BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA

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 2020

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Dated: February 21, 2020

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MONTHLY REPORT OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON LOW INCOME ASSISTANCE PROGRAMS FOR JANUARY 2020

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 2020.

Respectfully Submitted,

JENNIFER REYES LAGUNERO

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

Program Monthly Report for January 2020

Pacific Gas and Electric Company
02/21/2020

PACIFIC GAS AND ELECTRIC COMPANY

Energy Savings Assistance Program and
California Alternate Rates for Energy Program
Monthly Report for January 2020

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 6

1.5 Miscellaneous 6

2 California Alternate Rates for Energy Program Summary 11

2.1 CARE Program Cost Summary 11

2.2 Outreach 12

2.3 Miscellaneous 14

3 Appendix: ESA Tables and CARE Tables 16

PACIFIC GAS AND ELECTRIC COMPANY

Energy Savings Assistance Program and
California Alternate Rates for Energy Program
Monthly Report for January 2020

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

1. Energy Savings Assistance (ESA) Program Summary

The ESA Program provides free home weatherization, energy-efficient appliances and energy education services to income-qualified PG&E customers throughout the Company's service area. To qualify for the ESA Program, a residential customer's household income must be at or below 200 percent of Federal Poverty Guidelines, as required in D.05-10-044. PG&E has offered energy efficiency programs to income-qualified customers in its 48 counties since 1983. The ESA Program's objective is to help income-qualified customers reduce their energy consumption and costs while also improving their quality of life. The 2017-2020 ESA Program authorized in D.16-12-022 as modified by D.17-12-009 continues as a resource program emphasizing long-term and enduring energy savings. The ESA Program continues to serve all willing and eligible low income customer populations by providing all feasible ESA Program measures at no cost to the customer through a direct-install approach. All housing types are eligible to participate, and the ESA Program is available to both homeowners and renters.

1.1 Energy Savings Assistance Program Overview

PG&E's 2017-2020 ESA Program continues to follow the policies and guidance given in D.07-12-051, which established the following programmatic initiative for the ESA Program (formerly known as the Low Income Energy Efficiency (LIEE) Program):

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

PG&E's ESA Program has treated 8,194 customers through January 31, 2020. ESA homes treated include both First Touch Homes and Retreated Homes, as shown in Table 2. First Touch Homes are homes that have not participated in the ESA Program since 2002. Retreated Homes are homes that were previously treated since 2002. Only First Touch Homes count toward the programmatic goal of treating all willing and eligible customers by the end of 2020.

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

Energy Savings Assistance Program Summary			
2020	**Authorized / Planning Assumptions**	**Year-to-Date Actual**	**YTD %**
Budget	$185,123,470	$11,110,833	6%
Homes Treated[2]	104,222	8,194	8%
kWh Saved[3]	NA	5,491,927	
kW Demand Reduced[3]	NA	698	
Therms Saved[3]	NA	(21,485)	

[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 D.17-12-009. Total includes both First Touch and Re-Treated homes. These are shown on ESA Table 2.
[3]YTD savings have been updated to reflect new ex ante savings from the 2019 Impact Evaluation.

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 38 local contractors consisting of 13 Community-Based Organizations (CBOs) of which 9 are also Low Income Home Energy Assistance Program (LIHEAP) agencies.

PG&E also coordinates with LIHEAP service providers that are not ESA contractors to install Energy Star® refrigerators in homes receiving PG&E electric service where the LIHEAP contractors have installed all other measures under the State Weatherization Program. This allows both the ESA Program and LIHEAP to leverage their resources and help additional low income homes. Through January, 0 refrigerators have been installed through LIHEAP leveraging.

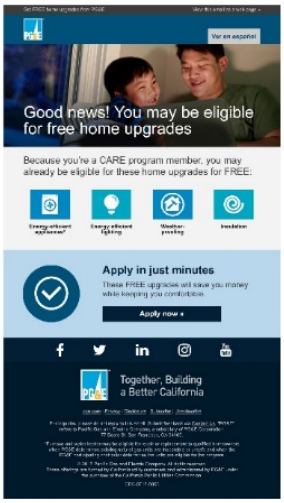
The ESA program systematically removes CARE customers who apply for ESA and are proven to be over income. In January, 27 customers have had their CARE discount removed.

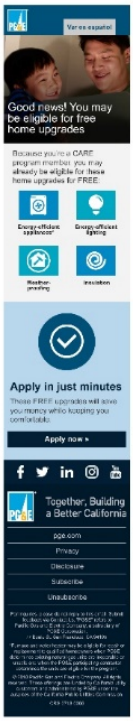
The table below is a summary CARE discounts removed as of January 2020.

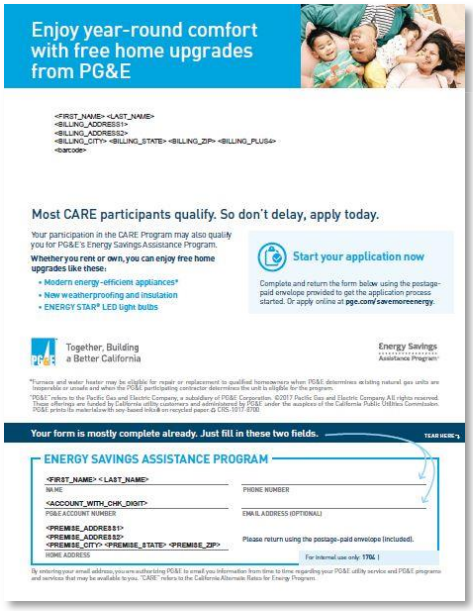
CARE Discounts Removed
2020 Year-to-Date Actual
27

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 strong customer response to a direct marketing campaign deployed on December 28, 2019 to 100,000 CARE-enrolled customers whose homes have not yet been treated by the ESA Program. Through January 31st, the campaign has generated 11,172 leads. This campaign used the same creative from Q4a 2019 as shown below.







(double-sided English/Spanish):

PG&E continued to deploy the CARE 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 the Energy Savings Assistance Program. Customers who wish to participate have completed the form and return to PG&E, generating a strong response.

We received 352 applications from the welcome kit in the month of January 2020.

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

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

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

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

PG&E, SCE, SDG&E and SoCal Gas have been meeting regularly with CSD staff since 2017 to discuss leveraging opportunities in compliance with D.16-11-022, including: sharing IOU data usage information for CSD clients, and funding ESA measures currently offered by ESA for multifamily customer households participating in CSD's Low Income Weatherization Program (LIWP) for multifamily buildings.

CSD Data Sharing. Per D.17-12-009, Attachment 1, OP.183, PG&E and CSD entered into a non-disclosure agreement (NDA) for data sharing purposes, and began data sharing data in 2018. PG&E continues to support CSD's data share requests.

LIWP (MF) Leveraging. D.17-12-009 directed the IOUs to leverage CSD's LIWP Program multifamily efforts by funding those in-unit measures provided by the ESA Program, preserving the CSD's funding for use to install central systems and common area measures not provided by the ESA Program. PG&E worked with CSD to estimate installation rates and PG&E funding required to this effort. PG&E's budget for this effort was included in its Conforming Advice Letter submitted on March 24, 2017, supplemented on June 22, 2017. This authorized by Commission Resolution G-3531 issued December 21, 2017. In October 2018, RHA launched the Multi-Family Standards Review portal to review drafts of the LIWP/ESA Multi-Family Quick Reference Standards and are finalizing the installation standards for implementation. On February 28, 2019 PG&E and CSD executed a funding agreement for ESA/LIWP leveraging. PG&E is collaborating with CSD and CSD's LIWP Administrator to implement the required components in support of this effort.

Per D.16-11-022 PG&E filed a Tier 2 Advice Letter 4164-G/5666-E in October 2019 requesting funding for CSD LIWP implementer to perform 100% inspection of attic insulation and was approved. In November, PG&E reached an agreement with CSD on the total budget amount.

There was no expenditure reimbursement submittals for ESA funds that are being leveraged in LIWP projects for January 2020.

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, 49 individuals in 4 sessions (66 student days) have been trained to deliver the ESA Program in various capacities. Included in these numbers are 2 sessions of NGAT, 20 students, and 80 student days.

1.5 Miscellaneous

Providing Energy Education-Only to ESA Qualifying Customers

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

New reporting tables were developed by Energy Division for 2018-2020 ESA reporting. These included tables to track and report energy education only households as separate from ESA-treated homes. PG&E continues to track and report on energy education only homes. To date in 2020, PG&E has provided energy education to 316 households.

Energy-Water Leveraging

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

In 2018, PG&E introduced Energy-Water Leveraging Program. 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. This Program offers 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.

For 2020, PG&E's current water agency district partners are expected to renew and continue their Water-Leveraging Programs. California American Water has added a 4th district in Merced County. Additionally, having seen the success of the program, East Bay Municipal Utility District is migrating their program from a small Pilot program to a full-scale toilet direct install program to launch in 2020. Two new water agency partners are expected to launch by February of 2020: Sonoma Water Sanitation Districts and Santa Clara Valley Water Agency. The City of Fresno Water Division has also agreed to partner on this collaborative program and their contract is scheduled to be fully executed by March of 2020 after it goes to City Council. By the end of Q1 2020, the program is anticipated to have 12 active water agency districts participating in the Water-Energy Leveraging Program with 2 new water agencies expected to sign leveraging agreements by the end of the year.

Tribal Penetration and Consultation Plans

During January 2020, PG&E's Tribal Consultation Plan included the development of outreach to the tribal leadership of the remaining 30 communities who had not been contacted regarding PG&E low income assistance programs. Email communication with offers of in-person meetings, webinars or phone call consultations was approved by PG&E's Tribal Liaison and will be sent in February.

PG&E hosted a webinar on January 23 with the Executive Housing Director and staff of the North Fork Rancheria Indian Housing Authority and was able to provide valuable information regarding the assistance programs. The staff requested to have CARE/FERA applications sent to their office and the Director was introduced to the local ESA contractor to coordinate possible home upgrade and energy efficiency work for their tribal housing.

The table below is a summary of outreach as of January 2020.

