Approach				
3	Through January 31, 2011				
4	A	B	C	D	E
5	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2009	Total Treated Year to Date
6	There were no activities in January 2011.				
7					

	A	B	C	D	E	F	G	H	I	J	K	L	M
CARE Table 1 - CARE Program Expenses - PG&E													
Through January 31, 2011													
3	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD			
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	
4	CARE Program:												
5	Outreach ⁽¹⁾	\$ 5,170,000	\$ 1,180,000	\$ 6,350,000	\$ 182,965	\$ 45,178	\$ 228,143	\$ 182,965	\$ 45,178	\$ 228,143	\$ 4%	\$ 4%	4%
6	Automatic Enrollment	\$ 120,000	\$ 30,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
7	Processing/Certification/Verification	\$ 1,600,000	\$ 400,000	\$ 2,000,000	\$ 107,851	\$ 26,963	\$ 134,814	\$ 107,851	\$ 26,963	\$ 134,814	7%	7%	7%
8	Information Technology/Programming	\$ 120,000	\$ 30,000	\$ 150,000	\$ 8,279	\$ 2,070	\$ 10,349	\$ 8,279	\$ 2,070	\$ 10,349	7%	7%	7%
9													
10	Pilots												
11	Recent and PEV Non-Response Study	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
12	One-E-App	\$ -	\$ -	\$ -	\$ 169	\$ 42	\$ 211	\$ 169	\$ 42	\$ 211	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Total Pilots	\$ -	\$ -	\$ -	\$ 169	\$ 42	\$ 211	\$ 169	\$ 42	\$ 211	0%	0%	0%
15													
16	Measurement & Evaluation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17	Regulatory Compliance	\$ 92,000	\$ 23,000	\$ 115,000	\$ 5,880	\$ 1,470	\$ 7,350	\$ 5,880	\$ 1,470	\$ 7,350	6%	6%	6%
18	General Administration	\$ 440,000	\$ 110,000	\$ 550,000	\$ 7,957	\$ 1,989	\$ 9,946	\$ 7,957	\$ 1,989	\$ 9,946	2%	2%	2%
19	CPUC Energy Division	\$ 164,800	\$ 41,200	\$ 206,000	\$ 22,837	\$ 5,709	\$ 28,546	\$ 22,837	\$ 5,709	\$ 28,546	14%	14%	14%
20	SUBTOTAL MANAGEMENT COSTS	\$ 7,706,800	\$ 1,814,200	\$ 9,521,000	\$ 335,938	\$ 83,421	\$ 419,359	\$ 335,938	\$ 83,421	\$ 419,359	4%	5%	4%
21													
22													
23	CARE Rate Discount ⁽²⁾	\$ 385,437,293	\$ 94,270,142	\$ 479,707,435	\$ 61,801,980	\$ 15,032,982	\$ 76,834,962	\$ 61,801,980	\$ 15,032,982	\$ 76,834,962	16%	16%	16%
24	Service Establishment Charge Discount												
25													
26	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 393,144,093	\$ 96,084,342	\$ 489,228,435	\$ 62,137,918	\$ 15,116,403	\$ 77,254,321	\$ 62,137,918	\$ 15,116,403	\$ 77,254,321	16%	16%	16%
27													
28	Other CARE Rate Benefits												
29	-DWR Bond Charge Exemption				\$ 3,730,032		\$ 3,730,032	\$ 3,730,032		\$ 3,730,032			
30	- CARE PPP Exemption ⁽³⁾				\$ 5,105,367	\$ 1,359,483	\$ 6,464,850	\$ 5,105,367	\$ 1,359,483	\$ 6,464,850			
31	- California Solar Initiative Exemption				\$ 890,952		\$ 890,952	\$ 890,952		\$ 890,952			
32	- kWh Surcharge Exemption												
33	Total - Other CARE Rate Benefits				\$ 9,726,350	\$ 1,359,483	\$ 11,085,834	\$ 9,726,350	\$ 1,359,483	\$ 11,085,834			
34													
35	Indirect Costs				\$ 49,812	\$ 12,335	\$ 62,147	\$ 49,812	\$ 12,335	\$ 62,147			
36													
37	⁽¹⁾ The Outreach category includes expenses from Capitation Fee, Mass Media Advertising, Outreach, Expanded Outreach and Cooling Center Expenses												
38	⁽²⁾ The Authorized Budget for the CARE Rate Discount is based on the estimate filed in A.08-05-022.												
39	⁽³⁾ Per D.02-09-021, PG&E is authorized to recover the full value of the discount through the CARE two-way balancing account on an automatic pass-through basis.												
40	PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the CARE surcharge.												
41	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R		
CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration - PG&E																				
Through January 31, 2011																				
	Gross Enrollment																			
	Automatic Enrollment				Enrollment				Recertification				Attrition				Enrollment		Total CARE Participants	Estimated CARE Eligible
2011	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	One-e-App ⁴	SB880	Combined (B+C+D+E+F)	Capitation	Other Sources ⁵	Total (G+H+I)	Recertification	Total Adjusted (J+K)	Attrition (Drop Outs)	Net (L-M)	Net Adjusted (N-K)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)			
6	January	0	6,017	1,686	0	7,703	241	36,382	44,326	49,425	93,751	23,951	69,800	20,375	1,520,317	1,699,660	89%			
7	February																			
8	March																			
9	April																			
10	May																			
11	June																			
12	July																			
13	August																			
14	September																			
15	October																			
16	November																			
17	December																			
18	YTD Total	0	6,017	1,686	0	7,703	241	36,382	44,326	49,425	93,751	23,951	69,800	20,375	1,520,317	1,699,660	89%			

