

Pacific Gas and Electric Company

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

Program Monthly Report
For July 2012

(August 21, 2012)

PACIFIC GAS AND ELECTRIC COMPANY

**ENERGY SAVINGS ASSISTANCE PROGRAM AND CARE PROGRAM
MONTHLY REPORT FOR JULY 2012**

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PACIFIC GAS AND ELECTRIC COMPANY

**ENERGY SAVINGS ASSISTANCE PROGRAM
AND CARE PROGRAM MONTHLY REPORT
FOR JULY 2012**

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

D.11-11-010 adopted bridge funding to June 30, 2012 for the CARE and ESA Programs to ensure continuity of the two low income programs until the Commission adopts a final decision on the CARE and ESA Program budget application for 2012-2014. This decision authorizes PG&E and the other IOUs to expend an amount not to exceed 50 percent of their respective 2011 budget level, from January 1, 2012 until June 30, 2012.

Table 1
Bridge Funding Budgets beginning January 1, 2012- June 30, 2012
Budget Summary

Utility	ESA Program	CARE	Total
PG&E	\$78,394,519	\$244,614,218	\$323,008,737
SCE	\$31,706,930	\$108,442,500	\$140,149,430
*SoCalGas	*\$39,128,134	\$71,244,819	*\$110,372,953
SDG&E	\$10,163,803	\$26,532,227	\$36,696,030
Total	\$159,393,386	\$450,833,763	\$610,227,149

*SoCalGas's bridge funding budget is augmented, and SoCalGas is authorized an additional \$6.06 million for its ESA program, for this bridge period, in addition to \$39,128,134 shown in Table 1 above.

D.12-06-030 adopted monthly bridge funding from July 1, 2012 for the CARE and ESA Programs to ensure continuity of the two low income programs until the Commission adopts a final decision on the CARE and ESA Program budget application for 2012-2014. This decision continues authorization for PG&E and the other IOUs to expend an amount not to exceed 50 percent of their respective 2011 budget level on a month-by-month basis. Table 2 shows the monthly ESA and CARE program budgets as approved in Advice Letter 3313-G/4075-E on July 18, 2012, and effective July 1, 2012.

Table 2
Monthly Bridge Funding Budgets beginning July 1, 2012
Budget Summary

Utility	ESA	CARE	Total
PG&E	\$13,065,753	\$40,769,036	\$53,834,789
SCE	\$5,284,488	\$18,073,750	\$23,358,238
*SoCalGas	*\$11,375,107	\$11,874,137	*\$18,395,493
*SDG&E	*\$2,208,018	\$4,422,038	* \$6,116,005
Total	\$26,565,564	\$75,138,961	\$101,704,525

*SoCalGas' and SDG&E's bridge funding budgets are augmented based upon their comments.

1. Low Income Energy Assistance Program Executive 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.

PG&E has offered energy efficiency programs to income-qualified customers in its 48 counties since 1983. The ESA Program's objective is to help income-qualified customers reduce their energy consumption and costs while also improving their quality of life. The 2009-2011 ESA Program authorized in D.08-11-031 is a resource program emphasizing long-term and enduring energy savings. It continues to serve all eligible low income customer populations by providing all feasible ESA Program measures at no cost to the customer through a direct-install, whole house approach. All housing types are eligible to participate and the ESA Program is available to both homeowners and renters.

1.1. Energy Savings Assistance Program Overview

The bridge funding extensions authorized in D.11-11-010 and D.12-06-030 for the 2012 program year essentially adopts the 2009-2011 ESA program guidelines and measures adopted in D.08-11-031.1

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

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

PG&E's ESA Program has treated 62,660 customers in 2012.

1.1.1. Provide a summary of the Energy Savings Assistance Program elements as approved in D.11-11-010 and D.12-06-030:

Energy Savings Assistance Program Summary for Month				
2012	Authorized / Planning Assumptions 1/1-6/30 2012^[1]	Authorized / Planning Assumptions From 7/1 2012^[1]	Year-to-Date Actual	%
Budget	\$ 78,394,518	\$ 91,460,270	\$ 70,549,975	77.1%
Homes Treated	55,000	65,416	62,660	95.8%
kWh Saved ^[2]	na	na	20,547,479	na
kW Demand Reduced ^[2]	na	na	4,277	na
Therms Saved ^[2]	N,a	na	626,883	na

^[1]Authorized assumptions are based D.11-11-010 for January 1, 2012-June 30, 2012, and D.12-06-030 for each month after that.

^[2] PG&E updated impact reporting for its 2012 Monthly Reports to use the ECONorthwest, 2009 LIEE Program Impact Evaluation, Final Report, as previously agreed.

1.2. Whole Neighborhood Approach Evaluation

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

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

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

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

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

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

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

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

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

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

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

Using this information to help determine potential neighborhoods to approach, PG&E's ESA Program managers work with both internal and external groups to target and select neighborhoods. PG&E works closely with its ESA Program implementation contractors, CARE outreach contractors, PG&E local government relations and communications staff, and state Low Income Home Energy Assistance Program (LIHEAP) agencies to help establish contact with government representatives and neighborhood leaders.

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

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

1.3. ESA Program Customer Outreach and Enrollment Update

PG&E coordinates activities and advertising with other PG&E energy efficiency and rate programs likely to reach income-qualified customers and service providers. For example, PG&E's ESA Program contractors are required to inform customers about other programs for which they may be eligible. Additionally, PG&E automatically enrolls customers participating in the ESA Program onto the CARE discount rate.

PG&E employees regularly provide information on the company's low income programs at community events throughout PG&E's service area. These presentations educate customers about energy efficiency and inform them about assistance programs and opportunities available to them in multiple languages, including English, Spanish, Vietnamese, Chinese, Russian, Korean, and Hmong.

PG&E contracts directly with both community-based organizations (CBOs) and private contractors who provide a wealth of experience in the communities they serve. PG&E currently has 33 installation contractors including 11 CBOs and two

appliance contractors who serve 48 counties. Of the 11 CBOs, six are LIHEAP agencies.

PG&E has five contracts with LIHEAP agencies that are not working within PG&E's ESA Program. PG&E coordinates with these LIHEAP agencies to install Energy Star® refrigerators in homes receiving PG&E electric service where the LIHEAP contractors have installed all other measures under the State Weatherization Program. This allows both the ESA Program and LIHEAP to leverage their resources and help additional low income homes. Through July, 31 refrigerators have been installed, which equates to \$24,800 leveraged through this program.

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

PG&E and its implementation subcontractors perform outreach for the ESA Program that targets income-qualified populations and other low income PG&E customers through a combination of bill inserts and direct mailings, outbound phone calls, text messages, public service announcements, 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 who sets up an appointment with them. PG&E subcontractors are provided access to a database containing current CARE customers in their contract area. The ESA Program also takes full advantage of CARE's successful marketing strategies by working closely with its outreach team.

In July, the ESA Program continued the following partnership:

- Saber es Poder
- City of Pleasanton Mobile Home

PG&E continues to enroll eligible customers in the ESA Program via automated phone calls and text messaging:

- Automated Phone Calls –A third-party vendor is contracted to enroll new customers by telephone. Year-to-date, this initiative has generated 48 new enrollments.
- Text messaging –A third-party vendor is contracted to enroll new customers via text message. Year-to-date, this initiative has generated 192 new enrollments.

In July, the ESA Program continued the following media campaigns:

- A radio campaign through Clear Channel stations in Sacramento and the San Francisco Bay Area.
- A Spanish print campaign in Vision Hispana throughout Alameda and Contra Costa counties.
- A Cantonese, Mandarin and Hmong television campaign through Crossings TV in Sacramento, Stockton and Fresno.
- A Hmong radio campaign through Crossings TV in Sacramento.

