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
Application of Southern California Edison Company (U 338-E) for Approval of its Energy Savings Assistance and California Alternate Rates for Energy Programs and Budgets for Program Years 2015-2017.	Application 14-11-007 (Filed November 18, 2014)
And Related Matters.	Application 14-11-009 Application 14-11-010 Application 14-11-011

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

DARREN P. ROACH

Pacific Gas and Electric Company
Law Department
77 Beale Street, B30A
San Francisco, CA 94105
Telephone: (415) 973-6345
Facsimile: (415) 973-5520
E-mail: Darren.Roach@pge.com

Attorney for:
PACIFIC GAS AND ELECTRIC COMPANY

Dated: February 21, 2019

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
Application of Southern California Edison Company (U 338-E) for Approval of its Energy Savings Assistance and California Alternate Rates for Energy Programs and Budgets for Program Years 2015-2017.	Application 14-11-007 (Filed November 18, 2014)
And Related Matters.	Application 14-11-009 Application 14-11-010 Application 14-11-011

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

In accordance with Ordering Paragraph 17 of Decision 01-05-033, Pacific Gas and Electric Company hereby submits its attached monthly status report on the results of its Energy Savings Assistance Program and CARE Program efforts, showing results through January 2019.

Respectfully submitted,

DARREN P. ROACH

By: *_____ /s/ Darren P. Roach _____*
DARREN P. ROACH

Pacific Gas and Electric Company
Law Department
77 Beale Street, B30A
San Francisco, CA 94105
Telephone: (415) 973-6345
Facsimile: (415) 973-5520
E-mail: Darren.Roach@pge.com

Dated: February 21, 2019

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

Program Monthly Report for January 2019

Pacific Gas and Electric Company
02/21/2019

PACIFIC GAS AND ELECTRIC COMPANY

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

Table of Contents

Title **Page**

1. Energy Savings Assistance Program Summary 2

1.1 Energy Savings Assistance Program Overview 2

1.2 ESA Program Customer Outreach and Enrollment Update 3

1.3 Leveraging Success Evaluation, Including California State Department of Community Services and Development (CSD) 5

1.4 Workforce Education & Training 5

1.5 Miscellaneous 5

2 California Alternate Rates for Energy Program Summary 9

2.1 CARE Program Cost Summary 9

2.2 Outreach 10

2.3 Miscellaneous 13

3 Appendix: ESA Tables and CARE Tables 14

PACIFIC GAS AND ELECTRIC COMPANY

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

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

1. Energy Savings Assistance (ESA) Program Summary

The ESA Program provides free home weatherization, energy-efficient appliances and energy education services to income-qualified PG&E customers throughout the Company's service area. To qualify for the ESA Program, a residential customer's household income must be at or below 200 percent of Federal Poverty Guidelines, as required in D.05-10-044. PG&E has offered energy efficiency programs to income-qualified customers in its 48 counties since 1983. The ESA Program's objective is to help income-qualified customers reduce their energy consumption and costs while also improving their quality of life. The 2017-2020 ESA Program authorized in D.16-12-022 as modified by D.17-12-009 continues as a resource program emphasizing long-term and enduring energy savings. 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 2017-2020 ESA Program continues to follow the policies and guidance given in D.07-12-051, which established the following programmatic initiative for the ESA Program (formerly known as 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 3,164 customers in 2019, through January 31, 2019. ESA homes treated include both First Touch Homes and Retreated Homes, as shown in Table 2.

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

Energy Savings Assistance Program Summary			
2019	**Authorized / Planning Assumptions**	**Year-to-Date Actual**	**YTD %**
Budget[1]	$184,695,693	$4,302,343	2%
Homes Treated[2]	102,237	3,164	3%
kWh Saved[3]	NA		
kW Demand Reduced[3]	NA		
Therms Saved[3]	NA		

[1]Authorized budget has been updated with midcycle request as per approval from AL 3990-G/5329-E A/B
[2]Adopted Number of Homes to be Treated as per Decision 17-12-009. Total includes both First Touch and Re-Treated homes. These are shown on ESA Table 2.
[3]Energy Saving data is unavailable for January report.

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.

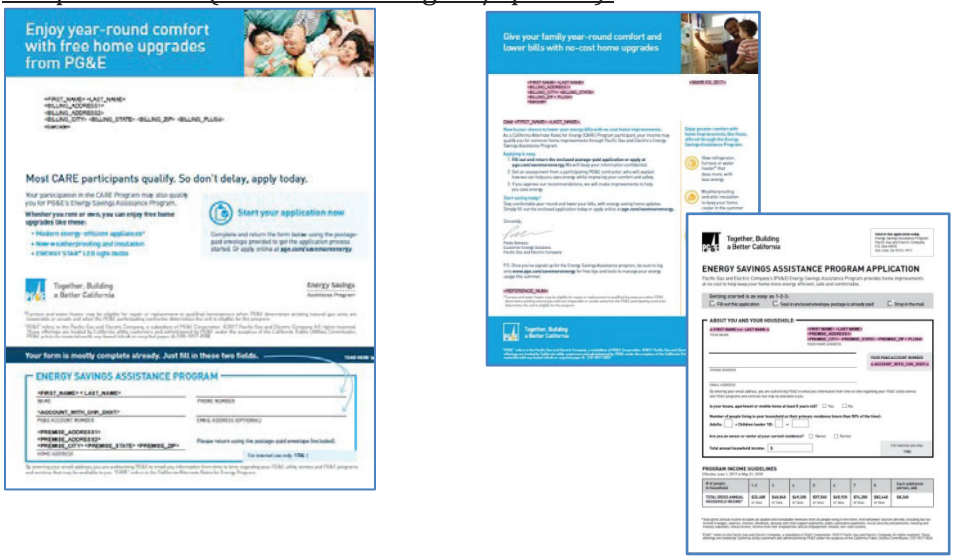
The ESA Program partners with 27 local installation contractors, 2 appliance contractors, and 8 Community-Based Organizations (CBOs), of which 4 are also Low Income Home Energy Assistance Program (LIHEAP) agencies.

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, no refrigerators have been installed.

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

In January, PG&E continued to receive customer response to a direct marketing campaign deployed in December 2018 to 100,000 CARE-enrolled customers whose homes have not yet been treated by the ESA Program. Through January 31st, the campaign has generated more than 15,000 leads. The campaign re-ran creative from Q3.

Sample creative (double-sided English/Spanish):



PG&E continued to deploy the welcome kit to customers who are newly-enrolled in the CARE program. Since January 2018, PG&E has included a personalized pre-filled response form for customers who wish to participate in the Energy Savings Assistance Program, generating a strong response. More than 10,000 customers have responded to the included ESA offer through December 2018. An additional 437 applications were received in the month of January.

PG&E continued the monthly digital newsletter targeting customers with a high propensity for eligibility in CARE and ESA Program with the purpose of building awareness for both programs.

PG&E continues to share data with California Community Services and Development (CSD), allowing for leveraging and outreach between each program to impact a wider customer base.

1.3 Leveraging Success Evaluation, Including California State Department of Community Services and Development (CSD)

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

PG&E, SCE, SDG&E and SoCal Gas have been meeting with CSD staff since 2016 to discuss leveraging opportunities in compliance with D.16-11-022. In Q4 2016 the IOUs and CSD began working to implement D.16-11-022 leveraging requirements: to share IOU data usage information for CSD clients, and to fund ESA measures currently offered by ESA for multifamily customer households participating in CSD's Low Income Weatherization Program (LIWP) for multifamily buildings.

CSD Data Sharing. On February 2, 2018, per D.17-12-009, Attachment 1, OP.183, PG&E and CSD entered into a non-disclosure agreement (NDA) for data sharing

purposes. This fully-executed NDA allowed for data sharing to begin as required in D.17-12-009. On February 14, 2018, CSD confirmed that their first data share request met all terms within the agreed upon NDA. On February 22, 2018, PG&E completed CSD's first data share request. This data share included CSD-requested customer-specific usage data. PG&E, CSD, and the other IOUs are in discussion to determine frequency of future data sharing efforts, along with other possible technological mechanisms to make continued future data sharing as seamless as possible.

LIWP (MF) Leveraging. PG&E worked with CSD to project installation rates for these measures, including PG&E costs for both labor and the measures to calculate the projected funding level for this effort, with the goal of funding the CSD's Low Income Weatherization Program efforts for those in-unit measures provided by the ESA Program, preserving the remaining CSD's funding for use to install central systems and common area measures not provided by the ESA Program. PG&E's budget for this effort was included in its Conforming Advice Letter submitted on March 24, 2017, and supplemented on June 22, 2017, and was authorized by Commission Resolution G-3531 issued December 21, 2017. Since working with CSD to develop a budget for LIWP leveraging efforts, PG&E Legal, ESA Program Management, Legal, and Sourcing have been actively working with CSD teams to complete contract / agreement terms necessary to begin leveraging funds. PG&E expects to begin implementation in 2018. In October 2018, RHA has launched the Multi-family Standards Review portal to review drafts of the LIWP/ESA Multi-Family Quick Reference Standards. The review period is scheduled in five batches through December 2018 after which a meeting will be scheduled to review all comments to finalize the installation standards.

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, 71 individuals in 8 sessions (124 student days) have been trained to deliver the ESA Program in various capacities. Included in these numbers is 1 sessions of NGAT, 5 students, and 20 student days.

1.5 Miscellaneous

Providing Energy Education-Only to ESA Qualifying Customers

D.16-11-022 permitted the IOUs to provide in home energy education for all income qualified households, regardless of whether the homes receive ESA measures or treatment. The Decision also specified that households that only receive energy education will not count as "treated," and required IOUs to track and report all households that only receive energy education (D.16-11-022, Ordering Paragraph 11). Households receiving only education are

not permitted to self-certify and these households must demonstrate their income eligibility for ESA participation.

New reporting tables have been developed by Energy Division for 2018 ESA reporting. These include tables to track and report energy education only households as separate from ESA-treated homes. PG&E will continue to track and report on energy education only homes. To date, PG&E has only provided energy education to households that have qualified for at least one additional measure.

Energy-Water Leveraging

In collaboration with water utilities and other stakeholders, PG&E is developing a strategic plan that provides for the continued integration and leveraging of existing water conservation program offerings with ESA Program offerings. PG&E's energy-water leveraging plan provides information needed to implement effective co-funded energy-water conservation programs and leveraging partnerships during the 2017-2020 ESA Program cycle.