20 Enrollments via data sharing between the IOUs.
 21 Enrollments via data sharing between departments and/or programs within the utility.
 22 Enrollments via data sharing with programs outside the IOU that serve low-income customers.
 23 One-e-App is a pilot program set up by The Center to Promote Healthcare Access (The Center) and PG&E. The pilot will occur within two PG&E counties to implement a strategy of automatic enrollment for low income customers into the CARE program based on customers' applications or resubmissions for related low income health and social welfare services (e.g., Medical, Healthy Families, CALKids, etc.). The goal is to develop another means by which low income families can be introduced into the CARE program and, depending on the success of the pilot, possibly expand this pilot to other counties within PG&E's service area as well as to the other IOUs.
 24 Not including Recertification.
 25 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

	A	B	C	D	E	F	G	H	I
1	CARE Table 3 - Standard Random Verification Results - PG&E								
2	Through January 31, 2011								
3	2011	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped ¹	% Dropped through Random Verification	% of Total Population Dropped
4	January	1,520,317	1,298	0.09%			0	0.00%	0.00%
5	February								
6	March								
7	April								
8	May								
9	June								
10	July								
11	August								
12	September								
13	October								
14	November								
15	December								
16	YTD Total	1,520,317	1,298	0.09%	0	0	0	0.00%	0.00%
17									
18	¹ Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications - PG&E						
2	Through January 31, 2011						
3		Provided ²	Received	Approved	Denied	Pending/ Never Completed	Duplicates
4	YTD Total ¹	3,656,415	64,142	61,984	784	1,374	9,498
5	Percentage ³		100.00%	96.64%	1.22%	2.14%	14.81%
6							
7	Footnotes:						
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 Percent of Received. Duplicates are also counted as Approved, so the total will not add up to 100%.						

