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

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

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Dated: February 23, 2015

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

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 January 2015.

Respectfully submitted,

DARREN P. ROACH

By: /s/
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Energy Savings Assistance (ESA) and California Alternate Rates for Energy (CARE)

Program Monthly Report for January 2015

Pacific Gas and Electric Company

2/23/2015

PACIFIC GAS AND ELECTRIC COMPANY

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

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PACIFIC GAS AND ELECTRIC COMPANY

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

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

1. Energy Savings Assistance Program Summary

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

1.1 Energy Savings Assistance Program Overview

PG&E's 2012-2014 ESA Program follows the policies and guidance given in D.07-12-051, which established the following programmatic initiative for the ESA Program (formerly known as LIEE):

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

PG&E's ESA Program has treated 6,179 customers through January 2015.

1.1.1 Provide a summary of the Energy Savings Assistance Program elements as approved in D.12-08-044:

Energy Savings Assistance Program Summary for Month			
2015	Authorized / Planning Assumptions	Year-to-Date Actual	%
Budget[1]	$ 163,819,779	$6,991,845	4.27%
Homes Treated	119,940	6,179	5.15%
kWh Saved	NA	1,445,922	
kW Demand Reduced	NA	196.67	
Therms Saved	NA	120,117	

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

1.2 ESA Program Customer Outreach and Enrollment Update

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

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

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

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

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

- Hmong TV Network which serves the Hmong population in Merced, Mariposa, Madera, Fresno , Kings and Tulare counties. The Hmong TV network has approximately 55,000 viewers and 23,000 monthly web visitors.
- KMSG TV in Fresno. This station, based in Fresno, serves the local Spanish-speaking population. The PG&E interview was aired on Acento Comunitario, which is a community affairs program ,geared towards a low income audience, that features programs available to them to save money.
- KSFO FM, a Fresno-based radio station that also serves Stanislaus, Merced, Madera, Fresno, Tulare and Kings counties. The PG&E interview was aired on Servicio a la Communidad, which has a weekly listenership of 69,000.

ESA Program launched its 2015 digital ad, online search, and radio campaigns. Its main focus is on Spanish- and Chinese-speaking audiences, though displayed on English and Chinese sites. It's continuously optimized to ensure presence of top performing creative on the most effective sites.

PG&E continued the monthly digital newsletter targeting customers with a high propensity for eligibility in CARE and ESA Programs with the purpose of building awareness for both programs. January's digital newsletter generated an overall 20.7% open rate with a 5.8% unique click-thru rate.

January Low Income Newsletter:

Inside: Make a fantastic New Year's resolution + plan for savings and safety in 2015

View as Web page

Energy Advisor

JANUARY 2015

SHARE

A fantastic New Year's resolution to jumpstart savings

Commit to conserving energy, and you'll see the benefits! These 10 tips can help you keep your resolution and get you on the path to savings in 2015.

Make your resolution

Find ways to save big in under 5 minutes

Answer some basic questions about your energy use to get free efficiency recommendations in an instant! With PG&E's online Home Energy Checkup, you can kick off 2015 with new ways to save.

Learn more

Fact or fable? Ben Franklin discovered electricity

Benjamin Franklin was a leading scientist and inventor in his day. But did he really discover electricity while flying a kite?

Find out

Make your 2015 emergency plan

Is your family ready for an emergency? We've got resources to help you get prepared! Find out what you need to do to help protect your family.

Get ready

Together, Building a Better California

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

- Online – Customers can visit pge.com/EnergySavings to find out more information about the ESA Program and apply online. This channel collected 1,324 new referrals in January. Year to date, this channel has collected 1.324 new referrals.

- The ESA Marketing team spent January onboarding a new strategic agency that will facilitate the program's Direct Mail, Email and ESA Contractor outreach intiatives. The planning process will continue through February and March with the goal of launching Direct Mail and Email intiatives in March.

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

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

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

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

1.4 Workforce Education & Training

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

Contractors are encouraged to hire local workers to implement the ESA Program in their areas. All contractors and subcontractors responsible for implementing the ESA Program are trained at the PG&E Energy Training Center (ETC) in Stockton California. Most of these ESA Program energy specialists and installation contractors are from the local communities in which they work. Year-to-date, 56 individuals in 5 sessions (309 student days) have been trained to deliver the ESA Program in various capacities.

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

1.5 Miscellaneous

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

PG&E's ESA Program works with Grid Alternatives to deliver ESA services to customers that have been approved to participate in the SASH Program. Grid Alternatives refers SASH-eligible homes to PG&E on a regular basis. If the customer has not yet participated in the ESA Program, the customer is placed in the program. The home is assessed and delivery of all eligible measures is expedited. PG&E then notifies Grid Alternatives of the measures that were installed in the home. Grid Alternatives uses this data in their calculations to accurately size the SASH solar unit to be installed. Year-to-date, the ESA Program has completed treatment of 1 home that were selected for SASH program participation. PG&E supplied ESA measure installation data for 17 SASH-selected homes that were treated through the ESA Program in prior years.

2 California Alternate Rates for Energy Program Summary

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

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

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

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

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

2.1 CARE Program Cost Summary

CARE Budget Categories	Authorized Budget[1]	Actual Expenses Year to Date[1]	% of Budget Spent
Outreach	$5,846,455	$212,460	4%
Processing, Certification, Recertification	$3,961,081	$129,296	3%
Post Enrollment Verification	$2,097,136	$87,960	4%
IT Programming	$735,794	$72,632	10%
Cooling Centers	$134,904	$0	0%
CHANGES Pilot Program	$226,811	$4,555	2%
Measurement and Evaluation	$48,000	$20,170	42%
Regulatory Compliance	$387,587	$24,529	6%
General Administration	$2,229,066	$139,499	6%
CPUC Energy Division Staff	$128,000	$3,234	3%
Total Expenses	**$15,794,833**	**$694,334**	**4%**
Subsidies and Benefits	$605,950,000	$57,130,956	9%
Total Program Costs and Discounts	**$621,744,833**	**$57,825,290**	**9%**

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

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

2.1.1 Please provide the CARE Program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,413,971	1,635,673	86%

2.2 Outreach

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

In January, the PG&E outreach team launched an acquisition bill insert. This acquisition campaign targets customers with a high propensity for eligibility, as well as those who previously participated in the program but did not recertify. The CARE marketing team also spent the month of January planning the 2015 customer outreach strategy.

Sample Bill Insert:

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

- Hmong TV Network which serves the Hmong population in Merced, Mariposa, Madera, Fresno , Kings and Tulare counties. The Hmong TV network has approximately 55,000 viewers and 23,000 monthly web visitors.
- KMSG TV in Fresno. This station, based in Fresno, serves the local Spanish-speaking population. The PG&E interview was aired on Acento Comunitario, which is a community affairs program ,geared towards a low income audience, that features programs available to them to save money.
- KSFO FM, a Fresno-based radio station that also serves Stanislaus, Merced, Madera, Fresno, Tulare and Kings counties. The PG&E interview was aired on Servicio a la Communidad, which has a weekly listenership of 69,000.

In January, the CARE Program continued its digital ad, online search, and radio campaign. Its main focus remains on Spanish- and Chinese-speaking audiences, though it's also displayed on English sites. It's continuously optimized to ensure presence of top performing creative on the most effective sites.

