

**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.

And Related Matters.

Application 14-11-007  
(Filed November 18, 2014)

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 JULY 2019**

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Dated: August 21, 2019

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PACIFIC GAS AND ELECTRIC COMPANY

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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 July 2019.

Respectfully submitted,

JENNIFER REYES LAGUNERO

By:           /s/ Jennifer Reyes Lagunero            
JENNIFER REYES LAGUNERO

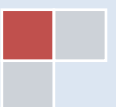
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Energy Savings Assistance (ESA) and  
California Alternate Rates for Energy (CARE)  
Program Monthly Report for July 2019



**PACIFIC GAS AND ELECTRIC COMPANY**  
Energy Savings Assistance Program and  
California Alternate Rates for Energy Program  
Monthly Report for July 2019

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# PACIFIC GAS AND ELECTRIC COMPANY

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

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

### 1. Energy Savings Assistance (ESA) Program Summary

The ESA Program provides free home weatherization, energy-efficient appliances and energy education services to income-qualified PG&E customers throughout the Company's service area. To qualify for the ESA Program, a residential customer's household income must be at or below 200 percent of Federal Poverty Guidelines, as required in D.05-10-044. PG&E has offered energy efficiency programs to income-qualified customers in its 48 counties since 1983. The ESA Program's objective is to help income-qualified customers reduce their energy consumption and costs while also improving their quality of life. The 2017-2020 ESA Program authorized in D.16-12-022 as modified by D.17-12-009 continues as a resource program emphasizing long-term and enduring energy savings. 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 58,233 customers in 2019, through July 31, 2019. 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:**

<b>Energy Savings Assistance Program Summary</b>			
<b>2019</b>	<b>Authorized / Planning Assumptions</b>	<b>Year-to-Date Actual</b>	<b>YTD %</b>
<b>Budget<sup>1</sup></b>	\$205,483,865	\$77,546,911	38%
<b>Homes Treated<sup>2</sup></b>	102,237	58,223	57%
<b>kWh Saved<sup>3</sup></b>	NA	38,696,619	
<b>kW Demand Reduced<sup>3</sup></b>	NA	4,983	
<b>Therms Saved<sup>3</sup></b>	NA	(243,464)	

<sup>1</sup>Authorized budget has been updated with midcycle request as per approval from AL 3990-G/5329-E A/B. Remaining funds carried forward from 2018 and into 2019 for a total of \$20,788,172 (Electric \$11,477,897 and Gas \$9,310,275).

<sup>2</sup>Adopted Number of Homes to be Treated as per Decision 17-12-009. Total includes both First Touch and Re-Treated homes. These are shown on ESA Table 2.

<sup>3</sup>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**

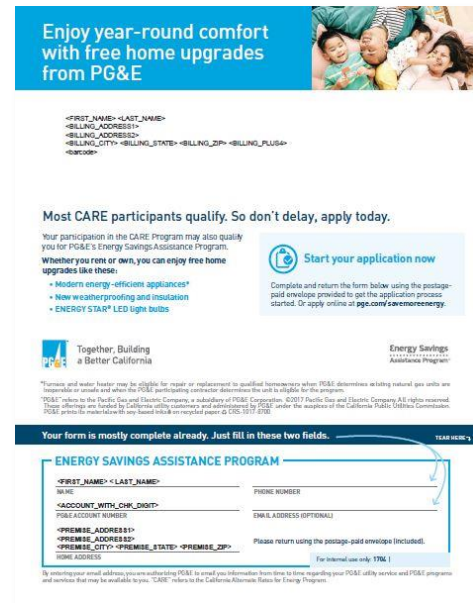
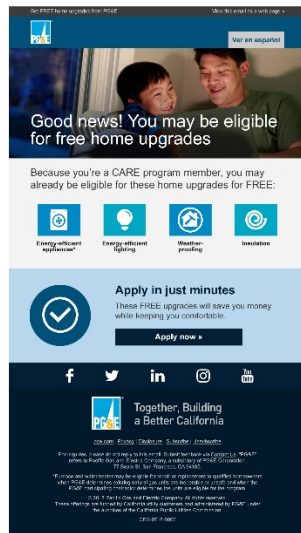
PG&E’s outreach team and the ESA Program contractors conduct outreach through different channels and in multiple languages, including: Bill inserts, direct mailings, emails, outbound phone calls, ethnic and local media, community events and partnerships and other innovative approaches. Customers who 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 36 local contractors consisting of 9 Community-Based Organizations (CBOs) of which 6 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 July, 16 refrigerators have been installed.

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

In July, PG&E continued to receive a strong customer response to a direct marketing campaign deployed on May 2<sup>nd</sup> to 100,000 CARE-enrolled customers whose homes have not yet been treated by the ESA Program. Through July 31<sup>st</sup>, the campaign has generated 14,324 leads. This campaign used the same creative from Q4 2018 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 1,558 applications from welcome kits were received in the month of July.

PG&E continued to participate in multicultural media interview to promote the ESA Program with the following outlets:

- PG&E participated in a 3 minute interview segment with KFTV Univision morning show, “Despierta Valle Central.” During the segment we talked about PG&E’s assistance programs CARE and ESA, sharing information about each program’s benefits and requirements to apply. Information about PG&E’s offer of Spanish monthly bills was also shared. The show airs daily, Monday-Friday, 5am-7am and has been on air for 25 years. It is hosted by Central Valley’s Hispanic icon, Lupita Lomeli, reaching an average of 18,000 viewers, ages 18+, covering the Fresno-Visalia DMA.

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 Low Income Weatherization (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.

## 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, 582 individuals in 46 sessions (1,043 student days) have been trained to deliver the ESA Program in various capacities. Included in these numbers is 7 sessions of NGAT, 63 students, and 252 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 2019, PG&E has provided energy education only to 2,854 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 and signed participation agreements with Solano County Water Agency, California American Water and Yuba Water Agency. Each water agency chose from a standardized menu-of-options to fully customize their program by services, measures, number of homes served, areas of service, and contract length of time. Contracts were negotiated and written for each water agency participating and Energy Savings Assistance Program (ESA) contractors were brought on board in each service area to offer the Energy-Water Leveraging Program in conjunction with their daily ESA activity. 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. East Bay Municipal Water District and Alameda County Water District have signed participation agreements and are both on target to launch their customized Energy-Water Leveraging Programs in 2019.

In May 2019, PG&E hosted a Low-Income Water-Energy Program Webinar to educate and recruit water agencies with 24 water agencies participating. As of July 2019, PG&E has participation agreements with six of the top water agencies in PG&E territory; Alameda County Water District, California American Water, City of Santa Cruz, East Bay Municipal Water District and Solano County Water Agency and Yuba Water Agency, which includes Solano County Water Agency renewing their participation for another year. East Bay Municipal Water District launched their customized Energy-Water Leveraging Program in Q2, Alameda County Water District and City of Santa Cruz are scheduled to launch later in Q3.

## Tribal Penetration and Consultation Plans

On January 4, 2019, PG&E's Tribal Consultation Plan was approved as proposed in the July 16<sup>th</sup>, 2018 filing of the Mid-Cycle Advice Letter (AL) 3990-G/5329-E pursuant to Decision (D.) 16-11-022. The plan includes a prioritization and focus on 11 tribes based on highest poverty and lowest penetration levels. PG&E has made contact with all 11 tribes, held in-person meetings with seven, provided information to three, and has had no response from one. The table below is a summary of outreach as of July 2019.

<b>TRIBAL OUTREACH STATUS</b>	<b>In Person</b>	<b>No Response or Materials Only</b>	<b>Non-FR</b>
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		
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. 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 is continuing to work with the Yurok tribe to gain more in-depth information regarding the barriers to ESA participation. As of July, the ESA Contractor had conducted 115 outreach touches, including phone calls and letters. There were 5 customers who refused participation and 20 who agreed to a home assessment. So far, 9 assessments have been completed, 7 others canceled their appointment before the Contractor arrived, and the remaining 4 either asked to be rescheduled or provided insufficient directions. Full reports from the completed assessments will be forthcoming. Given these households were primarily on propane and wood fuel sources, the list of eligible measures was reduced. The most common measure was light bulbs.

As of June 2019, the penetration rate for homes treated reached 56 percent for the estimated number of ESA-eligible customers living on tribal lands in PG&E's service area. The penetration rate is updated every quarter.

## ESA Program Pilots

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

In December 2017, PG&E requested and was granted an extension to implement this pilot so that the California State Department of Community Services and Development (CSD) could be included in it. Following the expressed interest of CSD regarding ways to increase leveraging opportunities, CSD joined PG&E in this CDWx pilot offering. The pilot incorporated measures from CSD's Low-Income Home Energy Assistance Program (LIHEAP) program. Collaborating with CSD provided increased opportunities to leverage both funding and data analysis, which was anticipated to result in more cost effective targeting as well as increased benefits to high-energy use low income customers.<sup>1</sup>

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

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

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

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

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

## ESA Program Studies

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

**Low Income Needs Assessment (LINA) Study.** The LINA Study must be updated every three years per State code, and a new Study must be completed by December 2019. Energy Division and the IOUs held a public workshop on May 19, 2017 to discuss the LINA scope of work, and the IOUs released a Request for Proposal (RFP) for this work in 2017 Q4. A contract with Research Into Action was completed in 2018 Q1. A kick-off meeting was held to initiate the study and review the project plan on February 14th, 2018. A public workshop was held on May 29th, 2018. A LIOB subcommittee meeting regarding the LINA study was held on August 1, 2018. Study data collection commenced and continued throughout 2018 and into Q1 2019. Analysis is occurring through Q2 2019, and a draft report is anticipated in Q3 2019. A public workshop to present and discuss results will be scheduled following release of the draft report. The final report will be issued by December 31, 2019.

