

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE  
STATE OF CALIFORNIA**

Application of Pacific Gas and Electric Company for Approval of the 2009-2011 Low Income Energy Efficiency and California Alternate Rates for Energy Programs and Budget (U 39 M)	Application 08-05-022 (Filed May 15, 2008)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011	Application 08-05-024 (Filed May 15, 2008)
Application of Southern California Gas Company (U 904 G) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011	Application 08-05-025 (Filed May 15, 2008)
Application of Southern California Edison Company (U 338-E) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009, 2010, and 2011	Application 08-05-026 (Filed May 15, 2008)

**ONE-HUNDRED AND TWENTY-FIRST STATUS REPORT OF PACIFIC GAS AND ELECTRIC  
COMPANY (U 39 M) ON THE RESULTS OF ITS ENERGY SAVINGS ASSISTANCE AND CARE  
PROGRAM EFFORTS IN COMPLIANCE WITH ORDERING PARAGRAPH 17 OF  
DECISION 01-05-033, ISSUED MAY 7, 2001**

ANN H. KIM  
DANIEL F. COOLEY  
Law Department  
Pacific Gas and Electric Company  
Post Office Box 7442  
San Francisco, CA 94120  
Telephone: (415) 973-6646  
Fax: (415) 973-0516  
e-mail: DFC2@pge.com

Attorneys for:  
PACIFIC GAS AND ELECTRIC COMPANY

Dated: June 21, 2011

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE  
STATE OF CALIFORNIA**

Application of Pacific Gas and Electric Company for Approval of the 2009-2011 Low Income Energy Efficiency and California Alternate Rates for Energy Programs and Budget (U 39 M)	Application 08-05-022 (Filed May 15, 2008)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011	Application 08-05-024 (Filed May 15, 2008)
Application of Southern California Gas Company (U 904 G) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011	Application 08-05-025 (Filed May 15, 2008)
Application of Southern California Edison Company (U 338-E) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009, 2010, and 2011	Application 08-05-026 (Filed May 15, 2008)

**ONE-HUNDRED AND TWENTY-FIRST STATUS REPORT OF PACIFIC GAS AND ELECTRIC  
COMPANY (U 39 M) ON THE RESULTS OF ITS ENERGY SAVINGS ASSISTANCE AND CARE  
PROGRAM EFFORTS IN COMPLIANCE WITH ORDERING PARAGRAPH 17 OF  
DECISION 01-05-033, ISSUED MAY 7, 2001**

In accordance with Ordering Paragraph 17 of Decision 01-05-033, the direction of Administrative Law Judge Gottstein at the July 11 and 28, 2001 status conferences, and the agreements reached between the utilities and the Energy Division on the format and content of the tables, Pacific Gas and Electric Company submits its attached one-hundred and twenty-first monthly status report on the results of its Energy Savings Assistance and CARE Program efforts, showing results through May 2011.

Respectfully submitted,

ANN H. KIM  
DANIEL F. COOLEY

\_\_\_\_\_  
/s/  
DANIEL F. COOLEY  
Law Department  
Pacific Gas and Electric Company  
Post Office Box 7442  
San Francisco, CA 94120  
Telephone: (415) 973-6646  
Fax: (415) 973-0516  
e-mail: DFC2@pge.com  
Attorneys for:  
PACIFIC GAS AND ELECTRIC COMPANY

June 21, 2011

**Pacific Gas and Electric Company**

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

**Program Monthly Report**  
**For May 2011**

**(June 21, 2011)**

**PACIFIC GAS AND ELECTRIC COMPANY**

**ENERGY SAVINGS ASSISTANCE PROGRAM AND CARE PROGRAM  
MONTHLY REPORT FOR MAY 2011**

**TABLE OF CONTENTS**

<b>Title</b>	<b>Page</b>
<b>1. LOW INCOME ENERGY ASSISTANCE PROGRAM EXECUTIVE SUMMARY ..</b>	<b>3</b>
1.1. Energy Savings Assistance Program Overview .....	3
1.2. Whole Neighborhood Approach Evaluation.....	4
1.3. ESA Program Customer Outreach and Enrollment Update.....	6
1.4. Leveraging Success Evaluation, Including CSD.....	9
1.5. Workforce Education & Training .....	9
1.6. Miscellaneous .....	10
<b>2. CARE EXECUTIVE SUMMARY.....</b>	<b>10</b>
2.1. CARE Program Summary.....	11
2.2. Outreach.....	11
2.3. Miscellaneous .....	13
<b>3. APPENDIX: ESA TABLES AND CARE TABLES.....</b>	<b>14</b>

**PACIFIC GAS AND ELECTRIC COMPANY**

**ENERGY SAVINGS ASSISTANCE PROGRAM  
AND CARE PROGRAM MONTHLY REPORT  
FOR MAY 2011**

This Low Income Programs Monthly Report complies with low income reporting requirements established in Decision (D.) 01-05-033, as updated by D.08-11-031, requiring the utilities to comply with reporting and program evaluation requirements previously established for the California Alternate Rates for Energy (CARE) and Energy Savings Assistance (formerly known as Low Income Energy Efficiency (LIEE)) programs. The utilities met with Energy Division staff to revise reporting tables and formats in compliance with the mandates of D.08-11-031 and now use the new, Energy Division-approved monthly reporting format for the 2010 and 2011 reports.

**1. Low Income Energy Assistance Program Executive Summary**

D.08-11-031 and D.09-10-012 authorized the utilities to work with Energy Division staff to develop a new brand for the LIEE program. PG&E began using the new brand, “Energy Savings Assistance” (ESA) Program, on January 1, 2011.

The ESA Program provides free home weatherization, energy efficient appliances and energy education services to income-qualified PG&E customers throughout the Company’s service area.

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

**1.1. Energy Savings Assistance Program Overview**

The 2009-2011 ESA Program (formerly known as Low Income Energy Efficiency) was adopted in D.08-11-031. PG&E’s authorized program budget for 2009-2011 is \$416.9 million, plus any remaining unspent carryover.

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

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

PG&E’s ESA Program has treated 58,401 customers in 2011.

**1.1.1. Provide a summary of the Energy Savings Assistance Program elements as approved in Decision 08-11-031:**

<b>Energy Savings Assistance Program Summary for Month</b>			
<b>2011</b>	<b>Authorized / Planning Assumptions</b>	<b>Year-to-Date Actual</b>	<b>%</b>
Budget	\$ 156,789,038	\$ 63,651,659	40.6%
Homes Treated	124,991	58,401	46.7%
kWh Saved	42,600,000	19,702,869	46.3%
kW Demand Reduced	7,560	4,036	53.4%
Therms Saved	1,510,000	1,190,455	78.8%

**1.2. Whole Neighborhood Approach Evaluation**

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

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

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

---

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

To identify potential neighborhoods to target for the low income programs, PG&E starts with its estimates of ESA Program eligibility by ZIP-7, derived from census data.<sup>2</sup> PG&E ranks ZIP-7 areas with the highest populations of estimated ESA Program-eligible customers<sup>3</sup> in its service area, and correlates them with PG&E billing information, including information on PG&E customer energy use;<sup>4</sup> the number of 48-hour shut-off notices sent; actual shut-offs over the last year; and the number of customers in PG&E's Third-Party Notification Program. PG&E also correlates this data with the current CARE penetration rate, and the number of customers who have already participated in the ESA Program since 2002 (thus making them ineligible for participation at this time).

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

---

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

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

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

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

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

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

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

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

### **1.3. ESA Program Customer Outreach and Enrollment Update**

PG&E increases outreach within the Company by coordinating activities and advertising with other PG&E energy efficiency and rate programs likely to reach low income customers and service providers. PG&E's ESA Program contractors are required to inform customers about other programs (such as CARE) for which they may be eligible. For ESA Program customers not already enrolled in the CARE program, the customer data is shared with CARE and the customer is automatically enrolled in CARE. PG&E no longer requires that the customer sign a CARE application at the time of ESA Program enrollment.

PG&E combines its ESA Program and CARE outreach activities in order to leverage low income outreach efforts and provide PG&E low income customers with the knowledge and tools to access all of PG&E's free energy services.

PG&E employees regularly make presentations about the Company's low income programs to the media and at community events throughout PG&E's service area. These presentations educate customers about energy efficiency and inform them



about assistance programs and opportunities available to them through PG&E. PG&E employees make presentations and design media initiatives about the ESA Program and CARE in multiple languages, including English, Spanish, Chinese and Vietnamese.

PG&E contracts directly with both community-based organizations (CBOs) and private contractors who provide a wealth of experience in the communities they serve. PG&E currently has 35 installation contractors including 11 CBOs and two appliance contractors who serve 48 counties and over 70,000 square miles in PG&E's service area. Of the 11 CBOs, six are LIHEAP agencies.

PG&E has five contracts with LIHEAP agencies that are not part of PG&E's ESA Program. PG&E coordinates with these LIHEAP agencies to install Energy Star® refrigerators in homes receiving PG&E electric service where the LIHEAP contractors have installed all other measures under the State Weatherization Program. This allows both the ESA Program and LIHEAP programs to leverage their resources and help additional low income homes. Through May, 20 refrigerators have been installed, which equates to \$16,000 leveraged through this program.

PG&E and its contractors use PG&E's Energy Partners Online database (EPO) for ESA Program activities. The database shows which customers received program services, what year they were provided, and which customers are participating in CARE. With this information, the contractors are better able to market to the community, e.g., contacting only those customers who have not received ESA Program services in the past.

ESA Program materials are provided in seven languages: English, Spanish, Vietnamese, Chinese, Russian, Korean, and Hmong.