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	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County - PG&E									
2	Through January 31, 2011									
3		Estimated Eligible			Total Participants			Penetration Rate		
4	County	Urban	Rural^[1]	Total	Urban	Rural^[1]	Total	Urban	Rural^[1]	Total
5	ALAMEDA	165,093	11	165,103	145,457	6	145,463	88%	55%	88%
6	ALPINE	0	209	209	0	18	18	n/a	9%	9%
7	AMADOR	0	4,751	4,751	0	4,329	4,329	0%	91%	91%
8	BUTTE	28,897	14,779	43,675	25,027	13,104	38,131	87%	89%	87%
9	CALAVERAS	71	7,901	7,973	34	6,097	6,131	48%	77%	77%
10	COLUSA	16	3,003	3,019	8	3,177	3,185	50%	106%	106%
11	CONTRA COSTA	98,419	1	98,420	91,992	0	91,992	93%	0%	93%
12	EL DORADO	5,972	6,602	12,574	6,402	6,463	12,865	107%	98%	102%
13	FRESNO	143,380	313	143,693	142,338	175	142,513	99%	56%	99%
14	GLENN	0	5,153	5,153	1	4,692	4,693	248%	91%	91%
15	HUMBOLDT	0	26,145	26,145	0	21,617	21,617	0%	83%	83%
16	KERN	37,776	57,798	95,575	39,546	56,253	95,799	105%	97%	100%
17	KINGS	176	8,404	8,580	158	8,660	8,818	90%	103%	103%
18	LAKE	1	15,003	15,004	2	12,814	12,816	222%	85%	85%
19	LASSEN	0	274	274	0	192	192	n/a	70%	70%
20	MADERA	15,189	6,766	21,955	14,871	5,425	20,296	98%	80%	92%
21	MARIN	21,722	0	21,722	15,513	0	15,513	71%	n/a	71%
22	MARIPOSA	24	3,687	3,711	22	2,662	2,684	93%	72%	72%
23	MENDOCINO	31	16,337	16,367	6	11,842	11,848	20%	72%	72%
24	MERCED	19,796	19,286	39,082	18,416	18,319	36,735	93%	95%	94%
25	MONTEREY	41,179	5,228	46,407	34,079	5,135	39,214	83%	98%	85%
26	NAPA	15,504	0	15,504	12,469	0	12,469	80%	n/a	80%
27	NEVADA	13	11,813	11,826	5	9,908	9,913	37%	84%	84%
28	PLACER	16,907	10,307	27,214	14,552	8,968	23,520	86%	87%	86%
29	PLUMAS	100	2,793	2,893	21	2,065	2,086	21%	74%	72%
30	SACRAMENTO	131,318	1	131,319	115,343	0	115,343	88%	0%	88%
31	SAN BENITO	151	5,344	5,495	88	4,798	4,886	58%	90%	89%
32	SAN BERNARDINO	61	340	401	50	322	372	82%	95%	93%
33	SAN FRANCISCO	95,409	0	95,409	74,537	0	74,537	78%	n/a	78%
34	SAN JOAQUIN	75,521	8,083	83,604	76,050	9,602	85,652	101%	119%	102%
35	SAN LUIS OBISPO	13,888	22,510	36,398	7,562	16,478	24,040	54%	73%	66%
36	SAN MATEO	54,905	0	54,905	45,477	0	45,477	83%	n/a	83%
37	SANTA BARBARA	18,554	1,521	20,076	17,072	872	17,944	92%	57%	89%
38	SANTA CLARA	133,325	3,885	137,210	120,067	3,145	123,212	90%	81%	90%
39	SANTA CRUZ	28,698	8	28,706	23,004	3	23,007	80%	36%	80%
40	SHASTA	14,032	13,352	27,384	12,294	11,140	23,434	88%	83%	86%
41	SIERRA	4	293	297	1	159	160	24%	54%	54%
42	SISKIYOU	0	21	21	0	10	10	n/a	49%	49%
43	SOLANO	40,592	1	40,593	40,481	0	40,481	100%	0%	100%
44	SONOMA	53,629	2,943	56,572	44,506	3,069	47,575	83%	104%	84%
45	STANISLAUS	32,180	27,879	60,059	29,768	25,342	55,110	93%	91%	92%
46	SUTTER	12,902	0	12,902	13,611	0	13,611	105%	0%	105%
47	TEHAMA	21	13,659	13,679	10	11,595	11,605	48%	85%	85%
48	TRINITY	1	874	874	0	362	362	0%	41%	41%
49	TULARE	664	7,902	8,566	399	8,567	8,966	60%	108%	105%
50	TUOLUMNE	0	10,947	10,947	0	7,619	7,619	0%	70%	70%
51	YOLO	26,612	1	26,613	22,424	2	22,426	84%	182%	84%
52	YUBA	10,675	128	10,803	11,530	118	11,648	108%	92%	108%
53										
54	Total	1,353,408	346,252	1,699,660	1,215,193	305,124	1,520,317	90%	88%	89%
55										

[1] "Rural" includes ZIP Codes classified as such by either the Rural Health Council or the Goldsmith modification that was developed to identify small towns and rural areas within large metropolitan counties. ZIP Codes not defined as rural are classified as urban.
 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

A	B	C	D	E	F	G	H	
1	CARE Table 6 - Recertification Results - PG&E							
2	Through January 31, 2011							
3		Total CARE Population	Participants Requested to Recertify ¹	% of Population Total	Participants Recertified ²	Participants Dropped ²	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
4	2011	1,520,317	21,004	1.38%	0	0	0.00%	0.00%
5	January							
6	February							
7	March							
8	April							
9	May							
10	June							
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	YTD Total	1,520,317	21,004	1.38%	0	0	0.00%	0.00%
18	¹ Does not include participants who closed their accounts during the 90-day response period.							
19	² Results are tied to the month initiated. Therefore, results may be pending due to the time permitted for a participant to respond.							
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