TRIBAL OUTREACH STATUS	In Person	No Response or Materials Only	Non-FR
Berry Creek Rancheria of the Tyme-Maiou Tribe	X NC		
Big Sandy Rancheria of Western Mono Indians of California	X SF		
Cahto Indians of the Laytonville Rancheria	X		
Chicken Ranch Rancheria of Me-Wuk Indians of California		No Response	
Cold Spings Rancheria of Mono Indians	X SF		
Dunlap Band of Mono	X SF		X
Grindstone Rancheria of Wintun-Wailaki Indians		X	
Guidiville Rancheria of California	X NC		
Habematolel Pomo of Upper Lake	X		
Hoopa Valley Tribe	X		
Hopland Band of Pomo Indians	X		
Manchester Band of Pomo Indians	X NC		
Mooretown Rancheria of Maidu Indians	X NC		
North Fork Mono	X SF		X
North Fork Rancheria of Mono Indians	X SF & Web		
Pinoleville Pomo Nation		X	
Redwood Valley Rancheria of Pomo Indians	X		
Robinson Rancheria of Pomo Indians		X	
Round Valley Indian Tribe	X		
Sherwood Valley Rancheria of Pomo Indians	X		
Tuolumne Me-Wuk Tribe	X		
United Auburn Indian Community/Auburn Rancheria	X		
Yurok Tribe	X		

The blue lines are the 11 priority tribes. NC represents the meeting held by Northern Circle Indian Housing Authority where tribal leaders were in attendance. SF represents the Sierra Tribal Forum held in Yosemite with tribal leaders. Web means webinar was held. Non-FR is non-federally recognized tribes. In total, 23 tribes have had interactions with PG&E representatives and been informed of the Low Income Programs, both CARE and ESA.

PG&E completed the focused project work including customized outreach and home assessments with the Yurok tribe, and a full report from the project facilitator has been submitted for review. The detailed report has been approved, and a PPT presentation is now being developed to include the key findings, lessons learned and recommendations. It will be presented to the CPUC in February. The goal of this work was to gain insights into the barriers to ESA participation.

For 2020, PG&E plans to conduct more focused project work similar to the Yurok project, with another three to five priority tribes. The outreach plan is being developed and tribes will be offered the opportunity to participate beginning in February.

The penetration rate for homes treated reached 57 percent for the estimated number of ESA-eligible customers living on tribal lands in PG&E's service area, as of December 2019. The penetration rate is updated every quarter.

ESA Program Pilots

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

PG&E recruited over 200 customers to participate in the pilot and initiated pilot activities. Installation of all feasible thermostats were completed by the end of January 2019 and the rate change to TOU was completed in February 2019. Pilot participants participated in the first of 3 surveys in support of the pilot. Pilot findings, including survey results and installation lessons learned, will be included in the pilot final report.

In early August 2019, PG&E's PCT vendor, Ecobee, notified the IOUs that the smart thermostats installed as part of this PCT pilot were not operating with the Peak Relief functionality designed to help customers optimize TOU rates.

To correct this issue, during the second half of July, Ecobee pushed their updated firmware Eco+ (with a built-in TOU optimization functionality) over the cloud to installed devices connected to the Internet. During August, for customers who had yet enrolled in Eco+, Ecobee sent out multiple reminder notifications via email as well as through the installed thermostats. Ecobee also manually installed Eco+ to on-line devices that had not signed up for Eco+ organically.

In late August 2019, Ecobee notified PG&E there was an additional defect impacting only PG&E installations (half of the thermostats received by PG&E were not set up correctly by Ecobee), which prevented 24 of the 46 installed thermostats from accepting firmware upgrade over the cloud. As of November 2019, 13 of the 46 thermostats installed had been updated with the Eco+ firmware and correct TOU optimization set-up. PG&E and the IOUs have been working with the pilot evaluator to make adjustments to surveys and the research plan to adjust for this unexpected event, in order to maximize learnings from this pilot to inform ESA program implementation. The 2nd and 3rd surveys of the pilot were deployed in January and February 2020, respectively. The pilot final report, incorporating survey findings and data analysis results, will be completed in March 2020.

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 the most recent Study was completed in 2019. Following a series of workshops and data collection in 2017 through 2019, the LINA final report was issued in December 2019. The IOUs filed an Advice Letter in December 2019 requesting approval to use unspent ESA funds and CARE funds to initiate the 2022 LINA in 2020.[1] This was approved in January 2020. The IOUs participated in the LIOB LINA Subcommittee meeting on January 14, 2020 to obtain initial input for the scope of work.

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 most recent impact evaluation began in 2017 and was completed in 2019. The ESA Impact Evaluation Final Report was posted on CALMAC on May 10, 2019. The results were used to develop new ex ante savings estimates for program measures, and these savings are reflected in in ESA-Table 2. The next impact evaluation will be conducted during the 2021-2026 program cycle.

Non-Energy Benefits (NEB) Study. The scope of work for the non-energy benefits study was developed in consultation with the Cost Effectiveness Working Group authorized in D.16-11-022, and an RFP was released on March 23, 2018. Following a workshop and drafts, a Final Report was released on August 30, 2019. Follow up work on the NEBs model will be conducted in 2020. This work is anticipated to begin in Q1 and will be completed in December 2020.

[1] Joint Advice Letter PG&E Advice 4193-G/5718-E, SDG&E Advice 3478-E/2828-G, SoCalGas Advice 5558, and SCE Advice 4132-E (December 20, 2019) with substitute sheets corrected SoCalGas advice letter nuber and adding footnotes 4 and 6 submitted January 17, 2020.

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 January 2020, ESA CAM implementors completed 341 building audits. Year-to-date MF CAM metrics are as follows:

ESA MF CAM	YTD 2020
No. buildings enrolled	341
No. buildings audited	137
No. buildings treated	-

From 2017 through January 2020, PG&E's ESA team has spent a total of $2,694,551 on all Multifamily activities including Common Area Measures implementation and Multifamily SPOC initiatives.

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

Working Groups

PG&E participates in all three of the working groups authorized in D.16-11-022 for the 2017-2020 cycle. These included: the Cost Effectiveness working group, the Mid-Cycle working group and the Multifamily working group. The Cost Effectiveness and Mid-Cycle Working Groups completed their final deliverables in 2018 and are discontinued pending further requests from the Commission. The Multifamily Working Group completed all tasks, including filing the final Multifamily Working Group report in December 2019. The working group sunsetted and no actions are slated for 2020.

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 Utilities 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 2020 is $17,955,243. This 2020 budget includes $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	$9,628,265	$1,183,800	12%
Processing, Certification, Recertification	$1,940,102	$34,329	2%
Post Enrollment Verification	$1,648,407	$65,953	4%
IT Programming	$1,837,500	$61,605	3%
Cooling Centers [3]	$0	$0	0%
CHANGES Program	$525,000	$1,102	0%
Measurement and Evaluation	$159,676	$(1,901)	-1%
Regulatory Compliance	$1,062,517	$7,858	1%
General Administration	$1,025,775	$33,638	3%
CPUC Energy Division Staff	$128,000	$10,667	8%
Total Expenses	**$17,955,243**	**$1,397,050**	**8%**
Subsidies and Benefits	$599,117,991	$68,747,898	11%
Total Program Costs and Discounts	**$617,073,234**	**$70,144,948**	**11%**

[1] Program authorized budget per D.16-11-022 and as modified in 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. This budget will be updated to include employee benefits costs once PG&E's 2020 GRC Decision approved.
[2] Actual expenses include employee benefits costs.

[3] CARE balancing account is no longer funded the Cooling Centers program in 2020. As directed in D.16-11-022, as modified by D.17-02-033, PG&E incorporated the cooling center budget request for 2020-2022 into the 2020 GRC Proceeding.

2.1.1 Please provide the CARE Program penetration rate to date

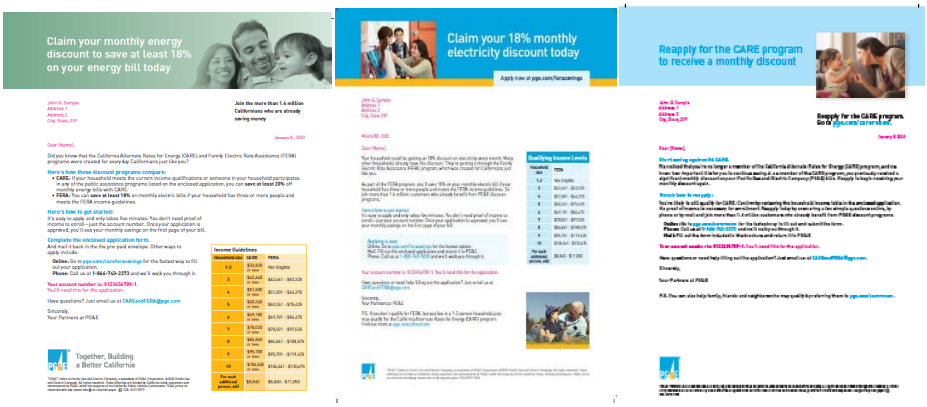
CARE Penetration		
Participants	**Estimated Eligible Participants**	**YTD Penetration Rate**
1,395,078	1,456,006	95.8%

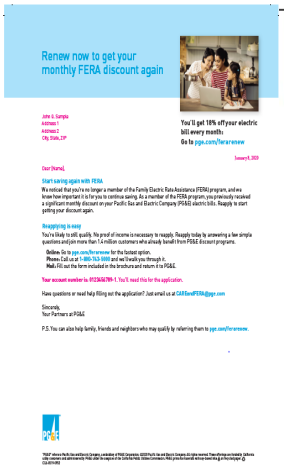
2.2 Outreach

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

The CARE and FERA digital campaign launched in January with media placement extending territory wide. The 2020 media strategy increases spending in zip codes selected for special focus based on lower penetration rates, as well as rural and/or high poverty areas. A heavier advertising presence in Q1 supports seasonal enrollment patterns and accounts for increased digital demand due to the California Primary. This heavy initial media buy will transition to a steadier investment approach throughout the remainder of the year.

In early January, a CARE and FERA acquisition campaign deployed to approximately 390,000 customers. The target audience consisted of newly eligible customers and customers that recently failed to recertify. These customers received direct mail, email, or both.





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, included:

- Local Office Partnerships – CARE partners with local offices to inform customers about the program and to distribute applications.
    - In January, this initiative produced 60 new enrollments from local office events.
    - Year to date, this initiative has produced 60 new enrollments.

- Community Outreach Contractors (COCs) - PG&E contracted with 45 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 59 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 Company (SCE) and Southern California Gas Company (SoCalGas) and automatically enrolls their CARE households if they also receive PG&E service.