In July, the ESA Program participated in the following events:

- Hmong Southeast Asian Games in Sacramento on 07/14/12 -7/15/12.

1.4. Leveraging Success Evaluation, Including CSD

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

PG&E, SCE, SDG&E, and SoCalGas met with CSD staff San Francisco on June 21, 2012 to discuss leveraging opportunities. Ideas discussed included: developing a shared repository database that could include customers served and customers on wait lists by utilities and LIHEAP agencies; and sharing utility information with LIHEAP agencies about ESA Program customers who are found to be over the ESA Program income guidelines or require HVAC or other services which the utilities are unable to provide under ESA Program guidelines.

1.5. Workforce Education & Training

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

All contractors and subcontractors responsible for implementing the ESA Program are trained at the PG&E Energy Training Center (ETC) in Stockton California. Most of these ESA Program energy specialists and installation contractors are from the local communities in which they work. Because of the slightly reduced unit goals for the first half of the 2012 ESA Program, fewer contractor Weatherization Specialists have been hired to implement it. In various capacities 887 individuals in 57 sessions (2,021 student days) have been trained to deliver the ESA Program year-to-date.

1.6. Miscellaneous

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

PG&E's ESA Program works with Grid Alternatives to deliver ESA services to customers that have been approved to participate in the Single Family Affordable Solar Housing Program (SASH). Grid Alternatives refers SASH-eligible homes to PG&E on a regular basis. If the customer has not yet participated in the ESA Program, the customer is placed in the program. The home is assessed, and delivery of all eligible measures is expedited. PG&E then notifies Grid Alternatives of the measures that were installed in the home. Grid Alternatives uses this data in their calculations to accurately size the SASH solar unit to be installed. In 2012, the ESA Program completed treatment of 72 homes that were selected for SASH program participation. PG&E supplied ESA measure installation data for 94 SASH-selected homes that were treated through the ESA Program in prior years.

2. CARE Executive Summary

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

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

2.1. CARE Program Summary

To ensure continuity of the CARE Program until the Commission adopts a final decision on the CARE budget application for 2012-2014, a month-to-month bridge funding extension period beginning July 1, 2012 was authorized in D.12-06-030 dated June 21, 2012. The monthly bridge funding budget for PG&E's CARE Program is \$40,769,036 or 8.3 percent of the authorized 2011 program budget.

2.1.1. Please provide CARE program summary costs

CARE Budget Categories	Authorized Budget 1/1/12-7/31/12	Actual Expenses Year to Date	% of Budget Spent
Outreach	\$3,308,084	\$2,852,883	86%
Automatic Enrollment	\$35,000	\$60,749	174%
Proc / Certification / Verification	\$1,166,667	\$1,109,783	95%
Information Tech / Programming	\$233,333	\$71,163	30%
Pilots	\$0	\$0	0%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$148,750	\$63,456	43%
General Administration	\$408,333	\$409,708	100%
CPUC Energy Division Staff	\$120,167	\$39,852	33%
Cooling Centers	\$133,583	\$82,914	62%

Total Expenses	\$5,553,917	\$4,690,507	84%
Subsidies and Benefits	\$279,829,338	\$405,087,561	145%
Total Program Costs and Discounts	\$285,383,254	\$409,778,068	144%

2.1.2. Please provide the CARE program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,517,098	1,663,059	91.2%

2.2. Outreach

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

PG&E performs outreach for the CARE Program that targets income-qualified customers through a variety of innovative approaches.

PG&E contracted with 69 Community Outreach Contractors (COCs) throughout its service area. These COCs represent a variety of communities, including African-Americans, Hispanics, Asian Pacific Islander Americans (Chinese, Vietnamese, Laotian, Hmong), Native Americans, seniors, rural residents, agricultural workers, sub-metered tenants, and nonprofit living facilities. Year-to-date, this initiative has generated 2,029 new enrollments.

PG&E maintained a CARE Facebook fan page to reach new customers of the web-savvy generation. The fan page served to increase awareness about the program and encouraged customers to apply online.

PG&E's continues to enroll eligible customers in the CARE program via automated phone calls, online enrollment, door-to-door canvassing, local office partnerships, recertification, welcome packet inserts and 15-day notice inserts:

- Automated Phone Calls –A third-party vendor is contracted to enroll new customers and recertifies existing customers by telephone. Year-to-date, this initiative has generated 10,668 new enrollments and 43,429 recertified customers.
- Online Enrollment – The company website is being utilized to enroll customers online. Year-to-date, this initiative has generated 56,160 new enrollments.
- Door-to-Door Canvassing – Third-party vendors conduct door-to-door outreach among urban and rural customers who have not responded to

traditional outreach efforts. Year-to-date, this initiative has generated 6,554 new enrollments.

- Local Office Partnerships – Through the placement of self-service kiosks in the lobby through our local office partnerships, customers are able to pick up, complete and deposit CARE applications while waiting in line. Year-to-date, this initiative has generated 11,737 new enrollments.
- Recertification –English, Spanish, Chinese and Vietnamese applications and letters are mailed to customers who had not recertified for CARE. Year-to-date, this initiative has generated 6,878 re-enrolled customers.
- Welcome Packet Insert –English/Spanish applications are inserted into new customers’ welcome packets. Year-to-date, this initiative has generated 9,694 new enrollments.
- 15-Day Notice Insert – English/Spanish applications are inserted into customers’ 15-day notices. Year-to-date, this initiative has generated 2,076 new enrollments.

In July, the CARE program launched the following media campaigns:

- An African-American print ad campaign in the Sacramento Observer throughout Sacramento County.
- A Spanish print ad campaign in the Vida en el Valle throughout Fresno, Stockton, Merced, Modesto and Sacramento.
- A Spanish print ad campaign in the La Oferta throughout San Jose.
- A Spanish print ad campaign in the Cronicas throughout Napa, Solano, Sonoma, Marin and Sacramento counties.

In July, the CARE program continued the following media campaigns:

- A Chinese print ad campaign in the World Journal in San Francisco.
- A Chinese print ad campaign in the Sing Tao Daily throughout Northern California.
- A Vietnamese print ad campaign in ThoiBao Daily in the San Francisco Bay Area.
- A Vietnamese print ad campaign in Vietnam Daily throughout Santa Clara County.

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

PG&E currently exchanges data with Southern California Edison (SCE) Company and Southern California Gas (SCG) Company to automatically enroll their CARE

customers who also receive PG&E service. PG&E also participates in data exchanges of qualified low income customers with the Sacramento Municipal Utility District (SMUD) and Modesto Irrigation District (MID). PG&E provides natural gas in the SMUD and MID electric service areas and will automatically enroll qualified low income customers served by SMUD and MID in CARE. Year-to-date, 914 customers have been automatically enrolled through this method.

PG&E utilizes an internal report to automatically enroll customers who receive LIHEAP and REACH payments. Year-to-date, 4,244 LIHEAP customers and 1,205 REACH customers have been automatically enrolled in CARE.

PG&E automatically enrolls customers that receive ESA Program services. Year-to-date, 10,449 ESA Program participants have been enrolled in CARE.

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

2.2.3. Recertification Complaints

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

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

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 12 Public Housing Authority (PHA) as a Community Outreach Contractor (COC) to enroll their eligible residents in the program.