**ESA Impact Evaluation.** ESA program energy savings (program "impacts") are necessary for planning the next program cycle, and measuring the success of current program offerings. The IOUs issued an RFP to conduct an ESA impact evaluation at the end of 2015. The contract for this work was finalized after D.16-11-022 authorized the study. DNV-GL conducted the statewide ESA Impact Evaluation. Work began in 2017, with Phase I results provided in 2018 Q2. Phase I preliminary results were incorporated into the Mid-Cycle Update Advice Letter filing on July 16, 2018 per direction from Energy Division staff. Phase II data collection commenced in 2018, and final results demonstrating lower energy savings were provided in March 2019. A public workshop to present and discuss the results was held on April 8, 2019. The study is now complete and the ESA Impact Evaluation Final Report was posted on CALMAC on May 10, 2019. The final results were used to develop new ex ante savings estimates for program measures and these savings are reflected in this month's ESA-Table 2.

**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. The consultant team SERA/Navigant was selected to complete the NEB study. A kick-off meeting was held to initiate the study and review the study project plan on August 24, 2018. A public workshop for the NEB study research plan was held on October 12, 2018. A draft report was posted in July 2019, and a public webinar was held on August 2, 2019 to present and discuss results. A Final Report is anticipated by the end of August 2019.

## Multifamily Common Area Measures (CAM)

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

ESA CAM implementors completed 55 building audits. Year-to-date MF CAM metrics are as follows:

ESA MF CAM	YTD 2019
<i>No. buildings enrolled</i>	359
<i>No. buildings audited</i>	326
<i>No. buildings treated</i>	-

From 2017 through July 31, 2019, PG&E’s ESA team has spent a total of \$1,126,804 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 sun-setted pending further requests from the Commission.

**Multifamily Working Group.** D.17-12-009, Ordering Paragraph 66 directed the IOUs to file a Tier 2 Advice Letter outlining their respective implementation plans for their multi-family (MF) common area activities by March 1, 2018. Prior to submittal of the Advice Letter, the IOUs were directed to submit their draft implementation plans to the MF working group by January 15, 2018. PG&E submitted its draft implementation plan on January 16, 2018. PG&E presented them to the MF working group at its quarterly meeting on January 26, 2018, where the MF working group conferred to identify, and discuss areas of consensus and non-consensus. These were summarized by the MF working group facilitator, and circulated to the MF working group on January 30, 2018, as directed by D.17-12-009. By February 13, 2018, individual stakeholders separately submitted recommendations to the MF working group addressing issues where there was not consensus. PG&E submitted its Advice Letter on March 1, 2018. This was approved on March 29, 2018. On October 29, 2018 PG&E hosted the MFWG quarterly meeting to present the Non-Deed Restricted Analysis along with an update on the 2018 Interim MFWG Progress Report. In 2019, PG&E identified and discussed leveraging the California Tax Credit Allocation Committee (TCAC) list of properties undergoing resyndication at the January 24, 2019 meeting. On March 15, 2019 PG&E presented its non-deed restricted building analysis and preliminary findings to the MFWG. A final non-deed restricted analysis was added to the 2018 ESA annual report

## 2 California Alternate Rates for Energy (CARE) Program Summary

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

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

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

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

## 2.1 CARE Program Cost Summary

CARE Budget Categories	Authorized Budget[1]	Actual Expenses Year to Date[2]	% of Budget Spent
Outreach	\$9,576,653	\$4,401,035	46%
Processing, Certification, Recertification	\$2,088,796	\$387,364	19%
Post Enrollment Verification	\$1,748,793	\$591,224	34%
IT Programming	\$2,054,261	\$255,849	12%
Cooling Centers	\$149,521	\$106,710	71%
CHANGES Program	\$527,869	\$(13,796)	-3%
Measurement and Evaluation	\$159,676	\$41,418	26%
Regulatory Compliance	\$1,125,679	\$213,399	19%
General Administration	\$1,124,533	\$452,722	40%
CPUC Energy Division Staff	\$128,000	\$112,691	88%
<b>Total Expenses</b>	<b>\$18,683,781</b>	<b>\$6,548,616</b>	<b>35%</b>
Subsidies and Benefits	\$593,186,130	\$368,539,968	62%
<b>Total Program Costs and Discounts</b>	<b>\$611,869,911</b>	<b>\$375,088,584</b>	<b>61%</b>

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

[2] Actual expenses include employee benefits costs.

## 2.1.1 Please provide the CARE Program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,380,831	1,446,414	95.5%

## 2.2 Outreach

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

In July PG&E deployed the second drop of the Q2 acquisition campaign that included direct mail and email. The campaign targeted approximately 380,000 customers who were identified as CARE and FERA-eligible. The Q2 campaign was the first test of direct marketing using direct mail and email to attempt to better target FERA-eligible customers with the intent of improving FERA penetration. The campaign included a cell of approximately 22,000 customers who were identified as FERA-eligible based on available household size and household income indicators. New creative was developed to increase the prominence of the FERA message via co-promotion with CARE. An early read of the results from the test will be reviewed in early September, with the full campaign analysis due at the end of October.

#### Sample of CARE/FERA newly-eligible direct mail

**Claim your monthly energy discount to save at least 18% on your energy bill today**

John G. Sample  
Address 1  
City, State, ZIP

Join the more than 1.4 million Californians who are already saving money

June 7, 2019

Dear (Name),

Did you know that the California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA) programs were created for everyday Californians just like you?

Here's how these discount programs compare:

- **CARE:** If your household meets the current income qualifications or someone in your household participates in any of the public assistance programs listed on the enclosed application, you can **save at least 20%** off monthly energy bills with CARE.
- **FERA:** You can **save at least 18%** on monthly electric bills if your household has three or more people and meets the FERA income guidelines.

Here's how to get started:

It's easy to apply and only takes five minutes. You don't need proof of income to enroll—just the account number. Once your application is approved, you'll see your monthly savings on the first page of your bill.

Complete the enclosed application form. And mail it back in the pre-paid envelope. Other ways to apply include:

Income Guidelines	CARE	FERA
1-2	\$12,825 or less	Not Eligible
3	\$42,640 or less	\$42,641 - \$63,325
4	\$51,500 or less	\$51,501 - \$64,375
5	\$40,340 or less	\$40,341 - \$76,425
6	\$47,180 or less	\$47,181 - \$86,475
7	\$78,020 or less	\$78,021 - \$97,625
8	\$64,860 or less	\$64,861 - \$108,575
9	\$76,700 or less	\$76,701 - \$119,425
10	\$104,940 or less	\$104,941 - \$130,375
For each additional person, add	\$8,840	\$8,840 - \$11,090

PG&E.com

Claim your monthly energy discount today

PG&E  
Pacific Gas and Electric Company  
Attn: CARE Program  
Post Office Box 7979  
San Francisco, CA 94120-7979

CSA-0619-0078

Additionally, two email campaigns were deployed starting in July to target FERA customers due for recertification. Similar to the CARE program, FERA enrolled customers are required to recertify their eligibility every two years. PG&E implemented the auto-reenrollment and recertification reminder campaigns to encourage retention.

Auto-reenrollment occurs approximately 180 days prior to the expiration date for customers with a CARE propensity model decile score of 1, 2 or 3 based on the likelihood that these customers meet the qualification requirements. PG&E sends these customers notification via email to alert them that they've been automatically reenrolled in the FERA Program and no further action is required by the customer to continue to receive the FERA discount. The email includes messaging that the customer should contact PG&E if they no longer qualify for FERA due to changes in income or other household needs.

The recertification reminder campaign begins at 120 days out from a customer's recertification date. A recertification email reminder campaign is initiated for customers due to recertify. Then a recertification application is sent via direct mail at approximately 90-days prior to recertification date, along with another email reminder message. The email reminders repeat at 60-days and 30-days prior to the recertification deadline to prompt the customer to take action to recertify.

The CARE and FERA digital campaigns continued in July, running territory wide, with increased spending in zip codes selected for special focus based on lower penetration rates or as rural and/or high poverty areas.

PG&E continues to send messaging via the monthly low-income targeted version of the e-Newsletter. The July newsletter was focused on tips for keeping your home cooler during the hot summer months.

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

- Radio Bilingue – covers Fresno, Modesto, Stockton, Bakersfield, Calexico, El Centro, Mendocino and Paso Robles with high-impact educational radio campaigns. Radio Bilingue reaches 250,000 unique listeners per week in California and 500,000 per week nationwide.
- KFTV Univision – Despierta Valle Central “Wake up Central Valley” is a daily morning show (Monday-Friday 5-7 am.) and has been on air for 25 years. Despierta Valle Central reaches an average of 18,000 viewers, ages 18+, Monday through Friday 5-7AM in the Fresno-Visalia DMA.

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. May activities included:

- Local Office Partnerships – CARE partners with local offices to inform customers about the program and to distribute applications.
  - In July, this initiative produced 31 new enrollments from local office events.
  - Year to date, this initiative has produced 411 new enrollments.
- Community Outreach Contractors (COCs) - PG&E contracted with 41 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 630 new enrollments.
- PG&E contracted with 9 key strategic CBO partnerships in geographic areas with high eligible population, especially in the Central Valley, to conduct the Community-based Organization Pay for Performance (CBO PFP) pilot initiative from January 1, 2019 to December 31, 2019. These 9 CBOs will conduct grassroots outreach through community events (including resource fairs where appropriate), workshops, faith-based outreach, door-to-door campaigns as well as via one-on-one case management where applicable.
  - Year to date, this pilot initiative has produced 183 new CARE enrollments and 3 new FERA enrollments.