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

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

ESA Program Pilots

Consumption-Driven Weatherization (CDWx) Pilot. PG&E proposed a CDWx Pilot to selectively offer additional weatherization measures that fall outside current ESA Program guidelines for high usage, high potential customers identified via AMI analysis. D.16-11-022 Ordering Paragraph 144 directed a 12 month pilot implementation period to fully integrate AMI into the ESA Program as rate reform adjustments are underway. This pilot is anticipated to yield information that will help overall AMI integration and to identify steps to help reduce high energy use among CARE customers that leads to higher bills.

In December 2017, PG&E requested and was granted an extension to implement this pilot so that the California State Department of Community Services and Development (CSD) could be included in it. Following the expressed interest of CSD regarding ways to increase

leveraging opportunities, CSD joined PG&E in this CDWx pilot offering. The pilot will now incorporate measures from CSD's Low-Income Home Energy Assistance Program (LIHEAP) program. Collaborating with CSD provides increased opportunities to leverage both funding and data analysis, which is anticipated to result in more cost effective targeting as well as increased benefits to high-energy use low income customers.[1]

The pilot uses data-driven analysis to target high usage customers to receive additional weatherization measures that fall outside current ESA Program guidelines, with the added benefit of including CSD's offerings. The CDWx pilot commenced in February, 2018 and has weatherized 50 homes with both ESA and CSD measures in 2018. The pilot findings report will be available in 2019.

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

The electric IOUs received a Disposition from Energy Division on April 27, 2018 approving the pilot implementation plan with a modified budget of $290,000. PG&E filed an extension letter on behalf of all electric IOUs on May 15, 2018 which was approved on May 30, 2018. PG&E released an RFP for the statewide evaluation on behalf of all electric IOUs in July 2018 and retained a statewide evaluator on October 2, 2018.

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

PG&E has recruited over 200 customers to participate in the pilot and initiated pilot activities. Installation of all feasible thermostats completed by the end of Janaury 2019 and installation lessons learned will be communicated in 2019.

ESA Program Studies

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

Low Income Needs Assessment (LINA) Study. The LINA Study must be updated every three years per State code, and a new Study must be completed by December 2019. Energy Division and the IOUs held a public workshop on May 19, 2017 to discuss the LINA scope of work, and the IOUs released a Request for Proposal (RFP) for this work in 2017 Q4. A contract with Research Into Action was completed in 2018 Q1. A kick-off meeting was held to initiate the study and review the project plan on February 14th, 2018. A public workshop was held on May 29th, 2018. A LIOB subcommittee meeting regarding the LINA study was

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

held on August 1, 2018. Study data collection has commenced and will continue throughout 2018.

ESA Impact Evaluation. ESA program energy savings (program "impacts") are necessary for planning the next program cycle, and measuring the success of current program offerings. The IOUs issued an RFP to conduct an ESA impact evaluation at the end of 2015. The contract for this work was finalized after D.16-11-022 authorized the study. DNV-GL is conducting the statewide ESA Impact Evaluation. Work began in 2017, with Phase I results provided in 2018 Q2. Phase I preliminary results were incorporated into in the Mid-Cycle Update Advice Letter filing on July 16, 2018 per direction from Energy Division staff. Phase II data collection has commenced, with final results anticipated by Q1 of 2019.

Non-Energy Benefits (NEB) Study. The scope of work for the non-energy benefits study is being developed in consultation with the Cost Effectiveness Working Group authorized in D.16-11-022, and an RFP was released on March 23, 2018. The consultant team SERA/Navigant was selected to complete the NEB study. A kick-off meeting was held to initiate the study and review the study project plan on August 24, 2018. A public workshop for the NEB study research plan was held on October 12, 2018.

Multifamily Common Area Measures (CAM)

PG&E has started its Common Area Measures initiative. In order to best target properties and measure opportunities, PG&E is conducting a Market Assessment. The market assessment will recommend most-qualified CAM property leads in PG&E territory and best CAM measures to treat these types of properties. In order to conduct this analysis, PG&E is looking at key data sources such as Energy Efficiency programs historic customer participation data and CoStar, a data source that provides rich information on housing properties to help PG&E best target its CAM outreach. PG&E has identified 350 buildings to engage regarding CAM and is in the process of working with a priority list of these leads. In December, 2018 ESA CAM implementors completed their first site visit and completed 43 building audits. In January, 2019 ESA CAM implementors completed 12 building audits.

From 2017 through July 31, 2018, PG&E's ESA team has spent a total of $208,239.56 on all Multifamily activities including Common Area Measures implementation and Multifamily SPOC initiatives.

Activity for the rest of the year will include CAM property lead cultivation, engagement, and audits, stakeholder engagement, as well as other program ramp up activities.

Working Groups

PG&E participates in all three of the working groups authorized in D.16-11-022 for the 2017-2020 cycle. These included: the Cost Effectiveness working group, the Mid-Cycle working group and the Multifamily working group.

Multifamily Working Group. D.17-12-009, Ordering Paragraph 66 directed the IOUs to file a Tier 2 Advice Letter outlining their respective implementation plans for their multi-family (MF) common area activities by March 1, 2018. Prior to submittal of the Advice Letter, the IOUs were directed to submit their draft implementation plans to the MF working group by January 15, 2018. PG&E submitted its draft implementation plan on January 16, 2018. PG&E presented them to the MF working group at its quarterly meeting on January 26, 2018, where the MF working group conferred to identify, and discuss areas of consensus and non-

consensus. These were summarized by the MF working group facilitator, and circulated to the MF working group on January 30, 2018, as directed by D.17-12-009. By February 13, 2018, individual stakeholders separately submitted recommendations to the MF working group addressing issues where there was not consensus. PG&E submitted its Advice Letter on March 1, 2018. This was approved on March 29, 2018. On October 29, 2018 PG&E hosted the MFWG quarterly meeting to present the Non-Deed Restricted Analysis along with an update on the 2018 Interim MFWG Progress Report

2 California Alternate Rates for Energy (CARE) Program Summary

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

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

The 2017 – 2020 CARE Program was adopted in D.16-11-022 issued on November 10, 2016, and as modified by D.17-12-009 issued on December 14, 2017. The authorized CARE Program administrative budget for 2019 is $17,777,467. This 2019 budget includes $149,153 for PG&E's Cooling Centers Program and $525,000 for the Community Help and Awareness with Natural Gas and Electricity Services (CHANGES) Program.

The CHANGES Program provides funding to Community Based Organizations (CBOs) to assist Limited English Proficient (LEP) customers with energy education and billing issues. D.12-12-011 required that the utilities report CHANGES activity in the monthly reports beginning in April, 2013. D.15-12-047 directed the utilities to continue to report CHANGES activity in the monthly reports until long-term funding is established from the Commission's budget.

2.1 CARE Program Cost Summary

CARE Budget Categories	Authorized Budget[1]	Actual Expenses Year to Date[2]	% of Budget Spent
Outreach	$9,576,653	$452,358	5%
Processing, Certification, Recertification	$2,088,796	$56,796	3%
Post Enrollment Verification	$1,748,793	$80,228	5%
IT Programming	$2,054,261	$26,880	1%
Cooling Centers	$149,521	$0	0%
CHANGES Program	$527,869	$168	0%
Measurement and Evaluation	$159,676	$(225)	0%
Regulatory Compliance	$1,125,679	$12,884	1%
General Administration	$1,124,533	$32,928	3%
CPUC Energy Division Staff	$128,000	$0	0%

Total Expenses	**$18,683,781**	**$662,017**	**4%**
Subsidies and Benefits	$593,186,130	$64,786,298	11%
Total Program Costs and Discounts	**$611,869,911**	**$65,448,316**	**11%**

[1] Program authorized budget per D.16-11-022 and as modified in D.17-12-009. This budget was updated to include employee benefits costs of $906,314 as authorized in the 2017 GRC Decision (D.) 17-05-013.
[2] Actual expenses include employee benefits costs.

2.1.1 Please provide the CARE Program penetration rate to date

CARE Penetration		
Participants	**Estimated Eligible Participants**	**YTD Penetration Rate**
1,378,527	1,446,414	95.3%

2.2 Outreach

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

In January PG&E deployed the Q1 CARE acquisition campaign, using a pick-up of creative from Q4 2018. The direct mail and email campaign targeted approximately 68,000 CARE-eligible customers.

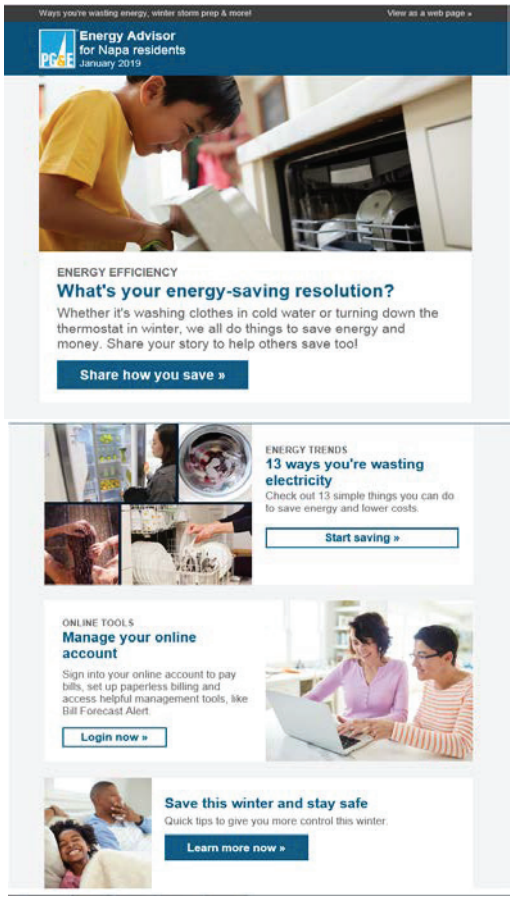
PG&E continued the digital campaign in January, with search and display ads driving to the combined CARE and FERA landing page. Creative from 2018 continues in rotation through Q1 2018.

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

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

PG&E continues to send messaging via the monthly low-income targeted version of the e-Newsletter. The January newsletter highlighted tips for saving energy, managing your online account and being prepared for Winter storms.