3. Appendix: ESA Tables and CARE Tables

ESA- Table 1- ESA Program Expenses

ESA- Table 2- ESA Measure Installations and Savings

ESA- Table 3- Average Bill Savings per Treated Home

ESA- Table 4- ESA Homes Treated

ESA- Table 5- ESA Customer Summary

ESA- Table 6- Expenditures for Pilots and Studies

ESA- Table 7- Whole Neighborhood Approach

CARE- Table 1- CARE Program Expenses

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

CARE- Table 3- Standard Random Verification Results

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

CARE- Table 5- Enrollment by County

CARE- Table 6- Recertification Results

CARE- Table 7- Capitation Contractors

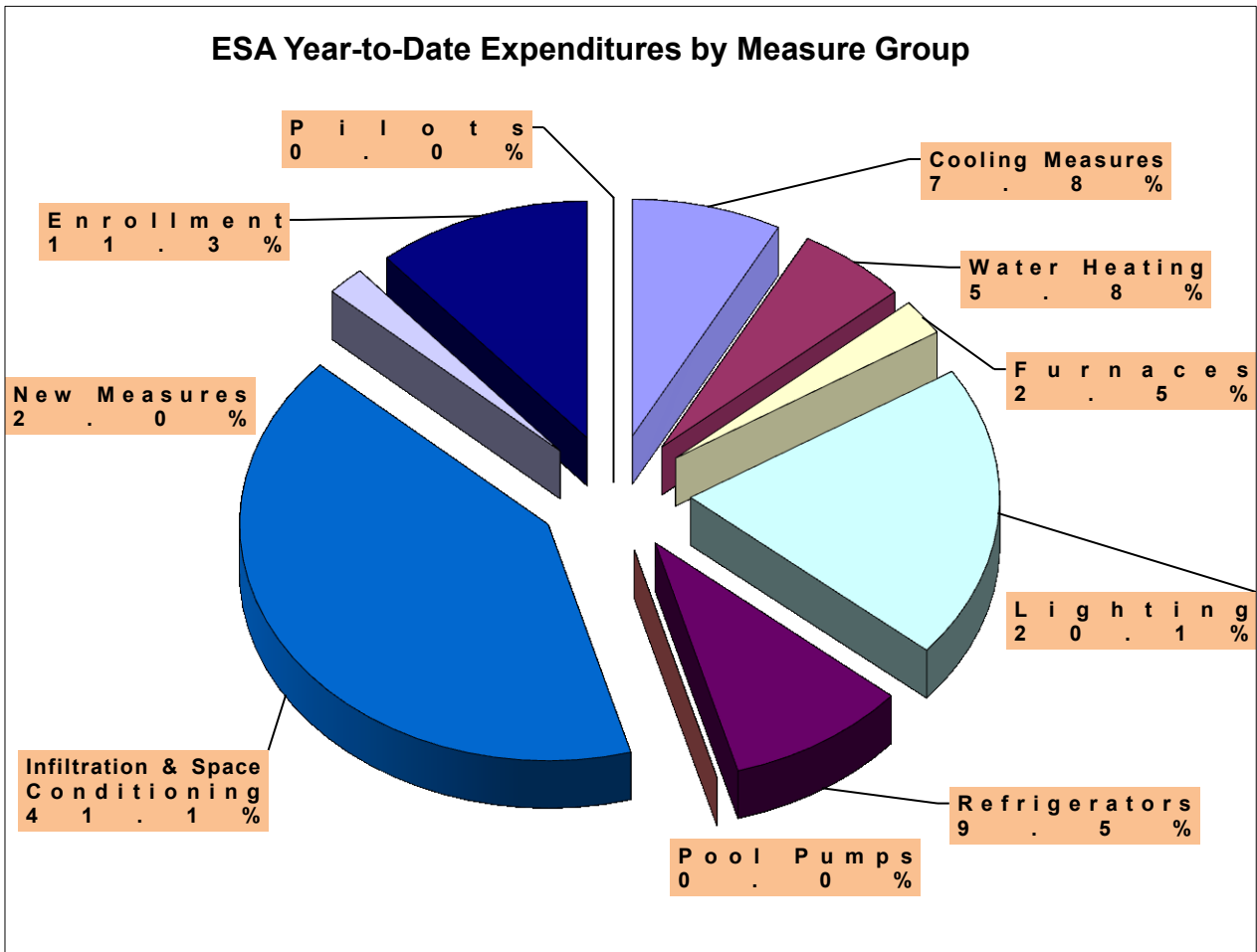
CARE- Table 8- Participants as of Month-End

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	ESA Table 1 - ESA Program Expenses												
2	Through July 31, 2012												
3		Authorized Budget ¹			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent YTD		
4	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
5	Energy Efficiency												
6	- Gas Appliances	\$ -	\$ 9,879,188	\$ 9,879,188		\$ 785,035	\$ 785,035		\$ 6,575,426	\$ 6,575,426	0.0%	66.6%	66.6%
7	- Electric Appliances	\$ 34,884,266	\$ -	\$ 34,884,266	\$ 3,687,539		\$ 3,687,539	\$ 25,715,975		\$ 25,715,975	73.7%	0.0%	73.7%
8	- Weatherization	\$ 4,376,128	\$ 24,798,056	\$ 29,174,184	\$ 504,567	\$ 2,859,214	\$ 3,363,782	\$ 3,783,148	\$ 21,437,841	\$ 25,220,990	86.4%	86.4%	86.4%
9	- Outreach and Assessment	\$ 627,311	\$ 337,783	\$ 965,094	\$ 59,362	\$ 31,964	\$ 91,326	\$ 452,763	\$ 243,795	\$ 696,558	72.2%	72.2%	72.2%
10	- In Home Energy Education	\$ 5,783,658	\$ 3,114,277	\$ 8,897,936	\$ 584,924	\$ 314,959	\$ 899,882	\$ 4,437,337	\$ 2,389,335	\$ 6,826,672	76.7%	76.7%	76.7%
11	- Education Workshops	\$ -	\$ -	\$ -							0.0%	0.0%	0.0%
12	- Pilot	\$ -	\$ -	\$ -							0.0%	0.0%	0.0%
13	- Cool Centers	\$ -	\$ -	\$ -							0.0%	0.0%	0.0%
14	Energy Efficiency TOTAL	\$ 45,671,362	\$ 38,129,304	\$ 83,800,666	\$ 4,836,391	\$ 3,991,172	\$ 8,827,563	\$ 34,389,224	\$ 30,646,398	\$ 65,035,622	75.3%	80.4%	77.6%
15													
16	Training Center	\$ 356,125	\$ 191,760	\$ 547,885	\$ 28,433	\$ 15,310	\$ 43,743	\$ 157,923	\$ 85,035	\$ 242,958	44.3%	44.3%	44.3%
17	Inspections	\$ 2,278,190	\$ 1,226,718	\$ 3,504,908	\$ 186,416	\$ 100,378	\$ 286,795	\$ 1,865,283	\$ 1,004,383	\$ 2,869,666	81.9%	81.9%	81.9%
18	Marketing	\$ 769,917	\$ 414,571	\$ 1,184,487	\$ 153,012	\$ 82,391	\$ 235,404	\$ 457,424	\$ 246,305	\$ 703,729	59.4%	59.4%	59.4%
19	M&E Studies	\$ 35,067	\$ 18,882	\$ 53,949				\$ (251)	\$ (135)	\$ (386)	-0.7%	-0.7%	-0.7%
20	Regulatory Compliance	\$ 134,813	\$ 72,592	\$ 207,405	\$ 5,084	\$ 2,738	\$ 7,822	\$ 63,792	\$ 34,350	\$ 98,142	47.3%	47.3%	47.3%
21	General Administration	\$ 1,383,201	\$ 744,800	\$ 2,128,001	\$ 147,226	\$ 79,276	\$ 226,502	\$ 1,029,057	\$ 554,108	\$ 1,583,165	74.4%	74.4%	74.4%
22	CPUC Energy Division	\$ 21,430	\$ 11,539	\$ 32,969	\$ 923	\$ 497	\$ 1,420	\$ 11,102	\$ 5,978	\$ 17,079	51.8%	51.8%	51.8%
23													
24	TOTAL PROGRAM COSTS	\$ 50,650,105	\$ 40,810,165	\$ 91,460,270	\$ 5,357,486	\$ 4,271,762	\$ 9,629,248	\$ 37,973,553	\$ 32,576,422	\$ 70,549,975	75.0%	79.8%	77.1%
25													
26	Indirect Costs				\$ 72,683	\$ 40,249	\$ 112,932	\$ 598,304	\$ 332,506	\$ 930,809			
27													
28	NGAT Costs				\$ 231,595	\$ 231,595		\$ 1,464,780	\$ 1,464,780				