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

PG&E exchanges data with Southern California Edison (SCE) Company and Southern California Gas (SCG) Company and automatically enrolls their CARE households if they also receive PG&E service.

PG&E automatically enrolls customers who receive LIHEAP and Relief for Energy Assistance through Community Help (REACH) payments. Year-to-date, 1,890 LIHEAP customers and 40 REACH customers have been automatically enrolled onto the CARE Program.

Year-to-date, 15,927 ESA Program participants have been enrolled in the CARE Program.

Additionally, PG&E continues to coordinate CARE, ESA and other low income outreach efforts to provide likely eligible customers with the knowledge and tools to access helpful PG&E services. For example, upcoming CARE and ESA acquisition campaigns will cross-reference programs in automated phone calls, emails and direct mail. The goal with these and similar efforts moving forward is to help financially challenged customers manage their energy bills in a more holistic and sustainable way.

### 2.2.2 Recertification Complaints

D.08-11-031, Ordering Paragraph 90, directed the IOUs to report in their monthly and annual reports the number of customer complaints received regarding CARE recertification efforts and the nature of the complaints beginning with the first report due on or about December 31, 2008. PG&E reports that it received no complaints about CARE recertification in July.

## 2.3 Miscellaneous

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

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

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

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

In response to Governor Newsom's declarations of a state of emergency on February 21, 2019, February 28, 2019, and April 12, 2019 to help communities respond to and recover from severe winter storms that have caused flooding, mudslides, erosion, power outages, and damage to critical infrastructure, PG&E freezes all CARE PEV requests for customers in the following counties: Amador, Butte, Calaveras, Colusa, El Dorado, Glenn, Humboldt, Lake, Marin, Mariposa, Mendocino, Monterey, Napa, Ridgecrest, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Shasta, Solano, Sonoma, Tehama, Trinity, Tuolumne, and Yolo. The freeze will be in place for a period of one year commencing from the date the state of emergency proclamation was issued.

### 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	<b>Energy Savings Assistance Program Table 1 - Expenses</b>												
2	<b>Pacific Gas and Electric Company</b>												
3	<b>Through July 31, 2019</b>												
4		<b>Authorized Budget[*], [6]</b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
5	<b>ESA Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Energy Efficiency</b>												
7	Appliances [4]	\$ 11,513,564	\$ 308,127	\$ 11,821,691	\$ 844,179	\$ 20,247	\$ 864,426	\$ 7,214,886	\$ 462,556	\$ 7,677,442	63%	150%	65%
8	Domestic Hot Water	\$ 659,556	\$ 10,064,719	\$ 10,724,275	\$ 29,359	\$ 912,868	\$ 942,227	\$ 147,867	\$ 5,335,527	\$ 5,483,394	22%	53%	51%
9	Enclosure	\$ 7,708,955	\$ 33,876,425	\$ 41,585,379	\$ 606,139	\$ 2,761,301	\$ 3,367,440	\$ 3,492,089	\$ 15,908,403	\$ 19,400,492	45%	47%	47%
10	HVAC	\$ 44,481,768	\$ 3,682,241	\$ 48,164,009	\$ 1,579,289	\$ 2,308,263	\$ 3,887,552	\$ 4,822,742	\$ 9,186,377	\$ 14,009,119	11%	249%	29%
11	Maintenance	\$ -	\$ -	\$ -			\$ -			\$ -			
12	Lighting	\$ 35,358,490	\$ -	\$ 35,358,490	\$ 3,288,559		\$ 3,288,559	\$ 18,798,680		\$ 18,798,680	53%		53%
13	Miscellaneous [4]	\$ 2,480,452	\$ -	\$ 2,480,452	\$ 272,411		\$ 272,411	\$ 1,381,973		\$ 1,381,973	56%		56%
14	Customer Enrollment	\$ 16,780,441	\$ 8,395,080	\$ 25,175,520	\$ 1,370,128	\$ 601,279	\$ 1,971,407	\$ 8,450,798	\$ 3,708,624	\$ 12,159,422	50%	44%	48%
15	In Home Education	\$ 3,181,272	\$ 1,497,069	\$ 4,678,342	\$ 454,239	\$ 199,342	\$ 653,581	\$ 2,686,670	\$ 1,179,042	\$ 3,865,712	84%	79%	83%
16	Pilot[5]	\$ 130,602	\$ 25,259	\$ 155,861			\$ -	\$ 49,611		\$ 49,611	38%	0%	32%
17	Implementation[2]	\$ 5,527,023	\$ 2,425,528	\$ 7,952,551	\$ 355,159	\$ 155,861	\$ 511,020	\$ 2,336,893	\$ 1,025,543	\$ 3,362,436	42%	42%	42%
18	Multi-Family Common Area Measures			\$ -			\$ -			\$ -			
19	<b>Energy Efficiency TOTAL</b>	<b>\$ 127,822,123</b>	<b>\$ 60,274,447</b>	<b>\$ 188,096,571</b>	<b>\$ 8,799,461</b>	<b>\$ 6,959,162</b>	<b>\$ 15,758,623</b>	<b>\$ 49,382,208</b>	<b>\$ 36,806,072</b>	<b>\$ 86,188,280</b>	<b>39%</b>	<b>61%</b>	<b>46%</b>
20													
21	Training Center	\$ 949,098	\$ 416,511	\$ 1,365,609	\$ 74,457	\$ 32,675	\$ 107,132	\$ 368,207	\$ 161,587	\$ 529,794	39%	39%	39%
22	Inspections	\$ 3,212,452	\$ 1,409,781	\$ 4,622,234	\$ 192,353	\$ 84,414	\$ 276,767	\$ 1,358,432	\$ 596,146	\$ 1,954,579	42%	42%	42%
23	Marketing and Outreach	\$ 1,918,707	\$ 842,023	\$ 2,760,730	\$ 41,205	\$ 18,083	\$ 59,287	\$ 608,313	\$ 266,958	\$ 875,271	32%	32%	32%
24	Statewide Marketing Education and Outreach	\$ -	\$ -	\$ -			\$ -			\$ -	0%	0%	0%
25	Studies	\$ 164,531	\$ 72,204	\$ 236,735			\$ -	\$ 26,217	\$ 11,505	\$ 37,722	16%	16%	16%
26	Regulatory Compliance	\$ 649,599	\$ 285,076	\$ 934,674	\$ 20,647	\$ 9,061	\$ 29,709	\$ 302,781	\$ 132,875	\$ 435,657	47%	47%	47%
27	General Administration	\$ 5,130,455	\$ 2,251,495	\$ 7,381,950	\$ 235,802	\$ 103,482	\$ 339,284	\$ 1,858,946	\$ 815,796	\$ 2,674,743	36%	36%	36%
28	CPUC Energy Division	\$ 59,327	\$ 26,036	\$ 85,363	\$ 42,757	\$ 18,764	\$ 61,521	\$ 42,757	\$ 18,764	\$ 61,521	72%	72%	72%
29													
30	<b>TOTAL PROGRAM COSTS</b>	<b>\$ 139,906,293</b>	<b>\$ 65,577,572</b>	<b>\$ 205,483,865</b>	<b>\$ 9,406,683</b>	<b>\$ 7,225,640</b>	<b>\$ 16,632,323</b>	<b>\$ 53,947,862</b>	<b>\$ 38,809,704</b>	<b>\$ 92,757,566</b>	<b>39%</b>	<b>59%</b>	<b>45%</b>
31	<b>Funded Outside of ESA Program Budget</b>												
32	Indirect Costs												
33	NGAT Costs					\$ 715,489	\$ 715,489		\$ 3,777,475	\$ 3,777,475			
34													
35	[*] <b>Authorized Budget:</b> 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 authorized funding per year in D.16-11-022 and updated via Resolution G-3531 addressing PG&E Conforming Advice Letter 3830-G/5043-E and PG&E Supplemental Conforming Advice Letter 3830-G-A/5043-E-A.												
38	[2] Reflects a new budget category and includes the primary administrative fee for Implementer(s).												
39	[3] Program budgets have been updated by \$1,793,922 to include employee benefits costs approved in the GRC (D.17-05-013) - Decision Authorizing Pacific Gas and Electric Company's General Rate Case Revenue Requirement for 2017-2019, issue date of May 11, 2017.												
40	[4] PG&E previously reported Smart Powerstrips under Appliances. This has been moved to Miscellaneous.												
42	[5] Includes Pilot budget pulled forward from 2018 \$47,459.55.												
43	[6] Includes carryforward from 2018 to 2019 for a total of \$20,788,172 (Electric \$11,477,897 and Gas \$9,310,275)												
44	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 July 31, 2019**

ESA Program [1]:	Authorized Budget[5]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
<b>Energy Efficiency</b>												
Appliances	\$ 15,021,704	\$ -	\$ 15,021,704			\$ -			\$ -			
Domestic Hot Water	\$ 1,107,222	\$ 3,500,000	\$ 4,607,221			\$ -			\$ -			
HVAC	\$ 18,648,079	\$ 3,018,815	\$ 21,666,894			\$ -			\$ -			
In-Home Education	\$ 366,518	\$ 171,286	\$ 537,804			\$ -			\$ -	0%	0%	0%
Implementation[3]	\$ 320,011	\$ 159,953	\$ 479,964	\$ 18,218	\$ 16,817	\$ 35,035	\$ 40,417	\$ 37,308	\$ 77,726	13%	23%	16%
Multi-Family Common Area Measures	\$ 8,720,889	\$ 4,045,184	\$ 12,766,073	\$ 181,806	\$ 167,821	\$ 349,627	\$ 545,520	\$ 503,557	\$ 1,049,078	6%	12%	8%
Leveraging - CSD [4]	\$ 1,947,317	\$ 975,485	\$ 2,922,802	\$ 3,318	\$ 3,063	\$ 6,380	\$ 147,063	\$ 135,750	\$ 282,813	8%	14%	10%
Pilot	\$ -	\$ -	\$ -			\$ -			\$ -			
Studies	\$ 62,550	\$ 27,450	\$ 90,000			\$ -			\$ -	0%	0%	0%
Regulatory Compliance	\$ 1,074,832	\$ 110,951	\$ 1,185,783			\$ -			\$ -	0%	0%	0%
General Administration	\$ 277,784	\$ 137,921	\$ 415,705	\$ 11,003	\$ 10,157	\$ 21,160	\$ 54,902	\$ 50,679	\$ 105,581	20%	37%	25%
<b>TOTAL PROGRAM BUDGET/EXPENSES</b>	<b>\$ 47,546,905</b>	<b>\$ 12,147,045</b>	<b>\$ 59,693,950</b>	<b>\$ 214,346</b>	<b>\$ 197,857</b>	<b>\$ 412,203</b>	<b>\$ 787,903</b>	<b>\$ 727,295</b>	<b>\$ 1,515,197</b>	<b>2%</b>	<b>6%</b>	<b>3%</b>

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.