PG&E automatically enrolls customers who receive LIHEAP and Relief for Energy Assistance through Community Help (REACH) payments. Year-to-date, 270 LIHEAP customers and 0 REACH customers have been automatically enrolled onto the CARE Program. Year-to-date, 1,968 ESA Program participants have been enrolled in the CARE Program.

Additionally, PG&E continues to coordinate CARE and 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 2020.

2.3 Miscellaneous

D.08-11-031, Ordering Paragraph 64, granted the IOUs discretion about how to enroll eligible public housing residents in each of their service areas. In response, PG&E contracted with Public Housing Authorities as COCs to enroll their eligible residents in the program. We will continue this practice in 2020.

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 continue using the same criteria and evaluation of customer appeals in 2020.

As ordered in CPUC Resolution M-4833, PG&E has implemented CARE program 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 Northern California. Also, PG&E freezes all standard and high-usage verifications for CARE and FERA programs. Customers will not be dropped even if they are in the process, when the county is added to the list.

PG&E expanded the CARE PEV freeze to customers in affected counties where a state of emergency proclamation was issued by the Governor of California due to a disaster that resulted in PG&E's inability to deliver utility services to customers. The freeze will be in place for a period of one year commencing from the date the state of emergency proclamation was issued.

Pursuant to D.19-07-015 issued on July 19, 2019, PG&E extends PG&E's Emergency Consumer Protection Plan to include residential and non-residential customers in areas where a state of emergency proclamation is issued by the California Governor's Office or the President of the United States where the disaster has either resulted in the loss or disruption of the delivery or receipt of utility service, and/or resulted in the degradation of the quality of utility service. In addition to the CARE PEV freeze, the decision also directs PG&E to temporarily suspend all CARE and FERA recertification in the impacted counties to avoid unintentional loss of the discounted rate during the period for which the customer is protected under these customer protections.

Date of Proclamation	Disaster Name	Affected Counties	Date when Protection Ends
February 21 & 28, 2019	February 2019 Winter Storms	Amador, Calaveras, El Dorado, Glenn, Humboldt, Lake, Marin, Mendocino, Monterey, San Mateo, Santa Barbara, Santa Clara, Shasta, Sonoma, Tehama, Trinity and Yolo	March 2020
April 12, 2019	February 2019 Winter Storms	Butte, Colusa, Mariposa, Napa, Santa Cruz, Solano and Tuolumne	May 2020
July 4 & 5, 2019	July 2019 Ridgecrest Earthquake	Kern and San Bernardino	August 2020
October 25, 2019	Kincade Wildfire	Sonoma	November 2020

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, 2020**												
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]	$ 10,075,310	$ -	$ 10,075,310	$ 809,173	$ 842	$ 810,015	$ 809,173	$ 842	$ 810,015	8%		8%
8	Domestic Hot Water	$ 571,650	$ 8,155,693	$ 8,727,343	$ 43,834	$ 562,950	$ 606,784	$ 43,834	$ 562,950	$ 606,784	8%	7%	7%
9	Enclosure	$ 6,767,878	$ 30,831,443	$ 37,599,321	$ 439,455	$ 2,001,960	$ 2,441,415	$ 439,455	$ 2,001,960	$ 2,441,415	6%	6%	6%
10	HVAC[7]	$ 43,048,274	$ 3,671,259	$ 46,719,532	$ 9,174	$ 1,154,461	$ 1,163,636	$ 9,174	$ 1,154,461	$ 1,163,636	0%	31%	2%
11	Maintenance	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -			
12	Lighting	$ 34,380,071	$ -	$ 34,380,071	$ 2,398,421		$ 2,398,421	$ 2,398,421		$ 2,398,421	7%		7%
13	Miscellaneous [4]	$ 2,362,009	$ -	$ 2,362,009	$ 215,974		$ 215,974	$ 215,974		$ 215,974	9%		9%
14	Customer Enrollment	$ 14,572,706	$ 6,395,216	$ 20,967,922	$ 1,168,429	$ 512,764	$ 1,681,192	$ 1,168,429	$ 512,764	$ 1,681,192	8%	8%	8%
15	In Home Education[7]	$ 3,359,358	$ 1,474,250	$ 4,833,608	$ 376,782	$ 165,350	$ 542,132	$ 376,782	$ 165,350	$ 542,132	11%	11%	11%
16	Pilot[5]	$ 100,000	$ -	$ 100,000	$ 500		$ 500	$ 500		$ 500	1%		1%
17	Implementation[2]	$ 4,708,184	$ 2,066,181	$ 6,774,365	$ 304,810	$ 133,765	$ 438,575	$ 304,810	$ 133,765	$ 438,575	6%	6%	6%
18	Multi-Family Common Area Measures	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -			
19	**Energy Efficiency TOTAL**	**$ 119,945,440**	**$ 52,594,042**	**$ 172,539,482**	**$ 5,766,550**	**$ 4,532,093**	**$ 10,298,643**	**$ 5,766,550**	**$ 4,532,093**	**$ 10,298,643**	5%	9%	6%
20													
21	Training Center	$ 729,277	$ 320,042	$ 1,049,319	$ 44,554	$ 19,553	$ 64,107	$ 44,554	$ 19,553	$ 64,107	6%	6%	6%
22	Inspections	$ 2,307,123	$ 1,012,479	$ 3,319,602	$ 185,659	$ 81,476	$ 267,135	$ 185,659	$ 81,476	$ 267,135	8%	8%	8%
23	Marketing and Outreach	$ 1,516,134	$ 665,354	$ 2,181,488	$ 119,986	$ 52,656	$ 172,641	$ 119,986	$ 52,656	$ 172,641	8%	8%	8%
24	Statewide Marketing Education and Outreach	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -			
25	Studies	$ 66,025	$ 28,975	$ 95,000	$ 6,254	$ 2,745	$ 8,999	$ 6,254	$ 2,745	$ 8,999	9%	9%	9%
26	Regulatory Compliance	$ 299,184	$ 131,296	$ 430,480	$ 21,770	$ 9,554	$ 31,324	$ 21,770	$ 9,554	$ 31,324	7%	7%	7%
27	General Administration	$ 3,787,595	$ 1,662,182	$ 5,449,777	$ 182,872	$ 80,253	$ 263,125	$ 182,872	$ 80,253	$ 263,125	5%	5%	5%
28	CPUC Energy Division	$ 40,534	$ 17,788	$ 58,322	$ 3,378	$ 1,482	$ 4,860	$ 3,378	$ 1,482	$ 4,860	8%	8%	8%
29													
30	**TOTAL PROGRAM COSTS**	**$ 128,691,312**	**$ 56,432,158**	**$ 185,123,470**	**$ 6,331,022**	**$ 4,779,811**	**$ 11,110,833**	**$ 6,331,022**	**$ 4,779,811**	**$ 11,110,833**	**5%**	**8%**	**6%**
31	**Funded Outside of ESA Program Budget**												
32	Indirect Costs												
33	NGAT Costs					$ 533,812	$ 533,812		$ 533,812	$ 533,812			
34													

35 [*] **Authorized Budget:** Authorized budget includes $1,823,560 carried over from the 2017 General Administration line into 2018 General Administration; it also includes fund shift per Advice Letter AI 3977-G/5298-E
36 of $877,047 from 2017 Inspection budget and $905,057 from 2018 Inspection budget to 2018 General Administration.
37 [1] Reflects the 2019 Authorized budget as approved in Mid-Cycle advice letter 3990-G/5329-E and supplemental Advice Letter Nos. 3990-G-A/5329-E-A and 3990-G-B/5329-E-B
38 [2] Reflects a new budget category and includes the primary administrative fee for Implementer(s).
39 [3] Employee benefits costs currently not included. Pending settlement of GRC
40 [4] PG&E previously reported Smart Powerstrips under Appliances. This has been moved to Miscellaneous.
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, 2020

	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
ESA Program [1]:	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
Energy Efficiency												
Appliances	$ 7,515,735	$ -	$ 7,515,735	$ -	$ -	$ -	$ -	$ -	$ -	0%		0%
Domestic Hot Water	$ 2,325,167	$ 3,500,000	$ 5,825,167	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
HVAC	$ 17,917,635	$ 3,519,398	$ 21,437,033	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
In-Home Education	$ 289,737	$ 127,151	$ 416,888	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Implementation[3]	$ 209,247	$ 91,828	$ 301,075	$ 6,481	$ 5,982	$ 12,463	$ 6,481	$ 5,982	$ 12,463	3%	7%	4%
Multi-Family Common Area Measures	$ 15,985,000	$ 7,015,000	$ 23,000,000	$ 51,879	$ 47,888	$ 99,767	$ 51,879	$ 47,888	$ 99,767	0%	1%	0%
Leveraging - CSD	$ -	$ -	$ -	$ 251	$ 232	$ 483	$ 251	$ 232	$ 483			
Pilot	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -			
Studies	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -			
Regulatory Compliance	$ 632,665	$ 14,335	$ 647,000	$ (300)	$ (277)	$ (577)	$ (300)	$ (277)	$ (577)	0%	-2%	0%
General Administration	$ 129,965	$ 57,035	$ 187,000	$ 11,216	$ 10,353	$ 21,569	$ 11,216	$ 10,353	$ 21,569	9%	18%	12%
TOTAL PROGRAM BUDGET/EXPENSES	**$ 45,005,151**	**$ 14,324,747**	**$ 59,329,898**	**$ 69,526**	**$ 64,178**	**$ 133,705**	**$ 69,526**	**$ 64,178**	**$ 133,705**	**0.2%**	**0.4%**	**0.2%**

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

1: Add additional categories if relevant to your utility

2: Refers to budget spent supporting CSD's LIWP program

[1] D.16-11-022 directed funding for new initiatives to come from unspent 2009-2016 ESA Program funds, and directed IOUs to update their budgets by Conforming Advice Letter. Resolution G-3531 authorized PG&E's 2017-2020 ESA budget, including the addition of unspent funding reported here. Unspent funds updated 2019 Authorized budget as approved in Mid-Cycle advice letter 3990-G/5329-E and supplemental Advice Letter Nos. 3990-G-A/5329-E-A and 3990-G-B/5329-E-B
[2] Incremental increases in existing energy efficiency measures from new directives (e.g., removal of 3 measure minimum) use authorized funds until depleted, then will use carryover funds.
New measures and activities not included in PG&E' Application use 2009-2016 unspent funds.
[3] Reflects a new budget category and includes the primary administrative fee for Implementer(s), including multifamily SPOC activities.
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
Pacific Gas and Electric Company
Through January 31, 2020

