BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA

Application of Southern California Edison Company (U 338-E) for Approval of its 2012-2014 California Alternate Rates for Energy (CARE) and Energy Savings Assistance Programs and Budgets.	Application 11-05-017 (Filed May 16, 2011)
And Related Matters.	Application 11-05-018 Application 11-05-019 Application 11-05-020
Application of Southern California Edison Company (U 338-E) for Approval of its Energy Savings Assistance and California Alternate Rates for Energy Programs and Budgets for Program Years 2015-2017.	Application 14-11-007 (Filed November 18, 2014)
And Related Matters.	Application 14-11-009 Application 14-11-010 Application 14-11-011

MONTHLY REPORT OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON LOW INCOME ASSISTANCE PROGRAMS FOR NOVEMBER 2018

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Dated: December 21, 2018

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MONTHLY REPORT OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON LOW INCOME ASSISTANCE PROGRAMS FOR NOVEMBER 2018

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 November 2018.

Respectfully submitted,

DARREN P. ROACH

By: *_____/s/ Darren P. Roach_____*
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Dated: December 21, 2018

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

Program Monthly Report for November 2018

Pacific Gas and Electric Company
12/21/2018

PACIFIC GAS AND ELECTRIC COMPANY

Energy Savings Assistance Program and
California Alternate Rates for Energy Program
Monthly Report for November 2018

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PACIFIC GAS AND ELECTRIC COMPANY

Energy Savings Assistance Program and
California Alternate Rates for Energy Program
Monthly Report for November 2018

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

1. Energy Savings Assistance (ESA) Program Summary

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

1.1 Energy Savings Assistance Program Overview

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

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

PG&E's ESA Program has treated 75,079 customers in 2018, through November 30, 2018. ESA homes treated include both First Touch Homes and Retreated Homes, as shown in Table 2.

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

Energy Savings Assistance Program Summary[3]			
2018	**Authorized / Planning Assumptions**	**Year-to-Date Actual**	**YTD %**
Budget[1]	$160,415,350	$105,768,652	66%
Homes Treated[2]	94,532	75,079	79%
kWh Saved	NA	44,179,117	
kW Demand Reduced	NA	59,661	
Therms Saved	NA	1,358,729	

[1]Authorized Budget per Resolution G-3531. 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 Al 3977-G/5298-E of $877,047 from 2017 Inspection budget and $905,057 from 2018 Inspection budget to 2018 General Administration.

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

[3]Budget actual and number of Homes Treated are YTD through November 30, 2018. kWh Saved, kW Demand Reduced, and Therms Saved are YTD through October 31, 2018.

1.2 ESA Program Customer Outreach and Enrollment Update

PG&E's outreach team and the ESA Program contractors conduct outreach through different channels and in multiple languages, including: Bill inserts, direct mailings, emails, outbound phone calls, ethnic and local media, community events and partnerships and other innovative approaches. Customers who call PG&E's customer service centers are referred to the ESA Program and assigned to a contractor in their area.

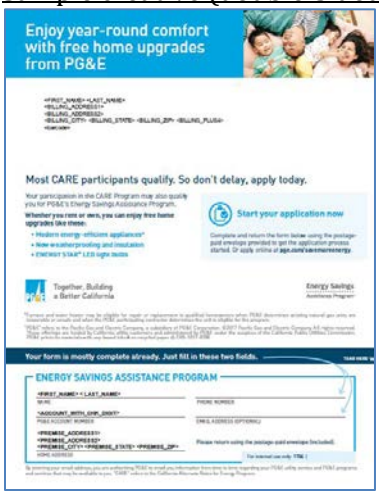
The ESA Program partners with 27 local installation contractors, 2 appliance contractors, and 8 Community-Based Organizations (CBOs), of which 4 are also Low Income Home Energy Assistance Program (LIHEAP) agencies.

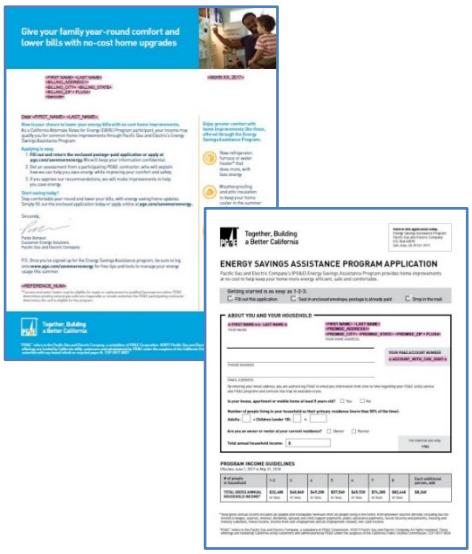
PG&E coordinates with these LIHEAP agencies to install Energy Star® refrigerators in homes receiving PG&E electric service where the LIHEAP contractors have installed all other measures under the State Weatherization Program. This allows both the ESA Program and LIHEAP to leverage their resources and help additional low income homes. Through November, no refrigerators have been installed.

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

In November, PG&E continued to receive customer response to a direct marketing campaign deployed in September 2018 to 100,000 CARE-enrolled customers whose homes have not yet been treated by the ESA Program. The campaign re-ran creative from Q3. Through November 31st, the campaign has generated more than 5,800 leads.

Sample creative (double-sided English/Spanish):





PG&E continued to deploy the welcome kit to customers who are newly-enrolled in the CARE program. Since January, PG&E has included a personalized pre-filled response form for customers who wish to participate in the Energy Savings Assistance Program, generating a strong response. More than 8,300 customers have responded to the included ESA offer through October.

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

- KLBN Radio-Fresno. Thirty minute interview in which information about the various assistance programs PG&E provides; CARE, FERA, Medical Baseline, and ESA was shared. Each program was reviewed in detail to include benefits, requirements to apply, and how customers can apply.

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

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

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

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

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

CSD Data Sharing. On February 2, 2018, per D.17-12-009, Attachment 1, OP.183, PG&E and CSD entered into a non-disclosure agreement (NDA) for data sharing purposes. This fully-executed NDA allowed for data sharing to begin as required in D.17-12-009. On February 14, 2018, CSD confirmed that their first data share request met all terms within the agreed upon NDA. On February 22, 2018, PG&E completed CSD's first data share request. This data share included CSD-requested customer-specific usage data. PG&E, CSD, and the other IOUs are in discussion to determine frequency of future data sharing efforts, along with other possible technological mechanisms to make continued future data sharing as seamless as possible.

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

1.4 Workforce Education & Training

1.4.1 Please summarize efforts to improve and expand the ESA Program workforce education and training. Describe steps taken to hire and train low income workers and how such efforts differ from prior program years.

Contractors are encouraged to hire local workers to implement the ESA Program in their areas. All contractors and subcontractors responsible for implementing the ESA

Program are trained at the PG&E Energy Training Center (ETC) in Stockton California. Most of these ESA Program energy specialists and installation contractors are from the local communities in which they work. Year-to-date, 1,012 individuals in 58 sessions (1,902 student days) have been trained to deliver the ESA Program in various capacities. Included in these numbers is 9 sessions of NGAT, 94 students, and 564 student days and 17 sessions of WS/NGAT updates (charged equally to both ESA and NGAT), 416 students, and 214 student days.

1.5 Miscellaneous

Providing Energy Education-Only to ESA Qualifying Customers

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

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

Energy-Water Leveraging

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

The 3rd quarter of 2018 involved a busy time of program design and implementation for the Energy-Water Leveraging Program. Solano County Water Agency and California American Water were transitioned successfully from the water test program to full-scale, ongoing water coordination programs. Additionally, a third water agency, Yuba Water Agency, stepped forward to participate in their own customized water program. Each water agency chose from a standardized menu-of-options to fully customize their program by services, measures, number of homes served, areas of service, and contract length of time. Contracts were negotiated and written for each water agency participating and Energy Savings Assistance Program (ESA) contractors were brought on board in each service area to offer the Energy-Water Leveraging Program in conjunction with their daily ESA activity. Since September of this year, over 700 homes have been served by the Program that has offered everything from the evaluation of toilets using toilet dye tabs, replacing eligible toilets, conducting outdoor assessments, meter checks, and leak detection, conducting customer water conservation education, and handing out conservation giveaway items such as hose nozzles, shower timers, and literature about additional potential conservation services. East

Bay Municipal Water District and Alameda County Water District are both on target to launch their customized Energy-Water Leveraging Programs in the Bay Area by the end of this year.