[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.

[4] Includes unspent funds transferred to Marin Clean Energy (as authorized by OP 147 in Decision 16-11-022) and unspent funds to support Department of Community Services and Development's Low-Income Weatherization Program initiative.

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

[5] Includes carryforward from 2018 to 2019 for a total of \$16,093,721.5 (Electric \$35,558,688 and Gas \$6,966,423)



**Pacific Gas and Electric Company  
Through July 31, 2019**

Measures	Units	ESA Program - CSD Leveraging					
		Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh[3] (Annual)	kW[3] (Annual)	Therms[3] (Annual)	Expenses (\$)	% of Expenditure
<b>Appliances</b>							
High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%
Refrigerators	Each	-	-	-	-	\$ -	0.0%
Microwaves [4]	Each	-	-	-	-	\$ -	0.0%
<b>Domestic Hot Water</b>							
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%
<b>Enclosure</b>							
Air Sealing / Envelope [1]	Home	-	-	-	-	\$ -	0.0%
Caulking	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
<b>HVAC</b>							
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%
<b>Maintenance</b>							
Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%
Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%
<b>Lighting</b>							
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%
<b>Miscellaneous</b>							
Pool Pumps	Each	-	-	-	-	\$ -	0.0%
Smart Power Strips - Tier 1	Each	-	-	-	-	\$ -	0.0%
Smart Power Strips - Tier 2	Each	-	-	-	-	\$ -	0.0%
<b>Pilots</b>							
<b>Customer Enrollment</b>							
Outreach & Assessment	Home	-	-	-	-	\$ -	0.0%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
<b>Total Savings/Expenditures</b>							
			-	-	-	\$ -	0.0%
<b>Total Households Weatherized [2]</b>							
<b>CSD MF Tenant Units Treated</b>			<b>Total</b>				
			-				
			-				

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 July 31, 2019

Table 2B ESA Program - Multifamily Common Area Measures <sup>5</sup>							
ESA CAM Measures <sup>1,6</sup>	Units (of Measure such as "each")	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh (Annual)	kW (Annual)	Therms (Annual)	Expenses (\$)	% of Expenditure
<b>Appliances</b>							
<b>Domestic Hot Water</b>							
<b>Envelope</b>							
<b>HVAC</b>							
<b>Lighting</b>							
<b>Miscellaneous</b>							
<b>Ancillary Services</b>							
Audit <sup>4</sup>							
<b>Total</b>	-	0	0	0	0	0	
<b>Multifamily Properties Treated</b>	<b>Number</b>						
<b>Total Number of Multifamily Properties Treated<sup>2</sup></b>							
<b>Subtotal of Master-metered Multifamily Properties Treated</b>							
<b>Total Number of Multifamily Tenant Units w/in Properties Treated<sup>3</sup></b>							

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

<<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 July 31, 2019**

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

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](https://www.energy.ca.gov/maps/renewable/building_climate_zones.html)

	A	B
1	<b>Energy Savings Assistance Program Tables 3A-C - Energy Savings and</b>	
2	<b>Average Bill Savings per Treated Home/Common Area</b>	
3	<b>Pacific Gas and Electric Company</b>	
4	<b>Through July 31, 2019</b>	
5	<b>Table 3A-1, ESA Program</b>	
6	Annual kWh Savings	38,696,625
7	Annual Therm Savings	(243,106)
8	Lifecycle kWh Savings	598,281,739
9	Lifecycle Therm Savings	(5,034,051)
10	Current kWh Rate	\$ 0.13
11	Current Therm Rate	\$ 1.05
12	Average 1st Year Bill Savings / Treated households	\$79.65
13	Average Lifecycle Bill Savings / Treated Household	\$892.08
14		
15		
16	<b>Table 3A-2, ESA Program - CSD Leveraging</b>	
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	<b>Table 3A-3, Summary - ESA Program/CSD Leveraging</b>	
28	Annual kWh Savings	38,696,625
29	Annual Therm Savings	(243,106)
30	Lifecycle kWh Savings	598,281,739
31	Lifecycle Therm Savings	(5,034,051)
32	Current kWh Rate	\$ 0.13
33	Current Therm Rate	\$ 1.05
34	Average 1st Year Bill Savings / Treated Households	\$ 79.65
35	Average Lifecycle Bill Savings / Treated Households	\$ 892.08
36		
37	[1] Summary is the sum of ESA Program + CSD Leveraging	
38		
39	<b>Table 3B, ESA Program - Multifamily Common Area</b>	
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	<b>Energy Savings Assistance Program Table 4 - Homes/Buildings Treated</b>						
2	<b>Pacific Gas and Electric Company</b>						
3	<b>Through July 31, 2019</b>						
4							
5	<b>Table 4A-1, ESA Program</b>						
6	<b>Eligible Households</b>			<b>Households Treated YTD</b>			
7	<b>County</b>	<b>Rural [1]</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
8	ALAMEDA	5	148,675	148,680	-	6,435	6,435
9	ALPINE	187	-	187	-	-	-
10	AMADOR	4,899	1	4,900	102	-	102
11	BUTTE	13,070	19,628	32,698	292	572	864
12	CALAVERAS	7,311	41	7,352	100	-	100
13	COLUSA	2,904	10	2,914	197	-	197
14	CONTRA COSTA	11	90,884	90,895	-	5,873	5,873
15	EL DORADO	6,045	6,873	12,918	166	140	306
16	FRESNO	182	134,959	135,141	4	6,830	6,834
17	GLENN	5,266	1	5,267	402	-	402
18	HUMBOLDT	24,331	1	24,332	426	-	426
19	KERN	57,016	40,935	97,951	3,505	1,465	4,970
20	KINGS	8,224	102	8,326	363	-	363
21	LAKE	13,164	1	13,165	403	-	403
22	LASSEN	286	-	286	-	-	-
23	MADERA	6,843	14,264	21,107	276	513	789
24	MARIN	-	21,934	21,934	-	471	471
25	MARIPOSA	2,957	18	2,975	94	-	94
26	MENDOCINO	12,687	6	12,693	175	1	176
27	MERCED	19,823	19,022	38,845	778	1,081	1,859
28	MONTEREY	4,793	38,143	42,936	265	1,413	1,678
29	NAPA	1	10,768	10,769	-	325	325
30	NEVADA	11,620	11	11,631	242	-	242
31	PLACER	9,878	20,779	30,657	360	288	648
32	PLUMAS	2,519	82	2,601	48	-	48
33	SACRAMENTO	-	151,353	151,353	-	1,795	1,795
34	SAN BENITO	4,266	102	4,368	57	1	58
35	SAN BERNARDINO	303	43	346	-	-	-
36	SAN FRANCISCO	-	103,841	103,841	-	4,024	4,024
37	SAN JOAQUIN	8,562	79,822	88,384	141	2,051	2,192
38	SAN LUIS OBISPO	17,153	10,721	27,874	696	170	866
39	SAN MATEO	2	53,733	53,735	-	1,074	1,074
40	SANTA BARBARA	1,396	16,212	17,608	15	1,159	1,174
41	SANTA CLARA	4,324	124,202	128,526	136	4,341	4,477
42	SANTA CRUZ	6	27,675	27,681	-	575	575
43	SHASTA	10,657	12,112	22,769	368	537	905
44	SIERRA	308	4	312	-	-	-
45	SISKIYOU	16	-	16	-	-	-
46	SOLANO	-	40,301	40,301	-	1,694	1,694
47	SONOMA	2,236	45,696	47,932	63	790	853
48	STANISLAUS	27,121	31,307	58,428	930	828	1,758
49	SUTTER	-	12,416	12,416	-	544	544
50	TEHAMA	12,583	12	12,595	571	-	571
51	TRINITY	783	-	783	-	-	-
52	TULARE	8,518	767	9,285	593	8	601
53	TUOLUMNE	8,874	-	8,874	111	-	111
54	YOLO	1	27,546	27,547	-	968	968
55	YUBA	121	10,131	10,252	-	388	388
56	<b>Total</b>	<b>321,252</b>	<b>1,315,134</b>	<b>1,636,386</b>	<b>11,879</b>	<b>46,354</b>	<b>58,233</b>
57							
58							
59	<b>Table 4B, ESA Program - CSD Leveraging</b>						
60				<b>Households Treated YTD</b>			
61	<b>County</b>				<b>Rural</b>	<b>Urban</b>	<b>Total</b>
62							0
63							0
64	<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>
65							
66							
67	<b>Table 4C, ESA Program - Multifamily Common Area</b>						
68				<b>Properties Treated YTD</b>			
69	<b>County</b>				<b>Rural</b>	<b>Urban</b>	<b>Total</b>
70							0
71							0
72	<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>
73							
74	[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.						
75	<b>Note:</b> 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 July 31, 2019**