Newsletter Sample:



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

- KFTV Univision "Despierta Valle Central – "Wake up Central Valley" daily morning show (Monday – Friday 5-7 am) serving residents in and around the Central Valley. Arriba Valle Central reaches approximately 18K listeners in the Fresno-Visalia DMA
- KLOQ Radio Lobo 98.7 FM and KGAM Magia 106.3 FM – Community segments targeting Adult Men A 18-49 and Adult Woman A25-54, with coverage in Merced and Stanislaus counties

PG&E's targeted Low Income work complements Solutions Marketing Outreach by adding face-to-face interactions and enrollment activities through trusted community partners and events. These activities occur throughout the year. January activities included:

- Local Office Partnerships – CARE partners with local offices to inform customers about the program and to distribute applications.
    - In January, this initiative produced 10 new enrollments from local office event.
    - Year to date, this initiative has produced 10 new enrollments.

- Community Outreach Contractors (COCs) - PG&E contracted with 50 COCs throughout its service area. These organizations represent a variety of communities, including African-Americans, Hispanics, Asian Pacific Islander Americans (Chinese, Vietnamese, and Hmong), Native Americans, seniors, rural residents, agricultural workers, sub-metered tenants, and nonprofit living facilities.
    - Year to date, this initiative has led to 139 new enrollments.

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

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

PG&E automatically enrolls customers who receive LIHEAP and Relief for Energy Assistance through Community Help (REACH) payments. Year-to-date, 411 LIHEAP customers and 1 REACH customers have been automatically enrolled onto the CARE Program.

Year-to-date, 3,050 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.

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

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

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

3 Appendix: ESA Tables and CARE Tables

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	**Energy Savings Assistance Program Table 1 - Expenses**												
2	**Pacific Gas and Electric Company**												
3	**Through January 31, 2019**												
4		**Authorized Budget**			**Current Month Expenses**			**Year to Date Expenses**			**% of Budget Spent YTD**		
5	**ESA Program:**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
6	**Energy Efficiency**												
7	Appliances [4]	$ 9,842,512	$ -	$ 9,842,512	$ 348,466	$ 63,722	$ 412,188	$ 348,466	$ 63,722	$ 412,188	4%	0%	4%
8	Domestic Hot Water	$ 555,338	$ 7,828,095	$ 8,383,433	$ 10,026	$ 329,139	$ 339,165	$ 10,026	$ 329,139	$ 339,165	2%	4%	4%
9	Enclosure	$ 6,545,160	$ 29,816,840	$ 36,362,000	$ 260,251	$ 1,185,586	$ 1,445,837	$ 260,251	$ 1,185,586	$ 1,445,837	4%	4%	4%
10	HVAC	$ 42,309,707	$ 4,023,613	$ 46,333,321	$ 69,801	$ 126,195	$ 195,995	$ 69,801	$ 126,195	$ 195,995	0%	3%	0%
11	Maintenance	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
12	Lighting	$ 33,294,339	$ -	$ 33,294,339	$ 881,476	$ -	$ 881,476	$ 881,476	$ -	$ 881,476	3%	0%	3%
13	Miscellaneous [4]	$ 2,293,586	$ -	$ 2,293,586	$ 92,565	$ -	$ 92,565	$ 92,565	$ -	$ 92,565	4%	0%	4%
14	Customer Enrollment	$ 15,141,541	$ 6,644,849	$ 21,786,389	$ 112,972	$ 49,578	$ 162,550	$ 112,972	$ 49,578	$ 162,550	1%	1%	1%
15	In Home Education	$ 3,251,447	$ 1,426,894	$ 4,678,342	$ 33,784	$ 14,826	$ 48,610	$ 33,784	$ 14,826	$ 48,610	1%	1%	1%
16	Pilot	$ 109,000	$ -	$ 109,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
17	Implementation [2]	$ 4,664,485	$ 2,047,004	$ 6,711,489	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
18	**Energy Efficiency TOTAL**	**$ 118,007,116**	**$ 51,787,295**	**$ 169,794,411**	**$ 1,809,340**	**$ 1,769,046**	**$ 3,578,386**	**$ 1,809,340**	**$ 1,769,046**	**$ 3,578,386**	**2%**	**3%**	**2%**
19													
20	Training Center	$ 768,585	$ 337,293	$ 1,105,878	$ 18,013	$ 7,905	$ 25,919	$ 18,013	$ 7,905	$ 25,919	2%	2%	2%
21	Inspections	$ 2,955,873	$ 1,297,182	$ 4,253,055	$ 189,660	$ 83,232	$ 272,893	$ 189,660	$ 83,232	$ 272,893	6%	6%	6%
22	Marketing and Outreach	$ 1,633,463	$ 716,843	$ 2,350,306	$ 22,206	$ 9,745	$ 31,951	$ 22,206	$ 9,745	$ 31,951	1%	1%	1%
23	Statewide Marketing Education and Outreach	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
24	Measurement and Evaluation Studies	$ 134,135	$ 58,865	$ 193,000	$ 1,315	$ 577	$ 1,891	$ 1,315	$ 577	$ 1,891	1%	1%	1%
25	Regulatory Compliance	$ 536,042	$ 235,241	$ 771,283	$ 28,980	$ 12,718	$ 41,698	$ 28,980	$ 12,718	$ 41,698	5%	5%	5%
26	General Administration	$ 4,288,525	$ 1,882,014	$ 6,170,539	$ 242,976	$ 106,630	$ 349,606	$ 242,976	$ 106,630	$ 349,606	6%	6%	6%
27	CPUC Energy Division	$ 39,769	$ 17,453	$ 57,222	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
28													
29	**TOTAL PROGRAM COSTS [1] [3]**	**$ 128,363,507**	**$ 56,332,186**	**$ 184,695,693**	**$ 2,312,490**	**$ 1,989,853**	**$ 4,302,343**	**$ 2,312,490**	**$ 1,989,853**	**$ 4,302,343**	**2%**	**4%**	**2%**
30	**Funded Outside of ESA Program Budget**												
31	Indirect Costs				$ -	$ -	$ -	$ -	$ -	$ -			
32	NGAT Costs					$ 201,895	$ 201,895		$ 201,895	$ 201,895			
33													
34													
35	[*] **Authorized Budget:** Authorized budget has been updated with midcycle request as per approval from AL 3990-G/5329-E A/B												
36	[1] Reflects the authorized funding per year in D.16-11-022 and updated via Resolution G-3531 addressing PG&E Conforming Advice Letter 3830-G/5043-E and PG&E Supplemental Conforming Advice Letter 3830-G-A/5043-E-A.												
37	[2] Reflects a new budget category and includes the primary administrative fee for Implementer(s).												
38	[3] Program budgets have been updated by $1,850,206 to include employee benefits costs approved in the GRC (D.17-05-013) - Decision Authorizing Pacific Gas and Electric Company's General Rate Case Revenue Requirement for 2017-20												
39	[4] PG&E previously reported Smart Powerstrips under Appliances. This has been moved to Miscellaneous.												
40													
41	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
4		Authorized Budget [1]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
5	**ESA Program**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
6	**Energy Efficiency**												
7	Appliances [2]	$ 7,164,411	$ -	$ 7,164,411	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
8	Domestic Hot Water [2]	$ 2,214,443	$ 3,500,000	$ 5,714,443	$ -	$ -		$ -	$ -		0%	0%	0%
9	HVAC [2]	$ 12,726,837	$ 5,488,320	$ 18,215,157	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
10	In Home Energy Education [2]	$ 284,219	$ 124,729	$ 408,948	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
11	Implementation [3]	$ 208,481	$ 91,492	$ 299,973	$ 2,028	$ 1,872	$ 3,900	$ 2,028	$ 1,872	$ 3,900	1%	2%	1%
12	Multi-Family Common Area Measures	$ 7,888,250	$ 3,461,750	$ 11,350,000	$ 32,394	$ 29,902	$ 62,296	$ 32,394	$ 29,902	$ 62,296	0%	1%	1%
13	Leveraging - CSD [4]	$ 1,523,511	$ 668,591	$ 2,192,102	$ 35,462	$ 32,734	$ 68,196	$ 35,462	$ 32,734	$ 68,196	2%	5%	3%
14	Pilot	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
15	Measurement and Evaluation Studies	$ 62,550	$ 27,450	$ 90,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
16	Regulatory Compliance	$ 1,147,208	$ 240,142	$ 1,387,350	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
17	General Administration	$ 182,090	$ 79,910	$ 262,000	$ 5,525	$ 5,100	$ 10,626	$ 5,525	$ 5,100	$ 10,626	3%	6%	4%
18													
19	**TOTAL UNSPENT PROGRAM COSTS [5]**	**$ 33,402,000**	**$ 13,682,384**	**$ 47,084,384**	**$ 75,409**	**$ 69,609**	**$ 145,018**	**$ 75,409**	**$ 69,609**	**$ 145,018**	**0%**	**1%**	**0%**

20
21
22 [1] Authorized budget has been updated with midcycle request as per approval from AL 3990-G/5329-E A/B
23 [2] Incremental increases in existing energy efficiency measures from new directives (e.g., removal of 3 measure minimum) use authorized funds shown in Table 1 until depleted, then will use carryover funds.
24 New measures and activities not included in PG&E' Application use 2009-2016 unspent funds.
25 [3] Reflects a new budget category and includes the primary administrative fee for Implementer(s), including multifamily SPOC activities.
26 [4] Includes unspent funds transferred to Marin Clean Energy (as authorized by OP 147 in Decision 16-11-022) and unspent funds to support Department of Community Services and Development's Low-Income Weatherization Program initiative.
27 **Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Energy Savings Assistance Program Table 2 - Measure Installations and Savings
Pacific Gas and Electric Company
Through January 31, 2019*