ESA Program Pilots

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

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

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

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

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

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

PG&E has recruited over 200 customers to participate in the pilot and initiated pilot activities. Installation of the thermostats are scheduled to be completed by the end of Janaury 2019.

[1] 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 has commenced and will continue throughout 2018.

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

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

Multifamily Common Area Measures (CAM)

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

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

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

Working Groups

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

Multifamily Working Group. D.17-12-009, Ordering Paragraph 66 directed the IOUs to file a Tier 2 Advice Letter outlining their respective implementation plans for their multi-family (MF) common area activities by March 1, 2018. Prior to submittal of the Advice Letter, the IOUs were directed to submit their draft implementation plans to the MF working group by January 15, 2018. PG&E submitted its draft implementation plan on January 16, 2018. PG&E presented them to the MF working group at its quarterly meeting on January 26, 2018, where the MF working group conferred to identify, and discuss areas of consensus and non-consensus. These were summarized by the MF working group facilitator, and circulated to the MF working group on January 30, 2018, as directed by D.17-12-009. By February 13, 2018, individual stakeholders separately submitted recommendations to the MF working group addressing issues where there was not consensus. PG&E submitted its Advice Letter on March 1, 2018. This was approved on March 29, 2018. On October 29, 2018 PG&E hosted the MFWG quarterly meeting to present the Non-Deed Restricted Analysis along with an update on the 2018 Interim MFWG Progress Report

2 California Alternate Rates for Energy (CARE) Program Summary

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

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

The 2017 – 2020 CARE Program was adopted in D.16-11-022 issued on November 10, 2016. The authorized CARE Program administrative budget for 2018 is $17,601,453. This 2018 budget includes $143,187 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	$10,125,723	$6,525,861	64%
Processing, Certification, Recertification	$2,006,668	$816,391	41%
Post Enrollment Verification	$1,679,803	$1,165,516	69%
IT Programming	$2,047,667	$426,683	21%
Cooling Centers	$143,544	$123,718	86%
CHANGES Program	$527,782	$402,484	76%
Measurement and Evaluation	$153,289	$94,206	61%
Regulatory Compliance	$505,258	$355,009	70%
General Administration	$1,162,431	$675,235	58%
CPUC Energy Division Staff	$128,000	$89,978	70%
Total Expenses	**$18,480,164**	**$10,675,080**	**58%**
Subsidies and Benefits	$587,313,000	$558,035,836	95%
Total Program Costs and Discounts	**$605,793,164**	**$568,710,916**	**94%**

[1] Program authorized budget per D.16-11-022 and D.17-12-009. This budget was updated to include employee benefits costs of $878,743 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**
1,372,205	1,535,554	89.4%

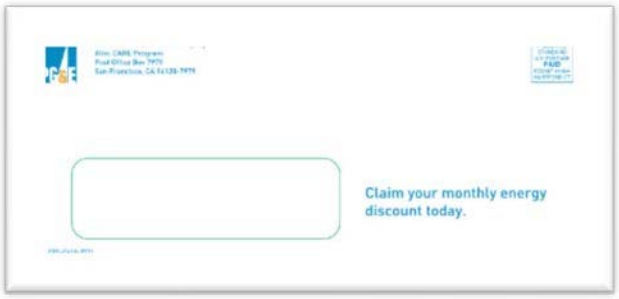
2.2 Outreach

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

In November PG&E deployed the second touch for the CARE Rate Education Reports direct mail test campaign. The letters featured personalized energy usage information and highlighted to eligible, non-CARE enrolled customers how much they would have saved if they were on CARE. The direct mail campaign targeted approximately 70,000 customers, with half of the audience receiving the new rate comparison creative, and the other half receiving the existing CARE Control creative

which has been used in acquisition campaigns for several years. PG&E plans to analyze the results of the campaign in early 2019 to determine if the more personalized approach, with a tangible savings demonstration, will drive increased response rates.

<u>Sample creative (double-sided English/Spanish):</u>



PG&E

John Smith
123 Main Street
Anytown, CA 99999

July 27, 2018
Account number 1000001

Find out how much you could be saving with CARE.

Join the 1.4 million Californians who are already saving money with CARE!

pge.com/getcare

You may qualify for a discount on your energy bill.

Our records show that you may be eligible for our CARE program. The numbers below show your potential annual savings if you were enrolled in the program.

$640	Your estimated annual costs*	Amount you could have saved with CARE **$220**
$420	Your estimated annual costs with CARE	

Use the enclosed application or go online to pge.com/getcare to enroll today.

We are reaching out because your household is likely eligible for a significant discount on monthly energy bills. The California Alternate Rates for Energy (CARE) program was created for everyday Californians just like you.

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

Complete the enclosed application form, then mail it back to PG&E. Or you can sign up in one of these ways:

Online: Go to **pge.com/getcare** for the fastest way to fill out your application.
Phone: Call us at **1-866-743-2273** and we'll walk you through it.

Have questions? Just email us at **careprogram@pge.com.**

You can also help family, friends, and neighbors who may qualify by referring them to **pge.com/getcare** to sign up.

*Our calculations are estimated based on your energy use within the last 12 months and assume no change to how you use energy. If you were a CARE customer in the last 12 months, estimates may take into account discounted bill amounts.

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Printed on 10% post-consumer recycled paper using water-based inks. CRS-0918-0235

A CARE/FERA bill package insert was included in the month of November. The inserts were included in residential non-CARE customer bills from October 25 through November 26.

Sample creative (double-sided English/Spanish):

PG&E's Q4 TV and radio campaign ended on November 24. The campaign was focused on providing a lift to the direct marketing campaign and digital channels.

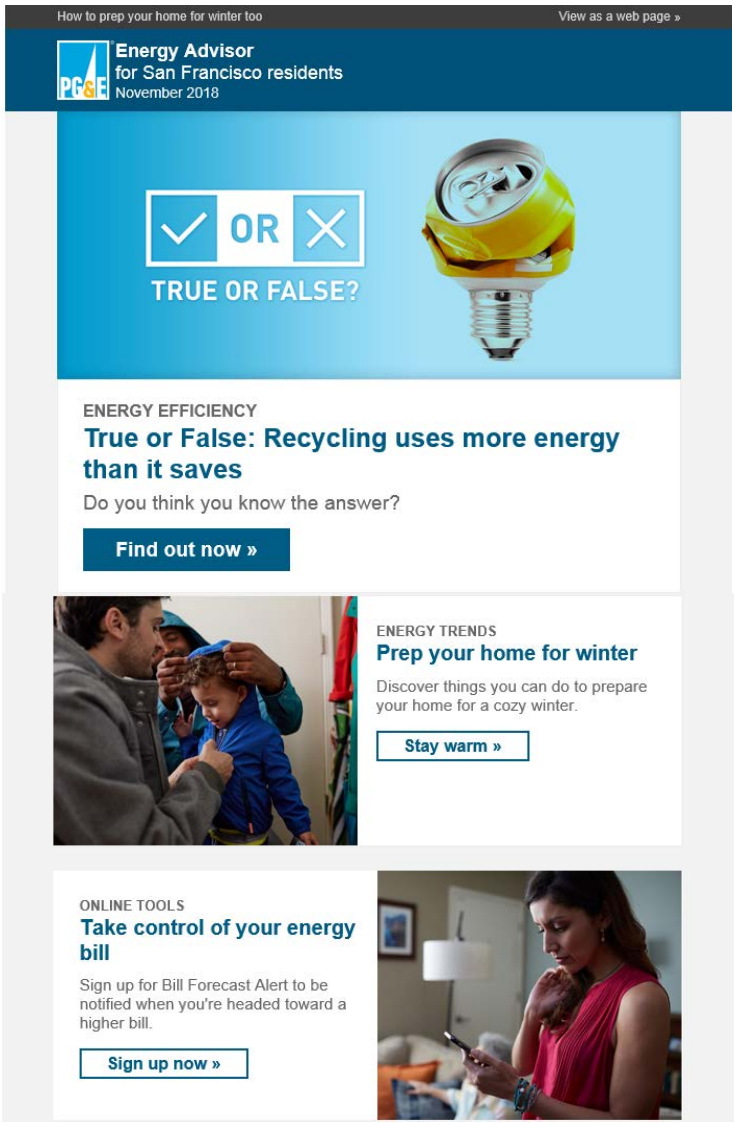
Q4 Broadcast Campaign Approach

	TV		Radio	
DMA	GenPop	Spanish	GenPop	Spanish
San Francisco/San Jose			X	X
Sacramento/Stockton/Modesto	X	X	X	X
Chico/Redding	X		X	
Bakersfield		X	X	X
Fresno/Merced	X	X	X	X

PG&E continued the always-on CARE digital campaign, heavying up media weight in Q4 to end the year with incremental enrollments. Banner and paid search continue to drive significant enrollment volume for the program, with over 27,000 applications generated via the paid digital campaign year-to-date in 2018.