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

	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors - PG&E							
2	Through January 31, 2011							
3		Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4	Contractor Name	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
5	Advancing Vibrant Communities, Inc		X			0	0	0
6	Airport Neighbors United		X			0	0	0
7	Alameda County Associated Community Action (ACAP)		X			0	0	0
8	Allen Temple Health and Social Services Ministries					0	1	1
9	Amador-Tuolumne Community Action Agency		X			5	1	6
10	American Canyon Family Resource Center		X			0	0	0
11	Anderson Cottonwood Christian Assistance		X			2	0	2
12	ARC of San Francisco		X			0	0	0
13	Area 12 Agency on Aging	X				0	0	0
14	Area 4 Agency on Aging / Helpline Information and Assistance		X			0	0	0
15	Area Agency on Aging Serving Napa and Solano		X			0	0	0
16	Arriba Juntos		X			0	0	0
17	Asian Community Center		X			0	5	5
18	Asian Community Mental Health Services		X			0	0	0
19	Asian Pacific American Community		X			0	0	0
20	Asian Resources		X			0	1	1
21	Berkeley Housing Authority		X			0	0	0
22	Boys and Girls Club of Stockton		X			0	0	0
23	Breathe California of the Bay Area		X			0	0	0
24	California Association of Area Agencies on Aging		X			6	23	29
25	California Association of the Physically Handicapped, Inc (Fresno)		X			0	0	0
26	California Council of the Blind		X			0	0	0
27	California Diversified Services		X			0	0	0
28	California Human Development Corporation		X			0	2	2
29	California Welfare To Independence Network 2000, Inc				X	0	0	0
30	Canal Alliance		X			0	1	1
31	Capture the Dream Inc		X			0	0	0
32	Carecen Family Services Program		X			0	0	0
33	Catholic Charities Diocese of Stockton		X			0	0	0
34	Catholic Charities Diocese of Fresno		X			3	11	14
35	Center for Training and Careers, Inc		X			0	0	0
36	Center of Vision Enhancement		X			0	0	0
37	Central California Legal Services		X			0	0	0
38	Central Coast Center for Independent Living		X			0	0	0
39	Central Coast Energy Services, Inc		X			8	34	42
40	Central Sierra Planning Council		X			0	0	0
41	Central Valley Opportunity Center		X			0	0	0
42	Centro La Familia Advocacy Services		X			0	0	0
43	Centro Legal de La Raza, Inc		X			0	1	1
44	Chabot College Foundation		X			0	0	0
45	Charles P. Foster Foundation	X				0	0	0
46	Charterhouse Center for Families		X			0	0	0
47	Child Abuse Prevention Council		X			0	1	1
48	Child Care Links		X	X		0	1	1
49	Chinese Christian Herald Crusades		X			0	0	0
50	Chinese Newcomers Service Center		X			0	2	2
51	Christ Temple Community Church		X			0	0	0
52	Civicorps Schools		X			0	0	0
53	Communication Services, LLC		X			0	0	0
54	Community Action Marin		X		X	3	15	18
55	Community Action of Napa Valley		X			0	0	0
56	Community Action Partnership of Madera County, Inc		X			17	1	18
57	Community Action Partnership of Sonoma County		X			0	2	2
58	Community Alliance for Career Training and Utility Solutions		X			0	0	0
59	Community Foundation of Colusa County		X			0	0	0
60	Community Gatepath		X			0	0	0
61	Community Legal Services in East Palo Alto		X			0	0	0
62	Community Pantry of San Benito County		X			0	0	0
63	Community Resource Project, Inc		X			2	7	9
64	Community Resources for Independent Living		X			0	0	0
65	Council for the Spanish Speaking		X			0	0	0
66	County of San Benito		X			1	0	1