ESA Program		Reason Provided					
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/Ineligible
Alameda	208	957	22	143	50	51	303
Alpine	-	-	-	-	-	-	-
Amador	6	64	-	20	-	-	2
Butte	22	236	121	23	14	1	50
Calaveras	5	77	-	6	1	-	5
Colusa	13	64	-	9	2	-	16
Contra Costa	123	1,568	27	594	110	60	429
El Dorado	25	159	-	35	7	-	5
Fresno	145	326	9	65	69	41	366
Glenn	17	67	-	12	8	-	30
Humboldt	6	12	-	7	12	-	27
Kern	120	686	20	69	33	6	345
Kings	14	14	-	6	1	17	12
Lake	-	324	-	-	5	-	-
Lassen	-	9	-	-	-	-	-
Madera	71	50	-	25	6	14	97
Marin	8	381	1	8	6	-	20
Mariposa	8	1	-	2	3	-	7
Mendocino	23	113	2	25	2	-	9
Merced	98	137	5	24	16	1	198
Monterey	160	335	105	102	21	12	96
Napa	13	126	-	98	10	5	21
Nevada	10	150	-	28	2	1	5
Placer	27	224	2	76	68	1	16
Plumas	-	19	3	-	-	-	-
Sacramento	467	1,155	6	1,062	59	11	171
San Benito	20	98	-	4	1	1	9
San Bernardino	-	6	-	-	-	-	-
San Francisco	28	1,049	11	82	15	9	89
San Joaquin	349	491	12	320	62	4	313
San Luis Obispo	36	151	2	24	5	1	44
San Mateo	18	937	4	27	5	2	23
Santa Barbara	27	144	2	33	11	1	10
Santa Clara	26	923	2	46	10	-	21
Santa Cruz	46	14	-	2	1	2	2
Shasta	84	235	14	32	46	44	105
Sierra	-	2	-	-	-	-	-
Siskiyou	-	-	-	-	-	-	-
Solano	69	590	8	734	50	49	135
Sonoma	27	323	2	22	13	15	11
Stanislaus	347	98	9	74	36	2	119
Sutter	24	294	1	6	10	-	38
Tehama	27	112	7	23	8	16	46
Trinity	-	-	-	-	-	-	-
Tulare	22	29	-	23	2	16	5
Tuolumne	9	6	1	-	2	-	14
Yolo	50	266	3	173	27	-	75
Yuba	17	188	-	4	3	-	23
<b>Total</b>	<b>2,815</b>	<b>13,210</b>	<b>401</b>	<b>4,068</b>	<b>812</b>	<b>383</b>	<b>3,312</b>

**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
1	<b>Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary</b>																		
2	<b>Pacific Gas and Electric Company</b>																		
3	<b>Through July 31, 2019</b>																		
4	<b>Table 5A, ESA Program</b>																		
5		Gas & Electric				Gas Only			Electric Only				Total						
6		# 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)		
7	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW	# of First-Touch	# of Re-treatment
8	January	2,202				312				650				3,164	1762	1402			
9	February	6,969	127,633	6,775,664	916	833	35,174	(11,301)	0	1,998	(19,962)	1,829,849	243	9,800	4,869	4,931	142,845	8,594,212	1,159
10	March	6,192	73,810	4,478,071	629	731	28,234	(3,746)	0	2,228	(11,859)	1,367,663	197	9,151	4,192	4,959	90,185	5,841,989	825
11	April	5,857	146,150	5,790,590	932	519	21,951	487	0	2,402	(1,385)	2,287,528	319	8,778	3,819	4,959	166,715	8,078,606	1,252
12	May	5,378	145,607	5,952,264	920	524	26,760	1	0	2,128	(64,359)	-469,033	75	8,030	3,521	4,509	108,009	6,421,298	996
13	June	5,689	105,120	5,351,934	823	614	29,761	(2,819)	(0)	2,658	(24,010)	1,445,347	225	8,961	3,216	5,745	110,871	6,794,461	1,048
14	July	12,291	(766,605)	2,634,582	(302)	792	(91,445)	19,437	(0)	(2,734)	(4,038)	312,034	5	10,349	3,801	6,548	(862,089)	2,966,053	(297)
15	August																		
16	September																		
17	October																		
18	November																		
19	December																		
20	YTD	44,578	(168,286)	30,983,105	3,918	4,325	50,434	2,059	0	9,330	(125,613)	7,711,455	1,065	58,233	25,180	33,053	(243,464)	38,696,619	4,983
21	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2.																		
22	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2.																		
23	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																		
24																			
25																			
26	<b>Table 5B, ESA Program - CSD Leveraging</b>																		
27		Gas & Electric				Gas Only			Electric Only				Total						
28		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)				
29	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW	Therm	kWh
30	January																		
31	February																		
32	March																		
33	April																		
34	May																		
35	June																		
36	July																		
37	August																		
38	September																		
39	October																		
40	November																		
41	December																		
42	YTD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
43	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2A.																		
44	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2A.																		
45	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																		
46																			
47																			
48	<b>Table 5C, ESA Program - Multifamily Common Area</b>																		
49		Gas & Electric				Gas Only			Electric Only				Total						
50		# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)				
51	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW	Therm	kWh
52	January																		
53	February																		
54	March																		
55	April																		
56	May																		
57	June																		
58	July																		
59	August																		
60	September																		
61	October																		
62	November																		
63	December																		
64	YTD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
65	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2B.																		
66	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2B.																		
67	<b>Note:</b> 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	<b>Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies</b>												
2	<b>Pacific Gas and Electric Company</b>												
3	<b>Through July 31, 2019</b>												
4		<b>Authorized 2019 Funding</b>			<b>Current Month Expenses</b>			<b>Expenses Since January 1, 2018</b>			<b>% of Budget Expended</b>		
5		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Pilots</b>												
7	Programmable Controllable Thermostat/ Smart Thermostat TOU <sup>[1]</sup>	\$ 290,000	\$ -	\$ 290,000	\$ 1,987	\$ -	\$ 684	\$ 184,922	\$ -	\$ 184,922	64%	0%	64%
8	Consumption Driven Weatherization Pilot <sup>[2]</sup>	\$ 250,100	\$ 159,900	\$ 408,000	\$ -	\$ -	\$ -	\$ 191,649	\$ 176,906	\$ 368,555	77%	111%	90%
9													
10	<b>Total Pilots</b>	<b>\$540,100</b>	<b>\$159,900</b>	<b>\$698,000</b>	<b>\$1,987</b>	<b>\$0</b>	<b>\$684</b>	<b>\$376,571</b>	<b>\$176,906</b>	<b>\$553,477</b>	<b>70%</b>	<b>111%</b>	<b>79%</b>
11													
12													
13	<b>Studies</b>												
14	Low Income Needs Assessment (LINA) Study <sup>[3]</sup>	\$ 78,000	\$ 72,000	\$ 150,000	\$ -	\$ -	\$ -	\$ 17,915	\$ 17,915	\$ 35,830	23%	25%	24%
15	Load Impact Evaluation Study <sup>[4]</sup>	\$ 95,700	\$ 69,300	\$ 165,000	\$ -	\$ -	\$ -	\$ 119,989	\$ 86,889	\$ 206,878	125%	125%	125%
16	Non Energy Benefits (NEB) Study <sup>[5]</sup>	\$ 23,400	\$ 21,600	\$ 45,000	\$ -	\$ -	\$ -	\$ (8,529)	\$ (7,873)	\$ (16,402)	-36%	-36%	-36%
17	2017 Potential and Goals Study	\$ 46,800	\$ 43,200	\$ 90,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
18	Rapid Feedback Research and Analysis	\$ 104,000	\$ 96,000	\$ 200,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	<b>Total Studies</b>	<b>\$347,900</b>	<b>\$302,100</b>	<b>\$650,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$129,375</b>	<b>\$96,930</b>	<b>\$226,305</b>	<b>37%</b>	<b>32%</b>	<b>35%</b>
20													
21	<sup>[1]</sup> D.17-12-009, Attachment 1 (modified D.16-11-022), OP.66 directed electric IOUs to file PCT pilot implementation plans by March 1, 2018. PG&E's AL 5242-E (filed March 1, 2018) has not yet been authorized and this pilot has not yet begun. D.16-11-022 authorized \$250,000.												
22	<sup>[2]</sup> 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	<sup>[3]</sup> A contract for this statewide study was awarded in January 2018. SCE is the project manager. There has been no cross-billing.												
24	<sup>[4]</sup> SCG is the contract manager of this co-funded statewide study. Cross-billing from SCG typically occurs quarterly.												
25	<sup>[5]</sup> 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	<b>Note:</b> 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  
July 31, 2019**

<b>7A - Households Receiving Second Refrigerators</b>			
<b>Measures</b>	<b>Units</b>	<b>Received Refrigerator</b>	<b>Not eligible for Refrigerator due to Less than Six Occupants</b>
Second Refrigerators	Each	502	4,452

<b>7B - Households Receiving In- Home Energy Education Only</b>		
<b>Measures</b>	<b>Units</b>	<b>Households that Only Received Energy Education</b>
In-Home Education	Home	2,787

<b>7C - Households for My Energy/My Account Platform</b>		
<b>Opt-Out</b>	<b>Already Enrolled</b>	<b>Opt-In</b>
3,162	49,439	5,632