PG&E continues to send messaging via the monthly low-income targeted version of the e-Newsletter. The November newsletter highlighted reduced energy usage through recycling, offered tips for dealing with colder weather, and featured Bill Forecast Alerts and the Home Energy Checkup.

Newsletter Sample:



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

- KLBN in Fresno –LaBuena 101.9 FM targets adults age 25-54, and serves a population of approximately 1.2MM people in Fresno, Madera, Kings, Tulare, Merced and Mariposa counties.
- KMJE in Sacramento – KMJE covers Sacramento and Yolo counties, with listener demographics being Hispanic adults, age 18+ years.
- KFTV Univision 21 Fresno – Arriba Valle Central daily morning show, hosted by Lupita Lomeli, a Hispanic icon in the Central Valley. Arriba Valle Central reaches an average of 18,000 viewers ages 18+ 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. November activities included:

- Local Office Partnerships – CARE partners with local offices to inform customers about the program and to distribute applications.
    - In November, this initiative produced 36 new enrollments from 10 local office events.
    - Year to date, this initiative has produced 1,112 new enrollments.

- Community Outreach Contractors (COCs) - PG&E contracted with 50 COCs throughout its service area. These organizations represent a variety of communities, including African-Americans, Hispanics, Asian Pacific Islander Americans (Chinese, Vietnamese, and Hmong), Native Americans, seniors, rural residents, agricultural workers, sub-metered tenants, and nonprofit living facilities.
    - Year to date, this initiative has led to 1,145 new enrollments.

- Health Outreach Workers: Vision y Compromiso, a nonprofit organization, partners with PG&E to deliver a culturally and linguistically specific outreach community engagement model to provide community-based health outreach workers with relevant training and support. This work is designed to increase Latino families' awareness of and enrollment in PG&E's low income portfolio of offerings (primarily California Alternate Rates for Energy (CARE) program) and enhance families' energy education and energy savings by providing information about the ESA program. This model is focused in Alameda and Yolo Counties with eight health outreach workers providing outreach to hard to reach customers. These two counties were chosen because we have an 88% and 77% penetration rate; furthermore, we wanted to assessed effectiveness of outreach methods. In the month of November, they provided information to 1,261 customers, submitted 173 CARE applications, and helped 49 customers sign-up for Spanish Energy Statements.

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

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

PG&E automatically enrolls customers who receive LIHEAP and Relief for Energy Assistance through Community Help (REACH) payments. Year-to-date, 3,522 LIHEAP

customers and 259 REACH customers have been automatically enrolled onto the CARE Program.

Year-to-date, 15,754 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 November.

2.3 Miscellaneous

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

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

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

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

3 Appendix: ESA Tables and CARE Tables

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	**Energy Savings Assistance Program Table 1 - Expenses**												
2	**Pacific Gas and Electric Company**												
3	**Through November 30, 2018**												
4		**Authorized Budget [*]**			**Current Month Expenses**			**Year to Date Expenses**			**% of Budget Spent YTD**		
5	**ESA Program:**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
6	**Energy Efficiency**												
7	Appliances	$ 6,845,121	$ 5,831,029	$ 12,676,149	$ 1,110,307	$ 215,301	$ 1,325,608	$ 7,651,527	$ 1,045,591	$ 8,697,119	112%	18%	69%
8	Domestic Hot Water	$ 596,240	$ 8,705,362	$ 9,301,602	$ 43,542	$ 1,006,888	$ 1,050,430	$ 282,889	$ 5,242,828	$ 5,525,717	47%	60%	59%
9	Enclosure	$ 7,556,780	$ 34,279,163	$ 41,835,943	$ 863,499	$ 3,933,717	$ 4,797,216	$ 4,186,051	$ 19,069,790	$ 23,255,841	55%	56%	56%
10	HVAC	$ 4,917,962	$ 8,047,615	$ 12,965,576	$ 1,016,759	$ 562,976	$ 1,579,735	$ 3,355,556	$ 3,005,776	$ 6,361,332	68%	37%	49%
11	Maintenance	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
12	Lighting	$ 41,030,214	$ -	$ 41,030,214	$ 4,486,064	$ -	$ 4,486,064	$ 24,125,104	$ -	$ 24,125,104	59%	0%	59%
13	Miscellaneous	$ -	$ -	$ -	$ 334,627	$ -	$ 334,627	$ 1,751,173	$ -	$ 1,751,173	0%	0%	0%
14	Customer Enrollment	$ 5,653,014	$ 5,218,166	$ 10,871,180	$ 1,484,345	$ 1,370,164	$ 2,854,509	$ 7,458,631	$ 6,884,890	$ 14,343,521	132%	132%	132%
15	In Home Education	$ 4,325,784	$ 3,993,032	$ 8,318,816	$ 446,081	$ 411,767	$ 857,849	$ 2,010,784	$ 1,856,108	$ 3,866,892	46%	46%	46%
16	Pilot	$ 252,200	$ 232,800	$ 485,000	$ 6,933	$ 6,399	$ 13,332	$ 102,760	$ 94,855	$ 197,615	41%	41%	41%
17	Implementation [2]	$ 3,195,182	$ 2,949,398	$ 6,144,580	$ 282,541	$ 260,807	$ 543,347	$ 2,405,018	$ 2,220,017	$ 4,625,035	75%	75%	75%
18	**Energy Efficiency TOTAL**	**$ 74,372,496**	**$ 69,256,565**	**$ 143,629,061**	**$ 10,074,696**	**$ 7,768,020**	**$ 17,842,716**	**$ 53,329,493**	**$ 39,419,856**	**$ 92,749,349**	**72%**	**57%**	**65%**
19													
20	Training Center	$ 574,162	$ 529,995	$ 1,104,157	$ 29,802	$ 27,510	$ 57,312	$ 421,947	$ 389,490	$ 811,437	73%	73%	73%
21	Inspections	$ 2,157,499	$ 1,991,538	$ 4,149,037	$ 112,161	$ 103,534	$ 215,695	$ 1,851,289	$ 1,708,882	$ 3,560,171	86%	86%	86%
22	Marketing and Outreach	$ 1,079,343	$ 996,317	$ 2,075,660	$ 74,406	$ 68,682	$ 143,088	$ 756,136	$ 697,971	$ 1,454,107	70%	70%	70%
23	Statewide Marketing Education and Outreach	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
24	Measurement and Evaluation Studies	$ 150,020	$ 138,480	$ 288,500	$ -	$ -	$ -	$ 35,210	$ 32,501	$ 67,711	23%	23%	23%
25	Regulatory Compliance	$ 428,561	$ 395,595	$ 824,155	$ 40,244	$ 37,148	$ 77,392	$ 318,021	$ 293,558	$ 611,578	74%	74%	74%
26	General Administration	$ 4,310,113	$ 3,978,566	$ 8,288,680	$ 253,753	$ 234,233	$ 487,986	$ 3,372,896	$ 3,113,443	$ 6,486,339	78%	78%	78%
27	CPUC Energy Division	$ 29,172	$ 26,928	$ 56,100	$ 6,005	$ 5,543	$ 11,549	$ 14,539	$ 13,420	$ 27,959	50%	50%	50%
28													
29	**TOTAL PROGRAM COSTS [1] [3]**	**$ 83,101,366**	**$ 77,313,983**	**$ 160,415,350**	**$ 10,591,067**	**$ 8,244,670**	**$ 18,835,737**	**$ 60,099,531**	**$ 45,669,121**	**$ 105,768,652**	**72%**	**59%**	**66%**
30	**Funded Outside of ESA Program Budget**												
31	Indirect Costs				$ -	$ -	$ -	$ -	$ -	$ -			
32	NGAT Costs					$ 867,490	$ 867,490		$ 5,696,435	$ 5,696,435			
33													
34													
35	[*] **Authorized Budget:** Authorized budget includes $1,823,560 carried over from the 2017 General Administration line into 2018 General Administration; it also includes fund shift per Advice Letter AI 3977-G/5298-E												
36	of $877,047 from 2017 Inspection budget and $905,057 from 2018 Inspection budget to 2018 General Administration.												
37	[1] Reflects the 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 2017-2												
40	[4] PG&E previously reported Smart Powerstrips under Appliances. This has been moved to Miscellaneous.												
41													
42	**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 November 30, 2018