	ESA Program (Summary)Total							ESA Program (First Touch Homes Treated)							ESA Program (Re-Treated Homes/Go Backs)							ESA Program (Aliso Canyon - SCG & SCE) [6]						
		Year-To-Date Completed & Expensed Installation							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 ($)**	**% of Expenditure**	**Units**	**Quantity Installed**	**kWh [4] (Annual)**	**kW [4] (Annual)**	**Therms [4] (Annual)**	**Expenses ($)**	**% of Expenditure**
Appliances		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)			(K+S)	(L+T)	(M+U)	(N+V)	(O+W)															
High Efficiency Clothes Washer	Each	292	1,294	0	5,511	$ 252,757	2.4%	Each	71	185	0	1,366	61,458	1.7%	Each	221	1,109	0	4,145	$ 191,299	2.8%	Each						0.0%
Refrigerators	Each	747	415,967	58	-	$ 585,561	5.6%	Each	248	138,441	19	-	$ 194,403	5.4%	Each	499	277,526	39	-	$ 391,158	5.7%	Each						0.0%
Microwaves	Home	9	(176)	(0)	12	$ 1,161	0.0%	Home	7	(132)	(0)	9	$ 903	0.0%	Home	2	(44)	(0)	3	$ 258	0.0%	Home						0.0%
Freezers	Each							Each							Each							Each						0.0%
																												0.0%
Domestic Hot Water																												
Other Hot Water	Home	6,421	48,345	7	31,915	$ 476,105	4.5%	Home	2,173	19,730	3	10,828	$ 161,124	4.5%	Home	4,248	28,614	4	21,087	$ 314,981	4.6%	Home						0.0%
Tank and Pipe Insulation	Home	628	2,349	0	2,669	$ 3,620	0.0%	Home	236	891	0	997	$ 1,360	0.0%	Home	392	1,458	0	1,673	$ 2,260	0.0%	Home						0.0%
Water Heater Repair/Replacement	Home	113	-	-	837	$ 175,594	1.7%	Home	39	-	-	282	$ 60,603	1.7%	Home	74	-	-	555	$ 114,991	1.7%	Home						0.0%
Thermostat-controlled Shower Valves (SCE)	Each							Each							Each							Each						0.0%
																												0.0%
																												0.0%
New - Combined Showerhead/TSV	Each							Each							Each							Each						0.0%
New - Heat Pump Water Heater	Each							Each							Each							Each						0.0%
New - Tub Diverter/ Tub Spout	Each	18	1	-	30	2,268	0.0%	Each	12	-	-	20	1,512	0.0%	Each	6	1	-	10	756	0.0%							0.0%
																												0.0%
Enclosure																												
Air Sealing / Envelope [1]	Home	5,512	16,619	3	5,656	$ 2,238,331	21.4%	Home	1,941	5,571	1	1,966	$ 788,208	22.0%	Home	3,571	11,049	2	3,690	$ 1,450,124	21.1%	Home						0.0%
Attic Insulation	Home	185	487	0	8,686	$ 291,169	2.8%	Home	94	487	0	4,356	$ 147,945	4.1%	Home	91	-	-	4,330	$ 143,223	2.1%	Home						0.0%
																												0.0%
HVAC																												
Furnace Repair/Replacement	Home	137	-	-	(3,341)	$ 413,534	4.0%	Home	32	-	-	(778)	$ 96,592	2.7%	Home	105	-	-	(2,563)	$ 316,942	4.6%	Home						0.0%
Room A/C Replacement	Home	49	(9,337)	(2)	-	$ 31,424	0.3%	Home	10	(1,916)	(0)	-	$ 6,413	0.2%	Home	39	(7,420)	(1)	-	$ 25,011	0.4%	Home						0.0%
Central A/C replacement	Home	-	-	-	-	$ -	0.0%	Home	-	-	-	-	$ -	0.0%	Home	-	-	-	-		0.0%	Home						0.0%
Heat Pump Replacement	Home	-						Home	-	-	-	-	$		Home	-		-	-			Home						0.0%
Evaporative Coolers	Home	91	34,408	6	-	$ 63,153	0.6%	Home	26	9,824	2	-	$ 18,044	0.5%	Home	65	24,583	4	-	$ 45,109	0.7%	Home						0.0%
Duct Testing and Sealing	Home	1,329	(2,194)	(0)	8,475	$ 858,706	8.2%	Home	512	(627)	(0)	3,281	$ 330,818	9.2%	Home	817	(1,567)	(0)	5,193	$ 527,887	7.7%	Home						0.0%
New - Energy Efficient Fan Control	Home	69	(6,381)	(1)	-	$ 14,101	0.1%	Home	28	(2,586)	(0)	-	$ 5,721.97	0.2%	Home	41	(3,795)	(1)	-	$ 8,378.61	0.1%	Home						0.0%
New - Prescriptive Duct Sealing	Home							Home	-	-	-	-	$ -	0.0%	Home					$ -	0.0%	Home						0.0%
Central A/C Tune up	Home	99	(1,131)	(0)	-	$ 40,289	0.4%	Home	34	(848)	(0)	-	$ 13,837	0.4%	Home	65	(283)	(0)	-	$ 26,453	0.4%							0.0%
New- Smart Thermostat	Home	650	135,399	24	16,230	175,878	1.7%	Each	277	57,869	10	7,006	74,951	2.1%	Each	373	77,531	14	9,223	100,927	1.5%							0.0%
New - High Efficiency Forced Air Unit (HE FAU)	Home							Home							Home							Home						0.0%
New - A/C Time Delay	Home							Home							Home							Home						0.0%
Maintenance																												
Furnace Clean and Tune	Home							Home							Home							Home						0.0%
																						Home						0.0%
Lighting																												
Lighting (Occupancy Sensor)	Home	9	314	1	-	$ 598	0.0%	Home	2	53	0	-	$ 133	0.0%	Home	7	260	0	-	$ 465	0.0%	Home						0.0%
																												0.0%
																												0.0%
New - LED Reflector Downlight Retrofit Kits	Each							Each	-	-	-	-	-		Each							Each						0.0%
LED Diffuse A-Lamps [5]	Each	61,702	1,892,136	231	(43,111)	$ 497,460	4.8%	Each	23,305	721,106	88	(16,371)	$ 187,892	5.2%	Each	38,397	1,171,029	143	(26,740)	$ 309,568	4.5%	Each						0.0%
LED Reflector Bulbs (BR) [5]	Each	7,878	365,990	45	(8,610)	$ 66,425	0.6%	Each	3,671	170,602	21	(4,017)	$ 30,953	0.9%	Each	4,207	195,388	24	(4,593)	$ 35,472	0.5%	Each						0.0%
LED Torchieres [5]	Each	2,736	193,279	23	(4,392)	$ 159,942	1.5%	Each	831	58,930	7	(1,330)	$ 48,579	1.4%	Each	1,905	134,349	16	(3,062)	$ 111,363	1.6%	Each						0.0%
LED Exterior Hardwired Fixtures [5]	Each	6,113	474,399	46	-	361,297	3.5%	Each	1,899	147,372	14	-	112,237	3.1%	Each	4,214	327,027	31	-	249,060	3.6%	Each						0.0%
LED Interior Hardwired Fixtures [5]	Each	26,836	1,876,882	228	(42,051)	1,417,176	13.5%	Each	7,926	554,935	68	(12,334)	418,562	11.7%	Each	18,910	1,321,947	160	(29,717)	998,614	14.5%	Each						
Miscellaneous																												
Pool Pumps	Home							Home							Home							Home						0.0%
Smart Power Strips - Tier 1	Home	1,604	-	-	-	$ 147,817	1.4%	Home	535	-	-	-	$ 49,303	1.4%	Home	1,069	-	-	-	$ 98,514	1.4%	Home						0.0%
New - Smart Power Strips - Tier 2	Each	701	53,276	30	-	$ 79,874	0.8%	Each	285	21,660	12	-	$ 32,474	0.9%	Each	416	31,616	18	-	$ 47,400	0.7%	Each						0.0%
Pilots																												
																												0.0%
Customer Enrollment	Total (K+S)							Total (K+S)							Total (K+S)							Total (K+S)						
Outreach & Assessment	Home	8,194				$ 1,601,059	15.3%	Home	2,853				$ 557,459	15.6%	Home	5,341				$ 1,043,600	15.2%	Home						0.0%
In-Home Education	Home	8,194				$ 511,887	4.9%	Home	2,853				$ 178,229	5.0%	Home	5,341				$ 333,657	4.8%	Home						0.0%
Total Savings/Expenditures			5,491,927	698	(21,485)	$ 10,467,184.81				1,901,547	245	(4,719)	$ 3,579,714.00				3,590,380	454	(16,766)	$ 6,887,470.81								
Total Households Weatherized [2]		6,391							2,222							4,169							-					
Households Treated	Total (K+S)							First Touches							**Re-treated Homes/Go-Backs**													
- Single Family Households Treated	Home	5,989						Home	2,058						Home	3,931												
- Multi-family Households Treated	Home	1,406						Home	438						Home	968												
- Mobile Homes Treated	Home	799						Home	357						Home	442												
Total Number of Households Treated	Home	8,194						Home	2,853						Home	5,341												
# Eligible Households to be Treated for PY [3]	Home	104,222						Home	46,900						Home	57,322												
% of Households Treated	%	8%						%	6%						%	9%												
- Master-Meter Households Treated	Home	494						Home	228						Home	266												

[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:
DNV/GL Impact Evaluation Program Years 2015-2017 Impact II
[5] LED savings from PGECOLTG175-R1

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

Energy Savings Assistance Program Table 2A
Pacific Gas and Electric Company
Through January 31, 2020