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses</b>												
2	<b>Pacific Gas and Electric Company</b>												
3	<b>Through July 31, 2019</b>												
4		<b>Authorized Budget</b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
5	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Outreach [6]	\$ 7,661,248	\$ 1,915,404	\$ 9,576,653	\$ 820,756	\$ 205,189	\$ 1,025,944	\$ 3,520,828	\$ 880,207	\$ 4,401,035	46%	46%	46%
7	Processing / Certification Re-certification [6]	\$ 1,671,036	\$ 417,759	\$ 2,088,796	\$ 32,108	\$ 8,027	\$ 40,135	\$ 309,891	\$ 77,473	\$ 387,364	19%	19%	19%
8	Post Enrollment Verification [6]	\$ 1,399,035	\$ 349,759	\$ 1,748,793	\$ 50,290	\$ 12,572	\$ 62,862	\$ 472,979	\$ 118,245	\$ 591,224	34%	34%	34%
9	IT Programming [6]	\$ 1,643,408	\$ 410,852	\$ 2,054,261	\$ 33,054	\$ 8,264	\$ 41,318	\$ 204,679	\$ 51,170	\$ 255,849	12%	12%	12%
10	Cooling Centers [6]	\$ 149,521	\$ -	\$ 149,521	\$ -	\$ -	\$ -	\$ 106,710	\$ -	\$ 106,710	71%	0%	71%
11	Pilots/CHANGES Program [1][6]	\$ 422,296	\$ 105,574	\$ 527,869	\$ 353	\$ 88	\$ 441	\$ (11,037)	\$ (2,759)	\$ (13,796)	-3%	-3%	-3%
12	Studies [2][6]	\$ 127,741	\$ 31,935	\$ 159,676	\$ 13,047	\$ 3,262	\$ 16,308	\$ 33,134	\$ 8,284	\$ 41,418	26%	26%	26%
13	Regulatory Compliance [6]	\$ 900,543	\$ 225,136	\$ 1,125,679	\$ 9,485	\$ 2,371	\$ 11,857	\$ 170,719	\$ 42,680	\$ 213,399	19%	19%	19%
14	General Administration [6]	\$ 899,627	\$ 224,907	\$ 1,124,533	\$ 59,176	\$ 14,794	\$ 73,971	\$ 362,178	\$ 90,544	\$ 452,722	40%	40%	40%
15	CPUC Energy Division	\$ 102,400	\$ 25,600	\$ 128,000	\$ 90,153	\$ 22,538	\$ 112,691	\$ 90,153	\$ 22,538	\$ 112,691	88%	88%	88%
16													
17	<b>SUBTOTAL MANAGEMENT COSTS [3]</b>	<b>\$ 14,976,855</b>	<b>\$ 3,706,926</b>	<b>\$ 18,683,781</b>	<b>\$ 1,108,422</b>	<b>\$ 277,106</b>	<b>\$ 1,385,528</b>	<b>\$ 5,260,235</b>	<b>\$ 1,288,381</b>	<b>\$ 6,548,616</b>	<b>35%</b>	<b>35%</b>	<b>35%</b>
18													
19	CARE Rate Discount [4]	\$ 474,548,904	\$ 118,637,226	\$ 593,186,130	\$ 55,583,435	\$ 4,509,239	\$ 60,092,674	\$ 290,080,661	\$ 78,459,307	\$ 368,539,968	61%	66%	62%
20													
21	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	<b>\$ 489,525,759</b>	<b>\$ 122,344,152</b>	<b>\$ 611,869,911</b>	<b>\$ 56,691,857</b>	<b>\$ 4,786,344</b>	<b>\$ 61,478,201</b>	<b>\$ 295,340,896</b>	<b>\$ 79,747,688</b>	<b>\$ 375,088,584</b>	<b>60%</b>	<b>65%</b>	<b>61%</b>
22													
23	Other CARE Rate Benefits												
24	- DWR Bond Charge Exemption				\$ 2,753,735		\$ 2,753,735	\$ 14,272,360		\$ 14,272,360			
25	- CARE PPP Exemption [5]				\$ 5,078,485	\$ 339,823	\$ 5,418,308	\$ 27,470,035	\$ 5,948,745	\$ 33,418,781			
26	- California Solar Initiative Exemption				\$ (183,128)		\$ (183,128)	\$ (1,013,022)		\$ (1,013,022)			
27	- kWh Surcharge Exemption												
28	- Vehicle Grid Integration Exemption												
29	Total Other CARE Rate Benefits				<b>\$ 5,959,075</b>	<b>\$ 389,344</b>	<b>\$ 6,348,419</b>	<b>\$ 33,080,281</b>	<b>\$ 5,214,663</b>	<b>\$ 38,294,944</b>			
30													
31	Indirect Costs	\$ 725,051	\$ 181,263	\$ 906,314									
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] Program authorized budget included employee benefits costs of \$906,314 as authorized in the 2017 GRC Decision (D.) 17-05-013. Actual employee benefit burden costs have been included in the program monthly and YTD expenses.												
40													
41	<b>Note:</b> 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	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration</b>																								
2	<b>Pacific Gas and Electric Company</b>																								
3	<b>Through July 31, 2019</b>																								
4		New Enrollment									Recertification				Attrition (Drop Offs)				Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)		
5		Automatic Enrollment			Self-Certification (Income or Categorical)						Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response <sup>4</sup>	Failed PEV	Failed Recertification	Other <sup>5</sup>	Total Attrition (P+Q+R+S)				Gross (K+O)	Net Adjusted (K-T)
6	Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)																
7	January	0	3,462	0	3,462	13,979	4,234	1,044	113	19,370	22,832	30,095	8,634	8,933	47,662	n/a	3,173	6,114	11,021	20,308	70,494	2,524	1,378,527	1,446,414	95.3%
8	February	0	1,814	0	1,814	12,014	6,157	847	103	19,121	20,935	32,984	8,524	8,022	49,530	n/a	4,358	5,076	8,348	17,782	70,465	3,153	1,381,680	1,446,414	95.5%
9	March	0	3,679	0	3,679	12,089	6,228	846	69	19,232	22,911	25,815	8,877	21,538	56,230	n/a	2,676	6,484	12,197	21,357	79,141	1,554	1,383,234	1,446,414	95.6%
10	April	0	2,283	0	2,283	9,298	5,951	591	114	15,954	18,237	33,019	7,530	16,165	56,814	n/a	2,482	6,415	8,247	17,144	75,051	1,093	1,384,327	1,446,414	95.7%
11	May	0	2,473	0	2,473	8,275	3,289	499	86	12,149	14,622	34,700	6,331	11,666	52,697	n/a	4,441	6,240	12,819	23,500	67,319	-8,878	1,375,449	1,446,414	95.1%
12	June	0	1,987	0	1,987	11,895	6,337	889	70	19,191	21,178	32,123	7,338	8,215	47,676	n/a	1,208	6,249	17,126	24,583	68,854	-3,405	1,372,044	1,446,414	94.9%
13	July	0	2,159	0	2,159	10,719	5,212	766	75	16,772	18,931	30,604	7,627	10,904	49,135	n/a	2,665	4,836	2,643	10,144	68,066	8,787	1,380,831	1,446,414	95.5%
14	August																								
15	September																								
16	October																								
17	November																								
18	December																								
19	YTD Total	0	17,857	0	17,857	78,269	37,408	5,482	630	121,789	139,646	219,340	54,961	85,443	359,744	0	21,003	41,414	72,401	134,818	499,390	4,828	1,380,831	1,446,414	95.5%
20																									
21																									
22	Enrollments via data sharing between the IOUs.																								
23	Enrollments via data sharing between departments and/or programs within the utility.																								
24	Enrollments via data sharing with programs outside the IOU that serve low-income customers.																								
25	PG&E counts attrition due to no response in the Failed PEV and Failed Recertification columns, respectively.																								
26	Includes customers who closed their accounts, requested to be removed, or were otherwise ineligible for the program.																								
27																									
28	<b>Note:</b> 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	<b>CARE Table 3A - Post-Enrollment Verification Results (Model)</b>								
2	<b>Pacific Gas and Electric Company</b>								
3	<b>Through July 31, 2019</b>								
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) <sup>1</sup>	Total Households De-enrolled <sup>2</sup>	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
5	January	1,378,527	3,114	0.23%	2,471	127	2,598	83.43%	0.19%
6	February	1,381,680	2,641	0.19%	1,942	133	2,075	78.57%	0.15%
7	March	1,383,234	2,345	0.17%	1,632	143	1,775	75.69%	0.13%
8	April	1,384,327	2,398	0.17%	1,946	81	2,027	84.53%	0.15%
9	May	1,375,449	2,563	0.19%	2,003	97	2,100	81.94%	0.15%
10	June	1,372,044	2,533	0.18%					
11	July	1,380,831	3,769	0.27%					
12	August								
13	September								
14	October								
15	November								
16	December								
17	<b>YTD Total</b>	<b>1,380,831</b>	<b>19,363</b>	<b>1.40%</b>	<b>9,994</b>	<b>581</b>	<b>10,575</b>	<b>80.97%</b>	<b>0.77%</b>

18

19 <sup>1</sup> Includes customers verified as over income or who requested to be de-enrolled.

20 <sup>2</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.