	A	B	C	D	E	F	G	H
1	ESA Table 2 - ESA Measure Installations & Savings							
2	Pacific Gas & Electric Company							
3	Through July 31, 2012							
4	Year-To-Date Completed & Expensed Installations							
5	Measures	Units	Quantity Installed	kWh [5] (Annual)	kW [5] (Annual)	Therms [5] (Annual)	Expenses [6] (\$)	% of Expenditures
6	Heating Systems							
7	Furnaces [7]	Each	1,607	-	-	-	1,486,614	2.46%
8	Cooling Measures							
9	- A/C Replacement - Room	Each	1,462	74,797	101	-	1,614,185	2.67%
10	- A/C Replacement - Central	Each	3	162	0	-	3,319	0.01%
11	- A/C Tune-up - Central	Each	3,905	2,257	3	-	961,194	1.59%
12	- A/C Services - Central	Each						
13	- Heat Pump	Each						
14	- Evaporative Coolers	Each	3,360	1,727,517	1,982	-	2,166,192	3.58%
15	- Evaporative Cooler Maintenance	Each						
16	- Clock Thermostat	Each						
17	Infiltration & Space Conditioning							
18	Envelope and Air Sealing Measures [1]	Home	41,647	2,196,310	-	235,278	18,417,301	30.43%
19	Duct Sealing	Home	1,930	-	-	-	1,507,452	2.49%
20	Attic Insulation	Home	3,666	256,299	128	46,249	4,933,873	8.15%
21	Water Heater Savings							
22	Water Heater Conservation Measures [2]	Home	47,104	250,133	55	345,356	2,927,829	4.84%
23	- Water Heater Replacement - Gas [7]	Each	782	-	-	-	569,889	0.94%
24	- Water Heater Replacement - Electric [7]	Each						
25	- Tankless Water Heater - Gas	Each						
26	- Tankless Water Heater - Electric	Each						
27	Lighting Measures							
28	- CFLs	Each	241,302	3,303,061	295	-	1,699,487	2.81%
29	- Interior Hard wired CFL fixtures	Each	109,753	4,729,276	540	-	8,602,885	14.21%
30	- Exterior Hard wired CFL fixtures	Each	23,166	1,000,773	116	-	1,853,134	3.06%
31	- Torchiere	Each						
32	Refrigerators							
33	Refrigerators - Primary	Each	7,063	5,081,182	866	-	5,765,455	9.53%
34	Refrigerators - Secondary	Each						
35	Pool Pumps							
36	Pool Pumps	Each						
37	New Measures							
38	Forced Air Unit Standing Pilot Change Out	Each						
39	Furnace Clean and Tune	Each						
40	High Efficiency Clothes Washer	Each						
41	Microwave	Each						
42	Thermostatic Shower Valve	Each						
43	LED Night Lights	Each						
44	Occupancy Sensor	Each	11,042	440,576	44	-	627,429	1.04%
45	Torchiere	Each	7,284	1,485,135	146	-	580,436	0.96%
46	Pilots							
47	A/C Tune-up - Central	Home						
48	Interior Hard wired CFL fixtures	Each						
49	Ceiling Fans	Each						
50	In-Home Display	Each						
51	Programmable Controllable Thermostat	Each						
52	Forced Air Unit	Each						
53	Microwave [8]	Each	-	-	-	-	-	0.00%
54	High Efficiency Clothes Washer	Each	-	-	-	-	-	0.00%
55	Customer Enrollment							
56	- Outreach & Assessment	Home	62,660				626,550	1.04%
57	- In-Home Education	Home	62,660				6,186,200	10.22%
58	- Education Workshops	Participants						
59								
60								
61	Total Savings/Expenditures			20,547,479	4,277	626,883	60,529,423	100%
62								
63	Homes Weatherized [3]	Home	52,678					
64								
65	Homes Treated							
66	- Single Family Homes Treated	Home	48,379					
67	- Multi-family Homes Treated	Home	10,250					
68	- Mobile Homes Treated	Home	4,031					
69	- Total Number of Homes Treated	Home	62,660					
70	#Eligible Homes to be Treated for PY[4]	Home						
71	% of Homes Treated	%						
72								
73	- Total Master-Metered Homes Treated	Home	2,019					
74								
75	[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.							
76	[2] Water Heater Conservation Measures may include water heater blanket, low flow showerhead, water heater pipe wrap, faucet aerators.							
77	[3] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs							
78	[4] Based on Attachment H of D0811031							
79	[5] All savings are calculated based on the following sources:							
80	M&E is from Impact Evaluation of the June 2009 Version for the ESAP Program							
81	[6] Costs exclude support costs that are included in Table 1.							
82	[7] Includes both Replacement and Repair.							
83	[8] Microwave savings are from ECONorthWest Studies received in December of 2011							

	A	B	C	D	E	F	G
1	Year-to-Date Expenses from ESA Table 2						
2							
3							
4			Cooling Measures	\$4,744,890		7.8%	
5			Water Heating	\$3,497,718		5.8%	
6			Furnaces	\$1,486,614		2.5%	
7			Lighting	\$12,155,506		20.1%	
8			Refrigerators	\$5,765,455		9.5%	
9			Pool Pumps	\$0		0.0%	
10			Infiltration & Space Conditioning	\$24,858,626		41.1%	
11			New Measures	\$1,207,865		2.0%	
12			Enrollment	\$6,812,750		11.3%	
13			Pilots	\$0		0.0%	
14							
15			Total	\$60,529,423			



	A	B
1	ESA Table 3 - Average Bill Savings per Treated Home	
2	Pacific Gas & Electric Company	
	Through July 31, 2012	
3	Year-to-date Installations - Expensed	
4		
5	Annual kWh Savings	20,547,479
6	Annual Therm Savings	626,883
7	Lifecycle kWh Savings	264,789,638
8	Lifecycle Therm Savings	5,334,778
9	Current kWh Rate	\$ 0.0996
10	Current Therm Rate	\$ 0.7753
11	Number of Treated Homes	62,660
12	Average 1st Year Bill Savings / Treated Home	\$ 40.42
13	Average Lifecycle Bill Savings / Treated Home	\$ 379.40