		ESA Program (Summary)Total							ESA Program (First Touch Homes Treated)							ESA Program (Re-Treated Homes/Go Backs)						
			Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation					
	Measures	Units	Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses ($)	% of Expenditure	Units	Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses ($)	% of Expenditure	Units	Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses ($)	% of Expenditure
	Appliances		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)															
	High Efficiency Clothes Washer	Each							Each							Each						
	Refrigerators	Each							Each							Each						
	Microwaves [5]	Each							Each							Each						
	Domestic Hot Water																					
	Water Heater Blanket [6]	Each							Home							Home						
	Low Flow Shower Head [6]	Each							Home							Home						
	Water Heater Pipe Insulation [6]	Home							Home							Home						
	Faucet Aerator [6]	Home							Home							Home						
	Water Heater Repair/Replacement	Each							Each							Each						
	Thermostat-controlled Shower Valve	Each							Each							Each						
	New - Combined Showerhead/TSV	Each							Each							Each						
	New - Heat Pump Water Heater	Each							Each							Each						
	New - Tub Diverter/ Tub Spout	Each							Each							Each						
	Enclosure																					
	Air Sealing / Envelope [1]	Home							Home							Home						
	Attic Insulation	Home							Home							Home						
	HVAC																					
	FAU Standing Pilot Conversion	Each							Each							Each						
	Furnace Repair/Replacement	Each							Each							Each						
	Room A/C Replacement	Each							Each							Each						
	Central A/C replacement	Each							Each							Each						
	Heat Pump Replacement	Each							Each							Each						
	Evaporative Cooler	Each							Each							Each						
	Duct Testing and Sealing	Home							Home							Home						
	New - Energy Efficient Fan Control	Home							Home							Home						
	New - Prescriptive Duct Sealing	Home							Home							Home						
	New - High Efficiency Forced Air Unit (HE FAU)	Home							Home							Home						
	Maintenance																					
	Furnace Clean and Tune	Home							Home							Home						
	Central A/C Tune up	Home							Home							Home						
	Lighting																					
	Interior Hard wired LED fixtures	Each							Each							Each						
	Exterior Hard wired LED fixtures	Each							Each							Each						
	Torchiere LED	Each							Each							Each						
	Vacancy Sensor	Each							Each							Each						
	LED Night Lights	Each							Each							Each						
	New - LED Diffuse Bulb (60W Replacement)	Each							Each							Each						
	New - LED Reflector Bulb	Each							Each							Each						
	New - LED Reflector Downlight Retrofit Kits	Each							Each							Each						
	New - LED A-Lamps	Each							Each							Each						
	Miscellaneous																					
	Pool Pumps	Each							Each							Each						
	Smart Power Strips - Tier 1	Each							Each							Each						
	New - Smart Power Strips - Tier 2	Each							Each							Each						
	Pilots																					
	Customer Enrollment																					
	Outreach & Assessment	Home	3,164				$ 150,940		Home	1,762				$ 84,057		Home	1,402				$ 66,883	
	In-Home Education	Home	3,164				$ 44,953		Home	1,762				$ 25,034		Home	1,402				$ 19,919	
	Total Savings/Expenditures			-	-	-	$ 195,893				-	-	-	$ 109,091				-	-	-	$ 86,802	
	Total Households Weatherized [2]																					
	Households Treated	Total (K+S)							**First Touches**							**Re-treated Homes/Go-Backs**						
	- Single Family Households Treated	Home	2,454						Home	1,344						Home	1,110					
	- Multi-family Households Treated	Home	455						Home	264						Home	191					
	- Mobile Homes Treated	Home	255						Home	154						Home	101					
	Total Number of Households Treated	Home	**3,164**						Home	**1,762**						Home	**1,402**					
	# Eligible Households to be Treated for PY [3]	Home	102,237						Home	46,006						Home	56,231					
	% of Households Treated	%	3%						%	4%						%	2%					
	- Master-Meter Households Treated	Home	130						Home	81						Home	49					

* Energy Saving data is unavailable for January report.
[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.
[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs
[3] Based on OP 79 of D.16-11-022.
[4] All savings are calculated based on the following sources:
Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013
[5] Microwave savings are from ECONorthWest Studies received in December of 2011
[6] Evergreen Economics "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011

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	**Energy Savings Assistance Program Table 2A**							
2	**Pacific Gas and Electric Company**							
3	**Through January 31, 2019**							
4								
5			**ESA Program - CSD Leveraging [6]**					
6			**Year-To-Date Completed & Expensed Installation**					
7	**Measures**	**Units**	**Quantity Installed**	**kWh [3] (Annual)**	**kW [3] (Annual)**	**Therms [3] (Annual)**	**Expenses ($)**	**% of Expenditure**
8	**Appliances**							
9	High Efficiency Clothes Washer	Each						
10	Refrigerators	Each						
11	Microwaves [4]	Each						
12	**Domestic Hot Water**							
13	Water Heater Blanket [5]	Home						
14	Low Flow Shower Head [5]	Home						
15	Water Heater Pipe Insulation [5]	Home						
16	Faucet Aerator [5]	Home						
17	Water Heater Repair/Replacement	Each						
18	Thermostat-controlled Shower Valve	Each						
19	New - Combined Showerhead/TSV	Each						
20	New - Heat Pump Water Heater	Each						
21	New - Tub Diverter/ Tub Spout	Each						
22	**Enclosure**							
23	Air Sealing / Envelope [1]	Home						
24	Attic Insulation	Home						
25	**HVAC**							
26	FAU Standing Pilot Conversion	Each						
27	Furnace Repair/Replacement	Each						
28	Room A/C Replacement	Each						
29	Central A/C replacement	Each						
30	Heat Pump Replacement	Each						
31	Evaporative Cooler	Each						
32	Duct Testing and Sealing	Home						
33	New - Energy Efficient Fan Control	Home						
34	New - Prescriptive Duct Sealing	Home						
35	New - High Efficiency Forced Air Unit (HE FAU)	Home						
36	**Maintenance**							
37	Furnace Clean and Tune	Home						
38	Central A/C Tune up	Home						
39	**Lighting**							
40	Interior Hard wired LED fixtures	Each						
41	Exterior Hard wired LED fixtures	Each						
42	LED Torchiere	Each						
43	Vacancy Sensor	Each						
44	LED Night Lights	Each						
45	New - LED Diffuse Bulb (60W Replacement)	Each						
46	New - LED Reflector Bulb	Each						
47	New - LED Reflector Downlight Retrofit Kits	Each						
48	New - LED A-Lamps	Each						
49	**Miscellaneous**							
50	Pool Pumps	Each						
51	Smart Power Strips - Tier 1	Each						
52	New - Smart Power Strips - Tier 2	Each						
53	**Pilots**							
54								
55	**Customer Enrollment**							
56	Outreach & Assessment	Home						
57	In-Home Education	Home						
58								
59	**Total Savings/Expenditures**							
60								
61	Total Households Weatherized [2]							
62								
63	**CSD MF Buildings Treated**					**Total**		
64								
65	- Multifamily							
66								
67								
68	[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking							
69	minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.							
70	[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.							
71	[3] All savings are calculated based on the following sources:							
72	Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013							
73	[4] Microwave savings are from ECONorthWest Studies received in December of 2011.							
74	[5] Evergreen Economics "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011							
75	[6] LIWP leveraging will begin in 2018. PG&E is working with CSD on the process to leverage funding for CSD LIWP efforts for those measures provided by the ESA Program, preserving the remaining CSD funding for use to install central systems and common area., as required by D.17-12-009, OP.41.d.							
76								
77	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD							

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

	A	B
1	**Energy Savings Assistance Program Table 3**	
2	**Energy Savings and Average Savings Per Treated Home / Common Area**	
3	**Pacific Gas and Electric Company**	
4	**Through January 31, 2019***	
5	**ESA Program**	
6	Annual kWh Savings	
7	Annual Therm Savings	
8	Lifecycle kWh Savings	
9	Lifecycle Therm Savings	
10	Current kWh Rate	$ 0.1352
11	Current Therm Rate	$ 1.1767
12	Average 1st Year Bill Savings / Treated households	
13	Average Lifecycle Bill Savings / Treated Household	
14		
15		
16	**ESA Program - CSD Leveraging [1]**	
17	Annual kWh Savings	
18	Annual Therm Savings	
19	Lifecycle kWh Savings	
20	Lifecycle Therm Savings	
21	Current kWh Rate	$ -
22	Current Therm Rate	$ -
23	Average 1st Year Bill Savings / Treated Households	$ -
24	Average Lifecycle Bill Savings / Treated Household	$ -
25		
26		
27	**ESA Program - Multifamily Common Area [2]**	
28	Annual kWh Savings	
29	Annual Therm Savings	
30	Lifecycle kWh Savings	
31	Lifecycle Therm Savings	
32	Current kWh Rate	$ -
33	Current Therm Rate	$ -
34	Average 1st Year Bill Savings / Treated Buildings	$ -
35	Average Lifecycle Bill Savings / Treated Buildings	$ -
36		
37		
38	**Summary (ESA Program, CSD Leveraging, and Multifamily Common Area)**	
39	Annual kWh Savings	
40	Annual Therm Savings	
41	Lifecycle kWh Savings	
42	Lifecycle Therm Savings	
43	Current kWh Rate	$ -
44	Current Therm Rate	$ -
45	Average 1st Year Bill Savings / Treated households and Buildings	$ -
46	Average Lifecycle Bill Savings / Treated Household and Buildings	$ -
47		
48	* Energy Saving data is unavailable for January report.	
49	[1] LIWP leveraging will begin in 2018. PG&E is working with CSD on the process to leverage funding for CSD LIWP efforts for those measures provided by the ESA Program, preserving the remaining CSD funding for use to install central systems and common area., as required by D.17-12-009, OP.41.d.	
50	[2] Implementation of the MF CAM Initiative is pending approval of PG&E's March 1, 2018 Advice Letter.	
51	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	**Energy Savings Assistance Program Table 4A - ESA Homes/Buildings Treated**						
2	**Pacific Gas and Electric Company**						
3	**Through January 31, 2019**						
4							
5	**ESA Program**						
6		**Eligible Households**			**Households Treated YTD**		
7	**County**	**Rural [1]**	**Urban**	**Total**	**Rural**	**Urban**	**Total**
8	ALAMEDA	5	148,675	**148,680**	0	305	**305**
9	ALPINE	187	0	**187**	0	0	**0**
10	AMADOR	4,899	1	**4,900**	5	0	**5**
11	BUTTE	13,070	19,628	**32,698**	17	16	**33**
12	CALAVERAS	7,311	41	**7,352**	13	0	**13**
13	COLUSA	2,904	10	**2,914**	0	0	**0**
14	CONTRA COSTA	11	90,884	**90,895**	0	162	**162**
15	EL DORADO	6,045	6,873	**12,918**	15	8	**23**
16	FRESNO	182	134,959	**135,141**	0	570	**570**
17	GLENN	5,266	1	**5,267**	43	0	**43**
18	HUMBOLDT	24,331	1	**24,332**	62	0	**62**
19	KERN	57,016	40,935	**97,951**	203	105	**308**
20	KINGS	8,224	102	**8,326**	26	0	**26**
21	LAKE	13,164	1	**13,165**	32	0	**32**
22	LASSEN	286	0	**286**	0	0	**0**
23	MADERA	6,843	14,264	**21,107**	10	30	**40**
24	MARIN	0	21,934	**21,934**	0	3	**3**
25	MARIPOSA	2,957	18	**2,975**	2	0	**2**
26	MENDOCINO	12,687	6	**12,693**	2	0	**2**
27	MERCED	19,823	19,022	**38,845**	45	62	**107**
28	MONTEREY	4,793	38,143	**42,936**	17	56	**73**
29	NAPA	1	10,768	**10,769**	0	17	**17**
30	NEVADA	11,620	11	**11,631**	14	0	**14**
31	PLACER	9,878	20,779	**30,657**	15	13	**28**
32	PLUMAS	2,519	82	**2,601**	0	0	**0**
33	SACRAMENTO	0	151,353	**151,353**	0	190	**190**
34	SAN BENITO	4,266	102	**4,368**	5	0	**5**
35	SAN BERNARDINO	303	43	**346**	0	0	**0**
36	SAN FRANCISCO	0	103,841	**103,841**	0	106	**106**
37	SAN JOAQUIN	8,562	79,822	**88,384**	14	136	**150**
38	SAN LUIS OBISPO	17,153	10,721	**27,874**	32	3	**35**
39	SAN MATEO	2	53,733	**53,735**	0	32	**32**
40	SANTA BARBARA	1,396	16,212	**17,608**	0	15	**15**
41	SANTA CLARA	4,324	124,202	**128,526**	8	154	**162**
42	SANTA CRUZ	6	27,675	**27,681**	0	82	**82**
43	SHASTA	10,657	12,112	**22,769**	33	33	**66**
44	SIERRA	308	4	**312**	0	0	**0**
45	SISKIYOU	16	0	**16**	0	0	**0**
46	SOLANO	0	40,301	**40,301**	0	93	**93**
47	SONOMA	2,236	45,696	**47,932**	2	66	**68**
48	STANISLAUS	27,121	31,307	**58,428**	42	24	**66**
49	SUTTER	0	12,416	**12,416**	0	30	**30**
50	TEHAMA	12,583	12	**12,595**	22	0	**22**
51	TRINITY	783	0	**783**	0	0	**0**
52	TULARE	8,518	767	**9,285**	63	0	**63**
53	TUOLUMNE	8,874	0	**8,874**	14	0	**14**
54	YOLO	1	27,546	**27,547**	0	65	**65**
55	YUBA	121	10,131	**10,252**	0	32	**32**
56	**Total**	**321,252**	**1,315,134**	**1,636,386**	**756**	**2,408**	**3,164**
57							
58							
59	**ESA Program - CSD LIWP Leveraging [2]**						
60					**Households Treated YTD**		
61	**County**				**Rural [1]**	**Urban**	**Total**
62							**0**
63							**0**
64	**Total**				**0**	**0**	**0**
65							
66							
67	**ESA Program - Multifamily Common Area [3]**						
68					**Buildings Treated YTD**		
69	**County**				**Rural [1]**	**Urban**	**Total**
70							**0**
71							**0**
72	**Total**				**0**	**0**	**0**
73							
74	[1] For IOU Low Income-related and Energy Efficiency reporting and analysis, the Goldsmith definition of rural is applied.						
75	[2] LIWP leveraging will begin in 2018. PG&E is working with CSD on the process to leverage funding for CSD LIWP efforts for those measures provided by the ESA Program, preserving the remaining CSD funding for use to install central systems and common area., as required by D.17-12-009, OP.41.d.						
76	[3] Implementation of the MF CAM Initiative is pending approval of PG&E's March 1, 2018 Advice Letter.						
77	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