CARE 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. January's digital newsletter hightlights CARE and its benefits to customers. The January newsletter provides energy savings tips to help customers better manage their usage and bill, generating an overall 18.2% open rate with a 9.3% unique click-thru rate.

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

- Online – Customers can visit pge.com/CARE to find out more information about CARE and to apply online. Year to date, this channel has collected 10,855 new enrollments.
- Local Office Partnerships – CARE partners with local offices to inform customers about the program and to distribute applications. Year to date, this initiative has produced 300 new enrollments.
- Community Outreach Contractors (COCs) - PG&E contracted with 69 COCs throughout its service area. These represent a variety of communities, including African-Americans, Hispanics, Asian Pacific Islander Americans (Chinese, Vietnamese, Laotian, and Hmong), Native Americans, seniors, rural residents, agricultural workers, sub-metered tenants, and nonprofit living facilities. Year to date, this initiative has led to 61 new enrollments.

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

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

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

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

PG&E automatically enrolls customers who receive LIHEAP and Relief for Energy Assistance through Community Help (REACH) payments. Year-to-date, 325 LIHEAP customers and 69 REACH customers have been automatically enrolled onto the CARE Program.

Year-to-date, 1,392 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 January.

2.3 Miscellaneous

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

3 Appendix: ESA Tables and CARE Tables

ESA- Table 1- ESA Program Expenses

ESA- Table 2- ESA Measure Installations and Savings

ESA- Table 3- Average Bill Savings per Treated Home

ESA- Table 4a- ESA Homes Treated

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

ESA- Table 5- ESA Customer Summary

ESA- Table 6- Expenditures for Pilots and Studies

CARE- Table 1- CARE Program Expenses

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

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

CARE- Table 3B- Post-Enrollment Verification Results (High-Usage)

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

CARE- Table 5- Enrollment by County

CARE- Table 6- Recertification Results

CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month-End

CARE- Table 9 - Expenditures for CHANGES Pilot Program

CARE-Table 10- CHANGES

CARE-Table 11- CHANGES

Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses
Through January 31, 2015

	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
ESA Program:	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
Energy Efficiency												
Appliances	$ 34,907,105	$ 2,627,416	$ 37,534,521	$ 597,556	$ 34,445	$ 632,001	$ 597,556	$ 34,445	$ 632,001	2%	1%	2%
Domestic Hot Water	$ 924,532	$ 9,757,809	$ 10,682,341	$ 39,770	$ 548,811	$ 588,581	$ 39,770	$ 548,811	$ 588,581	4%	6%	6%
Enclosure	$ 7,387,609	$ 41,863,117	$ 49,250,726	$ 304,346	$ 1,724,629	$ 2,028,975	$ 304,346	$ 1,724,629	$ 2,028,975	4%	4%	4%
HVAC [3]	$ 2,685,301	$ 2,661,646	$ 5,346,947	$ 181,869	$ 166,018	$ 347,887	$ 181,869	$ 166,018	$ 347,887	7%	6%	7%
Maintenance	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Lighting	$ 28,575,478	$ -	$ 28,575,478	$ 1,243,098	$ -	$ 1,243,098	$ 1,243,098	$ -	$ 1,243,098	4%	0%	4%
Miscellaneous [4]	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Customer Enrollment	$ 1,155,071	$ 621,961	$ 1,777,032	$ 42,822	$ 23,058	$ 65,880	$ 42,822	$ 23,058	$ 65,880	4%	4%	4%
In Home Education	$ 9,917,891	$ 5,340,403	$ 15,258,294	$ 427,857	$ 230,385	$ 658,242	$ 427,857	$ 230,385	$ 658,242	4%	4%	4%
Pilot	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Energy Efficiency TOTAL	$ 85,552,986	$ 62,872,353	$ 148,425,339	$ 2,837,318	$ 2,727,345	$ 5,564,663	$ 2,837,318	$ 2,727,345	$ 5,564,663	3%	4%	4%
Training Center [2]	$ 676,925	$ 372,394	$ 1,049,319	$ 26,356	$ 14,192	$ 40,548	$ 26,356	$ 14,192	$ 40,548	4%	4%	4%
Inspections [2]	$ 4,613,647	$ 2,616,909	$ 7,230,556	$ 284,347	$ 153,110	$ 437,457	$ 284,347	$ 153,110	$ 437,457	6%	6%	6%
Marketing and Outreach [2]	$ 1,260,017	$ 683,134	$ 1,943,151	$ 41,073	$ 22,116	$ 63,189	$ 41,073	$ 22,116	$ 63,189	3%	3%	3%
Statewide Marketing Education and Outreach [1]	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Measurement and Evaluation Studies	$ 133,250	$ 71,750	$ 205,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Regulatory Compliance [2]	$ 275,649	$ 154,832	$ 430,480	10,867.59	5,851.78	$ 16,719	10,867.59	5,851.78	$ 16,719	4%	4%	4%
General Administration [2]	$ 2,865,222	$ 1,615,712	$ 4,480,934	565,023.88	304,243.63	$ 869,268	565,023.88	304,243.63	$ 869,268	20%	19%	19%
CPUC Energy Division	$ 35,750	$ 19,250	$ 55,000	$ -	$ -	$ -	-	-	$ -	0%	0%	0%
TOTAL PROGRAM COSTS	$ 95,413,445	$ 68,406,334	$ 163,819,779	$ 3,764,987	$ 3,226,858	$ 6,991,845	$ 3,764,987	$ 3,226,858	$ 6,991,845	4%	5%	4%
Funded Outside of ESA Program Budget												
Indirect Costs				$ -	$ -	$ -	$ -	$ -	$ -			
NGAT Costs					$ 253,716	$ 253,716		$ 253,716	$ 253,716			

[1] The 2014 ESA Statewide Marketing, Education and Outreach authorized budget of $127,000 was transferred from the PPP-Low Income Balancing Account to the Statewide ME&O Balancing Account per D.12-08-044, D.13-04-021 and D.13-12-038.
[2] Program budgets have been updated to include employee benefits costs approved in the GRC (D.14-08-032) - Decision Authorizing Pacific Gas and Electric Company's General Rate Case Revenue Requirement for 2014-2016, issue date of August 20, 2014.
[3] PG&E will address the higher-than-expected expenditures, and anticipated overspend in the HVAC category in accordance with the fund-shifting rules authorized in D. 12-08-044.
[4] The 2014 and 2015 authorized budget in the Miscellaneous category of $10,854,095 was redistributed to the HVAC category ($922,598 for AC Fan Delay - Electric and the Enclosure category ($1,559,579 for Attic Insulation - Electric and $8,371,918 for Attic Insulation - Gas).