	A	B	C	D	E	F	G
1	ESA Table 4 - ESA Homes Treated						
2	Pacific Gas & Electric Company						
3	Through July 31, 2012						
4	County	Eligible Customers			Homes Treated Year to Date		
5		Rural	Urban	Total	Rural	Urban	Total
6	ALAMEDA	-	182,884	182,884	0	4,971	4,971
7	ALPINE	241	-	241	0	0	0
8	AMADOR	5,244	-	5,244	161	3	164
9	BUTTE	13,133	28,600	41,732	1,542	5	1,547
10	CALAVERAS	9,238	33	9,271	306	35	341
11	COLUSA	3,041	17	3,058	188	0	188
12	CONTRA COSTA	-	99,276	99,276	4	3,548	3,552
13	EL DORADO	6,491	7,293	13,784	356	2	358
14	FRESNO	198	143,370	143,568	510	4,402	4,912
15	GLENN	4,780	-	4,780	298	45	343
16	HUMBOLDT	23,982	-	23,982	829	9	838
17	KERN	58,398	37,654	96,052	1,773	2,658	4,431
18	KINGS	8,779	243	9,022	246	0	246
19	LAKE	16,817	-	16,817	699	6	705
20	LASSEN	230	-	230	18	8	26
21	MADERA	5,987	13,644	19,631	642	4	646
22	MARIN	-	24,657	24,657	114	445	559
23	MARIPOSA	3,150	20	3,170	14	16	30
24	MENDOCINO	17,634	23	17,657	262	7	269
25	MERCED	19,945	19,511	39,456	1,761	1,358	3,119
26	MONTEREY	5,525	47,222	52,747	206	1,053	1,259
27	NAPA	-	16,534	16,534	52	498	550
28	NEVADA	13,728	-	13,728	474	2	476
29	PLACER	12,292	18,883	31,175	251	649	900
30	PLUMAS	3,509	-	3,509	93	0	93
31	SACRAMENTO	-	173,856	173,856	22	4,273	4,295
32	SAN BENITO	5,782	131	5,913	173	1	174
33	SAN BERNARDINO	381	55	436	0	0	0
34	SAN FRANCISCO	-	125,124	125,124	0	1,545	1,545
35	SAN JOAQUIN	10,309	80,307	90,616	320	3,551	3,871
36	SAN LUIS OBISPO	21,412	14,741	36,153	801	1	802
37	SAN MATEO	-	59,333	59,333	15	806	821
38	SANTA BARBARA	1,423	16,997	18,420	566	286	852
39	SANTA CLARA	4,183	147,706	151,889	130	7,774	7,904
40	SANTA CRUZ	-	30,261	30,261	106	1,040	1,146
41	SHASTA	13,970	14,483	28,453	444	736	1,180
42	SIERRA	346	0	346	4	0	4
43	SISKIYOU	27	-	27	0	0	0
44	SOLANO	-	43,282	43,282	339	1,534	1,873
45	SONOMA	3,333	58,213	61,546	426	1,760	2,186
46	STANISLAUS	29,853	37,795	67,648	611	1,315	1,926
47	SUTTER	-	14,516	14,516	512	0	512
48	TEHAMA	12,414	10	12,424	392	7	399
49	TRINITY	481	-	481	0	0	0
50	TULARE	7,644	680	8,324	405	13	418
51	TUOLUMNE	12,232	-	12,232	228	0	228
52	YOLO	-	27,902	27,902	625	694	1,319
53	YUBA	106	11,381	11,486	682	0	682
54	Total	356,241	1,496,636	1,852,877	17,600	45,060	62,660

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	ESA Table 5 - ESA Customer Summary - PG&E																
2	Through July 31, 2012																
3		Gas & Electric				Gas Only				Electric Only				Total			
4		Homes Treated	(Annual)			Homes Treated	(Annual)			Homes Treated	(Annual)			Homes Treated	(Annual)		
5	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
6	January 2012	1,298	110,042	1,653,115	283.6	5,008	20,401	11,939	3.5	708	681	593,400	110.4	7,014	131,125	2,258,455	397
7	February 2012	1,810	134,198	3,940,245	747.7	10,901	24,103	127,081	4.0	2,596	763	1,112,983	262.1	15,307	159,063	5,180,309	1,014
8	March 2012	3,972	212,832	6,221,857	1,158.3	17,503	40,915	212,645	8.9	2,981	1,044	1,706,556	402.7	24,456	254,790	8,141,058	1,570
9	April 2012	24,793	296,107	8,737,685	1,638.6	4,230	59,192	302,371	13.5	5,538	1,339	2,377,107	555.2	34,561	356,638	11,417,163	2,207
10	May 2012	5,454	380,526	11,431,771	2,217.5	32,462	76,112	394,012	18.8	7,346	1,581	3,123,335	728.1	45,262	458,220	14,949,119	2,964
11	June 2012	6,383	454,681	13,778,939	2,743.3	8,929	87,279	458,274	20.9	39,194	764	3,746,622	885.7	54,506	542,724	17,983,835	3,650
12	July 2012	45,320	527,099	15,789,588	3,217.6	10,058	98,969	522,687	22.3	7,282	815	4,235,204	1,036.6	62,660	626,883	20,547,479	4,277
13	August 2012																
14	September 2012																
15	October 2012																
16	November 2012																
17	December 2012																
18	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in ESA Table 2.																

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	ESA Table 6 - Expenditures for 2009-11 Pilots and Studies												
2	Pacific Gas and Electric Company												
3	Through July 31, 2012												
4		Authorized 3-Year Budget ¹			Current Month Expenses ¹			Expenses Since January 1, 2009 ¹			% of Authorized Budget Spent ¹		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots:												
7	Microwaves (Meals On Wheels)	\$ 300,000	\$ -	\$ 300,000	N/A	N/A	N/A	\$ 274,915	\$ -	\$ 274,915	92%	0%	92%
8	On-Line EP Training ⁶	\$ 67,500	\$ 382,500	\$ 450,000	\$ -	\$ -	\$ -	\$ 22,075	\$ 125,090	\$ 147,164	33%	33%	33%
9	City of San Joaquin	\$ 61,500	\$ 348,500	\$ 410,000	\$ -	\$ -	\$ -	\$ 4,260	\$ 24,142	\$ 28,402	7%	7%	7%
10	High Efficiency Clothes Washers	\$ 112,500	\$ 637,500	\$ 750,000	N/A	N/A	N/A	\$ 95,174	\$ 539,321	\$ 634,495	85%	85%	85%
11	CPUC-WE&T Pilot ³				N/A	N/A	N/A	\$ 21,142	\$ 119,802	\$ 140,943			
12	Total Pilots	\$ 541,500	\$ 1,368,500	\$ 1,910,000	\$ -	\$ -	\$ -	\$ 417,566	\$ 808,354	\$ 1,225,920	77%	59%	64%
13													
14	Studies:												
15	Low Income Non-Energy Benefits	\$ 58,500	\$ 31,500	\$ 90,000	N/A	N/A	N/A	\$ 23,084	\$ 12,430	\$ 35,513	39%	39%	39%
16	2009 Process Evaluation	\$ 48,750	\$ 26,250	\$ 75,000	N/A	N/A	N/A	\$ 48,621	\$ 26,181	\$ 74,802	100%	100%	100%
17	Household Segmentation Study ⁴	\$ 78,000	\$ 42,000	\$ 120,000	\$ -	\$ -	\$ -	\$ 78,000	\$ 42,000	\$ 120,000	100%	100%	100%
18	Impact Evaluation ²	\$ -	\$ -	\$ -	N/A	N/A	N/A	\$ 111,562	\$ 60,072	\$ 171,633			
19	Refrigerator Degradation Study ⁵	\$ 43,334	\$ 23,333	\$ 66,667	\$ (54,842)	\$ (29,530)	\$ (84,372)	\$ 26,637	\$ 14,343	\$ 40,980	61%	61%	61%
20	Total Studies	\$ 228,584	\$ 123,083	\$ 351,667	\$ (54,842)	\$ (29,530)	\$ (84,372)	\$ 287,904	\$ 155,025	\$ 442,929	126%	126%	126%
21													
22	Footnotes												
23	¹ All Pilots and Studies were authorized in D.08-11-031 for the 2009-11 ESA program. Outstanding pilots and studies are being completed in 2012.												
24	² The Impact Evaluation was approved in D.08-11-031, but IOUs were required to utilize the budget authorized in D.06-12-038 and to carry it over to 2009. PG&E's budget was \$180,000.												