21

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

23

24

25

	<b>CARE Table 3B Post-Enrollment Verification Results (Electric-Only High Usage)</b>								
	<b>Pacific Gas and Electric Company</b>								
	<b>Through July 31, 2019</b>								
29	Month	Total CARE Households Enrolled	Households Requested to Verify <sup>1</sup>	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) <sup>2</sup>	Total Households De-enrolled <sup>3</sup>	% De-enrolled through HUV Post Enrollment Verification	% of Total CARE Households De-enrolled
30	January	1,378,527	2,859	0.21%	2,723	37	2,760	96.54%	0.20%
31	February	1,381,680	3,252	0.24%	3,112	51	3,163	97.26%	0.23%
32	March	1,383,234	1,334	0.10%	1,299	13	1,312	98.35%	0.09%
33	April	1,384,327	1,140	0.08%	1,120	9	1,129	99.04%	0.08%
34	May	1,375,449	209	0.02%	204	1	205	98.09%	0.01%
35	June	1,372,044	380	0.03%					
36	July	1,380,831	1,245	0.09%					
37	August								
38	September								
39	October								
40	November								
41	December								
42	<b>YTD Total</b>	<b>1,380,831</b>	<b>10,419</b>	<b>0.75%</b>	<b>8,458</b>	<b>111</b>	<b>8,569</b>	<b>97.44%</b>	<b>0.62%</b>

43

44 <sup>1</sup> Includes all participants who were selected for high usage verification process. Closed accounts will not be tracked in Ineligible or De-enrolled data.

45

46 <sup>2</sup> Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.

47 <sup>3</sup> 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	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications <sup>1</sup></b>						
2	<b>Pacific Gas and Electric Company</b>						
3	<b>Through July 31, 2019</b>						
4		<b>Provided <sup>2</sup></b>	<b>Received</b>	<b>Approved</b>	<b>Denied</b>	<b>Pending/Never Completed</b>	<b>Duplicates</b>
5	Total (Y-T-D)	7,353,879	261,256	243,617	16,932	707	54,961
6	Percentage <sup>3</sup>		100%	93%	6%	0%	21%
7							
8	<sup>1</sup> Includes sub-metered customers.						
9	<sup>2</sup> 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							
11	<sup>3</sup> Percentage of Received. Duplicates are also counted as Approved, so the total will not add up to 100%.						
12							
13	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and						
14	may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J
1	<b>CARE Table 5 - Enrollment by County</b>									
2	<b>Pacific Gas and Electric Company</b>									
3	<b>Through July 31, 2019</b>									
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
5		Urban	Rural <sup>1</sup>	Total	Urban	Rural <sup>1</sup>	Total	Urban	Rural <sup>1</sup>	Total
6	ALAMEDA	117,944	3	117,947	116,175	2	116,177	98.5%	75.7%	98.5%
7	ALPINE	0	187	187	0	5	5	n/a	2.7%	2.7%
8	AMADOR	1	4,841	4,842	0	4,282	4,282	0.0%	88.5%	88.4%
9	BUTTE	18,503	12,649	31,151	17,651	12,010	29,661	95.4%	95.0%	95.2%
10	CALAVERAS	41	7,309	7,350	28	5,158	5,186	69.1%	70.6%	70.6%
11	COLUSA	8	2,850	2,858	12	3,393	3,405	149.2%	119.1%	119.1%
12	CONTRA COSTA	79,633	11	79,644	85,613	3	85,616	107.5%	28.0%	107.5%
13	EL DORADO	6,858	6,041	12,898	5,288	5,449	10,737	77.1%	90.2%	83.2%
14	FRESNO	128,361	169	128,530	151,512	117	151,629	118.0%	69.2%	118.0%
15	GLENN	1	5,228	5,229	0	4,675	4,675	0.0%	89.4%	89.4%
16	HUMBOLDT	1	23,474	23,475	0	17,183	17,183	0.0%	73.2%	73.2%
17	KERN	39,953	55,868	95,820	43,667	64,386	108,053	109.3%	115.2%	112.8%
18	KINGS	101	8,219	8,320	116	9,059	9,175	114.4%	110.2%	110.3%
19	LAKE	1	13,159	13,159	2	12,372	12,374	268.7%	94.0%	94.0%
20	LASSEN	0	286	286	0	168	168	n/a	58.6%	58.6%
21	MADERA	14,051	6,813	20,863	16,698	5,315	22,013	118.8%	78.0%	105.5%
22	MARIN	18,400	0	18,400	12,200	0	12,200	66.3%	n/a	66.3%
23	MARIPOSA	17	2,962	2,980	13	2,158	2,171	74.3%	72.9%	72.9%
24	MENDOCINO	6	12,555	12,561	6	10,194	10,200	101.3%	81.2%	81.2%
25	MERCED	18,641	19,055	37,697	19,509	20,576	40,085	104.7%	108.0%	106.3%
26	MONTEREY	34,203	4,411	38,614	36,561	6,236	42,797	106.9%	141.4%	110.8%
27	NAPA	9,866	0	9,866	10,276	0	10,276	104.2%	0.0%	104.2%
28	NEVADA	11	11,372	11,382	1	9,293	9,294	9.5%	81.7%	81.7%
29	PLACER	20,200	9,291	29,490	11,940	7,541	19,481	59.1%	81.2%	66.1%
30	PLUMAS	82	2,519	2,600	9	1,732	1,741	11.0%	68.8%	67.0%
31	SACRAMENTO	127,290	0	127,290	92,857	0	92,857	72.9%	n/a	72.9%
32	SAN BENITO	100	4,192	4,292	59	4,824	4,883	59.0%	115.1%	113.8%
33	SAN BERNARDINO	43	303	346	27	235	262	62.7%	77.5%	75.6%
34	SAN FRANCISCO	66,810	0	66,810	61,018	0	61,018	91.3%	n/a	91.3%
35	SAN JOAQUIN	74,066	8,165	82,231	78,463	8,695	87,158	105.9%	106.5%	106.0%
36	SAN LUIS OBISPO	10,603	17,215	27,817	4,680	12,428	17,108	44.1%	72.2%	61.5%
37	SAN MATEO	42,086	0	42,086	31,920	0	31,920	75.8%	n/a	75.8%
38	SANTA BARBARA	16,161	1,364	17,525	17,234	706	17,940	106.6%	51.8%	102.4%
39	SANTA CLARA	98,059	3,697	101,756	95,803	2,814	98,617	97.7%	76.1%	96.9%
40	SANTA CRUZ	24,696	6	24,701	19,680	1	19,681	79.7%	18.1%	79.7%
41	SHASTA	11,441	10,518	21,959	9,611	8,554	18,165	84.0%	81.3%	82.7%
42	SIERRA	4	308	312	2	116	118	52.7%	37.6%	37.8%
43	SISKIYOU	0	16	16	0	6	6	n/a	37.3%	37.3%
44	SOLANO	36,710	0	36,710	42,413	0	42,413	115.5%	n/a	115.5%
45	SONOMA	42,357	2,216	44,573	37,320	2,481	39,801	88.1%	112.0%	89.3%
46	STANISLAUS	29,032	26,325	55,357	24,046	22,494	46,540	82.8%	85.4%	84.1%
47	SUTTER	11,342	0	11,342	13,426	0	13,426	118.4%	0.0%	118.4%
48	TEHAMA	12	12,425	12,437	10	11,359	11,369	82.6%	91.4%	91.4%
49	TRINITY	0	778	778	0	282	282	n/a	36.3%	36.3%
50	TULARE	756	8,531	9,287	333	9,414	9,747	44.1%	110.3%	105.0%
51	TUOLUMNE	0	8,873	8,873	0	6,913	6,913	0.0%	77.9%	77.9%
52	YOLO	23,949	1	23,950	20,221	1	20,222	84.4%	147.9%	84.4%
53	YUBA	9,697	117	9,814	11,688	113	11,801	120.5%	96.4%	120.2%
54	<b>Total</b>	<b>1,132,096</b>	<b>314,318</b>	<b>1,446,414</b>	<b>1,088,088</b>	<b>292,743</b>	<b>1,380,831</b>	<b>96.1%</b>	<b>93.1%</b>	<b>95.5%</b>
55										
56	<sup>1</sup> "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	<b>CARE Table 6 - Recertification Results</b>							
2	<b>Pacific Gas and Electric Company</b>							
3	<b>Through July 31, 2019</b>							
4	Month	Total CARE Households	Households Requested to Recertify <sup>1</sup>	% of Households Total (C/B)	Households Recertified <sup>2</sup>	Households De-enrolled <sup>3</sup>	Recertification Rate % <sup>4</sup> (E/C)	% of Total Households De-enrolled (F/B)
5	January	1,378,527	19,458	1.4%	13,043	6,415	67.03%	0.47%
6	February	1,381,680	18,634	1.3%	12,394	6,240	66.51%	0.45%
7	March	1,383,234	20,405	1.5%	14,156	6,249	69.38%	0.45%
8	April	1,384,327	15,400	1.1%	10,564	4,836	68.60%	0.35%
9	May	1,375,449	18,383	1.3%				
10	June	1,372,044	17,853	1.3%				
11	July	1,380,831	21,047	1.5%				
12	August							
13	September							
14	October							
15	November							
16	December							
17	<b>YTD</b>	<b>1,380,831</b>	<b>131,180</b>	<b>9.50%</b>	<b>50,157</b>	<b>23,740</b>	<b>67.87%</b>	<b>1.72%</b>
18								
19	<sup>1</sup> Excludes count of customers recertified through the probability model.							
20	<sup>2</sup> 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	<sup>3</sup> Includes customers who did not respond or who requested to be de-enrolled.							
23	<sup>4</sup> Percentage of customers recertified compared to the total participants requested to recertify in that month.							
24								
25	<b>Note:</b> 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	<b>CARE Table 7 - Capitation Contractors<sup>1</sup></b>						
2	<b>Pacific Gas and Electric Company</b>						
3	<b>Through July 31, 2019</b>						
4	Contractor	Contractor Type (Check one or more if applicable)				Total Enrollments	
5		Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date
6							
7	ACC Senior Services		x			2	13
8	Amador-Tuolumne Community Action Agency		x		x	5	38
9	Arriba Juntos		x			0	0
10	Breathe California Central Coast		x			0	0
11	Breathe California of the Bay Area		x			0	1
12	Catholic Charities Diocese of Fresno		x			4	16
13	Central California Legal Services, Inc.		x			0	0
14	Central Coast Energy Services, Inc.		x		x	5	110
15	Cesar A Moncada DBA Moncada Outreach		x			0	15
16	Chinese Newcomers Service Center		x			5	22
17	Community Action Marin		x		x	1	4
18	Community Action Partnership of Madera County		x		x	5	37
19	Community Resource Project, Inc.		x		x	14	82
20	County of San Joaquin		x		x	11	67
21	Dignity Health		x			0	0
22	Disability Resource Agency for Independent Living		x			0	0
23	Filipino American Development Foundation		x			0	0
24	Good Samaritan Family Resource Center of San Francisco		x			0	5
25	Heritage Institute for Family Advocacy		x			0	36
26	Hip Housing Human Investment Project, Inc.		x			0	1
27	Housing Authority of the City of Fresno		x			1	2
28	Housing Authority of the County of Kern		x			0	0
29	KidsFirst		x			0	0
30	Kings Community Action Organization, Inc.		x		x	0	0
31	Madera Coalition for Community Justice		x			0	12
32	Marin Center for Independent Living					0	1
33	Merced County Community Action Agency		x		x	9	32
34	Oakland Citizens Committee for Urban Renewal		x			1	6
35	Project Access, Inc		x			0	1
36	Redwood Community Action Agency		x		x	6	64
37	Resources for Independence Central Valley		x			0	0
38	Rising Sun Energy Center		x			0	0
39	Sacred Heart Community Service		x		x	2	39
40	Self-Help for the Elderly		x			3	23
41	Southeast Asian Community Center		x			0	0
42	Suscol Intertribal Council		x			0	0
43	Tri-County Independent Living Center		x			0	0
44	UpValley Family Centers		x			0	2
45	West Valley Community Services		x			0	0
46	Yolo County Housing Authority		x			1	1
47	Yolo Family Resource Center (Empower Yolo)		x			0	0
48	<b>Total Enrollments</b>					<b>75</b>	<b>630</b>
49							
50	<sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
51							
52	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 8 - Households as of Month-End</b>								
2	<b>Pacific Gas and Electric Company</b>								
3	<b>Through July 31, 2019</b>								
4	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts <sup>[1]</sup>
5	January	825,366	217,143	336,018	1,378,527	1,446,414	95.3%	0.18%	5,507,346
6	February	826,651	218,125	336,904	1,381,680	1,446,414	95.5%	0.23%	5,507,346
7	March	829,681	217,132	336,421	1,383,234	1,446,414	95.6%	0.11%	5,507,346
8	April	830,605	216,319	337,403	1,384,327	1,446,414	95.7%	0.08%	5,507,346
9	May	824,536	215,190	335,723	1,375,449	1,446,414	95.1%	-0.64%	5,507,346
10	June	824,017	213,958	334,069	1,372,044	1,446,414	94.9%	-0.25%	5,507,346
11	July	830,311	212,012	338,508	1,380,831	1,446,414	95.5%	0.64%	5,507,346
12	August								
13	September								
14	October								
15	November								
16	December								
17									
18	<sup>[1]</sup> Data represents total residential electric and gas households. This includes sub-metered households.								
19									
20	<b>Note:</b> 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	<b>CARE Program Table 9 - Expenditures for Pilots/CHANGES Program</b>				
2	<b>Pacific Gas and Electric Company</b>				
3	<b>Through July 31, 2019</b>				
4	<b>2019</b>	<b>Authorized 2019 Budget</b>	<b>Current Month Expenses</b>	<b>Expenses Since Jan. 1, 2019</b>	<b>% of 2018 Budget Expended</b>
5		<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>
6					
7	CHANGES Program	\$ 527,869	\$ 441	\$ (13,796)	-3%
8					
9					
10	<b>Total</b>	<b>\$ 527,869</b>	<b>\$ 441</b>	<b>\$ (13,796)</b>	<b>-3%</b>
11					
12					
13	[1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.				
14					
15					
16	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.				