In addition, PG&E continues to combine its ESA Program and CARE outreach activities in order to leverage low income outreach efforts and provide PG&E's low income customers with the knowledge and tools to access all of PG&E's free energy services.

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

PG&E's hard-to-reach customer outreach group manages outreach and messaging for PG&E programs targeting low income, multilingual and other hard-to-reach customer populations, including the ESA Program, CARE, Energy Efficiency, Government Partnerships, Third Party Programs, Solar, and Demand Response Programs. It specifically targets seniors, disabled customers, families, ethnic populations, rural and urban customers, and other low income PG&E customers through a combination of PG&E bill inserts and direct mailings, outbound calling, public service announcements, ethnic and local media, community partnerships, grassroots marketing, social networking, and other innovative approaches.

PG&E marketing and outreach is also performed by the ESA Program implementation subcontractors. These contractors are responsible for enrolling participants to meet their contract goals. PG&E provides them with a database containing current CARE customers in their contract area. In addition, the program database notes which customers have participated previously and are thus ineligible to receive ESA Program services. This database is updated on a weekly basis.

PG&E contractors currently use many strategies to enroll ESA Program customers, including canvassing neighborhoods, targeted direct mail, outbound calls, advertising in local venues, speaking to local groups, and outreach at community events. Customers who phone PG&E's customer service call centers are referred to the ESA Program and assigned to the contractor in their area who sets up an appointment with them. PG&E is helping its contractors continue these successful marketing and outreach strategies.

The ESA Program also takes full advantage of CARE's successful low income customer segmentation and targeted marketing strategies by working closely with its CARE outreach team. CARE outreach targets seniors, disabled customers, families, ethnic populations, rural and urban customers, and other low income PG&E customers.

In May, the ESA Program continued airing Vietnamese and Hmong television commercials in Fresno, Stockton and Sacramento. The ESA Program continued automated voice messaging and text messaging to customers with high estimated energy burden and insecurity in May. PG&E has historically filtered out mobile phone numbers from call lists in order to avoid incurred costs by customers. Free-to-end-user text messaging allows outreach staff to reach thousands of more customers per week with information on how to sign up for the Energy Savings Assistance Program.

During the month of May, the ESA Program participated in the following outreach events:

- CPUC Earth Awareness Day in San Francisco on 05/06/2011;
- 2011 Health and Wellness Fair in Santa Rosa on 05/07/2011;
- Access to Adventure in San Francisco on 05/07/2011;
- TOCKNA WNA Event – San Jose on 5/14/2011
- Work2Future, San Jose One Stop on 05/18/2011;
- Russian Yamarkia in Sacramento on 05/21/2011;
- Pacific Rim Street Fest in Sacramento on 05/22/2011;
- NOVA Private Industry in Sunnyvale on 05/26/2011; and

- International Kids in Sacramento on 05/28/2011.

#### **1.4. Leveraging Success Evaluation, Including CSD**

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

PG&E, SCE, SDG&E, and SoCalGas met with CSD staff, representatives from several LIHEAP agencies and CPUC staff in Downey on April 29, 2009 to discuss leveraging opportunities. Ideas discussed included: developing a shared repository database that could include customers served and customers on wait lists by utilities and LIHEAP agencies; and sharing utility information with LIHEAP agencies about ESA Program customers who are found to be over the ESA Program income guidelines or require HVAC or other services which the utilities are unable to provide under ESA Program guidelines. PG&E has attempted to schedule follow-up meetings with CSD; however, CSD has been unable to attend. In the meantime, PG&E has also had conversations with individual LIHEAP agencies to come up with workable strategies and discuss how we can work together to implement them. One such series of meetings culminated in the successful Sacramento Avenues Weatherization Project with Community Resource Project and SMUD in April 2010. Following the success of this effort, PG&E is working to expand this project to other locations and to implement more leveraging projects with individual LIHEAP agencies.

#### **1.5. Workforce Education & Training**

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

All contractors and subcontractors responsible for implementing the ESA Program are trained at the PG&E Energy Training Center (ETC) in Stockton California. Most of these ESA Program energy specialists and installation contractors are from the local communities in which they work. Because of the increased size of the 2011 ESA Program, more contractor crews have been hired to implement it; 92 individuals have been trained to deliver the ESA Program year-to-date.

PG&E selected and hired a consultant to conduct an on-line training pilot project through a Request for Proposal (RFP) process authorized by D.08-11-031. This pilot will explore what ESA Program training currently conducted on-site at the ETC can be moved to a web-based and/or off-site curriculum without decreasing effectiveness or results. Specifically, the pilot will evaluate the effectiveness of selected topics for on-line training in lieu of sending all students to a single

location for all elements of the certification program. The integration of an on-line training component may reduce the training costs of ESA Weatherization Specialists by the participating ESA contractor, which could lead to the training of more individuals.

PG&E is actively involved with the California Energy Efficiency Long Term Strategic Plan's Workforce Education and Training team that is developing plans to conduct green workforce needs assessment research. In 2010 and through April 2011, PG&E managed Energy Division's pilot project (authorized in D.08-11-031) to develop a low income workforce education and training plan. This pilot program recruited and trained residents of disadvantaged, low income communities to install energy efficiency measures in households as part of the ESA Program. Specifically, this pilot developed and implemented an in-class and hands-on curriculum that could be used as part of a certificated program to be administered through educational institutions. Energy Division selected a Northern and a Southern California team to implement two workforce education and training pilot projects. ESA training approaches were piloted at Los Angeles Trade Tech College (LATTTC) in Southern California Gas Company's service area and San Francisco Office of Economic and Workforce Development (OEWD) in PG&E's service area. PG&E is the contract administrator for both projects. The pilot was completed in April 2011. A final report discussing pilot results will be prepared by Energy Division.

## **1.6. Miscellaneous**

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

PG&E's ESA Program works with Grid Alternatives to deliver ESA services to customers that have been approved to participate in the Single Family Affordable Solar Housing Program (SASH). Grid Alternatives refers SASH-eligible homes to PG&E on a regular basis. If the customer has not yet participated in the ESA Program, the customer is placed in the program. The home is assessed, and delivery of all eligible measures is expedited. PG&E then notifies Grid Alternatives of the measures that were installed in the home. Grid Alternatives uses this data in their calculations to accurately size the SASH solar unit to be installed. In 2011, the ESA Program has treated 32 homes that were selected for SASH program participation. In addition, PG&E supplied ESA measure installation data for another 55 SASH-selected homes that were treated through the ESA Program in prior years.

## **2. CARE Executive Summary**

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

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

## 2.1. CARE Program Summary

The 2009-2011 CARE Program was adopted in D.08-11-031. The authorized CARE administrative budget is \$9,521,000 for 2011. This includes \$450,000 for PG&E's Cooling Centers program.

### 2.1.1. Please provide CARE program summary costs

CARE Budget Categories	Authorized Budget	Actual Expenses Year to Date	% of Budget Spent
Outreach	\$5,900,000	\$1,514,049	26%
Automatic Enrollment	\$150,000	\$0	0%
Proc / Certification / Verification	\$2,000,000	\$685,945	34%
Information Tech / Programming	\$150,000	\$124,863	83%
Pilots	\$0	\$217	0%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$115,000	\$77,839	68%
General Administration	\$550,000	\$219,333	40%
CPUC Energy Division Staff	\$206,000	\$56,890	28%
Cooling Centers	\$450,000	\$95,955	21%
<b>Total Expenses</b>	<b>\$9,521,000</b>	<b>\$2,775,091</b>	<b>29%</b>
Subsidies and Benefits	\$479,707,435	\$315,448,023	66%
<b>Total Program Costs and Discounts</b>	<b>\$489,228,435</b>	<b>\$318,223,114</b>	<b>65%</b>

### 2.1.2. Please provide the CARE program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,552,787	1,699,660	91.4%

## 2.2. Outreach

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

PG&E's CARE program rolled out the following direct mail initiatives to increase enrollment of eligible customers in May:

- Accounts Closed (AC) Direct Mail – 124,863 direct mail pieces were mailed to customers residing at addresses of recently-closed CARE accounts.
- Customer No Response (CNR) Direct Mail – 113,571 direct mail pieces were mailed to customers who had previously requested an application but did not mail it in or complete the enrollment process.

- Recertification Direct Mail –direct mail pieces in English, Spanish, Chinese, and Vietnamese were mailed to customers who had not recertified for CARE. This direct mail initiative reoccurs every month. Year-to-date, PG&E’s CARE program has re-enrolled 4,464 customers.
- Bill Insert –applications in English and Spanish were inserted in customers’ monthly energy bills. The first insert occurred in January. Year-to-date, this initiative has generated 5,992 new enrollments.
- Welcome Packet Insert – applications were inserted monthly into new customers’ welcome packets. Year-to-date, this initiative has generated 9,338 new enrollments.
- 15-Day Notice Insert – applications were inserted monthly into customers’ 15-day notices. Year-to-date, this initiative has generated 1,889 new enrollments.

To reach new customers of the web-savvy generation, PG&E created a CARE Facebook fan page in October 2009. The fan page served to increase awareness about the program and encourage customers to apply online. PG&E also shared a powerful success story about the Vega family via a three-minute video vignette.

To help income-qualified customers enroll in CARE, PG&E contracted with 185 Community Outreach Contractors (COCs) throughout its service area. These COCs represent a variety of communities, including African Americans, Hispanics, Asian Pacific Islander Americans (Chinese, Vietnamese, Laotian, Hmong), Native Americans, seniors, rural residents, agricultural workers, sub-metered tenants, and nonprofit living facilities.