	A	B	C	D	E	F	G	H	I	J	K	L	M
4		Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
5	**ESA Program**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
6	**Energy Efficiency**												
7	Appliances [2]	$ 12,390,703	$ -	$ 12,390,703	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
8	Domestic Hot Water [2]	$ 9,503	$ 16,267	$ 25,770	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
9	Lighting [2]	$ 10,896,761	$ -	$ 10,896,761	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
10	In Home Energy Education [2]	$ 914,281	$ 843,952	$ 1,758,233	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
11	Implementation [3]	$ 140,920	$ 130,080	$ 271,000	$ 8,308	$ 7,669	$ 15,977	$ 42,298	$ 39,044	$ 81,342	30%	30%	30%
12	Multi-Family Common Area Measures	$ 4,680,000	$ 4,320,000	$ 9,000,000	$ -	$ -	$ -	$ 54,125	$ 49,962	$ 104,087	1%	1%	1%
13	Leveraging - CSD and MCE [4]	$ 2,428,022	$ 625,866	$ 3,053,888	$ -		$ -	$ 1,750,000		$ 1,750,000	72%	0%	57%
14	Pilot	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
15	Measurement and Evaluation Studies	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
16	Regulatory Compliance	$ 156,000	$ 144,000	$ 300,000	$ -	$ -	$ -	$ 31,833	$ 29,384	$ 61,217	20%	20%	20%
17	General Administration	$ 123,240	$ 113,760	$ 237,000	$ 4,564	$ 4,213	$ 8,777	$ 53,026	$ 48,947	$ 101,973	43%	43%	43%
18													
19	**TOTAL UNSPENT PROGRAM COSTS [1]**	$ 31,739,430	$ 6,193,925	$ 37,933,355	$ 12,872	$ 11,882	$ 24,754	$ 1,931,282	$ 167,337	$ 2,098,620	6%	3%	6%

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

Energy Savings Assistance Program Table 2 - Measure Installations and Savings
Pacific Gas and Electric Company
Through October 31, 2018*

		ESA Program (Summary)Total							ESA Program (First Touch Homes Treated)							ESA Program (Re-Treated Homes/Go Backs)						
			Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation					
	Measures	Units	Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses ($)	% of Expenditure	Units	Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses ($)	% of Expenditure	Units	Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses ($)	% of Expenditure
	Appliances		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)															
	High Efficiency Clothes Washer	Each	503	36,610	6	6,253	$ 465,273	0.7%	Each	159	17,879	3	1,899	$ 147,074.37	0.2%	Each	344	18,731	3	4,354	$ 318,199	0.5%
	Refrigerators	Each	5,924	3,880,800	528	-	$ 5,218,485	7.7%	Each	2,631	1,724,159	234	-	$ 2,317,663	3.4%	Each	3,293	2,156,641	293	-	$ 2,900,822	4.3%
	Microwaves [5]	Each	14,935	456,038	-	176,893	$ 1,421,131	2.1%	Each	5,374	228,261	-	59,255	$ 511,360	0.8%	Each	9,561	227,777	-	117,638	$ 909,771	1.3%
	Domestic Hot Water																					
	Water Heater Blanket [6]	Each	8,108	28,522	6	47,692	$ 548,778	0.8%	Home	4,302	15,035	3	26,040	$ 291,175	0.4%	Home	3,806	13,487	3	21,652	$ 257,604	0.4%
	Low Flow Shower Head [6]	Each	58,546	211,582	36	247,497	$ 1,416,424	2.1%	Home	23,058	101,506	18	95,655	$ 557,850	0.8%	Home	35,488	110,076	18	151,842	$ 858,573	1.3%
	Water Heater Pipe Insulation [6]	Home	3,105	1,309	0	9,781	$ 17,949	0.0%	Home	1,243	655	0	4,223	$ 7,186	0.0%	Home	1,862	654	0	5,558	$ 10,764	0.0%
	Faucet Aerator [6]	Home	62,525	57,210	12	113,214	$ 512,158	0.8%	Home	22,701	24,405	5	41,338	$ 185,949	0.3%	Home	39,824	32,805	7	71,876	$ 326,208	0.5%
	Water Heater Repair/Replacement	Each	319	-	-	1,616	$ 568,943	0.8%	Each	246	-	-	1,315	$ 438,746	0.6%	Each	73	-	-	301	$ 130,197	0.2%
	Thermostat-controlled Shower Valve	Each	35,035	137,573	33	192,017	$ 1,215,886	1.8%	Each	13,787	61,796	14	73,694	$ 478,476	0.7%	Each	21,248	75,777	18	118,323	$ 737,410	1.1%
	New - Combined Showerhead/TSV	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%
	New - Heat Pump Water Heater	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%
	New - Tub Diverter/ Tub Spout	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%
	Enclosure																					
	Air Sealing / Envelope [1]	Home	48,740	896,217	173	377,198	$ 15,418,364	22.6%	Home	19,211	368,055	71	153,036	$ 6,077,189	8.9%	Home	29,529	528,162	102	224,161	$ 9,341,175	13.7%
	Attic Insulation	Home	2,090	290,711	409	88,946	$ 2,159,699	3.2%	Home	1,197	159,537	226	51,324	$ 1,236,919	1.8%	Home	893	131,174	184	37,622	$ 922,781	1.4%
	HVAC																					
	FAU Standing Pilot Conversion	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%
	Furnace Repair/Replacement	Each	518	-	-	1,695	$ 1,063,609	1.6%	Each	424	-	-	1,381	$ 870,599	1.3%	Each	94	-	-	315	$ 193,010	0.3%
	Room A/C Replacement	Each	1,334	267,008	49	-	$ 789,087	1.2%	Each	336	67,366	12	-	$ 198,750	0.3%	Each	998	199,642	37	-	$ 590,336	0.9%
	Central A/C replacement	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%
	Heat Pump Replacement	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%
	Evaporative Cooler	Each	2,355	645,143	209	-	$ 1,235,503	1.8%	Each	806	214,931	70	-	$ 422,852	0.6%	Each	1,549	430,211	139	-	$ 812,651	1.2%
	Duct Testing and Sealing	Home	5,786	17,850	3	147,673	$ 1,242,637	1.8%	Home	2,537	9,079	1	63,807	$ 544,862	0.8%	Home	3,249	8,771	1	83,866	$ 697,775	1.0%
	New - Energy Efficient Fan Control	Home	66	7,175	10	1,878	$ 30,405	0.0%	Home	19	1,950	3	583	$ 8,753	0.0%	Home	47	5,225	7	1,296	$ 21,652	0.0%
	New - Prescriptive Duct Sealing	Home	-	-	-	-	$ -	0.0%	Home	-	-	-	-	$ -	0.0%	Home	-	-	-	-	$ -	0.0%
	New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	$ -	0.0%	Home	-	-	-	-	$ -	0.0%	Home	-	-	-	-	$ -	0.0%
	Maintenance																					
	Furnace Clean and Tune	Home	-	-	-	-	$ -	0.0%	Home	-	-	-	-	$ -	0.0%	Home	-	-	-	-	$ -	0.0%
	Central A/C Tune up	Home	302	1,644	0	-	$ 147,266	0.2%	Home	97	511	0	-	$ 47,301	0.1%	Home	205	1,133	0	-	$ 99,965	0.1%
	Lighting																					
	Interior Hard wired LED fixtures	Each	200,877	13,468,902	24,895	-	$ 10,629,176	15.6%	Each	68,425	4,596,926	8,497	-	$ 3,620,630	5.3%	Each	132,452	8,871,975	16,398	-	$ 7,008,546	10.3%
	Exterior Hard wired LED fixtures	Each	50,199	5,200,295	4,163	-	$ 2,832,964	4.2%	Each	18,336	1,899,960	1,521	-	$ 1,034,786	1.5%	Each	31,863	3,300,334	2,642	-	$ 1,798,178	2.6%
	Torchiere LED	Each	16,794	1,139,939	2,107	-	$ 911,039	1.3%	Each	6,180	419,518	775	-	$ 335,252	0.5%	Each	10,614	720,421	1,332	-	$ 575,787	0.8%
	Vacancy Sensor	Each	583	59,905	8	-	$ 32,586	0.0%	Each	207	21,293	3	-	$ 11,570	0.0%	Each	376	38,612	5	-	$ 21,016	0.0%
	LED Night Lights	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%
	New - LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%
	New - LED Reflector Bulb	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%
	New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%
	New - LED A-Lamps	Each	501,907	14,548,683	26,495	-	$ 4,373,781	6.4%	Each	209,024	6,069,754	11,046	-	$ 1,821,503	2.7%	Each	292,883	8,478,928	15,449	-	$ 2,552,278	3.7%
	Miscellaneous																					
	Pool Pumps	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%	Each	-	-	-	-	$ -	0.0%
	Smart Power Strips - Tier 1	Each	13,324	321,611	44	-	$ 556,562	0.8%	Each	6,031	145,654	20	-	$ 251,923	0.4%	Each	7,293	175,956	24	-	$ 304,639	0.4%
	New - Smart Power Strips - Tier 2	Each	12,268	2,504,393	474	(53,624)	$ 859,818	1.3%	Each	4,613	932,147	176	(19,765)	$ 323,308	0.5%	Each	7,655	1,572,245	298	(33,859)	$ 536,510	0.8%
	Pilots																					
	Customer Enrollment																					
	Outreach & Assessment	Home	61,509				$ 11,484,258	16.8%	Home	23,899				$ 4,462,148	6.5%	Home	37,610				$ 7,022,110	10.3%
	In-Home Education	Home	61,509				$ 3,007,697	4.4%	Home	23,899				$ 1,168,625	1.7%	Home	37,610				$ 1,839,072	2.7%
	Total Savings/Expenditures			44,179,117	59,661	1,358,729	$ 68,159,476				17,080,380	22,700	553,784	$ 27,372,448				27,098,738	36,961	804,945	$ 40,787,028	
	Total Households Weatherized [2]		48,305							18,871							29,434					