Energy Savings Assistance Program Table 4B - ESA Homes Unwilling / Unable to Participate
Pacific Gas and Electric Company
Through January 31, 2019

ESA Program

	Reason Provided						
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/ Ineligible
ALAMEDA	13	1	0	4	2	0	37
ALPINE	0	0	0	0	0	0	0
AMADOR	7	2	0	6	0	0	0
BUTTE	24	0	46	0	1	0	3
CALAVERAS	12	2	0	1	0	0	4
COLUSA	4	0	0	1	0	0	2
CONTRA COSTA	26	2	1	56	1	0	39
EL DORADO	29	4	0	3	0	0	0
FRESNO	6	0	0	1	2	0	97
GLENN	11	1	0	1	2	0	2
HUMBOLDT	2	0	0	0	0	0	9
KERN	23	11	0	5	1	0	42
KINGS	0	0	0	0	0	0	0
LAKE	48	0	0	0	0	0	0
LASSEN	5	0	0	0	0	0	0
MADERA	11	4	0	6	1	0	26
MARIN	3	1	0	0	0	0	1
MARIPOSA	0	0	0	0	0	0	1
MENDOCINO	20	6	0	0	0	0	1
MERCED	33	9	0	8	2	0	65
MONTEREY	1	0	0	0	0	0	2
NAPA	4	0	0	3	0	0	3
NEVADA	39	0	0	4	0	0	1
PLACER	49	5	1	20	2	0	8
PLUMAS	2	0	2	0	0	0	0
SACRAMENTO	381	26	1	205	9	0	52
SAN BENITO	0	0	0	0	0	0	0
SAN BERNARDINO	0	0	0	0	0	0	0
SAN FRANCISCO	7	2	0	10	0	0	7
SAN JOAQUIN	15	6	1	10	2	0	60
SAN LUIS OBISPO	3	2	0	1	1	0	1
SAN MATEO	0	0	0	0	2	0	3
SANTA BARBARA	3	0	0	0	1	0	0
SANTA CLARA	3	1	1	0	0	0	5
SANTA CRUZ	0	0	0	0	0	0	3
SHASTA	8	0	1	0	0	0	5
SIERRA	0	0	0	0	0	0	0
SISKIYOU	0	0	0	0	0	0	0
SOLANO	18	1	0	127	3	0	41
SONOMA	1	0	0	1	1	0	3
STANISLAUS	21	4	1	2	4	0	24
SUTTER	51	0	0	0	0	0	2
TEHAMA	15	2	0	0	2	0	6
TRINITY	0	0	0	0	0	0	0
TULARE	0	0	0	1	0	0	0
TUOLUMNE	1	0	0	0	0	0	6
YOLO	8	1	2	26	2	0	17
YUBA	29	0	0	0	0	0	4
Total	**936**	**93**	**57**	**502**	**41**	**0**	**582**

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

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

ESA Program

	Gas & Electric				Gas Only				Electric Only				Total			
		(Annual)				(Annual)				(Annual)				(Annual)		
Month	# of Household Treated by Month	Therm	kWh	kW	# of Household Treated by Month	Therm	kWh	kW	# of Household Treated by Month	Therm	kWh	kW	# of Household Treated by Month	Therm	kWh	kW
January	2,202				312				650				3,164	-	-	-
February																
March																
April																
May																
June																
July																
August																
September																
October																
November																
December																
YTD	**2,202**	**-**	**-**	**-**	**312**	**-**	**-**	**-**	**650**	**-**	**-**	**-**	**3,164**	**-**	**-**	**0**

* Energy Saving data is unavailable for January report.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

ESA Program - CSD Leveraging [1]

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

[1] LIWP leveraging will begin in 2018. PG&E is working with CSD on the process to leverage funding for CSD LIWP efforts for those measures provided by the ESA Program, preserving the remaining CSD funding for use to install central systems and common area., as required by D.17-12-009, OP.41.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

ESA Program - Multifamily Common Area [2]

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

[2] Implementation of the MF CAM Initiative is pending approval of PG&E's March 1, 2018 Advice Letter.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	**Energy Savings Assistance Program Table 6 - ESA Expenditures for Pilots and Studies**												
2	**Pacific Gas and Electric Company**												
3	**Through January 31, 2019**												
4		**Authorized Funding**			**Current Month Expenses**			**Expenses Since January 1, 2017**			**% of Budget Expensed**		
5		**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
6	**Pilots**												
7	Programmable Controllable Thermostat/ Smart Thermostat TOU [1]	$ 290,000	$ -	$ 290,000	$ 1	$ -	$ 1	$ 39,943	$ -	$ 39,943	14%	0%	14%
8	Consumption Driven Weatherization Pilot [2]	$ 250,100	$ 159,900	$ 408,000	$ -	$ -	$ -	$ 88,913	$ 82,074	$ 170,987	36%	51%	42%
9	**Total Pilots**	**$540,100**	**$159,900**	**$698,000**	**$1**	**$0**	**$1**	**$128,856**	**$82,074**	**$210,930**	**24%**	**51%**	**30%**
10													
11	**Studies**												
12	Low Income Needs Assessment (LINA) Study [3]	$ 78,000	$ 72,000	$ 150,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
13	Load Impact Evaluation Study [4]	$ 95,700	$ 69,300	$ 165,000	$ 18,249	$ 13,215	$ 31,464	$ 90,480	$ 65,520	$ 156,000	95%	95%	95%
14	Non Energy Benefits (NEB) Study [5]	$ 23,400	$ 21,600	$ 45,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
15	2017 Potential and Goals Study	$ 46,800	$ 43,200	$ 90,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
16	Rapid Feedback Research and Analysis	$ 104,000	$ 96,000	$ 200,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
17													
18	**Total Studies**	**$347,900**	**$302,100**	**$650,000**	**$18,249**	**$13,215**	**$31,464**	**$90,480**	**$65,520**	**$156,000**	26%	22%	24%
19													
20	[1] D.17-12-009, Attachment 1 (modified D.16-11-022), OP.66 directed electric IOUs to file PCT pilot implementation plans by March 1, 2018. PG&E's AL 5242-E (filed March 1, 2018) has not yet been authorized and this pilot has not yet begun. D.16-11-022 authorized $250,000.												
21	[2] PG&E proposed the CDWx pilot in its 2015-2017 ESA Application, authorized in D.16-11-022, OP.144. In December 2017, PG&E requested and was granted an extension to implement this pilot so that CSD could be included in it. This pilot will begin implementation in 2018.												
22	[3] A contract for this statewide study was awarded in January 2018. SCE is the project manager. There has been no cross-billing.												
23	[4] SCG is the contract manager of this co-funded statewide study. Cross-billing from SCG typically occurs quarterly.												
24	[5] This statewide study was bid out on March 23, 2018, and a consultant has not yet been selected. SDG&E is the contract manager.												
25													
26	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D
1	**Energy Savings Assistance Program Table 7**			
2	**Homes Receiving Second Refrigerators and In-Home Energy Education Only**			
3	**Pacific Gas and Electric Company**			
4	**Through January 31, 2019**			
5				
6	**Measures**	**Units**	**Received Refrigerator**	**Not eligible for Refrigerator Due to Less than Six Occupants**
7	Second Refrigerators	Each	19	84
8				
9				
10				
11	**Measures**	**Units**	**Households that Only Received Energy Education**	
12	In-Home Energy Education	Home	10	
13				
14				
15				
16	**Households for My Energy/My Account Platform**			
17	**Opt-Out**	**Already Enrolled**	**Opt-In**	
18			593	
19				
20				
21				
22				
23	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.			