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

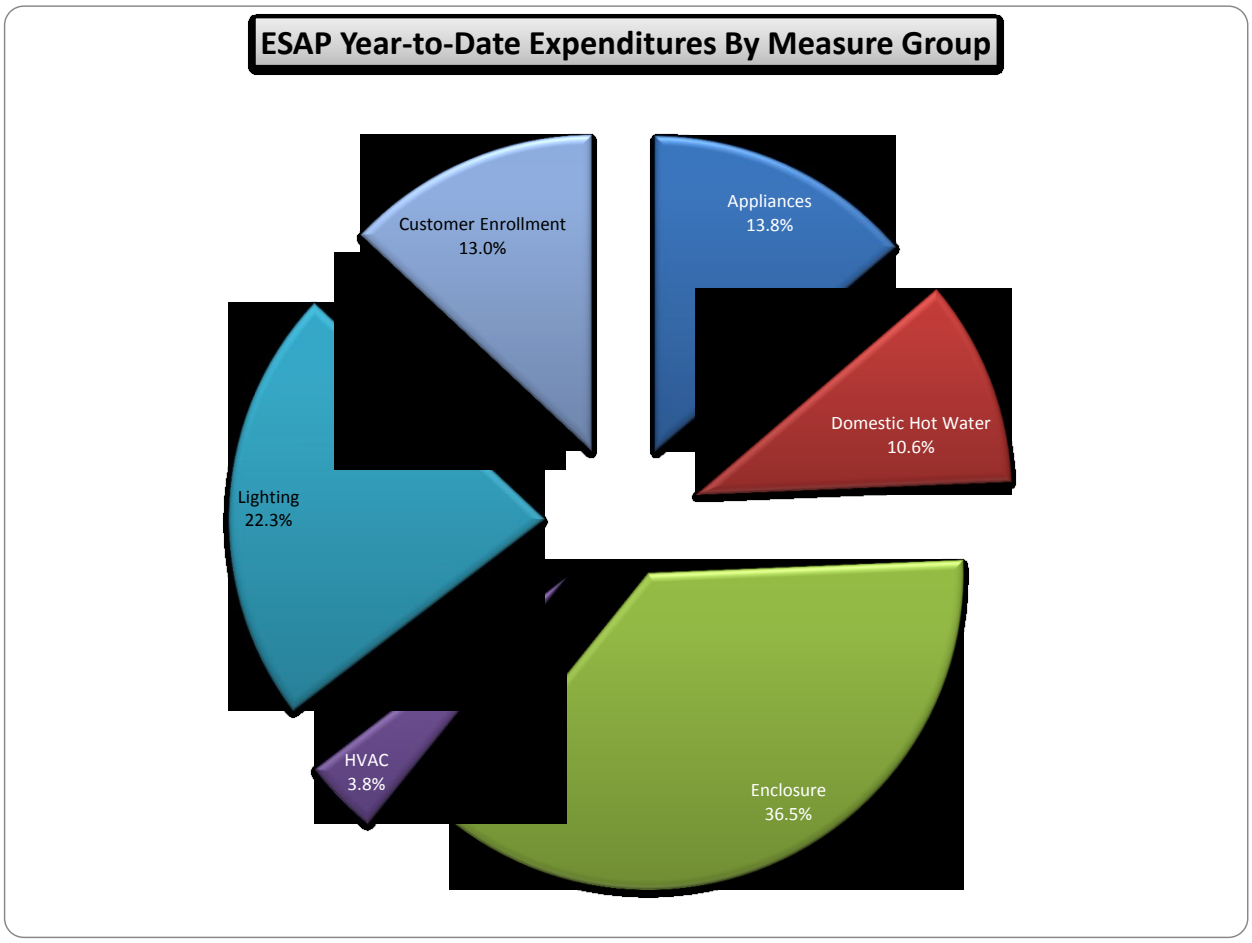
Energy Savings Assistance Program Table 2

Through January 31, 2015

Measures	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh [4] (Annual)	kW [5] (Annual)	Therms (Annual)	Expenses ($)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Each	-	-	-	-	$ -	
Refrigerators	Each	471	308,652	41.95	-	$ 449,910	8.09%
Evaporative Cooler (Replacement)	Each	191	50,759	16.46	-	$ 134,032	2.41%
Smart Power Strips	Each	1,313	31,906	4.33	-	$ 73,915	1.33%
Microwaves [6]	Each	1,231	164,019	-	9,805	$ 108,175	1.94%
Domestic Hot Water							
Water Heater Blanket	Home	1,503	9,454	2.06	8,131	$ 89,138	1.60%
Low Flow Shower Head	Home	6,460	59,081	8.55	34,753	$ 268,557	4.83%
Water Heater Pipe Insulation	Home	4,589	10,211	2.21	12,909	$ 2,573	0.05%
Faucet Aerator	Home	122	487	0.08	692	$ 82,474	1.48%
Water Heater Repair/Replacement	Each	12	-	-	-	$ 30,876	0.55%
Thermostatic Shower Valve [7]	Each	5,125	1,342	-	8,707	$ 114,963	2.07%
Enclosure							
Air Sealing / Envelope [1]	Home	4,306	26,387	5.09	34,287	$ 1,812,811	32.58%
Caulking	Home						
Attic Insulation	Home	141	14,773	17.01	5,791	$ 216,164	3.88%
HVAC							
FAU Standing Pilot Conversion	Each						
Furnace Repair/Replacement	Each	27	-	-	95	$ 35,409	0.64%
Room A/C Replacement	Each	43	8,114	1.49	-	$ 59,807	1.07%
Central A/C replacement	Each	-	-	-	-	$ -	0.00%
Central A/C Tune up	Home	-	-	-	-	$ -	0.00%
Duct Testing and Sealing	Home	178	12,479	2.04	4,948	$ 118,639	2.13%
Maintenance							
Furnace Clean and Tune	Home						
Lighting							
Compact Fluorescent Lights (CFL)	Each	23,236	371,776	47.40	-	$ 186,221	3.35%
Interior Hard wired CFL fixtures	Each	9,866	157,856	20.12	-	$ 818,185	14.70%
Exterior Hard wired CFL fixtures	Each	1,846	89,208	11.37	-	$ 152,660	2.74%
Torchiere	Each	686	76,326	9.73	-	$ 54,354	0.98%
Occupancy Sensor	Each	524	53,092	6.77	-	$ 31,677	0.57%
LED Night Lights	Each						
Miscellaneous							
Pool Pumps	Each						
New Measures							
AC Time Delay [8]	Each	-	-	-	0	$ -	0.00%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	6,179				$ 65,880	1.18%
In-Home Education	Home	6,179				$ 658,242	11.83%
Total Savings/Expenditures			1,445,922	196.67	120,117	$ 5,564,663	
Households Weatherized [2]		5,509					
Households Treated							
- Single Family Households Treated	Home	4,518					
- Multi-family Households Treated	Home	1,339					
- Mobile Homes Treated	Home	322					
Total Number of Households Treated	Home	6,179					
# Eligible Households to be Treated for PY [3]	Home	119,940					
% of Households Treated	%	5.15%					
- Master-Meter Households Treated	Home	1,803					

[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.
[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs
[3] Appendix A --- A.11-05-017 Adopted Number of Homes to be Treated is used as per Order issued 8/20/2014 Decision 14-08-030
[4] SF and MF savings from PGECODHW113, Revison 4.
MH: ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011.
[5] Costs exclude support costs that are included in Table 1.
[6] Microwave savings are from ECONorthWest Studies received in December of 2011
[8] Savings value from Work Paper PGE0077 Revision #1 --- California HVAC Upgrade: Efficient Fan Controller(EFC) for Residential

Energy Savings Assistance Program Table 2 Pie-Chart
Through Janaury 31, 2015



Appliances	766,033	13.77%
Domestic Hot Water	588,581	10.58%
Enclosure	2,028,975	36.46%
HVAC	213,855	3.84%
Lighting	1,243,098	22.34%
New Measures	-	0.00%
Customer Enrollment	724,122	13.01%
Total	5,564,663	100.00%