	Households Treated	Total (K+S)		**First Touches**		**Re-treated Homes/Go-Backs**	
	- Single Family Households Treated	Home	45,073	Home	17,569	Home	27,504
	- Multi-family Households Treated	Home	11,506	Home	4,285	Home	7,221
	- Mobile Homes Treated	Home	4,930	Home	2,045	Home	2,885
	Total Number of Households Treated	Home	**61,509**	Home	**23,899**	Home	**37,610**
	# Eligible Households to be Treated for PY [3]	Home	94,532	Home	94,532	Home	94,532
	% of Households Treated	%	65%	%	25%	%	40%
	- Master-Meter Households Treated	Home	3,273	Home	1,553	Home	1,720

* Data is reported through October 31, 2018 as November data is not available in time for this report. PG&E will include November data in the next monthly report.
[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.
[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs
[3] Based on OP 79 of D.16-11-022.
[4] All savings are calculated based on the following sources:
Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013
[5] Microwave savings are from ECONorthWest Studies received in December of 2011
[6] Evergreen Economics "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011

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

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

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

	A	B
1	**Energy Savings Assistance Program Table 3**	
2	**Energy Savings and Average Savings Per Treated Home / Common Area**	
3	**Pacific Gas and Electric Company**	
4	**Through October 31, 2018***	
5	**ESA Program**	
6	Annual kWh Savings	44,179,117
7	Annual Therm Savings	1,358,729
8	Lifecycle kWh Savings	651,897,226
9	Lifecycle Therm Savings	15,613,212
10	Current kWh Rate	$ 0.13
11	Current Therm Rate	$ 0.95
12	Average 1st Year Bill Savings / Treated households	$ 115.67
13	Average Lifecycle Bill Savings / Treated Household	$ 1,219.57
14		
15		
16	**ESA Program - CSD Leveraging [1]**	
17	Annual kWh Savings	
18	Annual Therm Savings	
19	Lifecycle kWh Savings	
20	Lifecycle Therm Savings	
21	Current kWh Rate	$ -
22	Current Therm Rate	$ -
23	Average 1st Year Bill Savings / Treated Households	$ -
24	Average Lifecycle Bill Savings / Treated Household	$ -
25		
26		
27	**ESA Program - Multifamily Common Area [2]**	
28	Annual kWh Savings	
29	Annual Therm Savings	
30	Lifecycle kWh Savings	
31	Lifecycle Therm Savings	
32	Current kWh Rate	$ -
33	Current Therm Rate	$ -
34	Average 1st Year Bill Savings / Treated Buildings	$ -
35	Average Lifecycle Bill Savings / Treated Buildings	$ -
36		
37		
38	**Summary (ESA Program, CSD Leveraging, and Multifamily Common Area)**	
39	Annual kWh Savings	
40	Annual Therm Savings	
41	Lifecycle kWh Savings	
42	Lifecycle Therm Savings	
43	Current kWh Rate	$ -
44	Current Therm Rate	$ -
45	Average 1st Year Bill Savings / Treated households and Buildings	$ -
46	Average Lifecycle Bill Savings / Treated Household and Buildings	$ -
47		
48	* Data is reported through October 31, 2018 as November data is not available in time for this report. PG&E will include November data in the next monthly report.	
49	[1] LIWP leveraging will begin in 2018. PG&E is working with CSD on the process to leverage funding for CSD LIWP efforts for those measures provided by the ESA Program, preserving the remaining CSD funding for use to install central systems and common area., as required by D.17-12-009, OP.41.d.	
50	[2] Implementation of the MF CAM Initiative is pending approval of PG&E's March 1, 2018 Advice Letter.	
51	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	**Energy Savings Assistance Program Table 4A - ESA Homes/Buildings Treated**						
2	**Pacific Gas and Electric Company**						
3	**Through November 30, 2018**						
4							
5	**ESA Program**						
6		**Eligible Households**			**Households Treated YTD**		
7	**County**	**Rural [1]**	**Urban**	**Total**	**Rural**	**Urban**	**Total**
8	ALAMEDA	4	152,991	**152,995**	0	6,251	**6,251**
9	ALPINE	277	0	**277**	0	0	**0**
10	AMADOR	6,009	1	**6,010**	168	1	**169**
11	BUTTE	12,846	29,508	**42,354**	702	1,158	**1,860**
12	CALAVERAS	9,192	61	**9,253**	221	5	**226**
13	COLUSA	3,033	10	**3,043**	280	0	**280**
14	CONTRA COSTA	15	88,767	**88,782**	0	7,069	**7,069**
15	EL DORADO	6,762	7,857	**14,618**	405	229	**634**
16	FRESNO	301	142,844	**143,145**	226	7,819	**8,045**
17	GLENN	5,400	0	**5,400**	431	6	**437**
18	HUMBOLDT	23,753	0	**23,753**	275	1	**276**
19	KERN	57,897	37,242	**95,140**	5,187	2,571	**7,758**
20	KINGS	7,870	136	**8,006**	610	1	**611**
21	LAKE	15,893	1	**15,894**	466	1	**467**
22	LASSEN	290	0	**290**	4	0	**4**
23	MADERA	6,682	13,544	**20,227**	389	655	**1,044**
24	MARIN	0	22,447	**22,447**	0	120	**120**
25	MARIPOSA	3,577	29	**3,606**	93	8	**101**
26	MENDOCINO	15,212	15	**15,227**	205	0	**205**
27	MERCED	20,873	17,868	**38,741**	1,082	1,289	**2,371**
28	MONTEREY	5,499	40,822	**46,321**	573	1,676	**2,249**
29	NAPA	1	13,217	**13,217**	9	378	**387**
30	NEVADA	11,861	13	**11,874**	541	0	**541**
31	PLACER	11,026	19,083	**30,110**	363	821	**1,184**
32	PLUMAS	3,064	127	**3,191**	52	0	**52**
33	SACRAMENTO	0	163,185	**163,185**	8	3,355	**3,363**
34	SAN BENITO	5,117	116	**5,233**	248	1	**249**
35	SAN BERNARDINO	305	67	**372**	0	0	**0**
36	SAN FRANCISCO	0	98,921	**98,921**	31	3,472	**3,503**
37	SAN JOAQUIN	8,350	79,412	**87,761**	290	3,097	**3,387**
38	SAN LUIS OBISPO	17,525	11,591	**29,116**	699	167	**866**
39	SAN MATEO	1	52,141	**52,141**	1	1,106	**1,107**
40	SANTA BARBARA	1,401	16,656	**18,057**	155	1,135	**1,290**
41	SANTA CLARA	4,650	125,786	**130,436**	77	4,901	**4,978**
42	SANTA CRUZ	9	28,876	**28,885**	10	680	**690**
43	SHASTA	12,352	13,743	**26,096**	737	1,325	**2,062**
44	SIERRA	250	5	**255**	1	0	**1**
45	SISKIYOU	18	0	**18**	0	0	**0**
46	SOLANO	0	43,066	**43,066**	38	1,720	**1,758**
47	SONOMA	3,193	43,083	**46,276**	75	1,561	**1,636**
48	STANISLAUS	27,291	33,188	**60,478**	1,003	1,293	**2,296**
49	SUTTER	0	14,604	**14,604**	237	507	**744**
50	TEHAMA	12,195	11	**12,206**	994	6	**1,000**
51	TRINITY	550	0	**550**	7	0	**7**
52	TULARE	7,928	730	**8,657**	1,308	36	**1,344**
53	TUOLUMNE	10,579	0	**10,579**	221	0	**221**
54	YOLO	1	26,997	**26,998**	206	1,167	**1,373**
55	YUBA	151	11,946	**12,096**	170	693	**863**
56	**Total**	**339,203**	**1,350,707**	**1,689,909**	**18,798**	**56,281**	**75,079**
57							
58							
59	**ESA Program - CSD LIWP Leveraging [2]**						
60					**Households Treated YTD**		
61	**County**				**Rural [1]**	**Urban**	**Total**
62							**0**
63							**0**
64	**Total**				**0**	**0**	**0**
65							
66							
67	**ESA Program - Multifamily Common Area [3]**						
68					**Buildings Treated YTD**		
69	**County**				**Rural [1]**	**Urban**	**Total**
70							**0**
71							**0**
72	**Total**				**0**	**0**	**0**
73							
74	[1] For IOU Low Income-related and Energy Efficiency reporting and analysis, the Goldsmith definition of rural is applied.						
75	[2] LIWP leveraging will begin in 2018. PG&E is working with CSD on the process to leverage funding for CSD LIWP efforts for those measures provided by the ESA Program, preserving the remaining CSD funding for use to install central systems and common area., as required by D.17-12-009, OP.41.d.						
76	[3] Implementation of the MF CAM Initiative is pending approval of PG&E's March 1, 2018 Advice Letter.						
77	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