		ESA Program - CSD Leveraging					
		Year-To-Date Completed & Expensed Installation					
Measures	**Units**	**Quantity Installed**	**kWh[3] (Annual)**	**kW[3] (Annual)**	**Therms[3] (Annual)**	**Expenses ($)**	**% of Expenditure**
Appliances							
High Efficiency Clothes Washer	Each	-	-	-	-	$ -	0.0%
Refrigerators	Each	-	-	-	-	$ -	0.0%
Microwaves [4]	Each	-	-	-	-	$ -	0.0%
Domestic Hot Water							
Water Heater Blanket	Home	-	-	-	-	$ -	0.0%
Low Flow Shower Head	Home	-	-	-	-	$ -	0.0%
Water Heater Pipe Insulation	Home	-	-	-	-	$ -	0.0%
Faucet Aerator	Home	-	-	-	-	$ -	0.0%
Water Heater Repair/Replacement	Each	-	-	-	-	$ -	0.0%
Thermostatic Shower Valve	Each	-	-	-	-	$ -	0.0%
Combined Showerhead/TSV	Each	-	-	-	-	$ -	0.0%
Heat Pump Water Heater	Each	-	-	-	-	$ -	0.0%
Tub Diverter/ Tub Spout	Each	-	-	-	-	$ -	0.0%
Thermostat-controlled Shower Valve	Each	-	-	-	-	$ -	0.0%
Enclosure							
Air Sealing / Envelope [1]	Home	-	-	-	-	$ -	0.0%
Caulking	Home	-	-	-	-	-	0.0%
Attic Insulation	Home	-	-	-	-	$ -	0.0%
HVAC							
FAU Standing Pilot Conversion	Each	-	-	-	-	$ -	0.0%
Furnace Repair/Replacement	Each	-	-	-	-	$ -	0.0%
Room A/C Replacement	Each	-	-	-	-	$ -	0.0%
Central A/C replacement	Each	-	-	-	-	$ -	0.0%
Heat Pump Replacement	Each	-	-	-	-	$ -	0.0%
Evaporative Cooler (Replacement)	Each	-	-	-	-	$ -	0.0%
Evaporative Cooler (Installation)	Each	-	-	-	-	$ -	0.0%
Duct Testing and Sealing	Home	-	-	-	-	$ -	0.0%
Energy Efficient Fan Control	Home	-	-	-	-	$ -	0.0%
Prescriptive Duct Sealing	Home	-	-	-	-	$ -	0.0%
High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	$ -	0.0%
A/C Time Delay	Home	-	-	-	-	$ -	0.0%
Maintenance							
Furnace Clean and Tune	Home	-	-	-	-	$ -	0.0%
Central A/C Tune up	Home	-	-	-	-	$ -	0.0%
Lighting							
Interior Hard wired LED fixtures	Each	-	-	-	-	$ -	0.0%
Exterior Hard wired LED fixtures	Each	-	-	-	-	$ -	0.0%
Torchiere LED	Each	-	-	-	-	$ -	0.0%
Occupancy Sensor	Each	-	-	-	-	$ -	0.0%
LED Night Lights	Each	-	-	-	-	$ -	0.0%
LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	$ -	0.0%
LED Reflector Bulb	Each	-	-	-	-	$ -	0.0%
LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	$ -	0.0%
LED A-Lamps	Each	-	-	-	-	$ -	0.0%
Miscellaneous							
Pool Pumps	Each	-	-	-	-	$ -	0.0%
Smart Power Strips - Tier 1	Each	-	-	-	-	$ -	0.0%
Smart Power Strips - Tier 2	Each	-	-	-	-	$ -	0.0%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	-				$ -	0.0%
In-Home Education	Home	-				$ -	0.0%
Total Savings/Expenditures			-	-	-	$ -	0.0%
Total Households Weatherized [2]							
CSD MF Tenant Units Treated			**Total**				
			-				
			-				

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

[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] All savings are calculated based on the following sources:
DNV/GL Impact Evaluation Program Years 2015-2017 Impact II

Energy Savings Assistance Common Area Measures Program Table 2B
Pacific Gas and Electric Company
Through January 31, 2020

	Table 2B ESA Program - Multifamily Common Area Measures[5]						
		Year-To-Date Completed & Expensed Installation					
ESA CAM Measures[1,6]	Units (of Measure such as "each")	Quantity Installed	kWh (Annual)	kW (Annual)	Therms (Annual)	Expenses ($)	% of Expenditure
Appliances							
Domestic Hot Water							
Envelope							
HVAC							
Lighting							
Miscellaneous							
Ancillary Services							
Audit[4]							
Total	-	0	0	0	0	0	

Multifamily Properties Treated	Number
Total Number of Multifamily Properties Treated[2]	
Subtotal of Master-metered Multifamily Properties Treated	
Total Number of Multifamily Tenant Units w/in Properties Treated[3]	

	Year to Date Expenses		
ESA Program - Multifamily Common Area	Electric	Gas	Total
Administration			
Direct Implementation (Non-Incentive)			
Direct Implementation			
TOTAL MF CAM COSTS	$ -	$ -	$ -

<<Includes measures costs

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

Standard Notes 1 - 6 (do not delete)

1. Measures are customized by each IOU, see 'Table 2B-1, Eligible Measures List'. Measures list may change based on available information on both costs and benefits and may vary across climate zones. Each IOU should fill out Table 2B as it pertains to their program. Table 2B-1 Column A should match Table 2B Column A for eligible (not canceled) measures.

2. Multifamily properties are sites with at least five (5) or more dwelling units. The properties may have multiple buildings.

3. Multifamily tenant units are the number of dwelling units located within properties treated. This number does not represent the same number of dwellings treated as captured in table 2A.

4. Audit costs may be covered by other programs or projects may utilize previous audits. Not all participants will have an audit cost associated with their project.

5. Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022, modified by D.17-12-009, where 65% of tenants are income eligible based (at or below 200% of the Federal Poverty Guidelines).

6. Commissioning costs, as allowable per the Decision, are included in measures total cost unless otherwise noted.

7 All savings are calculated based on the following sources:

Energy Savings Assistance CAM Program Table 2B-1, Eligible Common Area Measures List
Pacific Gas and Electric Company
Through January 31, 2020

Common Area Measures Category and Eligible Measures Title [1]	Effective Date	End Date[2]	Eligible Climate Zones [3]
Appliances			
Domestic Hot Water			
Envelope			
HVAC			
Lighting			
Miscellaneous			

Standard Notes (do not delete)

1. Measures list may change based on available information on both costs and benefits (including energy benefits as well as non-energy benefits) and may vary across climate zones. This is not a list of installed measures, it is a list of eligible measures.
Table 2B-1 Column A should match Table 2B Column A for eligible (not canceled) measures.

2. Only complete if measure is canceled or discontinued
3. Defined as CEC California Building Climate Zones https://www.energy.ca.gov/maps/renewable/building_climate_zones.html

	A	B
1	**Energy Savings Assistance Program Tables 3A-C - Energy Savings and Average Bill Savings per Treated Home/Common Area**	
2	**Pacific Gas and Electric Company**	
3	**Through January 31, 2020**	
4		
5	**Table 3A-1, ESA Program**	
6	Annual kWh Savings	5,491,927
7	Annual Therm Savings	(21,485)
8	Lifecycle kWh Savings	85,386,881
9	Lifecycle Therm Savings	(691,256)
10	Current kWh Rate	$ 0.1363
11	Current Therm Rate	$ 1.1953
12	Average 1st Year Bill Savings / Treated households	$88.19
13	Average Lifecycle Bill Savings / Treated Household	$976.32
14		
15		
16	**Table 3A-2, ESA Program - CSD Leveraging**	
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	**Table 3A-3, Summary - ESA Program/CSD Leveraging**	
28	Annual kWh Savings	5,491,927
29	Annual Therm Savings	(21,485)
30	Lifecycle kWh Savings	85,386,881
31	Lifecycle Therm Savings	(691,256)
32	Current kWh Rate	$ 0.14
33	Current Therm Rate	$ 1.20
34	Average 1st Year Bill Savings / Treated Households	$ 88.19
35	Average Lifecycle Bill Savings / Treated Households	$ 976.32
36		
37	[1] Summary is the sum of ESA Program + CSD Leveraging	
38		
39	**Table 3B, ESA Program - Multifamily Common Area**	
40	Annual kWh Savings	-
41	Annual Therm Savings	-
42	Lifecycle kWh Savings	-
43	Lifecycle Therm Savings	-
44	Current kWh Rate	$ -
45	Current Therm Rate	$ -
46	Average 1st Year Bill Savings / Treated Property	$ -
47	Average Lifecycle Bill Savings / Treated Property	$ -