PG&E’s CARE program enrolled eligible customers via automated telephone enrollment and door-to-door canvassing:

- Automated Telephone Enrollment – PG&E contracted with a third-party vendor to enroll new customers and recertify existing customers by telephone. Year-to-date, PG&E has enrolled 10,105 new customers and recertified 20,845 existing customers through this method.
- Door-to-Door Canvassing – PG&E contracted with third-party vendors, who conducted door-to-door campaigns to enroll urban and rural customers who have not responded to traditional outreach efforts. Year-to-date, PG&E has enrolled 7,005 new customers through this method.

In May, PG&E’s CARE program participated in the following outreach events where program representatives were available to answer questions and help customers enroll in the program:

- CPUC Earth Awareness Day in San Francisco on 05/06/2011;
- 2011 Health and Wellness Fair in Santa Rosa on 05/07/2011;
- Access to Adventure in San Francisco on 05/07/2011;

- Work2Future, San Jose One Stop on 05/18/2011;
- Russian Yamarkia in Sacramento on 05/21/2011;
- Pacific Rim Street Fest in Sacramento on 05/22/2011;
- NOVA Private Industry in Sunnyvale on 05/26/2011; and
- International Kids in Sacramento on 05/28/2011.

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

PG&E currently exchanges data with Southern California Edison (SCE) Company and Southern California Gas (SCG) Company to automatically enroll their CARE customers who also receive PG&E service. PG&E also participates in data exchanges of qualified low income customers with the Sacramento Municipal Utility District (SMUD) and Modesto Irrigation District (MID). PG&E provides natural gas in the SMUD and MID electric service areas and will automatically enroll qualified low income customers served by SMUD and MID in CARE.

PG&E utilizes an internal report to automatically enroll customers who receive LIHEAP payments, as authorized in D.02-07-033. 5,695 LIHEAP customers have been automatically enrolled in CARE in 2011.

Through PG&E's ESA Program (also known as the LIEE Program or Energy Partners for PG&E), each home that receives ESA services where the customer is not on the CARE rate is then signed up for the CARE discount. 2,579 ESA participants were enrolled in CARE in May.

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

**2.2.3. Recertification Complaints**

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

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

**2.3. Miscellaneous**

D.08-11-031, Ordering Paragraph 64, granted the IOUs discretion about how to enroll eligible public housing residents in each of their service areas. In response,

PG&E contracted with 11 Public Housing Authority (PHA) as a Community Outreach Contractor (COC) to enroll their eligible residents in the program.

**3. Appendix: ESA Tables and CARE Tables**

ESA- Table 1- ESA Program Expenses

ESA- Table 2- ESA Measure Installations and Savings

ESA- Table 3- Average Bill Savings per Treated Home

ESA- Table 4- ESA Homes Treated

ESA- Table 5- ESA Customer Summary

ESA- Table 6- Expenditures for Pilots and Studies

ESA- Table 7- Whole Neighborhood Approach

CARE- Table 1- CARE Program Expenses

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

CARE- Table 3- Standard Random Verification Results

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

CARE- Table 5- Enrollment by County

CARE- Table 6- Recertification Results

CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month-End



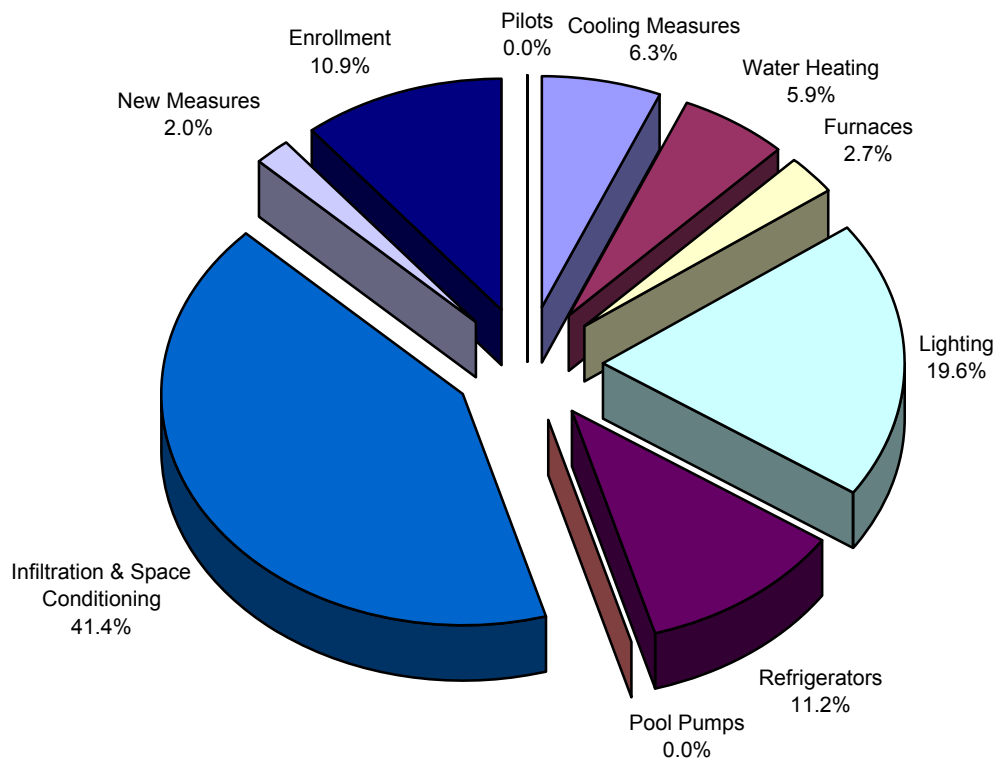
Pacific Gas and Electric Company Energy Savings Assistance Program and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>ESA Table 1 - ESA Program Expenses - PG&amp;E</b>												
2	<b>Through May 31, 2011</b>												
3		<b>Authorized Budget</b>			<b>Current Month Expenses</b>			<b>Year-To-Date Expenses</b>			<b>% of Budget Spent YTD</b>		
4	<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>
5	Energy Efficiency												
6	- Gas Appliances		\$ 16,457,630	\$ 16,457,630	-	\$ 1,397,346	\$ 1,397,346	-	\$ 6,426,703	\$ 6,426,703	0.0%	39.0%	39.0%
7	- Electric Appliances	\$ 65,830,522	-	\$ 65,830,522	\$ 5,580,153	-	\$ 5,580,153	\$ 23,413,516	-	\$ 23,413,516	35.6%	0.0%	35.6%
8	- Weatherization	\$ 6,646,351	\$ 37,662,654	\$ 44,309,005	\$ 780,596	\$ 4,423,375	\$ 5,203,970	\$ 3,467,263	\$ 19,647,822	\$ 23,115,085	52.2%	52.2%	52.2%
9	- Outreach and Assessment	\$ 1,075,390	\$ 579,056	\$ 1,654,446	\$ 86,638	\$ 46,651	\$ 133,289	\$ 413,049	\$ 222,411	\$ 635,459	38.4%	38.4%	38.4%
10	- In Home Energy Education	\$ 9,678,511	\$ 5,211,507	\$ 14,890,018	\$ 829,676	\$ 446,749	\$ 1,276,425	\$ 3,926,171	\$ 2,114,092	\$ 6,040,263	40.6%	40.6%	40.6%
11	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
12	- Pilot	\$ 77,500	\$ 439,166	\$ 516,666	\$ 2,091	\$ 11,847	\$ 13,938	\$ 3,547	\$ 20,102	\$ 23,649	4.6%	4.6%	4.6%
13	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
14	<b>Energy Efficiency TOTAL</b>	<b>\$ 83,308,274</b>	<b>\$ 60,350,013</b>	<b>\$ 143,658,287</b>	<b>\$ 7,279,153</b>	<b>\$ 6,325,967</b>	<b>\$ 13,605,120</b>	<b>\$ 31,223,546</b>	<b>\$ 28,431,130</b>	<b>\$ 59,654,676</b>	<b>37.5%</b>	<b>47.1%</b>	<b>41.5%</b>
15													
16	Training Center	\$ 612,759	\$ 329,947	\$ 942,706	\$ 18,262	\$ 9,833	\$ 28,096	\$ 82,304	\$ 44,318	\$ 126,622	13.4%	13.4%	13.4%
17	Inspections	\$ 3,846,133	\$ 2,070,995	\$ 5,917,128	\$ 255,848	\$ 137,764	\$ 393,612	\$ 1,361,005	\$ 732,849	\$ 2,093,853	35.4%	35.4%	35.4%
18	Marketing	\$ 1,292,327	\$ 695,868	\$ 1,988,195	\$ 124,535	\$ 67,057	\$ 191,592	\$ 309,755	\$ 166,791	\$ 476,546	24.0%	24.0%	24.0%
19	M&E Studies	\$ -	\$ -	\$ -	\$ 39,764	\$ 21,411	\$ 61,176	\$ 44,902	\$ 24,178	\$ 69,080			
20	Regulatory Compliance	\$ 188,338	\$ 101,414	\$ 289,752	\$ 16,074	\$ 8,655	\$ 24,729	\$ 61,243	\$ 32,977	\$ 94,220	32.5%	32.5%	32.5%
21	General Administration	\$ 2,530,287	\$ 1,362,463	\$ 3,892,750	\$ 111,103	\$ 59,824	\$ 170,927	\$ 730,934	\$ 393,580	\$ 1,124,514	28.9%	28.9%	28.9%
22	CPUC Energy Division	\$ 65,142	\$ 35,077	\$ 100,220	\$ 1,722	\$ 927	\$ 2,649	\$ 7,896	\$ 4,252	\$ 12,148	12.1%	12.1%	12.1%
23													
24	<b>TOTAL PROGRAM COSTS</b>	<b>\$ 91,843,260</b>	<b>\$ 64,945,778</b>	<b>\$ 156,789,038</b>	<b>\$ 7,846,460</b>	<b>\$ 6,631,440</b>	<b>\$ 14,477,900</b>	<b>\$ 33,821,585</b>	<b>\$ 29,830,074</b>	<b>\$ 63,651,659</b>	<b>36.8%</b>	<b>45.9%</b>	<b>40.6%</b>
25	<b>Funded Outside of ESA Program Budget</b>												
26	Indirect Costs				\$ 81,912	\$ 49,559	\$ 131,471	\$ 254,793	\$ 445,135	\$ 699,928			
27													
28	NGAT Costs				\$ 229,292	\$ 229,292		\$ 1,134,933	\$ 1,134,933				