Energy Savings Assistance Program Table 3 - Average Bill Savings		
Through January 31, 2015		
Year-to-Date Installations - Expensed		
Annual kWh Savings		1,445,922
Annual Therm Savings		120,117
Lifecycle kWh Savings		18,124,988
Lifecycle Therm Savings		1,283,062
Current kWh Rate	$	0.1321
Current Therm Rate	$	1.0291
Number of Treated Households		6,179
Average 1st Year Bill Savings / Treated Households	$	50.93
Average Lifecycle Bill Savings / Treated Households	$	448.35

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

Energy Savings Assistance Program Table 4a - Energy Savings Assistance

Through January 31, 2015

	Eligible Households			Households Treated YTD		
County	**Rural**	**Urban**	**Total**	**Rural**	**Urban**	**Total**
ALAMEDA	3	171,674	**171,677**	-	597	**597**
ALPINE	144	-	**144**	-	-	**-**
AMADOR	4,818	1	**4,819**	17	-	**17**
BUTTE	12,872	27,244	**40,116**	188	-	**188**
CALAVERAS	7,949	66	**8,015**	8	-	**8**
COLUSA	2,811	11	**2,822**	8	-	**8**
CONTRA COSTA	9	105,625	**105,634**	-	443	**443**
EL DORADO	7,445	8,574	**16,019**	26	1	**27**
FRESNO	242	143,994	**144,236**	94	671	**765**
GLENN	4,255	-	**4,255**	29	3	**32**
HUMBOLDT	23,163	-	**23,163**	84	-	**84**
KERN	57,100	37,883	**94,983**	175	237	**412**
KINGS	9,352	233	**9,585**	16	-	**16**
LAKE	16,447	1	**16,448**	57	2	**59**
LASSEN	172	-	**172**	-	-	**-**
MADERA	7,424	16,474	**23,898**	80	-	**80**
MARIN	-	21,427	**21,427**	3	6	**9**
MARIPOSA	3,597	31	**3,628**	1	-	**1**
MENDOCINO	16,284	18	**16,302**	29	3	**32**
MERCED	21,449	19,602	**41,051**	69	87	**156**
MONTEREY	5,301	44,121	**49,422**	19	131	**150**
NAPA	1	14,042	**14,043**	3	21	**24**
NEVADA	11,641	9	**11,650**	51	1	**52**
PLACER	11,314	20,069	**31,383**	47	182	**229**
PLUMAS	3,630	122	**3,752**	-	-	**-**
SACRAMENTO	-	176,659	**176,659**	3	435	**438**
SAN BENITO	6,444	133	**6,577**	8	-	**8**
SAN BERNARDINO	363	34	**397**	-	-	**-**
SAN FRANCISCO	-	115,473	**115,473**	-	253	**253**
SAN JOAQUIN	10,318	83,201	**93,519**	36	407	**443**
SAN LUIS OBISPO	20,833	13,719	**34,552**	62	-	**62**
SAN MATEO	-	57,706	**57,706**	1	45	**46**
SANTA BARBARA	1,435	19,063	**20,498**	55	36	**91**
SANTA CLARA	4,053	145,110	**149,163**	19	399	**418**
SANTA CRUZ	8	29,587	**29,595**	16	90	**106**
SHASTA	13,459	14,133	**27,592**	83	55	**138**
SIERRA	308	7	**315**	-	-	**-**
SISKIYOU	21	-	**21**	-	-	**-**
SOLANO	-	45,396	**45,396**	10	235	**245**
SONOMA	2,980	53,267	**56,247**	23	94	**117**
STANISLAUS	29,467	36,740	**66,207**	16	87	**103**
SUTTER	1	14,435	**14,436**	52	-	**52**
TEHAMA	10,901	11	**10,912**	86	4	**90**
TRINITY	434	-	**434**	3	-	**3**
TULARE	8,537	756	**9,293**	54	-	**54**
TUOLUMNE	9,806	-	**9,806**	12	-	**12**
YOLO	2	28,345	**28,347**	27	37	**64**
YUBA	84	11,049	**11,133**	47	-	**47**
Total	**346,877**	**1,476,045**	**1,822,922**	**1,617**	**4,562**	**6,179**

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

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

Through January 31, 2015

County	Customer Declined Program Measures or is Non-Responsive	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Insufficient feasible Measures	Ineligible Dwelling - Prior Program Participation or Dwelling Age	Household Income Exceeds Allowable Limits	Unable to Provide Required Documentation	Other
	Reason Provided							
Alameda	42	3	0	3	0	1	10	
Alpine	0	0	0	0	0	0	0	
Amador	0	0	0	0	0	0	1	
Butte	0	0	0	0	0	0	0	
Calaveras	0	0	0	0	0	0	6	
Colusa	0	0	0	0	0	0	0	
Contra Costa	29	2	0	10	0	0	4	
El Dorado	5	0	0	1	0	0	5	
Fresno	19	6	0	7	0	0	4	
Glenn	0	0	0	0	0	0	0	
Humboldt	0	0	0	0	0	0	0	
Kern	26	4	0	5	0	0	0	
Kings	0	0	0	0	0	0	0	
Lake	0	0	0	0	0	0	0	
Lassen	0	0	0	0	0	0	0	
Madera	1	0	0	0	0	0	0	
Marin	0	0	0	0	0	0	0	
Mariposa	0	0	0	0	0	0	0	
Mendocino	1	0	0	0	0	0	0	
Merced	3	1	0	0	0	0	1	
Monterey	11	2	0	13	0	0	1	
Napa	2	0	0	0	0	0	0	
Nevada	0	0	0	0	0	0	3	
Placer	1	0	0	1	0	0	0	
Plumas	0	0	0	0	0	0	0	
Sacramento	25	2	0	4	0	0	0	
San Benito	0	0	0	0	0	0	0	
San Bernardino	0	0	0	0	0	0	0	
San Francisco	24	1	0	1	0	0	3	
San Joaquin	14	4	0	1	0	0	0	
San Luis Obispo	0	0	0	0	0	0	1	
San Mateo	0	0	0	0	0	0	0	
Santa Barbara	0	0	0	0	0	0	0	
Santa Clara	22	4	0	1	0	4	5	
Santa Cruz	8	0	0	1	0	1	0	
Shasta	0	0	0	0	0	0	0	
Sierra	0	0	0	0	0	0	0	
Siskiyou	0	0	0	0	0	0	0	
Solano	9	2	0	3	0	0	8	
Sonoma	3	0	0	0	0	1	0	
Stanislaus	7	0	0	1	0	0	0	
Sutter	0	0	0	0	0	0	0	
Tehama	0	1	0	0	0	0	0	
Trinity	0	0	0	0	0	0	0	
Tulare	0	0	0	0	0	0	0	
Tuolumne	3	0	0	0	0	0	0	
Yolo	5	0	0	2	0	1	0	
Yuba	0	0	0	0	0	0	0	
Total	260	32	0	54	0	8	52	0

Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary

Through January 31, 2015

	Gas & Electric				Gas Only				Electric Only				Total			
	# of Household Treated by	(Annual)			# of Household Treated by	(Annual)			# of Household Treated by	(Annual)			# of Household Treated by	(Annual)		
2015	Month	Therm	kWh	kW	Month	Therm	kWh	kW	Month	Therm	kWh	kW	Month	Therm	kWh	kW
January	4,331	97,977	1,049,219	137	1,110	21,489	7,203	3	738	651	389,500	57	6,179	120,117	1,445,922	197
February																
March																
April																
May																
June																
July																
August																
September																
October																
November																
December																
YTD																