	A	B	C	D	E	F	G
1	**Energy Savings Assistance Program Table 4 - Homes/Buildings Treated**						
2	**Pacific Gas and Electric Company**						
3	**Through January 31, 2020**						
4							
5	**Table 4A-1, ESA Program**						
6		**Eligible Households**			**Households Treated YTD**		
7	**County**	**Rural [1]**	**Urban**	**Total**	**Rural**	**Urban**	**Total**
8	**ALAMEDA**	3	138,599	138,602	-	890	890
9	**ALPINE**	177	-	177	-	-	-
10	**AMADOR**	5,430	1	5,431	5	-	5
11	**BUTTE**	12,595	21,364	33,959	46	74	120
12	**CALAVERAS**	8,295	24	8,319	29	-	29
13	**COLUSA**	2,734	12	2,746	22	-	22
14	**CONTRA COSTA**	10	87,958	87,968	-	635	635
15	**EL DORADO**	5,971	6,884	12,855	42	17	59
16	**FRESNO**	215	139,331	139,546	-	946	946
17	**GLENN**	4,865	1	4,866	22	-	22
18	**HUMBOLDT**	23,337	-	23,337	9	-	9
19	**KERN**	58,612	42,077	100,689	569	214	783
20	**KINGS**	7,220	96	7,316	46	-	46
21	**LAKE**	14,113	1	14,114	3	-	3
22	**LASSEN**	250	-	250	-	-	-
23	**MADERA**	5,497	13,292	18,789	33	184	217
24	**MARIN**	-	18,420	18,420	-	19	19
25	**MARIPOSA**	3,465	25	3,490	20	-	20
26	**MENDOCINO**	14,146	11	14,157	-	-	-
27	**MERCED**	19,656	17,230	36,886	209	269	478
28	**MONTEREY**	5,261	39,075	44,336	37	209	246
29	**NAPA**	-	12,678	12,678	-	26	26
30	**NEVADA**	11,753	11	11,764	19	-	19
31	**PLACER**	10,719	19,407	30,126	19	61	80
32	**PLUMAS**	2,505	48	2,553	-	-	-
33	**SACRAMENTO**	-	150,696	150,696	-	281	281
34	**SAN BENITO**	4,098	166	4,264	35	1	36
35	**SAN BERNARDINO**	330	36	366	-	-	-
36	**SAN FRANCISCO**	-	99,475	99,475	-	407	407
37	**SAN JOAQUIN**	8,896	78,752	87,648	22	312	334
38	**SAN LUIS OBISPO**	18,051	11,624	29,675	36	31	67
39	**SAN MATEO**	1	48,726	48,727	-	32	32
40	**SANTA BARBARA**	1,414	14,519	15,933	1	123	124
41	**SANTA CLARA**	2,774	115,950	118,724	9	885	894
42	**SANTA CRUZ**	5	26,033	26,038	-	112	112
43	**SHASTA**	11,257	12,246	23,503	43	54	97
44	**SIERRA**	416	6	422	-	-	-
45	**SISKIYOU**	15	-	15	-	-	-
46	**SOLANO**	-	32,939	32,939	-	332	332
47	**SONOMA**	2,487	47,250	49,737	8	169	177
48	**STANISLAUS**	28,641	33,497	62,138	91	74	165
49	**SUTTER**	-	13,394	13,394	1	98	99
50	**TEHAMA**	11,783	12	11,795	132	-	132
51	**TRINITY**	846	-	846	-	-	-
52	**TULARE**	8,363	761	9,124	75	1	76
53	**TUOLUMNE**	9,550	-	9,550	24	-	24
54	**YOLO**	1	28,321	28,322	2	96	98
55	**YUBA**	126	10,798	10,924	-	33	33
56	**Total**	325,883	1,281,746	1,607,629	1,609	6,585	8,194
57							
58							
59	**Table 4B, ESA Program - CSD Leveraging**						
60					**Households Treated YTD**		
61	**County**				**Rural**	**Urban**	**Total**
62							0
63							0
64	**Total**				0	0	0
65							
66							
67	**Table 4C, ESA Program - Multifamily Common Area**						
68					**Properties Treated YTD**		
69	**County**				**Rural**	**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 is applied.						
75	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

Energy Savings Assistance Program Table 4A-2, Homes Unwilling / Unable to Participate
Pacific Gas and Electric Company
Through January 31, 2020

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	59	532	-	11	10	9	14
Alpine	-	-	-	-	-	-	-
Amador	2	11	-	-	-	-	-
Butte	11	169	2	10	5	-	6
Calaveras	-	9	-	-	-	-	-
Colusa	1	11	-	2	-	-	3
Contra Costa	13	470	-	165	18	12	24
El Dorado	4	34	-	-	-	-	2
Fresno	30	93	-	13	9	5	34
Glenn	1	9	-	3	-	-	3
Humboldt	-	-	-	-	-	-	-
Kern	4	16	-	3	1	1	10
Kings	1	1	-	-	1	-	1
Lake	-	88	-	-	-	-	-
Lassen	-	1	-	-	-	-	-
Madera	2	38	1	4	1	-	18
Marin	1	131	-	2	1	-	-
Mariposa	2	2	-	-	1	-	-
Mendocino	-	30	-	-	-	-	-
Merced	11	90	-	6	7	-	23
Monterey	15	1	2	37	-	-	6
Napa	-	23	-	14	1	-	-
Nevada	-	60	-	-	-	-	-
Placer	3	64	-	-	1	-	3
Plumas	-	5	-	-	-	-	-
Sacramento	85	438	-	69	2	-	7
San Benito	-	-	-	1	-	-	-
San Bernardino	-	-	-	-	-	-	-
San Francisco	15	216	-	9	1	-	9
San Joaquin	17	164	-	60	14	1	21
San Luis Obispo	1	-	-	1	-	-	2
San Mateo	-	226	-	18	4	-	2
Santa Barbara	1	4	-	-	-	-	-
Santa Clara	1	442	-	60	5	-	6
Santa Cruz	-	-	-	-	-	-	-
Shasta	3	60	1	1	9	1	2
Sierra	-	1	-	-	-	-	-
Siskiyou	-	-	-	-	-	-	-
Solano	6	61	3	37	2	4	11
Sonoma	1	3	-	-	4	3	1
Stanislaus	9	47	1	1	4	-	7
Sutter	-	41	-	1	1	-	2
Tehama	7	25	-	6	2	-	3
Trinity	-	-	-	-	-	-	-
Tulare	1	2	-	-	-	-	3
Tuolumne	2	1	-	-	1	-	-
Yolo	10	53	-	8	-	-	1
Yuba	2	25	-	-	-	-	2
Total	**321**	**3,697**	**10**	**542**	**105**	**36**	**226**

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 - Energy Savings Assistance Program Customer Summary
Pacific Gas and Electric Company
Through January 31, 2020

Table 5A, ESA Program

	Gas & Electric				Gas Only				Electric Only				Total					
	# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Household Count)		(Annual)		
Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		# of First-Tourch	# of Re-treatment	Therm	kWh	kW
January	6,352	(13,609)	4,458,488	563	564	8,939	12,603	2	1,278	(16,815)	1,020,835	133	8,194	2,853	5,341	(21,485)	5,491,927	698
February																		
March																		
April																		
May																		
June																		
July																		
August																		
September																		
October																		
November																		
December																		
YTD	**6,352**	**(13,609)**	**4,458,488**	**563**	**564**	**8,939**	**12,603**	**2**	**1,278**	**(16,815)**	**1,020,835**	**133**	**8,194**	**2,853**	**5,341**	**(21,485)**	**5,491,927**	**698**

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Table 5B, ESA Program - CSD Leveraging

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

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2A.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Table 5C, ESA Program - Multifamily Common Area

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

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2B.
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 - Expenditures for Pilots and Studies**												
2	**Pacific Gas and Electric Company**												
3	**Through January 31, 2020**												
4		**Authorized 2017-2020 Funding**			**Current Month Expenses**			**Expenses Since January 1, 2018**			**% 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]	$ 318,000	$ -	$ 318,000	$ 500	$ -	$ 500	$ 198,236	$ -	$ 198,236	62%	0%	62%
8	Consumption Driven Weatherization Pilot [2]	$ 238,960	$ 173,040	$ 412,000	$ 4,707	$ 4,345	$ 9,052	$ 173,944	$ 160,564	$ 334,508	73%	93%	81%
9													
10	**Total Pilots**	**$556,960**	**$173,040**	**$730,000**	**$5,207**	**$4,345**	**$9,552**	**$372,181**	**$160,564**	**$532,745**	**67%**	**93%**	**73%**
11													
12													
13	**Studies**												
14	Low Income Needs Assessment (LINA) Study [3]	$ 98,500	$ 51,500	$ 150,000	$ (1,845)	$ (1,845)	$ (3,690)	$ 54,906	$ 54,906	$ 109,811	56%	107%	73%
15	Load Impact Evaluation Study [4]	$ 96,661	$ 68,339	$ 165,000	$ 7,103	$ 5,143	$ 12,246	$ 127,124	$ 92,055	$ 219,179	132%	135%	133%
16	Non Energy Benefits (NEB) Study [5]	$ 28,975	$ 16,025	$ 45,000	$ -	$ -	$ -	$ (1,781)	$ (1,644)	$ (3,426)	-6%	-10%	-8%
17	2017 Potential and Goals Study	$ 62,550	$ 27,450	$ 90,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
18	Rapid Feedback Research and Analysis	$ 130,375	$ 69,625	$ 200,000	$ -	$ -	$ -	$ 10,093	$ 7,309	$ 17,401	8%	10%	9%
19	**Total Studies**	**$417,061**	**$232,939**	**$650,000**	**$5,258**	**$3,298**	**$8,556**	**$190,341**	**$152,625**	**$342,966**	**46%**	**66%**	**53%**
20													
21	[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. Reflects the 2019 Authorized budget as approved in Mid-Cycle advice letter 3990-G/5329-E and supplemental Advice Letter Nos. 3990-G-A/5329-E-A and 3990-G-B/5329-E-B												
22	[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.												
23	[3] A contract for this statewide study was awarded in January 2018. SCE is the project manager. There has been no cross-billing.												
24	[4] SCG is the contract manager of this co-funded statewide study. Cross-billing from SCG typically occurs quarterly.												
25	[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.												
26													
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 7 (Second Refrigerators, In-Home Education, MyEnergy/My Account Platform)

Pacific Gas and Electric Company
Through January 2020

7A - Households Receiving Second Refrigerators			
Measures	**Units**	**Received Refrigerator**	**Not eligible for Refrigerator due to Less than Six Occupants**
Second Refrigerators	Each	44	885

7B - Households Receiving In- Home Energy Education Only		
Measures	**Units**	**Households that Only Received Energy Education**
In-Home Education	Home	316

7C - Households for My Energy/My Account Platform		
Opt-Out	**Already Enrolled**	**Opt-In**
43		533