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	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors - PG&E							
2	Through January 31, 2011							
3		Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4	Contractor Name	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
67	CSU Chico Research Foundation-Passages		X			0	0	0
68	Davis Street Community Center		X			0	0	0
69	Delta Community Services		X			0	0	0
70	Disability Resource Agency for Independent Living		X			0	0	0
71	Dixon Family Services		X			0	0	0
72	Eastern European Services		X			0	0	0
73	EBONY Counseling Center		X			0	0	0
74	Familia Center		X			0	0	0
75	Familia Unidas		X			0	0	0
76	Filipino American Development Foundation		X			0	1	1
77	Folsom-Cordova Community Partnership		X			0	0	0
78	Food Bank of El Dorado County		X			1	0	1
79	Fort Ord Environmental Justice Network		X			0	0	0
80	Fresno Rescue Mission		X			0	0	0
81	Give Every Child a Chance		X			0	0	0
82	God Financial Plan Inc		X			0	0	0
83	Golden Umbrella		X			0	0	0
84	Greater Hill Zion Missionary Baptist Church		X			0	0	0
85	Habitat for Humanity, Stanislaus		X			0	0	0
86	Heritage Institute for Family Advocacy		X			0	1	1
87	Hip Housing Human Investment Project, Inc		X			0	1	1
88	Hotline of San Luis Obispo County		X			0	0	0
89	Housing Authority of Alameda County		X			0	0	0
90	Housing Authority of City and County of Fresno		X			0	1	1
91	Housing Authority of City and County of San Francisco		X			0	0	0
92	Housing Authority of County of Kern		X			0	0	0
93	Housing Authority of Kings County		X			0	0	0
94	Housing Authority of Stanislaus County		X			1	4	5
95	Housing Rights		X			0	0	0
96	Independent Living Center of Kern County, Inc		X			0	1	1
97	Independent Living Resource Center SF		X			0	0	0
98	Independent Living Resource of Contra Costa County		X			0	0	0
99	Independent Living Services of Northern California		X			0	0	0
100	Indian Health Center of Santa Clara Valley		X			0	0	0
101	Instituto Laboral de la Raza		X			0	0	0
102	International Humanities Center/The Companion Line		X			0	0	0
103	Jewish Family and Children Services East Bay		X			0	0	0
104	KidsFirst		X			0	0	0
105	Kings Community Action Organization, Inc		X			0	0	0
106	La Luz Bilingual Center		X	X		0	0	0
107	Lao Family Community of Fresno, Inc		X			0	0	0
108	Lao Family Community of Stockton		X			0	0	0
109	Lao Khmu Association, Inc.		X			0	5	5
110	Lighthouse Learning Resource Center, Inc		X			0	0	0
111	Mabuhay Alliance		X			0	0	0
112	Marin Center for Independent Living		X			0	0	0
113	Mendocino Latinos Para La Comunidad, Inc		X			0	0	0
114	Merced County Community Action Agency		X		X	0	1	1
115	Merced Lao Family Community, Inc		X			0	1	1
116	Mission Language and Vocational School		X			0	0	0
117	Moncada Outreach	X				0	0	0
118	Monument Crisis Center		X			0	0	0
119	Mutual Assistance Network of Del Paso Heights		X			0	0	0
120	Native American Health Center		X			0	0	0
121	Network for Elders		X			0	1	1
122	New Connections		X			0	0	0
123	New Direction Christian Center		X			0	0	0
124	North Peninsula Neighborhood Services Ctr		X			0	0	0
125	Northeast Community Federal Credit Union		X			0	0	0
126	Nuestra Alianza De Willits		X			0	0	0
127	Nugate Group		X			0	3	3
128	Oakland Citizens Committee for Urban Renewal (O.C.C.U.R.)		X		X	0	0	0

	A	B	C	D	E	F	G	H	
1	CARE Table 8 - Participants as of Month-End - PG&E								
2	Through January 31, 2011								
3		2011	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration Rate	% Change ¹
4	January		904,725	251,279	364,313	1,520,317	1,699,660	89%	1.4%
5	February								
6	March								
7	April								
8	May								
9	June								
10	July								
11	August								
12	September								
13	October								
14	November								
15	December								
16									
17	¹ Explain any monthly variance of 5% or more in the number of participants.								
18	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