Figures for each month are YTD. July results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in ESA Table 2.
Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies
Through January 31, 2015

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

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

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

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

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

CARE Table 1 - CARE Program Expenses - PG&E

Through January 31, 2015

	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
CARE Program:	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
Outreach [1][5]	$ 4,735,628	$ 1,110,826	**$ 5,846,455**	$ 172,092	$ 40,367	$ 212,460	$ 172,092	$ 40,367	$ 212,460	4%	4%	4%
Processing, Certification, Recertification [5]	$ 3,208,475	$ 752,605	**$ 3,961,081**	$ 104,730	$ 24,566	$ 129,296	$ 104,730	$ 24,566	$ 129,296	3%	3%	3%
Post Enrollment Verification [5]	$ 1,698,680	$ 398,456	**$ 2,097,136**	$ 71,247	$ 16,712	$ 87,960	$ 71,247	$ 16,712	$ 87,960	4%	4%	4%
IT Programming [5]	$ 595,993	$ 139,801	**$ 735,794**	$ 58,832	$ 13,800	$ 72,632	$ 58,832	$ 13,800	$ 72,632	10%	10%	10%
Cooling Centers [5]	$ 134,904		**$ 134,904**	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
CHANGES Pilot Program [2][5]	$ 183,717	$ 43,094	**$ 226,811**	$ 3,690	$ 865	$ 4,555	$ 3,690	$ 865	$ 4,555	2%	2%	2%
Measurement & Evaluation	$ 38,880	$ 9,120	**$ 48,000**	$ 16,337	$ 3,832	$ 20,170	$ 16,337	$ 3,832	$ 20,170	42%	42%	42%
Regulatory Compliance [5]	$ 313,946	$ 73,642	**$ 387,587**	$ 19,868	$ 4,660	$ 24,529	$ 19,868	$ 4,660	$ 24,529	6%	6%	6%
General Administration [5]	$ 1,805,543	$ 423,523	**$ 2,229,066**	$ 112,994	$ 26,505	$ 139,499	$ 112,994	$ 26,505	$ 139,499	6%	6%	6%
CPUC Energy Division Staff	$ 103,680	$ 24,320	**$ 128,000**	$ 2,619	$ 614	$ 3,234	$ 2,619	$ 614	$ 3,234	3%	3%	3%
SUBTOTAL PROGRAM COSTS	**$ 12,819,447**	**$ 2,975,387**	**$ 15,794,833**	**$ 562,411**	**$ 131,923**	**$ 694,334**	**$ 562,411**	**$ 131,923**	**$ 694,334**	**4%**	**4%**	**4%**
CARE Rate Discount [3]	$ 490,819,500	$ 115,130,500	**$ 605,950,000**	$ 40,795,049	$ 16,335,907	$ 57,130,956	$ 40,795,049	$ 16,335,907	$ 57,130,956	8%	14%	9%
						$ -						
TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	**$ 503,638,947**	**$ 118,105,887**	**$ 621,744,833**	**$ 41,357,459**	**$ 16,467,831**	**$ 57,825,290**	**$ 41,357,459**	**$ 16,467,831**	**$ 57,825,290**	**8%**	**14%**	**9%**
Other CARE Rate Benefits												
- DWR Bond Charge Exemption				$ 3,282,591		$ 3,282,591	$ 3,282,591		$ 3,282,591			
- CARE PPP Exemption [4]				$ 4,184,813	$ 1,455,094	$ 5,639,906	$ 4,184,813	$ 1,455,094	$ 5,639,906			
- California Solar Initiative Exemption				$ 697,543		$ 697,543	$ 697,543		$ 697,543			
- kWh Surcharge Exemption												
Total - Other CARE Rate Benefits				**$ 8,164,947**	**$ 1,455,094**	**$ 9,620,041**	**$ 8,164,947**	**$ 1,455,094**	**$ 9,620,041**			
Indirect Costs [5]				**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**			

[1] The Outreach category includes expenses from Capitation Fee, Mass Media Advertising, Outreach, and Expanded Outreach.
[2] D.14-08-030 approved continued funding for the CHANGES Pilot Program in 2015 at the funding level of $61,200 per month. Expenditures include contract and PG&E support costs for the CHANGES pilot.
[3] The Authorized Budget for the CARE Rate Discount per D.14-08-030.
Per D.02-09-021, PG&E is authorized to recover the full value of the discount through the CARE two-way balancing account on an automatic pass-through basis.
[4] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the CARE surcharge.
[5] Program authorized budget per D.14-08-030 has been updated to include $848,000 employee benefits costs approved in the GRC (D.14-08-032) - Decision Authorizing Pacific Gas and Electric Company's General Rate Case Revenue Requirement for 2014-2016, approved on August 14, 2014. Actual employee benefit burden costs have been included in the program monthly and YTD expenses.

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

CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration - PG&E
Through January 31, 2015

2015	New Enrollment										Recertification				Attrition					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)
	Automatic Enrollment				Self-Certification (Income or Categorical)				Capitation	Total New Enrollment (E+I+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response [4]	Failed PEV	Failed Recertification	Other [5]	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)			
	Inter-Utility [1]	Intra-Utility [2]	Leveraging [3]	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)																
January	0	1,786	0	1,786	10,855	8,778	848	20,481	61	22,328	26,683	5,810	9,648	42,141	n/a	7,311	5,318	9,062	21,691	64,469	637	1,413,971	1,635,673	86%
February																								
March																								
April																								
May																								
June																								
July																								
August																								
September																								
October																								
November																								
December																								
YTD Total	**0**	**1,786**	**0**	**1,786**	**10,855**	**8,778**	**848**	**20,481**	**61**	**22,328**	**26,683**	**5,810**	**9,648**	**42,141**	**n/a**	**7,311**	**5,318**	**9,062**	**21,691**	**64,469**	**637**	**1,413,971**	**1,635,673**	**86%**

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

CARE Table 3A - Post-Enrollment Verification Results (Model) - PG&E Through January 31, 2015								
2015	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify	CARE Households De-Enrolled (Due to no response)	CARE Households De-Enrolled (Verified as Ineligible) [1]	Total Households De-Enrolled [2]	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-Enrolled
January	1,413,971	4,671	0.33%	0	0	0	0.00%	0.00%
February								
March								
April								
May								
June								
July								
August								
September								
October								
November								
December								
YTD Total	**1,413,971**	**4,671**	**0.33%**	**0**	**0**	**0**	**0.00%**	**0.00%**

[1] Includes customers verified as over income or who requested to be de-enrolled.
[2] Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Table 3B - Post-Enrollment Verification Results (High Usage) - PG&E Through January 31, 2015								
2015	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify	CARE Households De-Enrolled (Due to no response)	CARE Households De-Enrolled (Verified as Ineligible) [1]	Total Households De-Enrolled [2]	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-Enrolled
January	1,413,971	4,168	0.29%	0	0	0	0.00%	0.00%
February								
March								
April								
May								
June								
July								
August								
September								
October								
November								
December								
YTD Total	**1,413,971**	**4,168**	**0.29%**	**0**	**0**	**0**	**0.00%**	**0.00%**