	A	B	C	D	E	F	G	H
1	<b>ESA Table 2 - ESA Measure Installations &amp; Savings</b>							
2	<b>Pacific Gas &amp; Electric Company</b>							
3	<b>Through May 31, 2011</b>							
4				<b>Year-To-Date Completed &amp; Expensed Installations</b>				
5	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh [5] (Annual)</b>	<b>kW [5] (Annual)</b>	<b>Therms [5] (Annual)</b>	<b>Expenses [6] (\$)</b>	<b>% of Expenditures</b>
6	<b>Heating Systems</b>							
7	Furnaces [7]	Each	1,458	-	-	4,791	1,501,718	2.66%
8	<b>Cooling Measures</b>							
9	- A/C Replacement - Room	Each	1,477	160,577	244	-	1,517,512	2.69%
10	- A/C Replacement - Central	Each	15	4,202	7	-	36,314	0.06%
11	- A/C Tune-up - Central	Each	-	-	-	-	486,432	0.86%
12	- A/C Services - Central	Each						
13	- Heat Pump	Each						
14	- Evaporative Coolers	Each	2,428	660,992	414	-	1,535,305	2.72%
15	- Evaporative Cooler Maintenance	Each						
16	- Clock Thermostat	Each						
17	<b>Infiltration &amp; Space Conditioning</b>							
18	Envelope and Air Sealing Measures [1]	Home	40,377	334,407	61	337,289	16,707,916	29.61%
19	Duct Sealing	Home	2,114	29,356	4	68,189	1,612,693	2.86%
20	Attic Insulation	Home	3,666	76,299	72	212,949	5,066,135	8.98%
21	<b>Water Heater Savings</b>							
22	Water Heater Conservation Measures [2]	Home	45,535	1,028,723	226	561,551	2,901,108	5.14%
23	- Water Heater Replacement - Gas [7]	Each	470	-	-	5,687	424,370	0.75%
24	- Water Heater Replacement - Electric [7]	Each						
25	- Tankless Water Heater - Gas	Each						
26	- Tankless Water Heater - Electric	Each						
27	<b>Lighting Measures</b>							
28	- CFLs	Each	229,521	3,672,336	459	-	1,638,838	2.90%
29	- Interior Hard wired CFL fixtures	Each	99,405	5,666,085	1,354	-	7,895,964	13.99%
30	- Exterior Hard wired CFL fixtures	Each	18,869	301,904	-	-	1,502,277	2.66%
31	- Torchiere	Each						
32	<b>Refrigerators</b>							
33	Refrigerators - Primary	Each	7,925	6,060,683	1,029	-	6,325,312	11.21%
34	Refrigerators - Secondary	Each						
35	<b>Pool Pumps</b>							
36	Pool Pumps	Each						
37	<b>New Measures</b>							
38	Forced Air Unit Standing Pilot Change Out	Each						
39	Furnace Clean and Tune	Each						
40	High Efficiency Clothes Washer	Each						
41	Microwave	Each						
42	Thermostatic Shower Valve	Each						
43	LED Night Lights	Each						
44	Occupancy Sensor	Each	10,157	405,264	41	-	587,777	1.04%
45	Torchiere	Each	6,386	1,302,042	126	-	517,700	0.92%
46	<b>Pilots</b>							
47	A/C Tune-up - Central	Home						
48	Interior Hard wired CFL fixtures	Each						
49	Ceiling Fans	Each						
50	In-Home Display	Each						
51	Programmable Controllable Thermostat	Each						
52	Forced Air Unit	Each						
53	Microwave [8]	Each	-	-	-	-	-	0.00%
54	High Efficiency Clothes Washer	Each	-	-	-	-	-	0.00%
55	<b>Customer Enrollment</b>							
56	- Outreach & Assessment	Home	58,401				585,031	1.04%
57	- In-Home Education	Home	58,401				5,579,364	9.89%
58	- Education Workshops	Participants						
59								
60								
61	<b>Total Savings/Expenditures</b>			19,702,869	4,036	1,190,455	56,421,766	100%
62								
63	Homes Weatherized [3]	Home	50,487					
64								
65	<b>Homes Treated</b>							
66	- Single Family Homes Treated	Home	43,149					
67	- Multi-family Homes Treated	Home	2,214					
68	- Mobile Homes Treated	Home	13,038					
69	- Total Number of Homes Treated	Home	58,401					
70	#Eligible Homes to be Treated for PY [4]	Home	124,991					
71	% of Homes Treated	%	46.72%					
72								
73	- Total Master-Metered Homes Treated	Home	14,088					
74								
75	[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and							
76	minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.							
77	[2] Water Heater Conservation Measures may include water heater blanket, low flow showerhead, water heater pipe wrap, faucet aerators.							
78	[3] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs							
79	[4] Based on Attachment H of D0811031							
80	[5] All savings are calculated based on the following sources:							
81	M&E is from Impact Evaluation of the 2005 California LIEE Program, Final Report submitted to							
82	SCE by West Hill Energy & Computing, Inc., December 19, 2007.							
83	M&E is from the Report on the Assessment of Proposed New Program Year 2006,							
84	LIEE Program Measures by LIEE Standardization Team, April 25, 2005.							
85	M&E is from the LIEE Measure Cost Effectiveness, Final Report, June 2, 2003.							
86	06-08 DEER and PG&E Workpapers.							
87	[6] Costs exclude support costs that are included in Table 1.							
88	[7] Includes both Replacement and Repair.							
89	[8] Microwave savings are calculated on the basis of microwave electric use displacing larger, less efficient electric or gas oven/cooktop use to heat food. Where the customer has an electric oven/cooktop, electric microwave use is less than the total electric oven savings, resulting in net kWh savings. Where the customer has a gas oven/cooktop, electric microwave use is shown as a net usage increase because savings are attributed to therms. The savings assumptions used for this pilot will be verified in an impact evaluation.							

	A	B	C	D	E	F	G	
1	<b>Year-to-Date Expenses from ESA Table 2</b>							
2								
3								
4			Cooling Measures	\$3,575,563		6.3%		
5			Water Heating	\$3,325,478		5.9%		
6			Furnaces	\$1,501,718		2.7%		
7			Lighting	\$11,037,079		19.6%		
8			Refrigerators	\$6,325,312		11.2%		
9			Pool Pumps	\$0		0.0%		
10			Infiltration & Space Conditioning	\$23,386,744		41.4%		
11			New Measures	\$1,105,477		2.0%		
12			Enrollment	\$6,164,395		10.9%		
13			Pilots	\$0		0.0%		
14								
15			Total	\$56,421,766				
16								
17								
18			<b>ESA Year-to-Date Expenditures by Measure Group</b>					
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30								
31								
32								
33								
34								
35								
36								
37								
38								
39								
40								
41								
42								
43								
44								
45								
46								

**ESA Year-to-Date Expenditures by Measure Group**



	A	B
1	<b>ESA Table 3 - Average Bill Savings per Treated Home</b>	
2	<b>Pacific Gas &amp; Electric Company</b>	
	<b>Through May 31, 2011</b>	
3	<b>Year-to-date Installations - Expensed</b>	
4		
5	Annual kWh Savings	19,702,869
6	Annual Therm Savings	1,190,455
7	Lifecycle kWh Savings	257,174,539
8	Lifecycle Therm Savings	12,967,709
9	Current kWh Rate	\$ 0.0918
10	Current Therm Rate	\$ 0.8093
11	Number of Treated Homes	58,401
12	<b>Average 1st Year Bill Savings / Treated Home</b>	<b>\$ 47.46</b>
13	<b>Average Lifecycle Bill Savings / Treated Home</b>	<b>\$ 450.68</b>