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

	A	B	C	D	E
1	ESA Table 7 - PG&E				
2	Whole Neighborhood Approach				
3	Through July 31, 2012				
4	A	B	C	D	E
5	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2011	Total Treated Year to Date
6	Mission District, San Francisco, 94110	30,577	7,033	4,285	168
7					
8	Los Osos, 93402	6,287	1,572	584	44
9					
10	Allensworth/Earlimart, 93219	155	113	40	4
11					
12	Alpaugh, 93201	398	235	148	7
13					
14	Live Oak, 95953	3,841	1,767	1,401	70
15					
16	Oakland, 94601	17,043	9,203	3,975	481
17	Oakland, 94602	12,951	3,626	1,217	144
18	Oakland, 94606	16,993	8,157	2,660	348

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses - PG&E												
2	Through July 31, 2012												
3	Final	Authorized Budget (January-July)			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
4	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
5	Outreach ^[1]	\$ 2,753,333	\$ 688,333	\$ 3,441,667	\$ 185,667	\$ 40,047	\$ 225,714	\$ 2,365,220	\$ 570,577	\$ 2,935,797	86%	83%	85%
6	Automatic Enrollment	\$ 28,000	\$ 7,000	\$ 35,000	\$ 16,248	\$ 4,062	\$ 20,310	\$ 48,599	\$ 12,150	\$ 60,749	174%	174%	174%
7	Processing/ Certification/Verification	\$ 933,333	\$ 233,333	\$ 1,166,667	\$ 84,711	\$ 21,178	\$ 105,889	\$ 887,826	\$ 221,957	\$ 1,109,783	95%	95%	95%
8	Information Technology / Programming	\$ 186,667	\$ 46,667	\$ 233,333	\$ 7,748	\$ 1,937	\$ 9,685	\$ 56,931	\$ 14,233	\$ 71,163	30%	30%	30%
9													
10	Pilots												
11	Recert and PEV Non-Response Study	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
12	One-E-App	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Total Pilots	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15													
16	Measurement & Evaluation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17	Regulatory Compliance	\$ 119,000	\$ 29,750	\$ 148,750	\$ 8,019	\$ 2,005	\$ 10,024	\$ 50,765	\$ 12,691	\$ 63,456	43%	43%	43%
18	General Administration	\$ 326,667	\$ 81,667	\$ 408,333	\$ 45,273	\$ 11,318	\$ 56,591	\$ 327,766	\$ 81,942	\$ 409,708	100%	100%	100%
19	CPUC Energy Division	\$ 96,133	\$ 24,033	\$ 120,167	\$ 2,650	\$ 662	\$ 3,312	\$ 31,882	\$ 7,970	\$ 39,852	33%	33%	33%
20													
21	SUBTOTAL MANAGEMENT COSTS	\$ 4,443,133	\$ 1,110,783	\$ 5,553,917	\$ 350,316	\$ 81,209	\$ 431,525	\$ 3,768,989	\$ 921,519	\$ 4,690,507	85%	83%	84%
22													
23	CARE Rate Discount ^[2]	\$ 224,838,422	\$ 54,990,916	\$ 279,829,338	\$ 59,954,506	\$ 4,725,232	\$ 64,679,738	\$ 337,523,079	\$ 67,564,481	\$ 405,087,561	150%	123%	145%
24	Service Establishment Charge Discount												
25													
26	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 229,281,555	\$ 56,101,700	\$ 285,383,254	\$ 60,304,822	\$ 4,806,441	\$ 65,111,263	\$ 341,292,068	\$ 68,486,000	\$ 409,778,068	149%	122%	144%
27													
28	Other CARE Rate Benefits												
29	- DWR Bond Charge Exemption				\$ 4,184,494		\$ 4,184,494	\$ 25,630,555		\$ 25,630,555			
30	- CARE PPP Exemption ^[3]				\$ 7,341,332	\$ 513,800	\$ 7,855,132	\$ 44,913,811	\$ 8,820,875	\$ 53,734,686			
31	- California Solar Initiative Exemption				\$ 1,119,003		\$ 1,119,003	\$ 6,505,416		\$ 6,505,416			
32	- kWh Surcharge Exemption												
33	Total - Other CARE Rate Benefits				\$ 12,644,828	\$ 513,800	\$ 13,158,628	\$ 77,049,782	\$ 8,820,875	\$ 85,870,657			
34													
35	Indirect Costs				\$ 33,973	\$ 8,493	\$ 42,466	\$ 332,932	\$ 83,226	\$ 416,158			
36													
37	^[1] The Outreach category includes expenses from Capitation Fee, Mass Media Advertising, Outreach, Expanded Outreach and Cooling Center Expenses												
38	^[2] The Authorized Budget for the CARE Rate Discount is based on the estimate filed in A.08-05-022.												
39	Per D.02-09-021, PG&E is authorized to recover the full value of the discount through the CARE two-way balancing account on an automatic pass-through basis.												
40	^[3] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the CARE surcharge.												
41	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration - PG&E																	
2	Through July 31, 2012																	
3		Gross Enrollment										Attrition (Drop Offs)	Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)	
4		Automatic Enrollment					Capitation	Other Sources ⁵	Total (G+H+I)	Recertification	Total Adjusted (J+K)		Net (L-M)	Net Adjusted (N-K)				
5	2012	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	One-e-App ⁴	SB580						Combined (B+C+D+E+F)	Recertification	Total (G+H+I)	Total Adjusted (J+K)	Net (L-M)	Net Adjusted (N-K)	Total CARE Participants
6	January	0	1,967	0	0	0	1,967	391	33,446	35,804	51,520	87,324	38,234	49,090	-2,430	1,530,262	1,663,059	92%
7	February	0	2,136	0	0	0	2,136	256	28,912	31,304	36,144	67,448	28,888	38,560	2,416	1,532,678	1,663,059	92%
8	March	0	2,429	0	0	0	2,429	282	37,792	40,503	57,135	97,638	31,736	65,902	8,767	1,541,445	1,663,059	93%
9	April	839	2,436	0	0	0	3,275	339	27,129	30,743	46,915	77,658	30,146	47,512	597	1,542,042	1,663,059	93%
10	May	0	2,308	0	0	0	2,308	362	29,196	31,866	44,255	76,121	37,671	38,450	-5,805	1,536,237	1,663,059	92%
11	June	75	2,532	0	0	0	2,607	288	23,813	26,708	41,761	68,469	35,262	33,207	-8,554	1,527,683	1,663,059	92%
12	July	0	2,090	0	0	0	2,090	111	25,631	27,832	50,630	78,462	38,417	40,045	-10,585	1,517,098	1,663,059	91%
13	August																	
14	September																	
15	October																	
16	November																	
17	December																	
18	YTD Total	914	15,898	0	0	0	16,812	2,029	205,919	224,760	328,360	553,120	240,354	312,766	-15,594	1,517,098	1,663,059	91%
19																		
20	¹ Enrollments via data sharing between the IOUs.																	
21	² Enrollments via data sharing between departments and/or programs within the utility.																	
22	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																	
23	⁴ One-e-App is a pilot program set up by The Center to Promote Healthcare Access (The Center) and PG&E. The pilot will occur within two PG&E counties to implement a strategy of automatic enrollment for low income customers into the CARE program based on customers' applications or reapplications for related low income health and social welfare services (e.g., MediCAL, Healthy Families, CALKids, etc.). The goal is to develop another means by which low income families can be introduced into the CARE program and, depending on the success of the pilot, possibly expand this pilot to other counties within PG&E's service area as well as to the other IOUs.																	
24	⁵ Not including Recertification.																	
25	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																	

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

	A	B	C	D	E	F	G	H	I
1	CARE Table 3 - Standard Random Verification Results - PG&E								
2	Through July 31, 2012								
3	2012	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible) ¹	Total Dropped ²	% Dropped through Random Verification	% of Total Population Dropped
4	January	1,530,262	7,405	0.48%	4,447	529	4,976	67.20%	0.33%
5	February	1,532,678	5,950	0.39%	3,666	334	4,000	67.23%	0.26%
6	March	1,541,445	9,061	0.59%	5,506	453	5,959	65.77%	0.39%
7	April	1,542,042	7,681	0.50%	4,647	554	5,201	67.71%	0.34%
8	May	1,536,237	13,163	0.86%	6,616	2,489	9,105	69.17%	0.59%
9	June	1,527,683	15,910	1.04%					
10	July	1,517,098	10,259	0.68%					
11	August								
12	September								
13	October								
14	November								
15	December								
16	YTD Total	1,517,098	69,429	4.58%	24,882	4,359	29,241	67.59%	1.93%
17									
18	¹ Includes customers verified as over income or who requested to be dropped.								
19	² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