[1] Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.
[2] Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Table 4 - CARE Self-Certification and Self-Recertification Applications - PG&E						
Through January 31, 2015						
	Provided [1]	Received	Approved	Denied	Pending/ Never Completed	Duplicates
Total YTD	2,932,660	45,206	36,219	2,422	6,565	5,810
Percentage [2]		100.00%	80.12%	5.36%	14.52%	12.85%

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

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

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

CARE Table 5 - Enrollment by County - PG&E									
Through January 31, 2015									
County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
	Urban	Rural [1]	Total	Urban	Rural [1]	Total	Urban	Rural [1]	Total
ALAMEDA	143,840	3	143,843	125,109	6	125,115	87%	n/a	87%
ALPINE	0	143	143	0	12	12	n/a	8%	8%
AMADOR	1	4,768	4,768	0	4,179	4,179	n/a	88%	88%
BUTTE	26,006	12,525	38,531	23,827	12,335	36,162	92%	98%	94%
CALAVERAS	65	7,919	7,983	60	5,470	5,530	93%	69%	69%
COLUSA	9	2,756	2,765	10	3,253	3,263	112%	118%	118%
CONTRA COSTA	95,687	9	95,696	83,949	1	83,950	88%	11%	88%
EL DORADO	8,539	7,424	15,963	5,520	5,735	11,255	65%	77%	71%
FRESNO	137,399	234	137,634	144,735	167	144,902	105%	71%	105%
GLENN	0	4,177	4,177	2	4,651	4,653	n/a	111%	111%
HUMBOLDT	0	22,252	22,252	0	18,092	18,092	n/a	81%	81%
KERN	36,848	55,919	92,767	39,103	58,426	97,529	106%	104%	105%
KINGS	230	9,293	9,523	136	8,582	8,718	59%	92%	92%
LAKE	1	16,285	16,286	1	12,264	12,265	n/a	75%	75%
LASSEN	0	172	172	0	179	179	n/a	104%	104%
MADERA	16,183	7,391	23,575	15,573	5,269	20,842	96%	71%	88%
MARIN	18,745	0	18,745	12,468	0	12,468	67%	n/a	67%
MARIPOSA	28	3,513	3,542	16	2,359	2,375	56%	67%	67%
MENDOCINO	18	16,004	16,022	7	10,218	10,225	38%	64%	64%
MERCED	19,241	20,608	39,849	19,306	19,950	39,256	100%	97%	99%
MONTEREY	39,996	4,920	44,916	34,956	5,551	40,507	87%	113%	90%
NAPA	12,911	1	12,912	10,912	0	10,912	85%	n/a	85%
NEVADA	9	11,421	11,430	2	9,030	9,032	23%	79%	79%
PLACER	19,431	10,648	30,080	12,664	8,022	20,686	65%	75%	69%
PLUMAS	122	3,623	3,745	12	1,752	1,764	10%	48%	47%
SACRAMENTO	148,314	0	148,314	106,908	0	106,908	72%	n/a	72%
SAN BENITO	128	6,302	6,430	69	4,826	4,895	54%	77%	76%
SAN BERNARDINO	34	363	397	43	250	293	127%	69%	74%
SAN FRANCISCO	78,175	0	78,175	63,526	0	63,526	81%	n/a	81%
SAN JOAQUIN	77,384	9,988	87,372	78,908	8,841	87,749	102%	89%	100%
SAN LUIS OBISPO	13,426	20,641	34,067	5,752	13,741	19,493	43%	67%	57%
SAN MATEO	48,507	0	48,507	35,624	0	35,624	73%	n/a	73%
SANTA BARBARA	18,694	1,372	20,066	16,193	678	16,871	87%	49%	84%
SANTA CLARA	120,875	3,855	124,730	104,649	2,912	107,561	87%	76%	86%
SANTA CRUZ	26,827	7	26,835	20,173	1	20,174	75%	13%	75%
SHASTA	13,396	13,285	26,682	10,526	9,230	19,756	79%	69%	74%
SIERRA	7	306	312	1	143	144	15%	47%	46%
SISKIYOU	0	21	21	0	7	7	n/a	33%	33%
SOLANO	41,925	0	41,925	40,670	0	40,670	97%	n/a	97%
SONOMA	50,019	2,956	52,975	39,187	2,561	41,748	78%	87%	79%
STANISLAUS	34,154	28,574	62,728	26,795	24,375	51,170	78%	85%	82%
SUTTER	13,051	1	13,051	13,535	0	13,535	104%	n/a	104%
TEHAMA	11	10,788	10,798	7	11,544	11,551	65%	107%	107%
TRINITY	0	427	427	0	294	294	n/a	69%	69%
TULARE	736	8,455	9,190	355	8,862	9,217	48%	105%	100%
TUOLUMNE	0	9,780	9,780	0	7,219	7,219	n/a	74%	74%
YOLO	24,911	2	24,913	20,433	1	20,434	82%	n/a	82%
YUBA	10,573	84	10,657	11,151	110	11,261	105%	132%	106%
Total	**1,296,459**	**339,214**	**1,635,673**	**1,122,873**	**291,098**	**1,413,971**	**87%**	**86%**	**86%**

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

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

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

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

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

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

CARE Table 7 - Capitation Contractors - PG&E						
Through January 31, 2015						
Contractor Name	Contractor Type				Total Enrollments	
	Private	CBO	WMDVBE	LIHEAP	Current Month	Year to Date
Advancing Vibrant Communities, Inc.		X			0	0
Amador-Tuolumne Community Action Agency		X			0	0
American Canyon Family Resource Center		X			0	0
Anderson Cottonwood Christian Assistance		X			1	1
Arc of San Francisco		X			0	0
Area 12 Agency on Aging		X			0	0
Area Agency on Aging Serving Napa and Solano		X			0	0
Arriba Juntos					0	0
Asian Community Center		X			0	0
Asian Community Mental Health Services		X			0	0
Asian Pacific American Community Center		X			0	0
Berkeley Housing Authority					0	0
Breathe California of the Bay Area					1	1
California Association of Area Agencies on Aging		X			27	27
California Human Development Corporation					1	1
Catholic Charities Diocese of Fresno		X			1	1
Center of Vision Enhancement					0	0
Central California Legal Services, Inc.					1	1
Central Coast Energy Services, Inc					0	0
Child Abuse Prevention Council of San Joaquin County		X			0	0
Chinese Christian Herald Crusades					0	0
Chinese Newcomers Service Center					0	0
Community Action Marin		X			3	3
Community Pantry of San Benito County		X			0	0
Community Resource Project, Inc.					1	1
Community Resources for Independent Living		X			0	0
CSU Chico Research Foundation - Passages					0	0
Delta Community Services, Inc.		X			0	0
Disability Resource Agency for Independent Living		X			0	0
Ebony Counseling Center					0	0
Filipino American Development Foundation		X			0	0
Fresno Center for New Americans		X			1	1
Golden Umbrella					0	0
Heritage Institute for Family Advocacy					0	0
Housing Authority of the City of Fresno					0	0
Housing Authority of the County of Kern					1	1
Independent Living Center of Kern County, Inc.					1	1
Independent Living Services of Northern California					0	0
KidsFirst					0	0
Kings Community Action Organization, Inc.		X			1	1
La Luz Bilingual Center					0	0
Lao Khmu Assoc., Inc					1	1
Marin Center for Independent Living					0	0
Merced County Community Action Agency		X			10	10
Merced Lao Family Community Inc.		X			0	0
Moncada Outreach					5	5
Monument Crisis Center		X			0	0
Mutual Assistance Network of Del Paso Heights					0	0
National Alliance on Mental Illness-Santa Clara County					0	0
Oakland Citizens Committee for Urban Renewal (OCCUR)		X			1	1
Opportunity Junction					0	0
Project Access, Inc					0	0
REDI (Renewable Energy Development Institute)					0	0
Ritter Center					0	0
Roseville Housing Authority					0	0
Sacred Heart Community Service					1	1
Salvation Army Golden State Divisional Headquarters					2	2
Second Harvest Food Bank of Santa Cruz and San Benito Counties					0	0
Self-Help for the Elderly					0	0
Shasta Women's Refuge					0	0
Silicon Valley Independent Living Center					0	0
St. Helena Family Center					0	0
Suscol Intertribal Council					0	0
Transitions Mental Health Association					0	0
United Way of Fresno County					0	0
Valley Oak Children's Services, Inc.					0	0
West Valley Community Services		X			0	0
Yolo County Housing Authority					1	1
Yolo Family Resource Center					0	0
Total Enrollments					**61**	**61**