	A	B	C	D	E	F	G
1	<b>ESA Table 4 - ESA Homes Treated</b>						
2	<b>Pacific Gas &amp; Electric Company</b>						
3	<b>Through May 31, 2011</b>						
4	County	Eligible Customers			Homes Treated Year to Date		
5		Rural	Urban	Total	Rural	Urban	Total
6	ALAMEDA	11	214,160	214,171	0	5,312	5,312
7	ALPINE	211	-	211	0	0	0
8	AMADOR	4,827	0	4,827	116	9	125
9	BUTTE	15,381	31,094	46,475	1,098	6	1,104
10	CALAVERAS	7,948	72	8,021	123	21	144
11	COLUSA	3,076	19	3,095	255	7	262
12	CONTRA COSTA	2	114,562	114,564	2	2,350	2,352
13	EL DORADO	6,622	5,996	12,618	420	2	422
14	FRESNO	323	153,814	154,137	426	4,642	5,068
15	GLENN	5,267	0	5,267	290	33	323
16	HUMBOLDT	27,955	0	27,956	899	4	903
17	KERN	59,812	39,201	99,012	1,785	1,989	3,774
18	KINGS	8,468	178	8,646	400	0	400
19	LAKE	15,137	1	15,138	354	9	363
20	LASSEN	274	-	274	0	0	0
21	MADERA	6,802	15,588	22,389	663	0	663
22	MARIN	-	26,859	26,859	7	179	186
23	MARIPOSA	3,757	25	3,782	0	4	4
24	MENDOCINO	16,702	31	16,732	150	6	156
25	MERCED	20,170	20,304	40,474	1,258	1,300	2,558
26	MONTEREY	5,779	47,531	53,310	443	864	1,307
27	NAPA	-	17,291	17,291	92	585	677
28	NEVADA	12,159	13	12,173	281	0	281
29	PLACER	10,586	17,381	27,967	146	722	868
30	PLUMAS	2,799	100	2,898	0	0	0
31	SACRAMENTO	1	156,293	156,293	3	3,980	3,983
32	SAN BENITO	5,543	161	5,704	96	1	97
33	SAN BERNARDINO	340	61	401	33	0	33
34	SAN FRANCISCO	-	162,467	162,467	0	880	880
35	SAN JOAQUIN	8,495	82,926	91,420	346	3,734	4,080
36	SAN LUIS OBISPO	22,682	14,179	36,861	661	0	661
37	SAN MATEO	-	70,717	70,717	9	1,329	1,338
38	SANTA BARBARA	1,567	18,902	20,469	440	322	762
39	SANTA CLARA	4,296	171,874	176,170	37	7,375	7,412
40	SANTA CRUZ	9	34,433	34,442	83	679	762
41	SHASTA	13,534	14,978	28,512	378	543	921
42	SIERRA	294	4	298	0	0	0
43	SISKIYOU	21	-	21	0	0	0
44	SOLANO	1	45,330	45,331	138	1,371	1,509
45	SONOMA	3,072	58,962	62,034	236	1,782	2,018
46	STANISLAUS	28,681	34,315	62,996	471	1,606	2,077
47	SUTTER	0	14,419	14,420	685	4	689
48	TEHAMA	13,897	21	13,917	617	17	634
49	TRINITY	888	1	888	4	0	4
50	TULARE	7,997	687	8,684	532	56	588
51	TUOLUMNE	10,973	0	10,973	437	0	437
52	YOLO	1	30,526	30,528	556	1,105	1,661
53	YUBA	128	11,324	11,452	603	0	603
54	Total	356,484	1,626,801	1,983,285	15,573	42,828	58,401

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	<b>ESA Table 5 - ESA Customer Summary - PG&amp;E</b>																
2	<b>Through May 31, 2011</b>																
3		Gas & Electric				Gas Only				Electric Only				Total			
4		Homes Treated	(Annual)			Homes Treated	(Annual)			Homes Treated	(Annual)			Homes Treated	(Annual)		
5	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
6	January 2011	4,947	96,966	1,367,685	279.7	715	18,147	8,373	2.3	1,760	1,920	702,240	165.6	7,422	117,033	2,078,298	448
7	February 2011	12,421	275,229	4,311,135	846.8	2,183	67,866	1,626	0.8	3,398	4,124	1,752,832	392.5	18,002	347,219	6,065,594	1,240
8	March 2011	24,321	553,650	8,426,522	1,694.3	4,129	127,919	7,983	2.6	5,993	6,590	3,073,226	679.8	34,443	688,159	11,507,730	2,377
9	April 2011	32,611	745,110	11,437,513	2,291.9	5,663	175,390	10,873	3.5	7,814	8,448	4,042,497	894.8	46,088	928,948	15,490,884	3,190
10	May 2011	7,247	953,941	14,573,836	2,896.3	9,836	226,395	13,617	5.0	41,318	10,119	5,115,416	1,135.1	58,401	1,190,455	19,702,869	4,036
11	June 2011																
12	July 2011																
13	August 2011																
14	September 2011																
15	October 2011																
16	November 2011																
17	December 2011																
18	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in ESA Table 2.																

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>ESA Table 6 - Expenditures for Pilots and Studies</b>												
2	<b>Pacific Gas &amp; Electric Company</b>												
3	<b>Through May 31, 2011</b>												
4		<b>Authorized 3-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since January 1, 2009</b>			<b>% of 3-Year Budget Spent</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	-Meals On Wheels	\$ 300,000	\$ -	\$ 300,000	\$ -	\$ -	\$ -	\$ 274,915	\$ -	\$ 274,915	92%	0%	92%
8	-On Line EP Training	\$ 67,500	\$ 382,500	\$ 450,000	\$ -	\$ -	\$ -	\$ 11,439	\$ 64,823	\$ 76,262	17%	17%	17%
9	City of San Joaquin	\$ 61,500	\$ 348,500	\$ 410,000	\$ 223	\$ 1,264	\$ 1,488	\$ 223	\$ 1,264	\$ 1,488	0%	0%	0%
10	High Efficiency Clothes Washers	\$ 112,500	\$ 637,500	\$ 750,000	\$ -	\$ -	\$ -	\$ 95,470	\$ 540,999	\$ 636,469	85%	85%	85%
11	CPUC-WE&T Pilot				\$ 1,868	\$ 10,583	\$ 12,450	\$ 22,395	\$ 126,904	\$ 149,299			
12													
13													
14	<b>Total Pilots</b>	<b>\$ 541,500</b>	<b>\$ 1,368,500</b>	<b>\$ 1,910,000</b>	<b>\$ 2,091</b>	<b>\$ 11,847</b>	<b>\$ 13,938</b>	<b>\$ 404,443</b>	<b>\$ 733,990</b>	<b>\$ 1,138,433</b>	<b>75%</b>	<b>54%</b>	<b>60%</b>
15													
16	<b>Studies:</b>												
17	Low Income Non-Energy Benefits	\$ 58,500	\$ 31,500	\$ 90,000	\$ -	\$ -	\$ -	\$ 23,084	\$ 12,430	\$ 35,513	39%	39%	39%
18	2009 Process Evaluation	\$ 48,750	\$ 26,250	\$ 75,000	\$ 39,764	\$ 21,411	\$ 61,173	\$ 106,189	\$ 57,179	\$ 163,368	218%	218%	218%
19	Household Segmentation Study	\$ 78,000	\$ 42,000	\$ 120,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
20	Impact Evaluation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 58,567	\$ 31,536	\$ 90,104	0%	0%	0%
21	Refrigerator Degradation Study	\$ 43,334	\$ 23,333	\$ 66,667	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
22													
23													
24													
25	<b>Total Studies</b>	<b>\$ 228,584</b>	<b>\$ 123,083</b>	<b>\$ 351,667</b>	<b>\$ 39,764</b>	<b>\$ 21,411</b>	<b>\$ 61,173</b>	<b>\$ 187,840</b>	<b>\$ 101,145</b>	<b>\$ 288,985</b>	<b>82%</b>	<b>82%</b>	<b>82%</b>

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

	A	B	C	D	E
1	<b>ESA Table 7 - PG&amp;E</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Through May 31, 2011</b>				
4	A	B	C	D	E
5	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2010	Total Treated Year to Date
6	Meadowfair, San Jose (95122-13)	624	213	212	54
7	Sharmon Palms, Campbell (95008-60)	461	76	9	7
8	Sharmon Palms, Campbell (95008-52)	402	81	16	56
9	Sharmon Palms, Campbell (95008-46)	217	45	0	4
10	TOCKNA, San Jose (95122-25)	255	104	31	9
11	TOCKNA, San Jose (95122-22)	688	267	34	6
12	TOCKNA, San Jose (95122-20)	631	204	366	49
13	TOCKNA, San Jose (95122-19)	248	89	88	16
14	TOCKNA, San Jose (95122-17)	621	192	265	31
15	TOCKNA, San Jose (95122-16)	467	121	65	4
16	TOCKNA, San Jose (95122-12)	551	188	65	5