Energy Savings Assistance Program Table 4B - ESA Homes Unwilling / Unable to Participate
Pacific Gas and Electric Company
Through November 30, 2018

ESA Program

		Reason Provided [1]						
	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							
	ALPINE							
	AMADOR							
	BUTTE							
	CALAVERAS							
	COLUSA							
	CONTRA COSTA							
	EL DORADO							
	FRESNO							
	GLENN							
	HUMBOLDT							
	KERN							
	KINGS							
	LAKE							
	LASSEN							
	MADERA							
	MARIN							
	MARIPOSA							
	MENDOCINO							
	MERCED							
	MONTEREY							
	NAPA							
	NEVADA							
	PLACER							
	PLUMAS							
	SACRAMENTO							
	SAN BENITO							
	SAN BERNARDINO							
	SAN FRANCISCO							
	SAN JOAQUIN							
	SAN LUIS OBISPO							
	SAN MATEO							
	SANTA BARBARA							
	SANTA CLARA							
	SANTA CRUZ							
	SHASTA							
	SIERRA							
	SISKIYOU							
	SOLANO							
	SONOMA							
	STANISLAUS							
	SUTTER							
	TEHAMA							
	TRINITY							
	TULARE							
	TUOLUMNE							
	YOLO							
	YUBA							
	Total	**0**	**0**	**0**			**0**	**0**

[1] PG&E is validating the unwillingness data following the transition to a new ESA database to prevent records duplication. PG&E will report customer year-to-date unwillingness once the data became available.

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

Energy Savings Assistance Program Table 5 - ESA Customer Summary
Pacific Gas and Electric Company
Through October 31, 2018*

ESA Program

	Gas & Electric				Gas Only				Electric Only				Total			
		(Annual)				(Annual)				(Annual)				(Annual)		
Month	# of Household Treated by Month	Therm	kWh	kW	# of Household Treated by Month	Therm	kWh	kW	# of Household Treated by Month	Therm	kWh	kW	# of Household Treated by Month	Therm	kWh	kW
January	1,927	51,872	1,483,251	2,277	188	6,192	453	4	668	1,539	614,838	929	2,783	59,603	2,098,542	3,210
February	2,589	65,947	1,903,825	2,691	201	5,495	3,528	7	907	1,943	837,670	1,163	3,697	73,385	2,745,023	3,862
March	3,822	88,029	3,236,375	4,091	750	22,406	(11,462)	7	965	1,547	1,032,187	1,221	5,537	111,982	4,257,100	5,319
April	1,086	28,237	1,204,762	1,140	41	1,485	510	0	171	295	316,202	218	1,298	30,018	1,521,475	1,358
May	3,159	79,012	2,345,431	3,352	480	18,652	(9,358)	3	1,598	(4,938)	1,611,277	2,075	5,237	92,726	3,947,350	5,429
June	5,296	187,312	4,337,421	6,361	2,724	35,897	(16,031)	7	(138)	5,186	1,666,804	2,259	7,882	228,395	5,988,193	8,627
July	2,418	67,707	1,882,224	2,541	(1,475)	14,145	(8,318)	0	2,747	-	1,026,425	1,288	3,690	81,851	2,900,331	3,829
August	8,118	181,107	3,848,780	6,252	936	22,479	(18,447)	-	1,820	10,991	1,582,049	2,037	10,874	214,577	5,412,383	8,289
September	4,794	165,902	5,168,425	6,569	851	34,943	(25,118)	2	3,118	(11,924)	1,873,273	1,916	8,763	188,920	7,016,580	8,487
October	7,608	232,795	5,875,829	8,225	1,090	40,514	(21,351)	(2)	3,050	3,962	2,437,662	3,028	11,748	277,271	8,292,140	11,251
November																
December																
YTD	**40,817**	**1,147,920**	**31,286,324**	**43,499**	**5,786**	**202,208**	**(105,593)**	**29**	**14,906**	**8,601**	**12,998,387**	**16,134**	**61,509**	**1,358,729**	**44,179,117**	**59,661**

* Data is reported through October 31, 2018 as November data is not available in time for this report. PG&E will include November data in the next monthly report.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

ESA Program - CSD Leveraging [1]

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

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

ESA Program - Multifamily Common Area [2]