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

CARE Table 8 - Participants as of Month-End - PG&E								
Through January 31, 2015								
2015	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts [1]
January	844,740	231,131	338,100	1,413,971	1,635,673	86%	0.0%	5,238,892
February								
March								
April								
May								
June								
July								
August								
September								
October								
November								
December								

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

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

CARE Program Table 9 - Expenditures for CHANGES Pilot Program				
Through January 31, 2015				
	Authorized 4-Year Budget [1]	Current Month Expenses [2]	Expenses Since Jan. 1, 2012 [4]	% of 2012 - 2015 Budget Expensed [3]
	Total	Total	Total	Total
Pilots				
CHANGES	$868,320	$4,555	$699,835	81%
Total Pilots	$868,320	$4,555	$699,835	81%

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

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

CARE Table 10 CHANGES One-On-One Customer Assistance Sessions

Date	CHANGES Participants' self-identified language of preference,	Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Description of each contact made with that customer's utility until a solution is reached.	If on CARE, Enter How Initially Enrolled		Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU [1]			Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.			Calls to Dedicated 800 # Recorded by IOU
										Dedicated Toll-Free Number Used			Dedicated Toll-Free Number Used		
				1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	1 = Yes 0 = No	Reason 800 # Not Used	#	1 = Yes 0 = No	Reason 800 # Not Used	
12/1/2014	English		HEAP/LiHeap Application Assistance Stop Disconnection	1									1		
12/1/2014	Hmong		Educated on Energy Efficiency/ Conservation Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
12/1/2014	Vietnamese		Changes to Account	1									1		
12/2/2014	Spanish		Set Up/Change Payment Plan	1									1		
12/2/2014	English		Changes to Account	0									0	This call was to another company/organization (example: HEAP provider).	
12/2/2014	Khmer		Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
12/2/2014	Hmong		Medical Baseline Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
12/2/2014	Hmong		Medical Baseline Application Assistance Educated on CARE/FERA Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	0						0	Meeting with client.				
12/2/2014	Khmer		Medical Baseline Application Assistance Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
12/2/2014	English		Restore Service	1							User did not specify if 1-800 number is used when calling the IOU.				
12/2/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1						0	Meeting with client.				
12/2/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	N/A						0	Meeting with client.				
12/2/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Verified Bill	1									1		

12/2/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs Verified Bill	1									1		
12/3/2014	Khmer		Medical Baseline Application Assistance	1						0	Meeting with client.				
12/3/2014	Vietnamese		Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
12/3/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
12/3/2014	Vietnamese		Changes to Account	1									1		
12/3/2014	Vietnamese		Changes to Account	1									1		
12/4/2014	Spanish		Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
12/4/2014	Spanish		HEAP/LiHeap Application Assistance Stop Disconnection	1									1		
12/4/2014	Khmer		Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
12/4/2014	Laotian		Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
12/4/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1						0	Meeting with client.				
12/4/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
12/4/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
12/4/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				

12/4/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
12/5/2014	English		HEAP/LiHeap Application Assistance ESAP Application Assistance	1									0	This call was to another company/organization (example: HEAP provider).	
12/5/2014	English		HEAP/LiHeap Application Assistance Stop Disconnection	1									1		
12/5/2014	Laotian		Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
12/5/2014	Laotian		Medical Baseline Application Assistance Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
12/5/2014	Laotian		Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
12/5/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1						0	Meeting with client.				
12/5/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
12/5/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
12/7/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
12/8/2014	English		Restore Service	1							User did not specify if 1-800 number is used when calling the IOU.				
12/8/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
12/8/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				

12/9/2014	Spanish		Set Up/Change Payment Plan	1						1					
12/9/2014	English		HEAP/LiHeap Application Assistance Set Up/Change Payment Plan Stop Disconnection	0						1					
12/9/2014	English		Educated on CARE/FERA Set Up/Change Payment Plan	0						1					
12/9/2014	Spanish		HEAP/LiHeap Application Assistance Medical Baseline Application Assistance Educated on CARE/FERA Restore Service	0						0	Meeting with client.				
12/9/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
12/9/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
12/9/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
12/9/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
12/10/2014	English		Changes to Account	1									0	Meeting with client.	
12/10/2014	Spanish		HEAP/LiHeap Application Assistance Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
12/10/2014	Spanish		HEAP/LiHeap Application Assistance Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
12/10/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1						0	Meeting with client.				
12/10/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
12/10/2014	Vietnamese		Changes to Account	1									1		
12/12/2014	Spanish		Waive/Decrease Deposit Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	

12/12/2014	English		Request Meter Service or Testing Scheduled Customer Service Visit	1									0	This call was to another company/organization (example: HEAP provider).	
12/12/2014	Spanish		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
12/12/2014	Spanish		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
12/12/2014	Vietnamese		Educated on Energy Efficiency/ Conservation Request Meter Service or Testing	1									1		
12/12/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
12/13/2014	Spanish		Set Up/Change Payment Plan	1						1					
12/15/2014	Spanish		Set Up/Change Payment Plan Stop Disconnection	1						1					
12/15/2014	English		HEAP/LiHeap Application Assistance Stop Disconnection	1									1		
12/15/2014	Spanish		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
12/15/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
12/16/2014	Spanish		HEAP/LiHeap Application Assistance Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
12/16/2014	English		HEAP/LiHeap Application Assistance Stop Disconnection	1									0	This call was to another company/organization (example: HEAP provider).	
12/16/2014	Khmer		Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
12/16/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	1						0	Meeting with client.				
12/17/2014	Spanish		HEAP/LiHeap Application Assistance	0						0	Meeting with client.				
12/17/2014	Spanish		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
12/17/2014	Spanish		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
12/17/2014	Spanish		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
12/17/2014	Spanish		HEAP/LiHeap Application Assistance	0						0	Meeting with client.				