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

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications - PG&E						
2	Through July 31, 2012						
3		Provided ²	Received	Approved	Denied	Pending/ Never Completed	Duplicates
4	YTD Total ¹	10,638,600	499,561	450,002	14,016	35,543	76,060
5	Percentage ³		100.00%	90.08%	2.81%	7.11%	15.23%
6							
7	Footnotes:						
8	¹ Includes sub-metered customers.						
9	² Includes number of applications provided via direct mail campaigns, call centers, bill inserts and other outreach methods. Because there are other means by which customers obtain applications which are not counted, this number is only an approximation.						
10	³ Percent of Received. Duplicates are also counted as Approved, so the total will not add up to 100%.						
11	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

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

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County - PG&E									
2	Through July 31, 2012									
3		Estimated Eligible			Total Participants			Penetration Rate		
4	County	Urban	Rural^[1]	Total	Urban	Rural^[1]	Total	Urban	Rural^[1]	Total
5	ALAMEDA	155,165	6	155,171	140,566	6	140,572	91%	92%	91%
6	ALPINE	0	239	239	0	19	19	n/a	8%	8%
7	AMADOR	2	5,198	5,200	0	4,369	4,369	0%	84%	84%
8	BUTTE	27,037	12,864	39,901	24,991	13,138	38,129	92%	102%	96%
9	CALAVERAS	33	8,975	9,008	40	6,114	6,154	120%	68%	68%
10	COLUSA	11	2,997	3,009	9	3,247	3,256	81%	108%	108%
11	CONTRA COSTA	90,333	0	90,334	90,126	1	90,127	100%	245%	100%
12	EL DORADO	7,281	6,460	13,741	6,221	6,289	12,510	85%	97%	91%
13	FRESNO	136,564	195	136,758	140,623	173	140,796	103%	89%	103%
14	GLENN	0	4,689	4,689	1	4,829	4,830	n/a	103%	103%
15	HUMBOLDT	0	22,960	22,961	0	21,578	21,578	0%	94%	94%
16	KERN	36,728	57,079	93,807	38,937	57,087	96,024	106%	100%	102%
17	KINGS	241	8,712	8,953	142	8,615	8,757	59%	99%	98%
18	LAKE	1	16,659	16,660	1	12,959	12,960	77%	78%	78%
19	LASSEN	0	230	230	0	192	192	n/a	84%	84%
20	MADERA	13,391	5,955	19,345	15,361	5,457	20,818	115%	92%	108%
21	MARIN	21,714	0	21,714	14,809	0	14,809	68%	n/a	68%
22	MARIPOSA	18	3,098	3,115	18	2,687	2,705	102%	87%	87%
23	MENDOCINO	28	17,337	17,366	6	12,057	12,063	21%	70%	69%
24	MERCED	19,127	19,121	38,247	19,262	19,558	38,820	101%	102%	101%
25	MONTEREY	43,472	4,803	48,275	35,152	5,412	40,564	81%	113%	84%
26	NAPA	15,334	0	15,334	12,481	0	12,481	81%	n/a	81%
27	NEVADA	14	13,471	13,485	5	10,211	10,216	36%	76%	76%
28	PLACER	18,497	11,508	30,005	14,222	8,780	23,002	77%	76%	77%
29	PLUMAS	136	3,366	3,502	18	1,931	1,949	13%	57%	56%
30	SACRAMENTO	144,269	0	144,269	121,481	0	121,481	84%	n/a	84%
31	SAN BENITO	128	5,648	5,776	93	5,029	5,122	73%	89%	89%
32	SAN BERNARDINO	54	382	436	52	324	376	97%	85%	86%
33	SAN FRANCISCO	85,002	0	85,002	72,164	0	72,164	85%	n/a	85%
34	SAN JOAQUIN	74,740	10,141	84,880	76,435	9,409	85,844	102%	93%	101%
35	SAN LUIS OBISPO	14,490	21,142	35,633	6,891	15,909	22,800	48%	75%	64%
36	SAN MATEO	50,239	0	50,239	42,887	0	42,887	85%	n/a	85%
37	SANTA BARBARA	16,684	1,373	18,057	16,999	824	17,823	102%	60%	99%
38	SANTA CLARA	123,890	3,926	127,816	118,364	3,139	121,503	96%	80%	95%
39	SANTA CRUZ	27,277	10	27,286	22,759	3	22,762	83%	31%	83%
40	SHASTA	13,834	13,623	27,457	12,772	11,385	24,157	92%	84%	88%
41	SIERRA	5	339	345	1	160	161	19%	47%	47%
42	SISKIYOU	0	27	27	0	9	9	n/a	34%	34%
43	SOLANO	39,783	0	39,783	40,566	0	40,566	102%	n/a	102%
44	SONOMA	54,796	3,261	58,057	44,672	2,897	47,569	82%	89%	82%
45	STANISLAUS	35,251	28,811	64,063	30,949	26,399	57,348	88%	92%	90%
46	SUTTER	13,257	1	13,257	13,607	0	13,607	103%	0%	103%
47	TEHAMA	13	12,279	12,292	12	11,946	11,958	94%	97%	97%
48	TRINITY	1	470	471	0	368	368	0%	78%	78%
49	TULARE	651	7,567	8,218	384	8,476	8,860	59%	112%	108%
50	TUOLUMNE	1	12,201	12,202	0	7,982	7,982	0%	65%	65%
51	YOLO	25,445	1	25,447	22,289	1	22,290	88%	75%	88%
52	YUBA	10,899	98	10,996	11,648	113	11,761	107%	116%	107%
53										
54	Total	1,315,837	347,222	1,663,059	1,208,016	309,082	1,517,098	92%	89%	91%
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	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

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

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results - PG&E							
2	Through July 31, 2012							
3	2012	Total CARE Population	Participants Requested to Recertify ¹	% of Population Total	Participants Recertified ²	Participants Dropped ²	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
4	January	1,530,262	32,967	2.15%	23,195	9,772	70.36%	0.64%
5	February	1,532,678	43,603	2.84%	29,615	13,988	67.92%	0.91%
6	March	1,541,445	37,735	2.45%	26,148	11,587	69.29%	0.75%
7	April	1,542,042	29,124	1.89%	20,555	8,569	70.58%	0.56%
8	May ³	1,536,237	1,108	0.07%				
9	June	1,527,683	70,444	4.61%				
10	July	1,517,098	29,915	1.97%				
11	August							
12	September							
13	October							
14	November							
15	December							
16	YTD Total	1,517,098	244,896	16.14%	99,513	43,916	69.38%	2.89%
17								
18	¹ Does not include participants who closed their accounts during the 90-day response period.							
19	² Results are tied to the month initiated. Therefore, results may be pending due to the time permitted for a participant to respond.							
20	³ Customers due to recertify in May were extended one month due to new income guidelines.							
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