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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses - PG&amp;E</b>												
2	<b>Through May 31, 2011</b>												
3	<b>Final</b>	<b>Authorized Budget</b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
4	<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>
5	Outreach <sup>[1]</sup>	\$ 5,170,000	\$ 1,180,000	\$ 6,350,000	\$ 345,993	\$ 65,296	\$ 411,289	\$ 1,307,194	\$ 302,810	\$ 1,610,004	25%	26%	25%
6	Automatic Enrollment	\$ 120,000	\$ 30,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
7	Processing/ Certification/Verification	\$ 1,600,000	\$ 400,000	\$ 2,000,000	\$ 118,747	\$ 29,687	\$ 148,433	\$ 548,756	\$ 137,189	\$ 685,945	34%	34%	34%
8	Information Technology / Programming	\$ 120,000	\$ 30,000	\$ 150,000	\$ 14,366	\$ 3,592	\$ 17,958	\$ 99,890	\$ 24,973	\$ 124,863	83%	83%	83%
9													
10	Pilots												
11	Recert and PEV Non-Response Study	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
12	One-E-App	\$ -	\$ -	\$ -	\$ 142	\$ 35	\$ 177	\$ 174	\$ 43	\$ 217	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Total Pilots	\$ -	\$ -	\$ -	\$ 142	\$ 35	\$ 177	\$ 174	\$ 43	\$ 217	0%	0%	0%
15													
16	Measurement & Evaluation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17	Regulatory Compliance	\$ 92,000	\$ 23,000	\$ 115,000	\$ 10,289	\$ 2,572	\$ 12,861	\$ 62,271	\$ 15,568	\$ 77,839	68%	68%	68%
18	General Administration	\$ 440,000	\$ 110,000	\$ 550,000	\$ 67,595	\$ 16,899	\$ 84,494	\$ 175,466	\$ 43,867	\$ 219,333	40%	40%	40%
19	CPUC Energy Division	\$ 164,800	\$ 41,200	\$ 206,000	\$ 4,945	\$ 1,236	\$ 6,181	\$ 45,512	\$ 11,378	\$ 56,890	28%	28%	28%
20													
21	<b>SUBTOTAL MANAGEMENT COSTS</b>	<b>\$ 7,706,800</b>	<b>\$ 1,814,200</b>	<b>\$ 9,521,000</b>	<b>\$ 562,076</b>	<b>\$ 119,317</b>	<b>\$ 681,393</b>	<b>\$ 2,239,264</b>	<b>\$ 535,827</b>	<b>\$ 2,775,091</b>	<b>29%</b>	<b>30%</b>	<b>29%</b>
22													
23	CARE Rate Discount <sup>[2]</sup>	\$ 385,437,293	\$ 94,270,142	\$ 479,707,435	\$ 40,585,928	\$ 7,692,081	\$ 48,278,009	\$ 253,639,795	\$ 61,808,228	\$ 315,448,023	66%	66%	66%
24	Service Establishment Charge Discount												
25													
26	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	<b>\$ 393,144,093</b>	<b>\$ 96,084,342</b>	<b>\$ 489,228,435</b>	<b>\$ 41,148,004</b>	<b>\$ 7,811,398</b>	<b>\$ 48,959,402</b>	<b>\$ 255,879,059</b>	<b>\$ 62,344,055</b>	<b>\$ 318,223,114</b>	<b>65%</b>	<b>65%</b>	<b>65%</b>
27													
28	Other CARE Rate Benefits												
29	- DWR Bond Charge Exemption				\$ 3,152,449		\$ 3,152,449	\$ 17,354,920		\$ 17,354,920			
30	- CARE PPP Exemption <sup>[3]</sup>				\$ 5,258,366	\$ 472,438	\$ 5,730,804	\$ 27,824,864	\$ 6,309,018	\$ 34,133,883			
31	- California Solar Initiative Exemption				\$ 640,667		\$ 640,667	\$ 3,861,075		\$ 3,861,075			
32	- kWh Surcharge Exemption												
33	<b>Total - Other CARE Rate Benefits</b>				<b>\$ 9,051,482</b>	<b>\$ 472,438</b>	<b>\$ 9,523,920</b>	<b>\$ 49,040,859</b>	<b>\$ 6,309,018</b>	<b>\$ 55,349,877</b>			
34													
35	Indirect Costs				\$ 44,378	\$ 10,959	\$ 55,337	\$ 248,532	\$ 61,432	\$ 309,964			
36													
37	<sup>[1]</sup> The Outreach category includes expenses from Capitation Fee, Mass Media Advertising, Outreach, Expanded Outreach and Cooling Center Expenses												
38	<sup>[2]</sup> The Authorized Budget for the CARE Rate Discount is based on the estimate filed in A.08-05-022.												
39	Per D.02-09-021, PG&E is authorized to recover the full value of the discount through the CARE two-way balancing account on an automatic pass-through basis.												
40	<sup>[3]</sup> PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the CARE surcharge.												
41	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R		
1	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration - PG&amp;E</b>																			
2	<b>Through May 31, 2011</b>																			
3		<b>Gross Enrollment</b>											<b>Enrollment</b>							
4		<b>Automatic Enrollment</b>																		
5	<b>2011</b>	<b>Inter-Utility <sup>1</sup></b>	<b>Intra-Utility <sup>2</sup></b>	<b>Leveraging <sup>3</sup></b>	<b>One-e-App <sup>4</sup></b>	<b>SB580</b>	<b>Combined (B+C+D+E+F)</b>	<b>Capitation</b>	<b>Other Sources <sup>5</sup></b>	<b>Total (G+H+I)</b>	<b>Recertification</b>	<b>Total Adjusted (J+K)</b>	<b>Attrition (Drop Offs)</b>	<b>Net (L-M)</b>	<b>Net Adjusted (N-K)</b>	<b>Total CARE Participants</b>	<b>Estimated CARE Eligible</b>	<b>Penetration Rate % (P/Q)</b>		
6	January	0	6,017	1,686	0	0	7,703	241	36,382	44,326	49,425	93,751	23,951	69,800	20,375	1,520,317	1,699,660	89%		
7	February	0	2,575	0	0	0	2,575	435	29,073	32,083	37,014	69,097	17,852	51,245	14,231	1,534,548	1,699,660	90%		
8	March	0	2,977	0	0	0	2,977	212	31,534	34,723	51,742	86,465	23,626	62,839	11,097	1,545,645	1,699,660	91%		
9	April	0	3,355	0	0	0	3,355	386	24,931	28,672	46,171	74,843	18,009	56,834	10,663	1,556,308	1,699,660	92%		
10	May	1,794	3,150	0	0	0	4,944	403	19,960	25,307	56,127	81,434	28,828	52,606	-3,521	1,552,787	1,699,660	91%		
11	June						0		0			0		0	0					
12	July						0		0			0		0	0					
13	August						0		0			0		0	0					
14	September						0		0			0		0	0					
15	October						0		0			0		0	0					
16	November						0		0			0		0	0					
17	December						0		0			0		0	0					
18	<b>YTD Total</b>	<b>1,794</b>	<b>18,074</b>	<b>1,686</b>	<b>0</b>	<b>0</b>	<b>21,554</b>	<b>1,677</b>	<b>141,880</b>	<b>165,111</b>	<b>240,479</b>	<b>405,590</b>	<b>112,266</b>	<b>293,324</b>	<b>52,845</b>	<b>1,552,787</b>	<b>1,699,660</b>	<b>91%</b>		

19

20 <sup>1</sup> Enrollments via data sharing between the IOUs.

21 <sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.

22 <sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.

23 <sup>4</sup> One-e-App is a pilot program set up by The Center to Promote Healthcare Access (The Center) and PG&E. The pilot will occur within two PG&E counties to implement a strategy of automatic enrollment for low income customers into the CARE program based on customers' applications or reapplications for related low income health and social welfare services (e.g., MediCAL, Healthy Families, CALKids, etc.). The goal is to develop another means by which low income families can be introduced into the CARE program and, depending on the success of the pilot, possibly expand this pilot to other counties within PG&E's service area as well as to the other IOUs.

24 <sup>5</sup> Not including Recertification.

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

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

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 3 - Standard Random Verification Results - PG&amp;E</b>								
2	<b>Through May 31, 2011</b>								
3	<b>2011</b>	<b>Total CARE Population</b>	<b>Participants Requested to Verify</b>	<b>% of Population Total</b>	<b>Participants Dropped (Due to no response)</b>	<b>Participants Dropped (Verified as Ineligible)</b>	<b>Total Dropped<sup>1</sup></b>	<b>% Dropped through Random Verification</b>	<b>% of Total Population Dropped</b>
4	January	1,520,317	1,298	0.09%	576	70	646	49.77%	0.04%
5	February	1,534,548	3,198	0.21%	1,831	197	2,028	63.41%	0.13%
6	March	1,545,645	18,883	1.22%					
7	April	1,556,308	35,516	2.28%					
8	May	1,552,787	24,892	1.60%					
9	June								
10	July								
11	August								
12	September								
13	October								
14	November								
15	December								
16	<b>YTD Total</b>	<b>1,552,787</b>	<b>83,787</b>	<b>5.40%</b>	<b>2,407</b>	<b>267</b>	<b>2,674</b>	<b>59.48%</b>	<b>0.17%</b>
17									
18	<sup>1</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.								
19	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

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

	A	B	C	D	E	F	G
1	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications - PG&amp;E</b>						
2	<b>Through May 31, 2011</b>						
3		<b>Provided <sup>2</sup></b>	<b>Received</b>	<b>Approved</b>	<b>Denied</b>	<b>Pending/ Never Completed</b>	<b>Duplicates</b>
4	<b>YTD Total <sup>1</sup></b>	6,533,506	313,672	286,626	3,982	23,064	53,483
5	<b>Percentage <sup>3</sup></b>		100.00%	91.38%	1.27%	7.35%	17.05%
6							
7	Footnotes:						
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	<sup>3</sup> Percent of Received. Duplicates are also counted as Approved, so the total will not add up to 100%.						
11	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