	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, 2020**												
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]	$ 7,702,612	$ 1,925,653	**$ 9,628,265**	$ 947,040	$ 236,760	**$ 1,183,800**	$ 947,040	$ 236,760	**$ 1,183,800**	12%	12%	12%
7	Processing / Certification Re-certification [6]	$ 1,552,082	$ 388,020	**$ 1,940,102**	$ 27,463	$ 6,866	**$ 34,329**	$ 27,463	$ 6,866	**$ 34,329**	2%	2%	2%
8	Post Enrollment Verification [6]	$ 1,318,726	$ 329,681	**$ 1,648,407**	$ 52,763	$ 13,191	**$ 65,953**	$ 52,763	$ 13,191	**$ 65,953**	4%	4%	4%
9	IT Programming [6]	$ 1,470,000	$ 367,500	**$ 1,837,500**	$ 49,284	$ 12,321	**$ 61,605**	$ 49,284	$ 12,321	**$ 61,605**	3%	3%	3%
10	Cooling Centers [7]	$ -	$ -	**$ -**			**$ -**			**$ -**	0%	0%	0%
11	Pilots/CHANGES Program [1][6]	$ 420,000	$ 105,000	**$ 525,000**	$ 881	$ 220	**$ 1,102**	$ 881	$ 220	**$ 1,102**	0%	0%	0%
12	Studies [2][6]	$ 127,741	$ 31,935	**$ 159,676**	$ (1,521)	$ (380)	**$ (1,901)**	$ (1,521)	$ (380)	**$ (1,901)**	-1%	-1%	-1%
13	Regulatory Compliance [6]	$ 850,014	$ 212,503	**$ 1,062,517**	$ 6,286	$ 1,572	**$ 7,858**	$ 6,286	$ 1,572	**$ 7,858**	1%	1%	1%
14	General Administration [6]	$ 820,620	$ 205,155	**$ 1,025,775**	$ 26,911	$ 6,728	**$ 33,638**	$ 26,911	$ 6,728	**$ 33,638**	3%	3%	3%
15	CPUC Energy Division	$ 102,400	$ 25,600	**$ 128,000**	$ 8,534	$ 2,133	**$ 10,667**	$ 8,534	$ 2,133	**$ 10,667**	8%	8%	8%
16													
17	**SUBTOTAL MANAGEMENT COSTS [3]**	**$ 14,364,194**	**$ 3,591,049**	**$ 17,955,243**	**$ 1,117,640**	**$ 279,410**	**$ 1,397,050**	**$ 1,117,640**	**$ 279,410**	**$ 1,397,050**	**8%**	**8%**	**8%**
18													
19	CARE Rate Discount [4]	$ 479,294,393	$ 119,823,598	**$ 599,117,991**	$ 49,505,986	$ 19,241,912	**$ 68,747,898**	$ 49,505,986	$ 19,241,912	**$ 68,747,898**	10%	16%	11%
20													
21	**TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS**	**$ 493,658,587**	**$ 123,414,647**	**$ 617,073,234**	**$ 50,623,627**	**$ 19,521,322**	**$ 70,144,948**	**$ 50,623,627**	**$ 19,521,322**	**$ 70,144,948**	**10%**	**16%**	**11%**
22													
23	Other CARE Rate Benefits												
24	- DWR Bond Charge Exemption				$ 2,204,893		$ 2,204,893	$ 2,204,893		$ 2,204,893			
25	- CARE PPP Exemption [5]				$ 4,416,287	$ 1,721,058	$ 6,137,345	$ 4,416,287	$ 1,721,058	$ 6,137,345			
26	- California Solar Initiative Exemption				$ (184,744)		$ (184,744)	$ (184,744)		$ (184,744)			
27	- kWh Surcharge Exemption												
28	- Vehicle Grid Integration Exemption												
29	Total Other CARE Rate Benefits				**$ 6,436,437**	**$ 1,721,058**	**$ 8,157,495**	**$ 6,436,437**	**$ 1,721,058**	**$ 8,157,495**			
30													
31	Indirect Costs												
32													
33													
34	[1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.												
35	[2] Reflects the Annual Eligibility Estimates prepared by Athens Research on behalf of the utilities. This efforts was formerly referenced in Measurement and Evaluation.												
36	[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.												
37	[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.												
38	[5] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin and the CARE surcharge.												
39	[6] Employee benefits costs for 2020 will be added to CARE authorized budget once PG&E's 2020 GRC Decision approved. Actual employee benefit burden costs have been included in the program monthly and YTD expenses.												
40	[7] CARE balancing account is no longer funded Cooling Centers program in 2020. As directed in D.16-11-022, as modified by D.17-02-033, PG&E incorporated the cooling center budget request for 2020-2022 into the 2020 GRC Proceeding.												
41													
42	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
1	**CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration**																								
2	**Pacific Gas and Electric Company**																								
3	**Through January 31, 2020**																								
4		**New Enrollment**										**Recertification**				**Attrition (Drop Offs)**					**Enrollment**				
5		**Automatic Enrollment**				**Self-Certification (Income or Categorical)**					**Total New Enrollment (E+J)**												**Total CARE Participants**	**Estimated CARE Eligible**	**Penetration Rate % (W/X)**
6		**Inter-Utility [1]**	**Intra-Utility [2]**	**Leveraging [3]**	**Combined (B+C+D)**	**Online**	**Paper**	**Phone**	**Capitation**	**Combined (F+G+H+I)**		**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)**			
7	**January**	0	2,238	0	2,238	15,069	3,972	977	59	20,077	22,315	36,377	8,508	10,025	54,910	n/a	201	4,008	5,691	9,900	77,225	12,415	1,395,078	1,456,006	95.8%
8	**February**																								
9	**March**																								
10	**April**																								
11	**May**																								
12	**June**																								
13	**July**																								
14	**August**																								
15	**September**																								
16	**October**																								
17	**November**																								
18	**December**																								
19	**YTD Total**	**0**	**2,238**	**0**	**2,238**	**15,069**	**3,972**	**977**	**59**	**20,077**	**22,315**	**36,377**	**8,508**	**10,025**	**54,910**	**0**	**201**	**4,008**	**5,691**	**9,900**	**77,225**	**12,415**	**1,395,078**	**1,456,006**	**95.8%**

20
21
22 [1] Enrollments via data sharing between the IOUs.
23 [2] Enrollments via data sharing between departments and/or programs within the utility.
24 [3] Enrollments via data sharing with programs outside the IOU that serve low-income customers.
25 [4] PG&E counts attrition due to no response in the Failed PEV and Failed Recertification columns, respectively.
26 [5] Includes customers who closed their accounts, requested to be removed, or were otherwise ineligible for the program.
27
28 **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, 2020**								
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**	1,395,078	4,434	0.32%			0	0.00%	0.00%
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**	**1,395,078**	**4,434**	**0.32%**	**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								
21	respond.								
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustme								
23									
24									
25									
26	**CARE Table 3B Post-Enrollment Verification Results (Electric-Only High Usage)**								
27	**Pacific Gas and Electric Company**								
28	**Through January 31, 2020**								
29	**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 HUV Post Enrollment Verification**	**% of Total CARE Households De-enrolled**
30	**January**	1,395,078	1,579	0.11%			0	0.00%	0.00%
31	**February**								
32	**March**								
33	**April**								
34	**May**								
35	**June**								
36	**July**								
37	**August**								
38	**September**								
39	**October**								
40	**November**								
41	**December**								
42	**YTD Total**	**1,395,078**	**1,579**	**0.11%**	**0**	**0**	**0**	**0.00%**	**0.00%**
43									
44	[1] Includes all participants who were selected for high usage verification process. Closed accounts will not be tracked in Ineligible or De-								
45	enrolled data.								
46	[2] Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.								
47	[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.								
48									
49	**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, 2020**						
4		**Provided [2]**	**Received**	**Approved**	**Denied**	**Pending/Never Completed**	**Duplicates**
5	Total (Y-T-D)	2,700,000	39,390	34,078	3,069	2,243	8,508
6	Percentage[3]		100%	87%	8%	6%	22%
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						
13	may reflect YTD adjustments.						