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

	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors - PG&E							
2	Through July 31, 2012							
3	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
5	Advancing Vibrant Communities, Inc.					0	0	0
6	Allen Temple Health and Social Services Ministries		X			0	6	6
7	Amador-Tuolumne Community Action Agency		X			22	1	23
8	American Canyon Family Resource Center		X			0	1	1
9	American Red Cross Bay Area Chapter					0	19	19
10	Anderson Cottonwood Christian Assistance					2	6	8
11	Arc of San Francisco					0	0	0
12	Area 12 Agency on Aging					1	0	1
13	Area Agency on Aging Serving Napa and Solano					0	0	0
14	Arriba Juntos					0	2	2
15	Asian Community Center		X			0	30	30
16	Asian Community Mental Health Services		X			0	3	3
17	Asian Pacific American Community Center		X			0	5	5
18	Asian Resources					0	12	12
19	Berkeley Housing Authority	X				0	8	8
20	Breathe California of the Bay Area					0	1	1
21	Building A Generation					0	0	0
22	California Association of Area Agencies on Aging	X			X	52	192	244
23	California Council of the Blind					0	0	0
24	California Human Development Corporation					0	4	4
25	Canal Alliance		X			0	1	1
26	Capture the Dream, Inc.					0	0	0
27	Catholic Charities Diocese of Fresno					1	103	104
28	Catholic Charities of the Diocese of Stockton					0	0	0
29	Catholic Council for the Spanish Speaking of the Diocese of Stockton					1	23	24
30	Center for Training and Careers, Inc.					0	4	4
31	Center of Vision Enhancement					0	1	1
32	Central California Legal Services, Inc.					0	5	5
33	Central Coast Energy Services, Inc.					25	256	281
34	Central Valley Opportunity Center					0	4	4
35	Centro La Familia Advocacy Services					0	3	3
36	Child Abuse Prevention Council of San Joaquin County					0	1	1
37	Child Care Links					0	2	2
38	Chinese Christian Herald Crusades					0	5	5
39	Chinese Newcomers Service Center					0	5	5
40	Communication Services, LLC					3	32	35
41	Community Action Marin		X			2	231	233
42	Community Action of Napa Valley		X			0	3	3
43	Community Action Partnership of Madera County, Inc.		X		X	13	82	95
44	Community Legal Services in East Palo Alto, Inc.					0	0	0
45	Community Pantry of San Benito County		X			2	0	2
46	Community Resource Project, Inc.		X		X	1	264	265
47	Community Resources for Independent Living		X			0	2	2
48	County of San Benito					12	0	12
49	CSU Chico Research Foundation - Passages					0	0	0
50	Davis Street Community Center		X			0	4	4
51	Delta Community Services, Inc.		X			0	1	1
52	Disability Resource Agency for Independent Living					0	2	2
53	Dixon Family Services					0	2	2
54	Ebony Counseling Center					1	4	5
55	Familia Center					0	3	3
56	Filipino American Development Foundation					0	2	2
57	Folsom Cordova Community Partnership		X			0	0	0
58	Fort Ord Environment Justice Network					0	0	0
59	Fresno Center for New Americans		X			0	7	7

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

	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors - PG&E							
2	Through July 31, 2012							
3	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
60	Friends of Emeryville Senior Center					0	0	0
61	Global Center for Success					0	3	3
62	GOD Financial Plan, Inc.					0	25	25
63	Golden Umbrella					2	1	3
64	Greater Hill Zion Missionary Baptist Church					0	0	0
65	Habitat for Humanity, Stanislaus					0	0	0
66	Help Line Information & Assistance/Area 4 Agency on Aging					3	0	3
67	Heritage Institute for Family Advocacy					0	25	25
68	Hip Housing Human Investment Project, Inc.					0	3	3
69	Housing Authority of Alameda County	X				0	3	3
70	Housing Authority of Kings County					0	0	0
71	Housing Authority of the City of Fresno	X				0	7	7
72	Housing Authority of the County of Kern	X				35	16	51
73	Independent Living Center of Kern County, Inc.					4	3	7
74	Independent Living Services of Northern California					0	0	0
75	Indian Health Center of Santa Clara Valley					0	0	0
76	Instituto Laboral de la Raza					0	0	0
77	International Humanities Center dba The Companion Line					0	0	0
78	KidsFirst					0	1	1
79	Kimochi, Inc.					0	1	1
80	Kings Community Action Organization, Inc.		X			8	0	8
81	La Luz Center					0	4	4
82	Lao Khmu Association., Inc.		X			0	16	16
83	Lighthouse Learning Resource Center, Inc.					0	0	0
84	Marin Center for Independent Living					0	0	0
85	Mendocino Latinos Para La Comunidad, Inc.					1	0	1
86	Merced County Community Action Agency		X	X	X	17	14	31
87	Merced Lao Family Community Inc.		X			2	16	18
88	Moncada Outreach	X				0	2	2
89	Monument Crisis Center					0	1	1
90	Mutual Assistance Network of Del Paso Heights		X	X	X	0	6	6
91	National Alliance on Mental Illness-Santa Clara County					0	1	1
92	National Asian American Coalition					0	1	1
93	Native American Health Center					0	0	0
94	New Connections					0	0	0
95	North Peninsula Neighborhood Services Center					0	3	3
96	Northeast Community Federal Credit Union					0	1	1
97	NuGate Group					0	0	0
98	Oakland Citizens Committee for Urban Renewal (OCCUR)		X			0	39	39
99	Opportunity Junction		X			0	1	1
100	People of Purpose					0	0	0
101	Plumas County Community Development Commission					2	0	2
102	Plumas Crisis Intervention & Resource Center					0	0	0
103	Project Access, Inc.					0	1	1
104	REDI (Renewable Energy Development Institute)					1	0	1
105	Redwood Community Action Agency		X			8	0	8
106	Resources for Independence - Central Valley					0	3	3
107	Resources for Independent Living Inc. - Sacramento					0	2	2
108	Richland School District	X				2	0	2
109	Rising Sun Energy Center		X			0	5	5
110	Ritter Center					0	2	2
111	Roseville Housing Authority	X				0	2	2
112	Sacramento Housing and Redevelopment Agency		X			0	8	8
113	Sacred Heart Community Service		X		X	0	43	43
114	Salvation Army Golden State Divisional Headquarters					11	97	108

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	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors - PG&E							
2	Through July 31, 2012							
3	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
115	San Francisco Community Power					0	38	38
116	Second Harvest Food Bank of Santa Cruz County					0	1	1
117	Self-Help for the Elderly		X	X	X	0	14	14
118	Shasta County Child Abuse Prevention Council		X			0	0	0
119	Shasta Women's Refuge					0	0	0
120	Silicon Valley Independent Living Center					0	1	1
121	Southeast Asian Community Center		X			0	3	3
122	St. Helena Family Center					0	8	8
123	Suscol Intertribal Council					1	1	2
124	Transitions Mental Health Association					1	0	1
125	United Way of Fresno County					0	5	5
126	Upwardly Global					0	0	0
127	Valley Oak Children's Services, Inc.					6	6	12
128	Vietnamese Elderly Mutual Assistant Association					0	0	0
129	Volunteer Center of Sonoma County					0	1	1
130	West Valley Community Services		X			0	2	2
131	YMCA of the East Bay West Contra Costa Branch		X			0	0	0
132	Yolo County Housing Authority	X				0	4	4
133	Yolo Family Resource Center					0	5	5
134	Yuba Sutter Legal Center					0	0	0
135	Total Enrollments and Expenditures					242	1,787	2,029
136								
137	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD							
138	adjustments.							

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	A	B	C	D	E	F	G	H
1								
2	Through July 31, 2012							
3	2012	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration Rate	% Change
4	January	902,680	263,341	364,241	1,530,262	1,663,059	92%	-0.2%
5	February	903,085	264,803	364,790	1,532,678	1,663,059	92%	0.2%
6	March	908,389	266,239	366,817	1,541,445	1,663,059	93%	0.6%
7	April	907,502	266,683	367,857	1,542,042	1,663,059	93%	0.0%
8	May	903,288	266,165	366,784	1,536,237	1,663,059	92%	-0.4%
9	June	897,746	265,105	364,832	1,527,683	1,663,059	92%	-0.6%
10	July	891,283	262,834	362,981	1,517,098	1,663,059	91%	-0.7%
11	August							
12	September							
13	October							
14	November							
15	December							
16								
17	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							