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	**CARE Table 1 - CARE Program Expenses**												
2	**Pacific Gas and Electric Company**												
3	**Through January 31, 2019**												
4		**Authorized Budget**			**Current Month Expenses**			**Year to Date Expenses**			**% of Budget Spent YTD**		
5	**CARE Program:**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
6	Outreach [6]	$ 7,661,248	$ 1,915,404	**$ 9,576,653**	$ 361,886	$ 90,472	**$ 452,358**	$ 361,886	$ 90,472	**$ 452,358**	5%	5%	5%
7	Processing / Certification Re-certification [6]	$ 1,671,036	$ 417,759	**$ 2,088,796**	$ 45,437	$ 11,359	**$ 56,796**	$ 45,437	$ 11,359	**$ 56,796**	3%	3%	3%
8	Post Enrollment Verification [6]	$ 1,399,035	$ 349,759	**$ 1,748,793**	$ 64,182	$ 16,046	**$ 80,228**	$ 64,182	$ 16,046	**$ 80,228**	5%	5%	5%
9	IT Programming [6]	$ 1,643,408	$ 410,852	**$ 2,054,261**	$ 21,504	$ 5,376	**$ 26,880**	$ 21,504	$ 5,376	**$ 26,880**	1%	1%	1%
10	Cooling Centers [6]	$ 149,521	$ -	**$ 149,521**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	0%	0%	0%
11	Pilots/CHANGES Program [1][6]	$ 422,296	$ 105,574	**$ 527,869**	$ 135	$ 34	**$ 168**	$ 135	$ 34	**$ 168**	0%	0%	0%
12	Studies [2][6]	$ 127,741	$ 31,935	**$ 159,676**	$ (180)	$ (45)	**$ (225)**	$ (180)	$ (45)	**$ (225)**	0%	0%	0%
13	Regulatory Compliance [6]	$ 900,543	$ 225,136	**$ 1,125,679**	$ 10,307	$ 2,577	**$ 12,884**	$ 10,307	$ 2,577	**$ 12,884**	1%	1%	1%
14	General Administration [6]	$ 899,627	$ 224,907	**$ 1,124,533**	$ 26,343	$ 6,586	**$ 32,928**	$ 26,343	$ 6,586	**$ 32,928**	3%	3%	3%
15	CPUC Energy Division	$ 102,400	$ 25,600	**$ 128,000**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	0%	0%	0%
16													
17	**SUBTOTAL MANAGEMENT COSTS [3]**	**$ 14,976,855**	**$ 3,706,926**	**$ 18,683,781**	**$ 529,614**	**$ 132,403**	**$ 662,017**	**$ 529,614**	**$ 132,403**	**$ 662,017**	**4%**	**4%**	**4%**
18													
19	CARE Rate Discount [4]	$ 474,548,904	$ 118,637,226	**$ 593,186,130**	$ 46,144,086	$ 18,642,212	**$ 64,786,298**	$ 46,144,086	$ 18,642,212	**$ 64,786,298**	10%	16%	11%
20													
21	**TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS**	**$ 489,525,759**	**$ 122,344,152**	**$ 611,869,911**	**$ 46,673,700**	**$ 18,774,616**	**$ 65,448,316**	**$ 46,673,700**	**$ 18,774,616**	**$ 65,448,316**	**10%**	**15%**	**11%**
22													
23	Other CARE Rate Benefits												
24	- DWR Bond Charge Exemption				$ 2,395,577		$ 2,395,577	$ 2,395,577		$ 2,395,577			
25	- CARE PPP Exemption [5]				$ 4,204,008	$ 1,538,986	$ 5,742,994	$ 4,204,008	$ 1,538,986	$ 5,742,994			
26	- California Solar Initiative Exemption				$ (177,439)		$ (177,439)	$ (177,439)		$ (177,439)			
27	- kWh Surcharge Exemption						$ -			$ -			
28	Total Other CARE Rate Benefits				**$ 6,422,146**	**$ 1,538,986**	**$ 7,961,132**	**$ 6,422,146**	**$ 1,538,986**	**$ 7,961,132**			
29													
30	Indirect Costs	$ 725,051	$ 181,263	**$ 906,314**									
31													
32													
33	[1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.												
34	[2] Reflects the Annual Eligibility Estimates prepared by Athens Research on behalf of the utilities. This efforts was formerly referenced in Measurement and Evaluation.												
35	[3] Reflects the authorized funding per year in D.16-11-022 and D.17-12-009, and updated via PG&E Mid-Cycle Update Advice Letter 3990-G/5329-E, 3990-G-A/5329-E-A, 3990-G-B/5329-E-B.												
36	[4] Per D.02-09-021, PG&E is authorized to recover the full value of the discount through the CARE two-way balancing account on an automatic pass-through basis.												
37	[5] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin and the CARE surcharge.												
38	[6] Program authorized budget included employee benefits costs of $906,314 as authorized in the 2017 GRC Decision (D.) 17-05-013. Actual employee benefit burden costs have been included in the program monthly and YTD expenses.												
39													
40	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												
41													

CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration
Pacific Gas and Electric Company
Through January 31, 2019

2018	New Enrollment										Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)
	Automatic Enrollment				Self-Certification (Income or Categorical)					Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response[4]	Failed PEV	Failed Recertification	Other[5]	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)			
	Inter-Utility [1]	Intra-Utility [2]	Leveraging [3]	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)															
January	0	3,462	0	3,462	13,979	4,234	1,044	113	19,370	22,832	30,095	8,634	8,933	47,662	n/a	3,173	6,114	11,021	20,308	70,494	2,524	1,378,527	1,446,414	95.3%
February																								
March																								
April																								
May																								
June																								
July																								
August																								
September																								
October																								
November																								
December																								
YTD Total	**0**	**3,462**	**0**	**3,462**	**13,979**	**4,234**	**1,044**	**113**	**19,370**	**22,832**	**30,095**	**8,634**	**8,933**	**47,662**	**0**	**3,173**	**6,114**	**11,021**	**20,308**	**70,494**	**2,524**	**1,378,527**	**1,446,414**	**95.3%**

[1] Enrollments via data sharing between the IOUs.
[2] Enrollments via data sharing between departments and/or programs within the utility.
[3] Enrollments via data sharing with programs outside the IOU that serve low-income customers.
[4] PG&E counts attrition due to no response in the Failed PEV and Failed Recertification columns, respectively.
[5] Includes customers who closed their accounts, requested to be removed, or were otherwise ineligible for the program.

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

	A	B	C	D	E	F	G	H	I
1	**CARE Table 3A - Post-Enrollment Verification Results (Model)**								
2	**Pacific Gas and Electric Company**								
3	**Through January 31, 2019**								
4	**Month**	**Total CARE Households Enrolled**	**Households Requested to Verify**	**% of CARE Enrolled Requested to Verify Total**	**CARE Households De-enrolled (Due to no response)**	**CARE Households De-enrolled (Verified as Ineligible)[1]**	**Total Households De-enrolled[2]**	**% De-enrolled through Post Enrollment Verification**	**% of Total CARE Households De-enrolled**
5	**January**	1,378,527	3,114	0.23%					
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**	**1,378,527**	**3,114**	**0.23%**	**0**	**0**	**0**	**0.00%**	**0.00%**
18									
19	[1] Includes customers verified as over income or who requested to be de-enrolled.								
20	[2] Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
21									
22	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
23									
24									
25	**CARE Table 3B Post-Enrollment Verification Results (Electric-Only High Usage)**								
26	**Pacific Gas and Electric Company**								
27	**Through January 31, 2019**								
28	**Month**	**Total CARE Households Enrolled**	**Households Requested to Verify [1]**	**% of CARE Enrolled Requested to Verify Total**	**CARE Households De-enrolled (Due to no response)**	**CARE Households De-enrolled (Verified as Ineligible) [2]**	**Total Households De-enrolled [3]**	**% De-enrolled through HU Post Enrollment Verification**	**% of Total CARE Households De-enrolled**
29	**January**	1,378,527	2,866	0.21%					
30	**February**								
31	**March**								
32	**April**								
33	**May**								
34	**June**								
35	**July**								
36	**August**								
37	**September**								
38	**October**								
39	**November**								
40	**December**								
41	**YTD Total**	**1,378,527**	**2,866**	**0.21%**	**0**	**0**	**0**	**0.00%**	**0.00%**
42									
43	[1] Includes all participants who were selected for high usage verification process. Closed accounts will not be tracked in Ineligible or De-enrolled data.								
44	[2] Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.								
45	[3] Verification results are tied to the month initiated and the high usage verification process allows customers 90 days to respond to the verification process. Each utility may have a different de-enrollment date due to billing cycle or other contributing factors.								
46									
47	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G
1	**CARE Table 4 - CARE Self-Certification and Self-Recertification Applications [1]**						
2	**Pacific Gas and Electric Company**						
3	**Through January 31, 2019**						
4		**Provided [2]**	**Received**	**Approved**	**Denied**	**Pending/Never Completed**	**Duplicates**
5	Total (Y-T-D)	121,471	44,680	38,960	2,660	3,060	8,634
6	Percentage[3]		100%	87%	6%	7%	19%
7							
8	[1] Includes sub-metered customers.						
9	[2] Includes number of applications provided via direct mail campaigns, call centers, bill inserts and other outreach methods. Because there are other means by which customers obtain applications which are not counted, this number is only an approximation.						
10	[3] Percentage of Received. Duplicates are also counted as Approved, so the total will not add up to 100%.						
11							
12	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
13							