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

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	**Energy Savings Assistance Program Table 6 - ESA Expenditures for Pilots and Studies**												
2	**Pacific Gas and Electric Company**												
3	**Through November 30, 2018**												
4		**Authorized Funding**			**Current Month Expenses**			**Expenses Since January 1, 2017**			**% of Budget Expensed**		
5		**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
6	**Pilots**												
7	Programmable Controllable Thermostat/ Smart Thermostat TOU [1]	$ 290,000	$ -	$ 290,000	$ 13,332	$ -	$ 13,332	$ 13,332	$ -	$ 13,332	5%	0%	5%
8	Consumption Driven Weatherization Pilot [2]	$ 250,100	$ 159,900	$ 408,000	$ -	$ -	$ -	$ 95,827	$ 88,456	$ 184,283	38%	55%	45%
9	**Total Pilots**	**$540,100**	**$159,900**	**$698,000**	**$13,332**	**$0**	**$13,332**	**$109,159**	**$88,456**	**$197,615**	**20%**	**55%**	**28%**
10													
11	**Studies**												
12	Low Income Needs Assessment (LINA) Study [3]	$ 78,000	$ 72,000	$ 150,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
13	Load Impact Evaluation Study [4]	$ 85,800	$ 79,200	$ 165,000	$ -	$ -	$ -	$ 64,759	$ 59,777	$ 124,536	75%	75%	75%
14	Non Energy Benefits (NEB) Study [5]	$ 23,400	$ 21,600	$ 45,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
15	2017 Potential and Goals Study	$ 46,800	$ 43,200	$ 90,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
16	Rapid Feedback Research and Analysis	$ 104,000	$ 96,000	$ 200,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
17													
18	**Total Studies**	**$338,000**	**$312,000**	**$650,000**	**$0**	**$0**	**$0**	**$64,759**	**$59,777**	**$124,536**	19%	19%	19%
19													
20	[1] D.17-12-009, Attachment 1 (modified D.16-11-022), OP.66 directed electric IOUs to file PCT pilot implementation plans by March 1, 2018. PG&E's AL 5242-E (filed March 1, 2018) has not yet been authorized and this pilot has not yet begun. D.16-11-022 authorized $250,000.												
21	[2] PG&E proposed the CDWx pilot in its 2015-2017 ESA Application, authorized in D.16-11-022, OP.144. In December 2017, PG&E requested and was granted an extension to implement this pilot so that CSD could be included in it. This pilot will begin implementation in 2018.												
22	[3] A contract for this statewide study was awarded in January 2018. SCE is the project manager. There has been no cross-billing.												
23	[4] SCG is the contract manager of this co-funded statewide study. Cross-billing from SCG typically occurs quarterly.												
24	[5] This statewide study was bid out on March 23, 2018, and a consultant has not yet been selected. SDG&E is the contract manager.												
25													
26	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D
1	**Energy Savings Assistance Program Table 7**			
2	**Homes Receiving Second Refrigerators and In-Home Energy Education Only**			
3	**Pacific Gas and Electric Company**			
4	**Through November 30, 2018**			
5				
6	**Measures**	**Units**	**Received Refrigerator**	**Not eligible for Refrigerator Due to Less than Six Occupants**
7	Second Refrigerators [1]	Each	212	125
8				
9				
10				
11	**Measures**	**Units**	**Households that Only Received Energy Education**	
12	In-Home Energy Education	Home	0	
13				
14				
15				
16	**Households for My Energy/My Account Platform [2]**			
17	**Opt-Out**	**Already Enrolled**	**Opt-In**	
18	6		3,461	
19				
20	[1] PG&E will implement 2nd refrigerators in 2018.			
21	[2] PG&E will implement My Energy/ My Account tracking in 2018.			
22				
23	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.			

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	**CARE Table 1 - CARE Program Expenses**												
2	**Pacific Gas and Electric Company**												
3	**Through November 30, 2018**												
4		**Authorized Budget**			**Current Month Expenses**			**Year to Date Expenses**			**% of Budget Spent YTD**		
5	**CARE Program:**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
6	Outreach [6]	$ 8,100,533	$ 2,025,190	**$ 10,125,723**	$ 253,867	$ 63,467	**$ 317,334**	$ 5,220,689	$ 1,305,172	**$ 6,525,861**	64%	64%	64%
7	Processing / Certification Re-certification [6]	$ 1,605,334	$ 401,334	**$ 2,006,668**	$ 58,664	$ 14,666	**$ 73,330**	$ 653,113	$ 163,278	**$ 816,391**	41%	41%	41%
8	Post Enrollment Verification [6]	$ 1,343,842	$ 335,961	**$ 1,679,803**	$ 60,189	$ 15,047	**$ 75,237**	$ 932,413	$ 233,103	**$ 1,165,516**	69%	69%	69%
9	IT Programming [6]	$ 1,638,133	$ 409,533	**$ 2,047,667**	$ 23,559	$ 5,890	**$ 29,449**	$ 341,346	$ 85,337	**$ 426,683**	21%	21%	21%
10	Cooling Centers [6]	$ 143,544	$ -	**$ 143,544**	$ 7,037	$ -	**$ 7,037**	$ 123,718	$ -	**$ 123,718**	86%	0%	86%
11	Pilots/CHANGES Program [1][6]	$ 422,226	$ 105,556	**$ 527,782**	$ -	$ -	**$ -**	$ 321,987	$ 80,497	**$ 402,484**	76%	76%	76%
12	Studies [2][6]	$ 122,631	$ 30,658	**$ 153,289**	$ 34,514	$ 8,629	**$ 43,143**	$ 75,365	$ 18,841	**$ 94,206**	61%	61%	61%
13	Regulatory Compliance [6]	$ 404,206	$ 101,052	**$ 505,258**	$ 33,116	$ 8,279	**$ 41,395**	$ 284,007	$ 71,002	**$ 355,009**	70%	70%	70%
14	General Administration [6]	$ 929,945	$ 232,486	**$ 1,162,431**	$ 30,427	$ 7,607	**$ 38,034**	$ 540,188	$ 135,047	**$ 675,235**	58%	58%	58%
15	CPUC Energy Division	$ 102,400	$ 25,600	**$ 128,000**	$ -	$ -	**$ -**	$ 71,982	$ 17,996	**$ 89,978**	70%	70%	70%
16													
17	**SUBTOTAL MANAGEMENT COSTS [3]**	**$ 14,812,795**	**$ 3,667,369**	**$ 18,480,164**	**$ 501,373**	**$ 123,584**	**$ 624,957**	**$ 8,564,807**	**$ 2,110,272**	**$ 10,675,080**	**58%**	**58%**	**58%**
18													
19	CARE Rate Discount [4]	$ 469,850,400	$ 117,462,600	**$ 587,313,000**	$ 32,706,212	$ 7,116,251	**$ 39,822,463**	$ 468,915,808	$ 89,120,028	**$ 558,035,836**	100%	76%	95%
20													
21	**TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS**	**$ 484,663,195**	**$ 121,129,969**	**$ 605,793,164**	**$ 33,207,586**	**$ 7,239,835**	**$ 40,447,420**	**$ 477,480,615**	**$ 91,230,300**	**$ 568,710,916**	**99%**	**75%**	**94%**
22													
23	Other CARE Rate Benefits												
24	- DWR Bond Charge Exemption				$ 2,017,863		$ 2,017,863	$ 30,733,346		$ 30,733,346			
25	- CARE PPP Exemption [5]				$ 3,101,472	$ 351,757	$ 3,453,229	$ 44,302,082	$ 7,455,766	$ 51,757,848			
26	- California Solar Initiative Exemption				$ (110,025)		$ (110,025)	$ (1,616,711)		$ (1,616,711)			
27	- kWh Surcharge Exemption						$ -			$ -			
28	Total Other CARE Rate Benefits				**$ 5,009,310**	**$ 351,757**	**$ 5,361,067**	**$ 73,418,717**	**$ 7,455,766**	**$ 80,874,483**			
29													
30	Indirect Costs	$ 702,994	$ 175,749	**$ 878,743**									

31
32
33 [1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.
34 [2] Reflects the Annual Eligibility Estimates prepared by Athens Research on behalf of the utilities. This efforts was formerly referenced in Measurement and Evaluation.
35 [3] Reflects the authorized funding per year in D.16-11-022 and D.17-12-009, and updated via 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.
36 [4] Per D.02-09-021, PG&E is authorized to recover the full value of the discount through the CARE two-way balancing account on an automatic pass-through basis.
37 [5] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin and the CARE surcharge.
38 [6] Program authorized budget included employee benefits costs of $878,743 as authorized in the 2017 GRC Decision (D.) 17-05-013. Actual employee benefit burden costs have been included in the program monthly and YTD expenses.
39
40 **Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
41

CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration
Pacific Gas and Electric Company
Through November 30, 2018