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

	A	B	C	D	E	F	G	H	I	J
1	<b>CARE Table 5 - Enrollment by County - PG&amp;E</b>									
2	<b>Through May 31, 2011</b>									
3		<b>Estimated Eligible</b>			<b>Total Participants</b>			<b>Penetration Rate</b>		
4	<b>County</b>	<b>Urban</b>	<b>Rural<sup>[1]</sup></b>	<b>Total</b>	<b>Urban</b>	<b>Rural<sup>[1]</sup></b>	<b>Total</b>	<b>Urban</b>	<b>Rural<sup>[1]</sup></b>	<b>Total</b>
5	ALAMEDA	165,093	11	165,103	149,173	6	149,179	90%	55%	90%
6	ALPINE	0	209	209	0	17	17	n/a	8%	8%
7	AMADOR	0	4,751	4,751	1	4,439	4,440	379%	93%	93%
8	BUTTE	28,897	14,779	43,675	24,897	13,293	38,190	86%	90%	87%
9	CALAVERAS	71	7,901	7,973	37	6,229	6,266	52%	79%	79%
10	COLUSA	16	3,003	3,019	7	3,300	3,307	44%	110%	110%
11	CONTRA COSTA	98,419	1	98,420	94,919	0	94,919	96%	0%	96%
12	EL DORADO	5,972	6,602	12,574	6,519	6,586	13,105	109%	100%	104%
13	FRESNO	143,380	313	143,693	144,041	180	144,221	100%	58%	100%
14	GLENN	0	5,153	5,153	1	4,770	4,771	248%	93%	93%
15	HUMBOLDT	0	26,145	26,145	0	21,856	21,856	0%	84%	84%
16	KERN	37,776	57,798	95,575	40,013	57,143	97,156	106%	99%	102%
17	KINGS	176	8,404	8,580	159	8,837	8,996	90%	105%	105%
18	LAKE	1	15,003	15,004	1	13,025	13,026	111%	87%	87%
19	LASSEN	0	274	274	0	199	199	n/a	73%	73%
20	MADERA	15,189	6,766	21,955	15,132	5,508	20,640	100%	81%	94%
21	MARIN	21,722	0	21,722	15,892	0	15,892	73%	n/a	73%
22	MARIPOSA	24	3,687	3,711	20	2,695	2,715	85%	73%	73%
23	MENDOCINO	31	16,337	16,367	7	12,050	12,057	23%	74%	74%
24	MERCED	19,796	19,286	39,082	18,837	18,802	37,639	95%	97%	96%
25	MONTEREY	41,179	5,228	46,407	35,304	5,375	40,679	86%	103%	88%
26	NAPA	15,504	0	15,504	12,829	0	12,829	83%	n/a	83%
27	NEVADA	13	11,813	11,826	4	10,107	10,111	30%	86%	85%
28	PLACER	16,907	10,307	27,214	14,975	9,215	24,190	89%	89%	89%
29	PLUMAS	100	2,793	2,893	21	2,051	2,072	21%	73%	72%
30	SACRAMENTO	131,318	1	131,319	116,885	0	116,885	89%	0%	89%
31	SAN BENITO	151	5,344	5,495	91	4,933	5,024	60%	92%	91%
32	SAN BERNARDINO	61	340	401	48	341	389	79%	100%	97%
33	SAN FRANCISCO	95,409	0	95,409	75,172	0	75,172	79%	n/a	79%
34	SAN JOAQUIN	75,521	8,083	83,604	77,428	9,851	87,279	103%	122%	104%
35	SAN LUIS OBISPO	13,888	22,510	36,398	7,759	16,970	24,729	56%	75%	68%
36	SAN MATEO	54,905	0	54,905	46,861	0	46,861	85%	n/a	85%
37	SANTA BARBARA	18,554	1,521	20,076	17,641	908	18,549	95%	60%	92%
38	SANTA CLARA	133,325	3,885	137,210	123,252	3,315	126,567	92%	85%	92%
39	SANTA CRUZ	28,698	8	28,706	23,722	3	23,725	83%	36%	83%
40	SHASTA	14,032	13,352	27,384	12,381	11,231	23,612	88%	84%	86%
41	SIERRA	4	293	297	1	159	160	24%	54%	54%
42	SISKIYOU	0	21	21	0	10	10	n/a	49%	49%
43	SOLANO	40,592	1	40,593	41,746	0	41,746	103%	0%	103%
44	SONOMA	53,629	2,943	56,572	45,921	3,123	49,044	86%	106%	87%
45	STANISLAUS	32,180	27,879	60,059	30,839	26,010	56,849	96%	93%	95%
46	SUTTER	12,902	0	12,902	13,747	0	13,747	107%	0%	107%
47	TEHAMA	21	13,659	13,679	11	11,901	11,912	53%	87%	87%
48	TRINITY	1	874	874	0	359	359	0%	41%	41%
49	TULARE	664	7,902	8,566	408	8,702	9,110	61%	110%	106%
50	TUOLUMNE	0	10,947	10,947	0	7,756	7,756	0%	71%	71%
51	YOLO	26,612	1	26,613	23,069	1	23,070	87%	91%	87%
52	YUBA	10,675	128	10,803	11,644	116	11,760	109%	91%	109%
53										
54	<b>Total</b>	<b>1,353,408</b>	<b>346,252</b>	<b>1,699,660</b>	<b>1,241,415</b>	<b>311,372</b>	<b>1,552,787</b>	<b>92%</b>	<b>90%</b>	<b>91%</b>
55										
56	[1] "Rural" includes ZIP Codes classified as such by the Goldsmith modification that was developed to identify small									

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

	A	B	C	D	E	F	G	H	I	J
57	towns and rural areas within large metropolitan counties. ZIP Codes not defined as rural are classified as urban.									
58	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

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

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6 - Recertification Results - PG&amp;E</b>							
2	<b>Through May 31, 2011</b>							
3	<b>2011</b>	<b>Total CARE Population</b>	<b>Participants Requested to Recertify <sup>1</sup></b>	<b>% of Population Total</b>	<b>Participants Recertified <sup>2</sup></b>	<b>Participants Dropped <sup>2</sup></b>	<b>Recertification Rate % (E/C)</b>	<b>% of Total Population Dropped (F/B)</b>
4	January	1,520,317	20,180	1.33%	16,151	4,029	80.03%	0.27%
5	February	1,534,548	19,331	1.26%	14,559	4,772	75.31%	0.31%
6	March	1,545,645	29,180	1.89%				
7	April	1,556,308	33,482	2.15%				
8	May	1,552,787	34,115	2.20%				
9	June							
10	July							
11	August							
12	September							
13	October							
14	November							
15	December							
16	<b>YTD Total</b>	<b>1,552,787</b>	<b>136,288</b>	<b>8.78%</b>	<b>30,710</b>	<b>8,801</b>	<b>77.73%</b>	<b>0.57%</b>
17								
18	<sup>1</sup> Does not include participants who closed their accounts during the 90-day response period.							
19	<sup>2</sup> Results are tied to the month initiated. Therefore, results may be pending due to the time permitted for a participant to respond.							
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

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

	A	B	C	D	E	F	G	H
1	<b>CARE Table 7 - Capitation Contractors - PG&amp;E</b>							
2	<b>Through May 31, 2011</b>							
3	Contractor Name	Contractor Type (Check one or more if applicable)			Year to Date Enrollments			
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
5	Advancing Vibrant Communities, Inc		X			0	1	1
6	Airport Neighbors United		X			0	0	0
7	Alameda County Associated Community Action (ACAP)		X			0	3	3
8	Allen Temple Health and Social Services Ministries		X			0	5	5
9	Amador-Tuolumne Community Action Agency		X			13	19	32
10	American Canyon Family Resource Center		X			0	3	3
11	Anderson Cottonwood Christian Assistance		X			4	3	7
12	ARC of San Francisco		X			0	0	0
13	Area 12 Agency on Aging	X				0	3	3
14	Area Agency on Aging Serving Napa and Solano		X			0	1	1
15	Arriba Juntos		X			0	0	0
16	Asian Community Center		X			0	12	12
17	Asian Community Mental Health Services		X			0	2	2
18	Asian Pacific American Community		X			0	0	0
19	Asian Resources		X			0	8	8
20	Berkeley Housing Authority		X			0	2	2
21	Boys and Girls Club of Stockton		X			0	0	0
22	Breathe California of the Bay Area		X			0	1	1
23	California Association of Area Agencies on Aging		X			55	216	271
24	California Association of the Physically Handicapped, Inc (Fresno)		X			0	0	0
25	California Council of the Blind		X			0	0	0
26	California Diversified Services		X			0	0	0
27	California Human Development Corporation		X			0	2	2
28	California Welfare To Independence Network 2000, Inc		X		X	0	0	0
29	Canal Alliance		X			0	3	3
30	Capture the Dream Inc		X			0	0	0
31	Carecen Family Services Program		X			0	0	0
32	Catholic Charities Diocese of Stockton		X			0	2	2
33	Catholic Charities Diocese of Fresno		X			15	50	65
34	Center for Training and Careers, Inc		X			0	1	1
35	Center of Vision Enhancement		X			0	2	2
36	Central California Legal Services		X			0	6	6
37	Central Coast Center for Independent Living		X			0	0	0
38	Central Coast Energy Services, Inc		X			31	127	158
39	Central Sierra Planning Council		X			0	5	5
40	Central Valley Opportunity Center		X			0	3	3
41	Centro La Familia Advocacy Services		X			0	2	2
42	Centro Legal de La Raza, Inc		X			0	1	1
43	Chabot College Foundation		X			0	0	0
44	Charles P. Foster Foundation	X				0	0	0
45	Charterhouse Center for Families		X			0	1	1
46	Child Abuse Prevention Council		X			0	3	3
47	Child Care Links		X	X		0	1	1
48	Chinese Christian Herald Crusades		X			0	4	4
49	Chinese Newcomers Service Center		X			0	8	8
50	Christ Temple Community Church		X			0	0	0
51	Civicorps Schools		X			0	0	0
52	Communication Services, LLC		X			0	23	23
53	Community Action Marin		X		X	30	128	158
54	Community Action of Napa Valley		X			0	1	1
55	Community Action Partnership of Madera County, Inc		X			42	24	66
56	Community Action Partnership of Sonoma County		X			0	6	6
57	Community Alliance for Career Training and Utility Solutions		X			0	0	0
58	Community Foundation of Colusa County		X			0	0	0
59	Community Gatepath		X			0	0	0
60	Community Legal Services in East Palo Alto		X			0	0	0
61	Community Pantry of San Benito County		X			0	1	1
62	Community Resource Project, Inc		X			20	116	136
63	Community Resources for Independent Living		X			0	0	0
64	Council for the Spanish Speaking		X			0	0	0
65	County of San Benito		X			2	2	4
66	CSU Chico Research Foundation-Passages		X			0	0	0
67	Davis Street Community Center		X			0	2	2
68	Delta Community Services		X			0	2	2
69	Disability Resource Agency for Independent Living		X			0	3	3
70	Dixon Family Services		X			0	2	2