<b>CARE Table 10 CHANGES One-On-One Customer Assistance Pacific Gas and Electric Company Through July 31, 2019</b>	
<b>No. of attendees at education sessions</b>	
<b>Disputes</b>	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	0
Changed 3rd party Company/Gas Aggregation	29
Changed 3rd Party Electricity Aggregation	21
Medical Baseline Application	0
Enroll in Energy Assistance Programs	1
Request Meter Service or Testing	0
Request Bill Adjustment	3
Request Customer Service Visit	1
Schedule Energy Audit	0
Payment Extension	0
Payment Plan	3
Solar	2
Stop Disconnection	10
Time of Use	0
Wildfire Related Issue	0
<b>Total disputes</b>	<b>70</b>

<b>Needs Assistance</b>	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	1
Assisted with Changes to Account	11
Energy Efficiency Tool	0
Assisted High Energy User with CARE Doc Submission	0
Assisted with Reconnection	0
Billing Language Changed	4
Consumer Education Only	0
Electricity Aggregation	5
Energy Alerts	0
Enrolled in Demand Response Programs	0
ESAP	0
HEAP	0
Medical Baseline	10
Neighbor to Neighbor	0
REACH	62
Reported Safety Problem	6
Reported Scam	0
Set Up 3rd Party Notification	1
Set Up New Account	0
Payment Extension	0
Payment Plan	0
Wildfire Related Issue	3
<b>Total Needs Assistance</b>	<b>115</b>

# CARE Table 11 CHANGES Group Customer Assistance Sessions <sup>[1]</sup>

## Pacific Gas and Electric Company

June 17, 2019 Through June 30, 2019

Date <sup>2</sup>	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
			# of Sessions	Length (Hours) <sup>3</sup>	Number of Attendees	Description of Information / Literature Provided
N/A	Dari	Avoiding Disconnection	3	N/A	20	CHANGES Ed Handout
N/A	English	Avoiding Disconnection	2	N/A	4	CHANGES Ed Handout
N/A	Spanish	Avoiding Disconnection	5	N/A	121	CHANGES Ed Handout
<b>Total</b>			<b>10</b>		<b>145</b>	
N/A	Arabic	CARE/FERA and Other Assistance Programs	1	N/A	5	CHANGES Ed Handout
N/A	Cantonese	CARE/FERA and Other Assistance Programs	1	N/A	16	CHANGES Ed Handout
N/A	Dari	CARE/FERA and Other Assistance Programs	2	N/A	12	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	2	N/A	5	CHANGES Ed Handout
N/A	Farsi	CARE/FERA and Other Assistance Programs	1	N/A	2	CHANGES Ed Handout
N/A	English – Native American	CARE/FERA and Other Assistance Programs	2	N/A	44	CHANGES Ed Handout
N/A	Pashto	CARE/FERA and Other Assistance Programs	1	N/A	1	CHANGES Ed Handout
N/A	Russian	CARE/FERA and Other Assistance Programs	1	N/A	4	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	6	N/A	130	CHANGES Ed Handout
<b>Total</b>			<b>17</b>		<b>219</b>	
N/A	Cantonese	Electric and Natural Gas Safety	2	N/A	29	CHANGES Ed Handout
N/A	Dari	Electric and Natural Gas Safety	1	N/A	9	CHANGES Ed Handout
N/A	English	Electric and Natural Gas Safety	2	N/A	4	CHANGES Ed Handout
N/A	Japanese	Electric and Natural Gas Safety	1	N/A	1	CHANGES Ed Handout
N/A	Spanish	Electric and Natural Gas Safety	2	N/A	37	CHANGES Ed Handout
<b>Total</b>			<b>8</b>		<b>80</b>	
N/A	Cantonese	Energy Conservation	1	N/A	37	CHANGES Ed Handout
N/A	Dari	Energy Conservation	2	N/A	10	CHANGES Ed Handout
N/A	English	Energy Conservation	3	N/A	9	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	4	N/A	104	CHANGES Ed Handout
N/A	Vietnamese	Energy Conservation	1	N/A	67	CHANGES Ed Handout
<b>Total</b>			<b>11</b>		<b>227</b>	
N/A	Dari	Gas Aggregation	3	N/A	25	CHANGES Ed Handout
N/A	Spanish	Gas Aggregation	5	N/A	103	CHANGES Ed Handout
<b>Total</b>			<b>8</b>		<b>128</b>	
N/A	Dari	High Energy Use	4	N/A	35	CHANGES Ed Handout
<b>Total</b>			<b>4</b>		<b>35</b>	
N/A	Dari	Level Pay Plan	4	N/A	21	CHANGES Ed Handout
N/A	English	Level Pay Plan	3	N/A	11	CHANGES Ed Handout
N/A	Spanish	Level Pay Plan	5	N/A	126	CHANGES Ed Handout
<b>Total</b>			<b>12</b>		<b>158</b>	
N/A	Cantonese	Understanding Your Bill	2	N/A	68	CHANGES Ed Handout
N/A	Dari	Understanding Your Bill	4	N/A	23	CHANGES Ed Handout
N/A	English	Understanding Your Bill	3	N/A	4	CHANGES Ed Handout
N/A	English – Native American	Understanding Your Bill	2	N/A	44	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	7	N/A	180	CHANGES Ed Handout
N/A	Vietnamese	Understanding Your Bill	1	N/A	50	CHANGES Ed Handout
<b>Total</b>			<b>19</b>		<b>369</b>	
<b>Year-to-Date</b>		<b>June 17, 2019 Through June 30, 2019</b>	<b>89</b>	<b>Quarter Total</b>	<b>1,361</b>	

[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.