	A	B	C	D	E	F	G	H	I	J
1	**CARE Table 5 - Enrollment by County**									
2	**Pacific Gas and Electric Company**									
3	**Through January 31, 2019**									
4	**County**	**Estimated Eligible Households**			**Total Households Enrolled**			**Penetration Rate**		
5		**Urban**	**Rural [1]**	**Total**	**Urban**	**Rural [1]**	**Total**	**Urban**	**Rural [1]**	**Total**
6	ALAMEDA	117,944	3	117,947	116,585	6	116,591	98.8%	227.1%	98.9%
7	ALPINE	0	187	187	0	6	6	n/a	3.2%	3.2%
8	AMADOR	1	4,841	4,842	0	4,216	4,216	0.0%	87.1%	87.1%
9	BUTTE	18,503	12,649	31,151	18,079	12,079	30,158	97.7%	95.5%	96.8%
10	CALAVERAS	41	7,309	7,350	42	5,015	5,057	103.7%	68.6%	68.8%
11	COLUSA	8	2,850	2,858	12	3,380	3,392	149.2%	118.6%	118.7%
12	CONTRA COSTA	79,633	11	79,644	84,703	3	84,706	106.4%	28.0%	106.4%
13	EL DORADO	6,858	6,041	12,898	5,220	5,420	10,640	76.1%	89.7%	82.5%
14	FRESNO	128,361	169	128,530	150,509	120	150,629	117.3%	71.0%	117.2%
15	GLENN	1	5,228	5,229	1	4,619	4,620	157.3%	88.3%	88.4%
16	HUMBOLDT	1	23,474	23,475	0	17,062	17,062	0.0%	72.7%	72.7%
17	KERN	39,953	55,868	95,820	43,393	63,618	107,011	108.6%	113.9%	111.7%
18	KINGS	101	8,219	8,320	114	9,045	9,159	112.4%	110.1%	110.1%
19	LAKE	1	13,159	13,159	2	12,335	12,337	268.7%	93.7%	93.8%
20	LASSEN	0	286	286	0	172	172	n/a	60.0%	60.0%
21	MADERA	14,051	6,813	20,863	16,504	5,370	21,874	117.5%	78.8%	104.8%
22	MARIN	18,400	0	18,400	11,958	0	11,958	65.0%	n/a	65.0%
23	MARIPOSA	17	2,962	2,980	13	2,126	2,139	74.3%	71.8%	71.8%
24	MENDOCINO	6	12,555	12,561	6	10,103	10,109	101.3%	80.5%	80.5%
25	MERCED	18,641	19,055	37,697	19,419	20,489	39,908	104.2%	107.5%	105.9%
26	MONTEREY	34,203	4,411	38,614	35,773	6,116	41,889	104.6%	138.7%	108.5%
27	NAPA	9,866	0	9,866	10,517	0	10,517	106.6%	0.0%	106.6%
28	NEVADA	11	11,372	11,382	1	9,217	9,218	9.5%	81.1%	81.0%
29	PLACER	20,200	9,291	29,490	12,077	7,417	19,494	59.8%	79.8%	66.1%
30	PLUMAS	82	2,519	2,600	10	1,752	1,762	12.2%	69.6%	67.8%
31	SACRAMENTO	127,290	0	127,290	96,081	0	96,081	75.5%	n/a	75.5%
32	SAN BENITO	100	4,192	4,292	61	4,749	4,810	61.0%	113.3%	112.1%
33	SAN BERNARDINO	43	303	346	35	245	280	81.3%	80.8%	80.8%
34	SAN FRANCISCO	66,810	0	66,810	61,235	0	61,235	91.7%	n/a	91.7%
35	SAN JOAQUIN	74,066	8,165	82,231	78,674	8,697	87,371	106.2%	106.5%	106.3%
36	SAN LUIS OBISPO	10,603	17,215	27,817	4,741	12,509	17,250	44.7%	72.7%	62.0%
37	SAN MATEO	42,086	0	42,086	31,903	0	31,903	75.8%	n/a	75.8%
38	SANTA BARBARA	16,161	1,364	17,525	16,808	701	17,509	104.0%	51.4%	99.9%
39	SANTA CLARA	98,059	3,697	101,756	95,294	2,656	97,950	97.2%	71.8%	96.3%
40	SANTA CRUZ	24,696	6	24,701	19,475	1	19,476	78.9%	18.1%	78.8%
41	SHASTA	11,441	10,518	21,959	9,640	8,580	18,220	84.3%	81.6%	83.0%
42	SIERRA	4	308	312	2	121	123	52.7%	39.2%	39.4%
43	SISKIYOU	0	16	16	0	5	5	n/a	31.1%	31.1%
44	SOLANO	36,710	0	36,710	41,113	0	41,113	112.0%	n/a	112.0%
45	SONOMA	42,357	2,216	44,573	37,428	2,485	39,913	88.4%	112.2%	89.5%
46	STANISLAUS	29,032	26,325	55,357	24,519	22,671	47,190	84.5%	86.1%	85.2%
47	SUTTER	11,342	0	11,342	13,492	0	13,492	119.0%	0.0%	119.0%
48	TEHAMA	12	12,425	12,437	11	11,381	11,392	90.8%	91.6%	91.6%
49	TRINITY	0	778	778	0	280	280	n/a	36.0%	36.0%
50	TULARE	756	8,531	9,287	341	9,403	9,744	45.1%	110.2%	104.9%
51	TUOLUMNE	0	8,873	8,873	0	6,821	6,821	0.0%	76.9%	76.9%
52	YOLO	23,949	1	23,950	19,995	1	19,996	83.5%	147.9%	83.5%
53	YUBA	9,697	117	9,814	11,639	110	11,749	120.0%	93.8%	119.7%
54	**Total**	**1,132,096**	**314,318**	**1,446,414**	**1,087,425**	**291,102**	**1,378,527**	**96.1%**	**92.6%**	**95.3%**
55										
56	[1] "Rural" includes ZIP Codes classified as such by the Goldsmith modification that was developed to identify small									
57	towns and rural areas within large metropolitan counties. ZIP Codes not defined as rural are classified as urban.									
58										
59	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	**CARE Table 6 - Recertification Results**							
2	**Pacific Gas and Electric Company**							
3	**Through January 31, 2019**							
4	**Month**	**Total CARE Households**	**Households Requested to Recertify [1]**	**% of Households Total (C/B)**	**Households Recertified [2]**	**Households De-enrolled [3]**	**Recertification Rate % [4] (E/C)**	**% of Total Households De-enrolled (F/B)**
5	January	1,378,527	21,179	1.5%				
6	February							
7	March							
8	April							
9	May							
10	June							
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	**YTD**	**1,378,527**	**21,179**	**1.54%**	**0**	**0**	**0.00%**	**0.00%**
18								
19	[1] Excludes count of customers recertified through the probability model.							
20	[2] Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.							
21	[3] Includes customers who did not respond or who requested to be de-enrolled.							
22	[4] Percentage of customers recertified compared to the total participants requested to recertify in that month.							
23								
24	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	**CARE Table 7 - Capitation Contractors[1]**						
2	**Pacific Gas and Electric Company**						
3	**Through January 31, 2019**						
4	**Contractor**	**Contractor Type (Check one or more if applicable)**				**Total Enrollments**	
5							
6		**Private**	**CBO**	**WMDVBE**	**LIHEAP**	**Current Month**	**Year-to-Date**
7	ACC Senior Services		x			3	3
8	Amador-Tuolumne Community Action Agency		x		x	4	4
9	Arriba Juntos		x			0	0
10	Breathe California Central Coast		x			0	0
11	Breathe California of the Bay Area		x			1	1
12	Catholic Charities Diocese of Fresno		x			0	0
13	Central California Legal Services, Inc.		x			0	0
14	Central Coast Energy Services, Inc.		x		x	30	30
15	Cesar A Moncada DBA Moncada Outreach		x			15	15
16	Chinese Newcomers Service Center		x			1	1
17	Community Action Marin		x		x	0	0
18	Community Action Partnership of Madera County		x		x	3	3
19	Community Resource Project, Inc.		x		x	5	5
20	County of San Joaquin		x		x	10	10
21	Dignity Health		x			0	0
22	Disability Resource Agency for Independent Living		x			0	0
23	Filipino American Development Foundation		x			0	0
24	Good Samaritan Family Resource Center of San Francisco		x			2	2
25	Heritage Institute for Family Advocacy		x			21	21
26	Hip Housing Human Investment Project, Inc.		x			0	0
27	Housing Authority of the City of Fresno		x			1	1
28	Housing Authority of the County of Kern		x			0	0
29	KidsFirst		x			0	0
30	Kings Community Action Organization, Inc.		x		x	0	0
31	Madera Coalition for Community Justice		x			0	0
32	Marin Center for Independent Living		x			0	0
33	Merced County Community Action Agency		x		x	1	1
34	Oakland Citizens Committee for Urban Renewal		x			0	0
35	Project Access, Inc		x			0	0
36	Redwood Community Action Agency		x		x	8	8
37	Resources for Independece Central Valley		x			0	0
38	Rising Sun Energy Center		x			0	0
39	Sacred Heart Community Service		x		x	3	3
40	Self-Help for the Elderly		x			5	5
41	Southeast Asian Community Center		x			0	0
42	Suscol Intertribal Council		x			0	0
43	Tri-County Independent Living Center		x			0	0
44	UpValley Family Centers		x			0	0
45	West Valley Community Services		x			0	0
46	Yolo County Housing Authority		x			0	0
47	Yolo Family Resource Center (Empower Yolo)		x			0	0
48	**Total Enrollments**					**113**	**113**
49							
50	[1] All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
51							
52	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	**CARE Table 8 - Households as of Month-End**								
2	**Pacific Gas and Electric Company**								
3	**Through January 31, 2019**								
4	**Month**	**Gas and Electric**	**Gas Only**	**Electric Only**	**Total**	**Eligible Households**	**Penetration**	**% Change**	**Total Residential Accounts [1]**
5	January	825,366	217,143	336,018	1,378,527	1,446,414	95.3%	0.18%	5,507,346
6	February								
7	March								
8	April								
9	May								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17									
18	[1] Data represents total residential electric and gas households. This includes sub-metered households.								
19									
20	**Note**: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E
1	**CARE Program Table 9 - Expenditures for Pilots/CHANGES Program**				
2	**Pacific Gas and Electric Company**				
3	**Through January 31, 2019**				
4	**2019**	**Authorized 2018 Budget**	**Current Month Expenses**	**Expenses Since Jan. 1, 2019**	**% of 2018 Budget Expensed**
5		**Total**	**Total**	**Total**	**Total**
6					
7	CHANGES Program	$ 527,869	$ 168	$ 168	0%
8					
9					
10	**Total**	**$ 527,869**	**$ 168**	**$ 168**	**0%**
11					
12					
13	[1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.				
14					
15					
16	**Note**: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.				
17					