12/17/2014	Spanish		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
12/17/2014	Spanish		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
12/17/2014	Spanish		HEAP/LiHeap Application Assistance Educated on CARE/FERA	0						0	Meeting with client.				
12/17/2014	Khmer		ESAP Application Assistance Educated on Energy Efficiency/ Conservation Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
12/17/2014	Chinese/Cantonese		Changes to Account	1						0	This call was to another company/organization (example: HEAP provider).				
12/18/2014	English		Set Up/Change Payment Plan	1									0	This call was to another company/organization (example: HEAP provider).	
12/18/2014	Spanish		Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
12/18/2014	English		Changes to Account	1						1					
12/18/2014	English		HEAP/LiHeap Application Assistance ESAP Application Assistance	1									0	This call was to another company/organization (example: HEAP provider).	
12/18/2014	Spanish		HEAP/LiHeap Application Assistance ESAP Application Assistance	1						0	Meeting with client.				
12/18/2014	Laotian		Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
12/19/2014	Spanish		Set Up/Change Payment Plan Restore Service	0						1					
12/29/2014	English		HEAP/LiHeap Application Assistance Stop Disconnection	1									1		
12/29/2014	Spanish		HEAP/LiHeap Application Assistance Stop Disconnection	1									1		
12/30/2014	Laotian		Medical Baseline Application Assistance Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	0						0	Meeting with client.				
Year-to-Date Total				408										59	

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

CARE Table 11 CHANGES Group Customer Assistance Sessions
November and December 2014 - PG&E

Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
			# of Sessions	Length (Hours)	Number of Attendees	Description of Information / Literature Provided
November	Cambodian	Understanding Your Bill	2	minimum of 30 minutes	17	N/A
November	Hmong	Understanding Your Bill	1	minimum of 30 minutes	11	N/A
November	Lao	Understanding Your Bill	1	minimum of 30 minutes	6	N/A
November	tive American Engl	Understanding Your Bill	1	minimum of 30 minutes	60	N/A
November	Spanish	Understanding Your Bill	1	minimum of 30 minutes	30	N/A
November	Tagalog	Understanding Your Bill	1	minimum of 30 minutes	9	N/A
November	Cambodian	Energy Conservation	4	minimum of 30 minutes	48	N/A
November	Cantonese	Energy Conservation	1	minimum of 30 minutes	4	N/A
November	English	Energy Conservation	2	minimum of 30 minutes	28	N/A
November	Lao	Energy Conservation	2	minimum of 30 minutes	8	N/A
November	tive American Engl	Energy Conservation	2	minimum of 30 minutes	60	N/A
November	Spanish	Energy Conservation	3	minimum of 30 minutes	22	N/A
November	Vietnamese	Energy Conservation	2	minimum of 30 minutes	70	N/A
November	Cantonese	CARE/FERA and Other Assistance Programs	1	minimum of 30 minutes	5	N/A
November	Lao	CARE/FERA and Other Assistance Programs	1	minimum of 30 minutes	7	N/A
November	Vietnamese	CARE/FERA and Other Assistance Programs	1	minimum of 30 minutes	64	N/A
November	Cambodian	High Energy Use	3	minimum of 30 minutes	36	High Energy Use Handout
November	Cantonese	High Energy Use	3	minimum of 30 minutes	62	High Energy Use Handout
November	English	High Energy Use	3	minimum of 30 minutes	38	High Energy Use Handout
November	Lao	High Energy Use	2	minimum of 30 minutes	8	High Energy Use Handout
November	tive American Engl	High Energy Use	2	minimum of 30 minutes	60	High Energy Use Handout
November	Spanish	High Energy Use	4	minimum of 30 minutes	47	High Energy Use Handout
November	Tagalog	High Energy Use	1	minimum of 30 minutes	2	High Energy Use Handout
November	Vietnamese	High Energy Use	2	minimum of 30 minutes	87	High Energy Use Handout
November	Cambodian	Gas Aggregation	2	minimum of 30 minutes	17	Gas Aggregation Handout
November	Cantonese	Gas Aggregation	1	minimum of 30 minutes	28	Gas Aggregation Handout
November	Hmong	Gas Aggregation	1	minimum of 30 minutes	11	Gas Aggregation Handout
November	tive American Engl	Gas Aggregation	1	minimum of 30 minutes	6	Gas Aggregation Handout
November	Spanish	Gas Aggregation	2	minimum of 30 minutes	60	Gas Aggregation Handout
November	Tagalog	Gas Aggregation	3	minimum of 30 minutes	38	Gas Aggregation Handout
November	Vietnamese	Gas Aggregation	1	minimum of 30 minutes	9	Gas Aggregation Handout
November	Vietnamese	Avoiding Disconnection	1	minimum of 30 minutes	91	N/A
December	Cantonese	Understanding Your Bill	1	minimum of 30 minutes	36	N/A
December	Hmong	Understanding Your Bill	1	minimum of 30 minutes	13	N/A
December	Lao	Understanding Your Bill	2	minimum of 30 minutes	45	N/A
December	tive American Engl	Understanding Your Bill	9	minimum of 30 minutes	310	N/A
December	Spanish	Understanding Your Bill	2	minimum of 30 minutes	50	N/A
December	Cantonese	Safety Tips	2	minimum of 30 minutes	81	
December	Cambodian	Energy Conservation	3	minimum of 30 minutes	48	N/A
December	Cantonese	Energy Conservation	1	minimum of 30 minutes	49	N/A
December	English	Energy Conservation	2	minimum of 30 minutes	27	N/A
December	Hmong	Energy Conservation	2	minimum of 30 minutes	34	N/A
December	Lao	Energy Conservation	6	minimum of 30 minutes	182	N/A
December	Spanish	Energy Conservation	4	minimum of 30 minutes	51	N/A
December	Cambodian	CARE/FERA and Other Assistance Programs	2	minimum of 30 minutes	21	N/A
December	Cantonese	CARE/FERA and Other Assistance Programs	5	minimum of 30 minutes	108	N/A
December	English	CARE/FERA and Other Assistance Programs	3	minimum of 30 minutes	21	N/A
December	Hmong	CARE/FERA and Other Assistance Programs	2	minimum of 30 minutes	4	N/A
December	Japanese	CARE/FERA and Other Assistance Programs	2	minimum of 30 minutes	5	N/A
December	Lao	CARE/FERA and Other Assistance Programs	1	minimum of 30 minutes	17	N/A
December	tive American Engl	CARE/FERA and Other Assistance Programs	9	minimum of 30 minutes	310	N/A
December	Spanish	CARE/FERA and Other Assistance Programs	1	minimum of 30 minutes	20	N/A
December	Vietnamese	CARE/FERA and Other Assistance Programs	1	minimum of 30 minutes	3	N/A
December	Cantonese	High Energy Use	1	minimum of 30 minutes	18	High Energy Use Handout
December	English	High Energy Use	3	minimum of 30 minutes	31	High Energy Use Handout
December	Spanish	High Energy Use	3	minimum of 30 minutes	36	High Energy Use Handout
December	Cantonese	Gas Aggregation	1	minimum of 30 minutes	19	Gas Aggregation Handout
December	Korean	Gas Aggregation	1	minimum of 30 minutes	33	Gas Aggregation Handout
December	Spanish	Gas Aggregation	1	minimum of 30 minutes	17	Gas Aggregation Handout
December	Cambodian	Avoiding Disconnection	2	minimum of 30 minutes	34	Gas Aggregation Handout
December	Cantonese	Avoiding Disconnection	2	minimum of 30 minutes	83	Gas Aggregation Handout
December	Lao	Avoiding Disconnection	1	minimum of 30 minutes	5	Gas Aggregation Handout
November-December Totals			134		2760	
Year-To-Date						

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