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	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors - PG&E							
2	Through January 31, 2011							
3	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
129	Opportunity Junction		X			0	0	0
130	Pack N Ship		X			0	0	0
131	Partners For Peace		X			0	0	0
132	People of Purpose		X			0	0	0
133	People Resources		X			0	0	0
134	Pilipino Senior Resource Center		X			0	0	0
135	Plumas County Community Development Commission	X				0	0	0
136	Plumas Crisis Intervention & Resource Center		X			0	0	0
137	Progress Financial Corporation		X			0	0	0
138	Project Access, Inc		X			0	1	1
139	Promise Land Ministries		X			0	1	1
140	Q Foundation DBA Aids Housing Alliance SF		X			0	1	1
141	Rebuilding Together Sacramento		X			0	0	0
142	REDI (Renewable Energy Development institute)		X			0	0	0
143	Redwood Community Action Agency	X			X	26	0	26
144	Redwood Empire Food Bank		X			0	0	0
145	Resources for Independent Central Valley		X			0	0	0
146	Resources for Independent Living Inc. - Sacramento		X			0	0	0
147	Richland School District		X			0	0	0
148	Rising Sun Energy Center		X			0	0	0
149	Ritter Center		X			0	0	0
150	Sacramento Housing and Redevelopment Agency		X			0	1	1
151	Sacred Heart Community Service		X			0	2	2
152	Salvation Army Golden State Divisional Headquarters		X			0	3	3
153	San Francisco Chamber of Commerce Foundation /SF Works		X			0	0	0
154	San Francisco Community Power Cooperative		X			0	0	0
155	San Francisco Women's Center		X			0	0	0
156	Second Harvest Food Bank of Santa Cruz and San Benito Counties		X			0	0	0
157	Self-Help for the Elderly		X			0	9	9
158	Self-Help Federal Credit Union		X			0	2	2
159	Seniors First, Inc		X			0	0	0
160	Shasta County Child Abuse Prevention Council		X			0	0	0
161	Silicon Valley Independent Living Center		X			0	0	0
162	Slavic Community Center		X			0	0	0
163	Southeast Asian Community Center		X			0	0	0
164	St Helena Family Center		X			0	2	2
165	Suscol Intertribal Council		X			0	0	0
166	The Global Center for Success		X			0	0	0
167	The Resource Connection of Amador and Calaveras Counties, Inc		X			3	0	3
168	Tri Valley Haven		X			0	0	0
169	Tri-County Independent Living, Inc		X			0	0	0
170	Una Nueva Esperanza		X			0	0	0
171	United Way of Fresno County		X			0	0	0
172	Upwardly Global		X			0	0	0
173	Valley Oak Children's Services, Inc		X			2	0	2
174	Vietnamese Elderly Mutual Assistant Association		X			0	1	1
175	Vineyard Workers Services		X			0	0	0
176	Volunteer Center of Sonoma County		X			0	3	3
177	West Bay Pilipino Multi-Service Center		X			0	0	0
178	West Valley Community Services		X			0	3	3
179	Y-FY Consulting	X				0	0	0
180	YMCA of the East Bay West Contra Costa Branch		X			0	2	2
181	Yolo County Housing Authority		X			0	0	0
182	Yolo Family Resource Center		X			0	1	1
183	Yuba Sutter Legal Center		X			0	0	0
184	Total Enrollments and Expenditures					80	161	241
185								

CERTIFICATE OF SERVICE BY ELECTRONIC MAIL

I, the undersigned, state that I am a citizen of the United States and am employed in the City and County of San Francisco; that I am over the age of eighteen (18) years and not a party to the within cause; and that my business address is 77 Beale Street, San Francisco, California 94105

On February 22, 2011, I served a true copy of:

ONE-HUNDRED AND SEVENTEENTH STATUS REPORT OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON THE RESULTS OF ITS ENERGY SAVINGS ASSISTANCE AND CARE PROGRAM EFFORTS IN COMPLIANCE WITH ORDERING PARAGRAPH 17 OF DECISION 01-05-033, ISSUED MAY 7, 2001

- [XX] By Electronic Mail – serving the enclosed via e-mail transmission to each of the parties listed on the official service lists for A.08-05-022, et al., with an e-mail address.
- [XX] By U.S. Mail – by placing the enclosed for collection and mailing, in the course of ordinary business practice, with other correspondence of Pacific Gas and Electric Company, enclosed in a sealed envelope, with postage fully prepaid, addressed to those parties listed on the official service lists for, A.08-05-022, et al., without an e-mail address.

I certify and declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Executed on this 22nd day of February 2011, at San Francisco, California.

/s/

JENNIFER S. NEWMAN

THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA SERVICE LIST

Last Updated: January 26, 2011

CPUC DOCKET NO. A0805022; -024; -025; -026

Total number of addressees: 198

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Last Updated: January 26, 2011

CPUC DOCKET NO. A0805022; -024; -025; -026

Total number of addressees: 198

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THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA SERVICE LIST

Last Updated: January 26, 2011

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THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA SERVICE LIST

Last Updated: January 26, 2011

CPUC DOCKET NO. A0805022; -024; -025; -026

Total number of addressees: 198

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Last Updated: January 26, 2011

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Total number of addressees: 198

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Last Updated: January 26, 2011

CPUC DOCKET NO. A0805022; -024; -025; -026

Total number of addressees: 198

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