	A	B
1	**CARE Table 10 - CHANGES Monthly Summary of Ratepayers Provided Education, Needs Assistance and Dispute Resolution Services**	
2	**Pacific Gas and Electric Company**	
3	**Reporting Period December 2018[1]**	
4	**No. of attendees at education sessions**	**750**
5	**Disputes**	
6	Add Level Pay Plan	0
7	Assisted with CARE Re-Certification/Audit	0
8	Changed 3rd party Company/Gas Aggregation	22
9	Changed 3rd Party Electricity Aggregation	2
10	Medical Baseline Application	0
11	Refer to Energy Assistance Programs	18
12	Request Meter Service or Testing	0
13	Request Bill Adjustment	0
14	Request Customer Service Visit	0
15	Schedule Energy Audit	0
16	Payment Extension	10
17	Payment Plan	18
18	Solar	2
19	Stop Disconnection	15
20	Time of Use	0
21	Wildfire Related Issue	0
22	**Total disputes**	**87**
23	**Customers receiving Needs assistance**	**118**
24		
25		
26	**Education:** Education sessions were held in a mix of one on one, and group sessions. Education materials are available as fact sheets on the CPUC Website: http://consumers.cpuc.ca.gov/team_and_changes/	
27	**Disputes & Needs Assistance** - Support was provided in the following languages: Cambodian, Cantonese, English, French, Hindi, Hmong, Korean, Laotian, Portuguese, Spanish, Tagalog, Urdu, Vietnamese.	
28	[1]There is a one-month lag behind the current reporting month. This data was provided by CHANGES contractor, Self Help for the Elderly, via CSID.	
29	* Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	
30		

	A	B	C	D	E	F	G
1	**CARE Table 11 CHANGES Group Customer Assistance Sessions [1]**						
2	**Pacific Gas and Electric Company**						
3	**August 1, 2018 Through October 31, 2018**						
4				**Session Logistics**			
5	**Date[2]**	**Session Language**	**Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)**	**# of Sessions**	**Length (Hours)[3]**	**Number of Attendees**	**Description of Information / Literature Provided**
6	N/A	Cantonese	Avoiding Disconnection	7	N/A	105	CHANGES Ed Handout
7	N/A	Dari	Avoiding Disconnection	9	N/A	67	CHANGES Ed Handout
8	N/A	English	Avoiding Disconnection	2	N/A	11	CHANGES Ed Handout
9	N/A	English (Native American)	Avoiding Disconnection	1	N/A	93	CHANGES Ed Handout
10	N/A	Korean	Avoiding Disconnection	1	N/A	30	CHANGES Ed Handout
11	N/A	Portuguese	Avoiding Disconnection	2	N/A	71	CHANGES Ed Handout
12	N/A	Spanish	Avoiding Disconnection	13	N/A	310	CHANGES Ed Handout
13	N/A	Vietnamese	Avoiding Disconnection	4	N/A	133	CHANGES Ed Handout
14			**Total**	**39**		**820**	
15	N/A	Arabic	CARE/FERA and Other Assistance Programs	6	N/A	23	CHANGES Ed Handout
16	N/A	Cantonese	CARE/FERA and Other Assistance Programs	4	N/A	149	CHANGES Ed Handout
17	N/A	Dari	CARE/FERA and Other Assistance Programs	17	N/A	174	CHANGES Ed Handout
18	N/A	English	CARE/FERA and Other Assistance Programs	9	N/A	62	CHANGES Ed Handout
19	N/A	English (Native American)	CARE/FERA and Other Assistance Programs	1	N/A	77	CHANGES Ed Handout
20	N/A	Farsi	CARE/FERA and Other Assistance Programs	1	N/A	1	CHANGES Ed Handout
21		Korean	CARE/FERA and Other Assistance Programs	1	N/A	23	CHANGES Ed Handout
22	N/A	Mandarin	CARE/FERA and Other Assistance Programs	1	N/A	3	CHANGES Ed Handout
23	N/A	Pashto	CARE/FERA and Other Assistance Programs	6	N/A	21	CHANGES Ed Handout
24		Portuguese	CARE/FERA and Other Assistance Programs	2	N/A	78	CHANGES Ed Handout
25	N/A	Russian	CARE/FERA and Other Assistance Programs	3	N/A	23	CHANGES Ed Handout
26	N/A	Spanish	CARE/FERA and Other Assistance Programs	24	N/A	520	CHANGES Ed Handout
27	N/A	Tagalog	CARE/FERA and Other Assistance Programs	1	N/A	1	CHANGES Ed Handout
28	N/A	Vietnamese	CARE/FERA and Other Assistance Programs	3	N/A	125	CHANGES Ed Handout
29			**Total**	**79**		**1,280**	
30	N/A	Cantonese	Electric and Natural Gas Safety	6	N/A	152	CHANGES Ed Handout
31		Dari	Electric and Natural Gas Safety	6	N/A	34	CHANGES Ed Handout
32	N/A	English (Native American)	Electric and Natural Gas Safety	1	N/A	77	CHANGES Ed Handout
33		Korean	Electric and Natural Gas Safety	4	N/A	67	CHANGES Ed Handout
34	N/A	Portuguese	Electric and Natural Gas Safety	1	N/A	32	CHANGES Ed Handout
35	N/A	Spanish	Electric and Natural Gas Safety	5	N/A	87	CHANGES Ed Handout
36	N/A	Vietnamese	Electric and Natural Gas Safety	1	N/A	10	CHANGES Ed Handout
37			**Total**	**24**		**459**	
38	N/A	Cantonese	Energy Conservation	6	N/A	81	CHANGES Ed Handout
39	N/A	Dari	Energy Conservation	6	N/A	44	CHANGES Ed Handout
40	N/A	English	Energy Conservation	3	N/A	11	CHANGES Ed Handout
41		Hindi	Energy Conservation	1	N/A	4	CHANGES Ed Handout
42		Hmong	Energy Conservation	2	N/A	3	CHANGES Ed Handout
43	N/A	Korean	Energy Conservation	1	N/A	47	CHANGES Ed Handout
44	N/A	Portuguese	Energy Conservation	1	N/A	30	CHANGES Ed Handout
45	N/A	Spanish	Energy Conservation	10	N/A	109	CHANGES Ed Handout
46		Tagalog	Energy Conservation	1	N/A	4	CHANGES Ed Handout
47	N/A	Vietnamese	Energy Conservation	2	N/A	54	CHANGES Ed Handout
48			**Total**	**33**		**387**	
49		Arabic	Gas Aggregation	1	N/A	1	CHANGES Ed Handout
50	N/A	Cantonese	Gas Aggregation	6	N/A	73	CHANGES Ed Handout
51	N/A	Dari	Gas Aggregation	6	N/A	40	CHANGES Ed Handout
52	N/A	English	Gas Aggregation	4	N/A	39	CHANGES Ed Handout
53	N/A	Hindi	Gas Aggregation	1	N/A	4	CHANGES Ed Handout
54	N/A	Hmong	Gas Aggregation	1	N/A	1	CHANGES Ed Handout
55		Korean	Gas Aggregation	1	N/A	75	CHANGES Ed Handout
56	N/A	Portuguese	Gas Aggregation	1	N/A	48	CHANGES Ed Handout
57	N/A	Spanish	Gas Aggregation	31	N/A	359	CHANGES Ed Handout
58	N/A	Tagalog	Gas Aggregation	1	N/A	4	CHANGES Ed Handout
59	N/A	Vietnamese	Gas Aggregation	2	N/A	80	CHANGES Ed Handout
60			**Total**	**55**		**724**	
61	N/A	Cantonese	High Energy Use	8	N/A	190	CHANGES Ed Handout
62	N/A	Dari	High Energy Use	5	N/A	31	CHANGES Ed Handout
63		Portuguese	High Energy Use	1	N/A	28	CHANGES Ed Handout
64	N/A	Spanish	High Energy Use	8	N/A	209	CHANGES Ed Handout
65	N/A	Vietnamese	High Energy Use	3	N/A	118	CHANGES Ed Handout
66			**Total**	**25**		**576**	
67	N/A	Cantonese	Level Pay Plan	2	N/A	16	CHANGES Ed Handout
68	N/A	Dari	Level Pay Plan	8	N/A	77	CHANGES Ed Handout

	A	B	C	D	E	F	G
69	N/A	English	Level Pay Plan	1	N/A	4	CHANGES Ed Handout
70		Pashto	Level Pay Plan	1	N/A	1	CHANGES Ed Handout
71		Portuguese	Level Pay Plan	1	N/A	48	CHANGES Ed Handout
72	N/A	Spanish	Level Pay Plan	4	N/A	124	CHANGES Ed Handout
73	N/A	Vietnamese	Level Pay Plan	1	N/A	13	CHANGES Ed Handout
74			**Total**	**18**		**283**	
75	N/A	Cantonese	Understanding Your Bill	3	N/A	44	CHANGES Ed Handout
76	N/A	Dari	Understanding Your Bill	8	N/A	41	CHANGES Ed Handout
77	N/A	English	Understanding Your Bill	4	N/A	15	CHANGES Ed Handout
78		Hindi	Understanding Your Bill	1	N/A	7	CHANGES Ed Handout
79		Hmong	Understanding Your Bill	1	N/A	2	CHANGES Ed Handout
80	N/A	Korean	Understanding Your Bill	1	N/A	56	CHANGES Ed Handout
81		Portuguese	Understanding Your Bill	2	N/A	50	CHANGES Ed Handout
82	N/A	Spanish	Understanding Your Bill	17	N/A	369	CHANGES Ed Handout
83		Tagalog	Understanding Your Bill	1	N/A	3	CHANGES Ed Handout
84		Vietnamese	Understanding Your Bill	3	N/A	46	CHANGES Ed Handout
85			**Total**	**41**		**633**	
86	**Year-to-Date**		**August 1, 2018 through October 31, 2018**	**314**	**Quarter Total**	**5,162**	
87	**Year-to-Date**		**February 1, 2018 through October 31, 2018**	**1,085**		**19,426**	

88
89
90 [1] This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted
91 from its original version in order to have a more consistent appearance and format with existing SDG&E tables.
92 The data is reported quarterly
93 [2] Date of the workshops not available.
94 [3] Contractor states all sessions last at least 30 minutes.
95
96 **Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
97 **Note:** Information not provided by contractor
98