	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, 2020**									
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	117,958	3	117,961	116,124	1	116,125	98.4%	36.9%	98.4%
7	ALPINE	0	175	175	0	8	8	n/a	4.6%	4.6%
8	AMADOR	1	5,385	5,386	0	4,385	4,385	0.0%	81.4%	81.4%
9	BUTTE	20,177	12,355	32,532	18,117	12,062	30,179	89.8%	97.6%	92.8%
10	CALAVERAS	24	8,263	8,287	26	5,247	5,273	108.4%	63.5%	63.6%
11	COLUSA	9	2,686	2,695	12	3,480	3,492	129.9%	129.6%	129.6%
12	CONTRA COSTA	79,858	10	79,868	85,424	3	85,427	107.0%	29.4%	107.0%
13	EL DORADO	6,859	5,956	12,815	5,508	5,594	11,102	80.3%	93.9%	86.6%
14	FRESNO	133,662	207	133,869	151,861	114	151,975	113.6%	55.1%	113.5%
15	GLENN	1	4,796	4,797	0	4,764	4,764	0.0%	99.3%	99.3%
16	HUMBOLDT	0	22,439	22,439	0	17,718	17,718	n/a	79.0%	79.0%
17	KERN	41,145	57,603	98,748	44,908	65,909	110,817	109.1%	114.4%	112.2%
18	KINGS	96	7,189	7,285	123	9,045	9,168	128.7%	125.8%	125.9%
19	LAKE	1	13,999	14,000	1	12,607	12,608	102.0%	90.1%	90.1%
20	LASSEN	0	249	249	0	159	159	n/a	63.8%	63.8%
21	MADERA	13,083	5,477	18,559	16,861	5,371	22,232	128.9%	98.1%	119.8%
22	MARIN	16,124	0	16,124	12,424	0	12,424	77.1%	n/a	77.1%
23	MARIPOSA	24	3,424	3,448	16	2,197	2,213	67.3%	64.2%	64.2%
24	MENDOCINO	11	13,957	13,968	5	10,374	10,379	45.6%	74.3%	74.3%
25	MERCED	16,919	18,932	35,850	19,789	20,687	40,476	117.0%	109.3%	112.9%
26	MONTEREY	35,667	4,928	40,595	37,455	6,338	43,793	105.0%	128.6%	107.9%
27	NAPA	11,765	0	11,765	10,724	0	10,724	91.2%	0.0%	91.2%
28	NEVADA	11	11,526	11,537	1	9,475	9,476	9.0%	82.2%	82.1%
29	PLACER	18,838	10,029	28,868	11,729	7,423	19,152	62.3%	74.0%	66.3%
30	PLUMAS	48	2,502	2,549	7	1,746	1,753	14.7%	69.8%	68.8%
31	SACRAMENTO	126,141	0	126,141	90,772	0	90,772	72.0%	0.0%	72.0%
32	SAN BENITO	163	4,026	4,189	61	4,812	4,873	37.4%	119.5%	116.3%
33	SAN BERNARDINO	36	330	366	25	223	248	69.8%	67.6%	67.8%
34	SAN FRANCISCO	68,876	0	68,876	61,541	0	61,541	89.4%	n/a	89.4%
35	SAN JOAQUIN	73,816	8,560	82,376	78,241	8,617	86,858	106.0%	100.7%	105.4%
36	SAN LUIS OBISPO	11,366	17,915	29,282	4,716	12,331	17,047	41.5%	68.8%	58.2%
37	SAN MATEO	41,466	0	41,466	32,395	0	32,395	78.1%	n/a	78.1%
38	SANTA BARBARA	14,277	1,366	15,643	17,852	737	18,589	125.0%	54.0%	118.8%
39	SANTA CLARA	97,926	2,626	100,552	99,381	2,926	102,307	101.5%	111.4%	101.7%
40	SANTA CRUZ	23,544	5	23,548	20,050	1	20,051	85.2%	21.7%	85.1%
41	SHASTA	11,588	11,108	22,695	9,812	8,718	18,530	84.7%	78.5%	81.6%
42	SIERRA	6	414	420	2	113	115	33.2%	27.3%	27.4%
43	SISKIYOU	0	15	15	0	7	7	n/a	46.6%	46.6%
44	SOLANO	30,663	0	30,663	44,730	0	44,730	145.9%	n/a	145.9%
45	SONOMA	44,433	2,478	46,910	37,940	2,565	40,505	85.4%	103.5%	86.3%
46	STANISLAUS	31,197	27,824	59,021	23,592	22,232	45,824	75.6%	79.9%	77.6%
47	SUTTER	12,269	0	12,269	13,260	0	13,260	108.1%	0.0%	108.1%
48	TEHAMA	12	11,669	11,681	9	11,624	11,633	75.3%	99.6%	99.6%
49	TRINITY	0	836	836	0	281	281	n/a	33.6%	33.6%
50	TULARE	743	8,308	9,051	337	9,467	9,804	45.4%	113.9%	108.3%
51	TUOLUMNE	0	9,530	9,530	0	7,171	7,171	0.0%	75.2%	75.2%
52	YOLO	25,574	1	25,575	20,594	1	20,595	80.5%	82.7%	80.5%
53	YUBA	10,406	126	10,532	12,001	119	12,120	115.3%	94.3%	115.1%
54	**Total**	**1,136,779**	**319,227**	**1,456,006**	**1,098,426**	**296,652**	**1,395,078**	**96.6%**	**92.9%**	**95.8%**
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									
60	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, 2020**							
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	1,395,078	25,207	1.8%			0.00%	0.00%
6	February							
7	March							
8	April							
9	May							
10	June							
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	**YTD**	**1,395,078**	**25,207**	**1.81%**	**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							
21	request. Results may be pending due to the time permitted for a participant to respond.							
22	[3] Includes customers who did not respond or who requested to be de-enrolled.							
23	[4] Percentage of customers recertified compared to the total participants requested to recertify in that month.							
24								
25	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	**CARE Table 7 - Capitation Contractors[1]**						
2	**Pacific Gas and Electric Company**						
3	**Through January 31, 2020**						
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			0	0
8	Amador-Tuolumne Community Action Agency		x		x	2	2
9	Arriba Juntos		x			0	0
10	Breathe California of the Bay Area		x			0	0
11	Catholic Charities Diocese of Fresno		x			5	5
12	Central California Legal Services, Inc.		x			0	0
13	Central Coast Energy Services, Inc.		x		x	3	3
14	Cesar A Moncada DBA Moncada Outreach		x			0	0
15	Child Abuse Prevention Council of San Joaquin County		x			0	0
16	Chinese Newcomers Service Center		x			3	3
17	Community Action Marin		x		x	0	0
18	Community Action Partnership of Madera County		x		x	4	4
19	Community Health for Asian Americans		x			0	0
20	Community Resource Project, Inc.		x		x	12	12
21	County of San Joaquin		x		x	13	13
22	Dignity Health		x			0	0
23	Disability Resource Agency for Independent Living		x			0	0
24	Filipino American Development Foundation		x			0	0
25	Good Samaritan Family Resource Center of San Francisco		x			0	0
26	Heritage Institute for Family Advocacy		x			0	0
27	Hip Housing Human Investment Project, Inc.		x			0	0
28	Housing Authority of the City of Fresno		x			0	0
29	Housing Authority of the County of Kern		x			0	0
30	Independent Living Center of Kern County Inc					0	0
31	KidsFirst		x			0	0
32	Kings Community Action Organization, Inc.		x		x	0	0
33	Madera Coalition for Community Justice		x			0	0
34	Marin Center for Independent Living					0	0
35	Merced County Community Action Agency		x		x	2	2
36	Monument Crisis Center		x			0	0
37	National Asian American Coalition		x			0	0
38	OCCUR		x			0	0
39	Project Access, Inc		x			0	0
40	Redwood Community Action Agency		x		x	3	3
41	Resources for Independece Central Valley		x			0	0
42	Rising Sun Energy Center		x			0	0
43	Sacred Heart Community Service		x		x	8	8
44	Self-Help for the Elderly		x			3	3
45	Southeast Asian Community Center		x			0	0
46	Suscol Intertribal Council		x			0	0
47	Tri-County Independent Living Center		x			0	0
48	UpValley Family Centers		x			1	1
49	West Valley Community Services		x			0	0
50	Yolo County Housing Authority		x			0	0
51	Yolo Family Resource Center (Empower Yolo)		x			0	0
52	**Total Enrollments**					**59**	**59**
53							
54	[1] All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
55							
56	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, 2020**								
4	**Month**	**Gas and Electric**	**Gas Only**	**Electric Only**	**Total**	**Eligible Households**	**Penetration**	**% Change**	**Total Residential Accounts [1]**
5	January	840,468	211,345	343,265	1,395,078	1,456,006	95.8%	0.90%	5,552,150
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								
21	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, 2020**				
4	**2020**	**Authorized 2020 Budget**	**Current Month Expenses**	**Expenses Since Jan. 1, 2019**	**% of 2018 Budget Expensed**
5		**Total**	**Total**	**Total**	**Total**
6					
7	CHANGES Program	$ 525,000	$ 1,102	$ 1,102	0%
8					
9					
10	**Total**	**$ 525,000**	**$ 1,102**	**$ 1,102**	**0%**
11					
12					
13	Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.				
14	D.16-11-022, as modified by D.17-02-033, authorized CHANGES program budget for 2017-2020				
15					
16	**Note**: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.				

CARE Table 10 CHANGES One-On-One Customer Assistance Pacific Gas and Electric Company	
Through December 31, 2019	
No. of attendees at education sessions	**1,953**
Disputes	
Assisted with CARE Re-Certification/Audit	3
Changed 3rd party Company/Gas Aggregation	28
Changed 3rd Party Electricity Aggregation	47
Medical Baseline Application	1
Enroll in Energy Assistance Programs	10
Schedule Service Visit	1
Payment Extension	11
Payment Plan	15
Stop Disconnection	27
Total disputes	**143**

Needs Assistance	
Assisted with CARE Re-Certification/Audit	1
Assisted with Changes to Account	18
Assisted with Reconnection	1
Billing Language Changed	3
CARE Enrollment	3
Electricity Aggregation	21
ESAP	3
HEAP	73
Medical Baseline	4
REACH	1
Set Up New Account	1
Stop Disconnection	1
Payment Extension	3
Payment Plan	7
Total Needs Assistance	**140**

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/

Disputes & Needs Assistance - Support was provided in the following languages: Arabic, Cambodian, Cantonese, Dari, English, Hmong, Japanese, Korean, Laotian, Portuguese, Spanish, Tagalog, Vietnamese.

[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.

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

CARE Table 11 CHANGES Group Customer Assistance Sessions [1]						
Pacific Gas and Electric Company						
Through December 31, 2019						
			Session Logistics			
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
N/A	Cambodian	Avoiding Disconnection	1	N/A	22	CHANGES Ed Handout
N/A	Cantonese	Avoiding Disconnection	2	N/A	106	CHANGES Ed Handout
N/A	English	Avoiding Disconnection	2	N/A	3	CHANGES Ed Handout
N/A	Spanish	Avoiding Disconnection	4	N/A	117	CHANGES Ed Handout
N/A	Vietnamese	Avoiding Disconnection	1	N/A	170	CHANGES Ed Handout
Total			**10**		**418**	
N/A	Cambodian	CARE/FERA and Other Assistance Programs	3	N/A	61	CHANGES Ed Handout
N/A	Cantonese	CARE/FERA and Other Assistance Programs	2	N/A	111	CHANGES Ed Handout
N/A	Dari	CARE/FERA and Other Assistance Programs	5	N/A	66	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	2	N/A	9	CHANGES Ed Handout
N/A	Korean	CARE/FERA and Other Assistance Programs	1	N/A	17	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	11	N/A	171	CHANGES Ed Handout
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	1	N/A	60	CHANGES Ed Handout
Total			**25**		**495**	
N/A	Cantonese	Electric and Natural Gas Safety	2	N/A	51	CHANGES Ed Handout
N/A	English – Native American	Electric and Natural Gas Safety	6	N/A	182	CHANGES Ed Handout
N/A	Spanish	Electric and Natural Gas Safety	3	N/A	60	CHANGES Ed Handout
Total			**11**		**293**	
N/A	Cantonese	Energy Conservation	3	N/A	52	CHANGES Ed Handout
N/A	Korean	Energy Conservation	1	N/A	17	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	3	N/A	69	CHANGES Ed Handout
Total			**7**		**138**	
N/A	Portuguese	Gas Aggregation	1	N/A	29	CHANGES Ed Handout
N/A	Spanish	Gas Aggregation	5	N/A	63	CHANGES Ed Handout
N/A	Vietnamese	Gas Aggregation	1	N/A	26	CHANGES Ed Handout
Total			**7**		**118**	
N/A	Cantonese	High Energy Use	2	N/A	61	CHANGES Ed Handout
N/A	Hmong	High Energy Use	1	N/A	8	CHANGES Ed Handout
N/A	Spanish	High Energy Use	2	N/A	56	CHANGES Ed Handout
N/A	Vietnamese	High Energy Use	1	N/A	60	CHANGES Ed Handout
Total			**6**		**185**	
N/A	Cantonese	Level Pay Plan	1	N/A	34	CHANGES Ed Handout
N/A	Spanish	Level Pay Plan	5	N/A	50	CHANGES Ed Handout
Total			**6**		**84**	
N/A	English	Understanding Your Bill	1	N/A	3	CHANGES Ed Handout
N/A	Japanese	Understanding Your Bill	1	N/A	5	CHANGES Ed Handout
N/A	Korean	Understanding Your Bill	1	N/A	36	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	7	N/A	178	CHANGES Ed Handout
Total			**10**		**222**	
		December 1, 2019 Through December 31, 2019	**82**		**1,953**	

[1] This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original version in order to have a more consistent appearance and format with existing SDG&E tables.
The data is reported quarterly

[2] Date of the workshops not available.

[3] Contractor states all sessions last at least 30 minutes.

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
Note: Information not provided by contractor.