	A	B	C	D	E	F	G	H
1	<b>CARE Table 7 - Capitation Contractors - PG&amp;E</b>							
2	<b>Through May 31, 2011</b>							
3	Contractor Name	Contractor Type (Check one or more if applicable)			Year to Date Enrollments			
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
71	Eastern European Services		X			0	0	0
72	EBONY Counseling Center		X			0	0	0
73	Familia Center		X			0	1	1
74	Familia Unidas		X			0	0	0
75	Filipino American Development Foundation		X			0	1	1
76	Folsom-Cordova Community Partnership		X			0	0	0
77	Food Bank of El Dorado County		X			1	0	1
78	Fort Ord Environmental Justice Network		X			0	0	0
79	Fresno Center for New Americans		X			0	6	6
80	Fresno Rescue Mission		X			0	0	0
81	Friends of Emeryville Senior Center		X			0	0	0
82	Give Every Child a Chance		X			0	0	0
83	Global Center for Success		X			0	3	3
84	God Financial Plan Inc		X			0	132	132
85	Golden Umbrella		X			0	2	2
86	Greater Hill Zion Missionary Baptist Church		X			0	0	0
87	Habitat for Humanity, Stanislaus		X			0	1	1
88	Help Line Information & Assistance/Area 4 Agency on Aging		X			0	2	2
89	Heritage Institute for Family Advocacy		X			0	1	1
90	Hip Housing Human Investment Project, Inc		X			0	1	1
91	Hotline of San Luis Obispo County		X			0	0	0
92	Housing Authority of Alameda County		X			0	4	4
93	Housing Authority of City and County of Fresno		X			0	7	7
94	Housing Authority of City and County of San Francisco		X			0	0	0
95	Housing Authority of County of Kern		X			0	8	8
96	Housing Authority of Kings County		X			0	0	0
97	Housing Authority of Stanislaus County		X			3	16	19
98	Housing Rights		X			0	0	0
99	Independent Living Center of Kern County, Inc		X			0	4	4
100	Independent Living Resource Center SF		X			0	1	1
101	Independent Living Resource of Contra Costa County		X			0	0	0
102	Independent Living Services of Northern California		X			0	1	1
103	Indian Health Center of Santa Clara Valley		X			0	0	0
104	Instituto Laboral de la Raza		X			0	0	0
105	International Humanities Center/The Companion Line		X			0	0	0
106	Jewish Family and Children Services East Bay		X			0	0	0
107	KidsFirst		X			0	16	16
108	Kings Community Action Organization, Inc		X			0	0	0
109	La Luz Bilingual Center		X	X		0	9	9
110	Lao Family Community of Fresno, Inc		X			0	3	3
111	Lao Family Community of Stockton		X			0	0	0
112	Lao Khmu Association, Inc.		X			0	20	20
113	Lighthouse Learning Resource Center, Inc		X			0	0	0
114	Mabuhay Alliance		X			0	1	1
115	Marin Center for Independent Living		X			0	0	0
116	Mendocino Latinos Para La Comunidad, Inc		X			0	4	4
117	Merced County Community Action Agency		X		X	0	29	29
118	Merced Lao Family Community, Inc		X			0	10	10
119	Mission Language and Vocational School		X			0	0	0
120	Moncada Outreach	X				0	0	0
121	Monument Crisis Center		X			0	2	2
122	Mutual Assistance Network of Del Paso Heights		X			0	9	9
123	National Alliance on Mental Illness-Santa Clara County		X			0	9	9
124	National Asian American Coalition		X			0	1	1
125	Native American Health Center		X			0	1	1
126	Network for Elders		X			0	1	1
127	New Connections		X			0	1	1
128	New Direction Christian Center		X			0	0	0
129	North Peninsula Neighborhood Services Ctr		X			0	0	0
130	Northeast Community Federal Credit Union		X			0	1	1
131	Nuestra Alianza De Willits		X			0	0	0
132	Nugate Group		X			0	4	4
133	Oakland Citizens Committee for Urban Renewal (O.C.C.U.R.)		X		X	0	0	0
134	Opportunity Junction		X			0	0	0
135	Pack N Ship		X			0	1	1
136	Partners For Peace		X			0	0	0

	A	B	C	D	E	F	G	H
1	<b>CARE Table 7 - Capitation Contractors - PG&amp;E</b>							
2	<b>Through May 31, 2011</b>							
3	Contractor Name	Contractor Type (Check one or more if applicable)			Year to Date Enrollments			
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
137	People of Purpose		X			0	0	0
138	People Resources		X			0	0	0
139	Pilipino Senior Resource Center		X			0	0	0
140	Plumas County Community Development Commission	X				0	0	0
141	Plumas Crisis Intervention & Resource Center		X			0	1	1
142	Progress Financial Corporation		X			0	0	0
143	Project Access, Inc		X			0	1	1
144	Promise Land Ministries		X			0	5	5
145	Q Foundation DBA Aids Housing Alliance SF		X			0	3	3
146	Rebuilding Together Sacramento		X			0	0	0
147	REDI ( Renewable Energy Development institute)		X			0	2	2
148	Redwood Community Action Agency	X			X	38	8	46
149	Redwood Empire Food Bank		X			0	48	48
150	Resources for Independent Central Valley		X			0	2	2
151	Resources for Independent Living Inc. - Sacramento		X			0	0	0
152	Richland School District		X			0	0	0
153	Rising Sun Energy Center		X			0	0	0
154	Ritter Center		X			0	0	0
155	Roseville Housing Authority		X			0	1	1
156	Sacramento Housing and Redevelopment Agency		X			0	11	11
157	Sacred Heart Community Service		X			0	29	29
158	Salvation Army Golden State Divisional Headquarters		X			0	68	68
159	San Francisco Chamber of Commerce Foundation /SF Works		X			0	0	0
160	San Francisco Community Power Cooperative		X			0	24	24
161	San Francisco Women's Center		X			0	0	0
162	Second Harvest Food Bank of Santa Cruz and San Benito Counties		X			0	1	1
163	Self-Help for the Elderly		X			0	27	27
164	Self-Help Federal Credit Union		X			0	2	2
165	Seniors First, Inc		X			0	0	0
166	Shasta County Child Abuse Prevention Council		X			0	4	4
167	Silicon Valley Independent Living Center		X			0	0	0
168	Slavic Community Center		X			0	0	0
169	Southeast Asian Community Center		X			0	3	3
170	St Helena Family Center		X			0	8	8
171	Suscol Intertribal Council		X			0	7	7
172	The Global Center for Success		X			0	1	1
173	The Resource Connection of Amador and Calaveras Counties, Inc		X			5	2	7
174	Tri Valley Haven		X			0	1	1
175	Tri-County Independent Living, Inc		X			0	0	0
176	Una Nueva Esperanza		X			0	0	0
177	United Way of Fresno County		X			0	1	1
178	Upwardly Global		X			0	0	0
179	Valley Oak Children's Services, Inc		X			6	5	11
180	Vietnamese Elderly Mutual Assistant Association		X			0	2	2
181	Vineyard Workers Services		X			0	0	0
182	Volunteer Center of Sonoma County		X			0	5	5
183	West Bay Pilipino Multi-Service Center		X			0	0	0
184	West Valley Community Services		X			0	4	4
185	Y-FY Consulting	X				0	0	0
186	YMCA of the East Bay West Contra Costa Branch		X			0	2	2
187	Yolo County Housing Authority		X			0	3	3
188	Yolo Family Resource Center		X			0	7	7
189	Yuba Sutter Legal Center		X			0	1	1
190	<b>Total Enrollments and Expenditures</b>					<b>265</b>	<b>1,412</b>	<b>1,677</b>
191								
192	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD							
193	adjustments.							

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

	A	B	C	D	E	F	G	H
1	<b>CARE Table 8 - Participants as of Month-End - PG&amp;E</b>							
2	<b>Through May 31, 2011</b>							
3	<b>2011</b>	<b>Gas and Electric</b>	<b>Gas Only</b>	<b>Electric Only</b>	<b>Total</b>	<b>Eligible Households</b>	<b>Penetration Rate</b>	<b>% Change <sup>1</sup></b>
4	<b>January</b>	904,725	251,279	364,313	1,520,317	1,699,660	89%	1.4%
5	<b>February</b>	913,707	253,908	366,933	1,534,548	1,699,660	90%	0.9%
6	<b>March</b>	922,502	254,477	368,666	1,545,645	1,699,660	91%	0.7%
7	<b>April</b>	929,374	256,211	370,723	1,556,308	1,699,660	92%	0.7%
8	<b>May</b>	926,174	256,008	370,605	1,552,787	1,699,660	91%	-0.2%
9	<b>June</b>							
10	<b>July</b>							
11	<b>August</b>							
12	<b>September</b>							
13	<b>October</b>							
14	<b>November</b>							
15	<b>December</b>							
16								
17	<sup>1</sup> No monthly variance of 5% or more in the number of participants has occurred in 2011.							
18	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							