2018	New Enrollment										Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)
	Automatic Enrollment				Self-Certification (Income or Categorical)					Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response[4]	Failed PEV	Failed Recertification	Other[5]	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)			
	Inter-Utility [1]	Intra-Utility [2]	Leveraging [3]	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)															
January	0	1,301	0	1,301	7,468	7,962	456	97	15,983	17,284	33,671	8,023	7,517	49,211	n/a	7,858	6,120	22,718	36,696	66,495	-19,412	1,386,984	1,535,554	90.3%
February	0	2,243	0	2,243	12,606	7,256	624	88	20,574	22,817	39,042	7,799	19,516	66,357	n/a	3,020	5,893	12,237	21,150	89,174	1,667	1,388,651	1,535,554	90.4%
March	0	1,251	0	1,251	14,088	7,903	895	98	22,984	24,235	35,302	9,824	7,176	52,302	n/a	5,473	5,452	8,668	19,593	76,537	4,642	1,393,293	1,535,554	90.7%
April	0	333	0	333	10,070	4,422	734	86	15,312	15,645	40,006	6,724	4,659	51,389	n/a	6,119	5,943	6,589	18,651	67,034	-3,006	1,390,287	1,535,554	90.5%
May	0	3,817	0	3,817	9,239	5,828	588	76	15,731	19,548	34,392	6,495	20,497	61,384	n/a	4,057	6,720	13,432	24,209	80,932	-4,661	1,385,626	1,535,554	90.2%
June	0	1,736	0	1,736	12,152	4,826	956	96	18,030	19,766	28,104	7,595	9,563	45,262	n/a	4,776	7,480	12,751	25,007	65,028	-5,241	1,380,385	1,535,554	89.9%
July	0	2,014	0	2,014	10,071	4,719	884	78	15,752	17,766	31,630	12,134	10,717	54,481	n/a	4,105	6,076	9,611	19,792	72,247	-2,026	1,378,359	1,535,554	89.8%
August	0	633	0	633	12,901	3,280	965	65	17,211	17,844	25,057	7,176	15,915	48,148	n/a	3,076	6,593	12,123	21,792	65,992	-3,948	1,374,411	1,535,554	89.5%
September	0	1,758	0	1,758	12,952	9,576	795	170	23,493	25,251	38,127	11,582	8,374	58,083	n/a	1,749	5,855	7,056	14,660	83,334	10,591	1,385,002	1,535,554	90.2%
October	0	1,995	0	1,995	11,833	7,006	314	90	19,243	21,238	28,798	7,767	9,226	45,791	n/a	10,565	5,181	10,527	26,273	67,029	-5,035	1,379,967	1,535,554	89.9%
November	0	2,454	0	2,454	8,285	5,533	627	60	14,505	16,959	28,968	4,885	11,236	45,089	n/a	5,759	6,156	12,806	24,721	62,048	-7,762	1,372,205	1,535,554	89.4%
December																								
YTD Total	**0**	**19,535**	**0**	**19,535**	**121,665**	**68,311**	**7,838**	**1,004**	**198,818**	**218,353**	**363,097**	**90,004**	**124,396**	**577,497**	**0**	**56,557**	**67,469**	**128,518**	**252,544**	**795,850**	**-34,191**	**1,372,205**	**1,535,554**	**89.4%**

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

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

	A	B	C	D	E	F	G	H	I
1	**CARE Table 3A - Post-Enrollment Verification Results (Model)**								
2	**Pacific Gas and Electric Company**								
3	**Through November 30, 2018**								
4	**Month**	**Total CARE Households Enrolled**	**Households Requested to Verify**	**% of CARE Enrolled Requested to Verify Total**	**CARE Households De-enrolled (Due to no response)**	**CARE Households De-enrolled (Verified as Ineligible)[1]**	**Total Households De-enrolled[2]**	**% De-enrolled through Post Enrollment Verification**	**% of Total CARE Households De-enrolled**
5	**January**	1,386,984	3,337	0.24%	2,217	53	2,270	68.03%	0.16%
6	**February**	1,388,651	3,097	0.22%	2,165	36	2,201	71.07%	0.16%
7	**March**	1,393,293	4,452	0.32%	3,155	70	3,225	72.44%	0.23%
8	**April**	1,390,287	6,263	0.45%	4,342	73	4,415	70.49%	0.32%
9	**May**	1,385,626	5,333	0.38%	3,811	96	3,907	73.26%	0.28%
10	**June**	1,380,385	3,590	0.26%	2,594	170	2,764	76.99%	0.20%
11	**July**	1,378,359	5,590	0.41%	3,960	269	4,229	75.65%	0.31%
12	**August**	1,374,411	2,356	0.17%	1,653	123	1,776	75.38%	0.13%
13	**September**	1,385,002	3,043	0.22%	2,126	174	2,300	75.58%	0.17%
14	**October**	1,379,967	4,438	0.32%					
15	**November**	1,372,205	4,674	0.34%					
16	**December**								
17	**YTD Total**	**1,372,205**	**46,173**	**3.36%**	**26,023**	**1,064**	**27,087**	**73.09%**	**1.97%**

18
19 [1] Includes customers verified as over income or who requested to be de-enrolled.
20 [2] Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.
21
22 **Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
23
24

25	**CARE Table 3B Post-Enrollment Verification Results (Electric-Only High Usage)**								
26	**Pacific Gas and Electric Company**								
27	**Through November 30, 2018**								
28	**Month**	**Total CARE Households Enrolled**	**Households Requested to Verify [1]**	**% of CARE Enrolled Requested to Verify Total**	**CARE Households De-enrolled (Due to no response)**	**CARE Households De-enrolled (Verified as Ineligible) [2]**	**Total Households De-enrolled [3]**	**% De-enrolled through HU Post Enrollment Verification**	**% of Total CARE Households De-enrolled**
29	**January**	1,386,984	3,390	0.24%	3,236	63	3,299	97.32%	0.24%
30	**February**	1,388,651	3,864	0.28%	3,692	58	3,750	97.05%	0.27%
31	**March**	1,393,293	880	0.06%	835	16	851	96.70%	0.06%
32	**April**	1,390,287	1,122	0.08%	1,026	33	1,059	94.39%	0.08%
33	**May**	1,385,626	397	0.03%	365	9	374	94.21%	0.03%
34	**June**	1,380,385	427	0.03%	395	12	407	95.32%	0.03%
35	**July**	1,378,359	1,135	0.08%	1,034	38	1,072	94.45%	0.08%
36	**August**	1,374,411	5,229	0.38%	4,757	133	4,890	93.52%	0.36%
37	**September**	1,385,002	3,800	0.27%	3,548	98	3,646	95.95%	0.26%
38	**October**	1,379,967	1,197	0.09%					
39	**November**	1,372,205	418	0.03%					
40	**December**								
41	**YTD Total**	**1,372,205**	**21,859**	**1.59%**	**18,888**	**460**	**19,348**	**95.57%**	**1.41%**

42
43 [1] Includes all participants who were selected for high usage verification process. Closed accounts will not be tracked in Ineligible or De-enrolled data.
44 [2] Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.
45 [3] Verification results are tied to the month initiated and the high usage verification process allows customers 90 days to respond to the verification process. Each utility may have a different de-enrollment date due to billing cycle or other contributing factors.
46
47 **Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

	A	B	C	D	E	F	G
1	**CARE Table 4 - CARE Self-Certification and Self-Recertification Applications [1]**						
2	**Pacific Gas and Electric Company**						
3	**Through November 30, 2018**						
4		**Provided [2]**	**Received**	**Approved**	**Denied**	**Pending/Never Completed**	**Duplicates**
5	Total (Y-T-D)	16,649,218	437,397	404,406	24,785	8,206	90,004
6	Percentage[3]		100%	92%	6%	2%	21%
7							
8	[1] Includes sub-metered customers.						
9	[2] Includes number of applications provided via direct mail campaigns, call centers, bill inserts and other outreach methods. Because there are other means by which customers obtain applications which are not counted, this number is only an approximation.						
10	[3] Percentage of Received. Duplicates are also counted as Approved, so the total will not add up to 100%.						
11							
12	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
13							

	A	B	C	D	E	F	G	H	I	J
1	**CARE Table 5 - Enrollment by County**									
2	**Pacific Gas and Electric Company**									
3	**Through November 30, 2018**									
4	**County**	**Estimated Eligible Households**			**Total Households Enrolled**			**Penetration Rate**		
5		**Urban**	**Rural [1]**	**Total**	**Urban**	**Rural [1]**	**Total**	**Urban**	**Rural [1]**	**Total**
6	ALAMEDA	130,438	4	130,442	115,351	5	115,356	88.4%	123.6%	88.4%
7	ALPINE	0	274	274	0	6	6	n/a	2.2%	2.2%
8	AMADOR	1	5,960	5,961	0	4,151	4,151	0.0%	69.7%	69.6%
9	BUTTE	28,470	12,575	41,045	20,586	12,076	32,662	72.3%	96.0%	79.6%
10	CALAVERAS	60	9,158	9,218	42	4,983	5,025	70.0%	54.4%	54.5%
11	COLUSA	8	2,974	2,982	11	3,388	3,399	139.3%	113.9%	114.0%
12	CONTRA COSTA	81,306	15	81,321	83,870	3	83,873	103.2%	20.1%	103.1%
13	EL DORADO	7,828	6,744	14,572	5,181	5,386	10,567	66.2%	79.9%	72.5%
14	FRESNO	136,866	291	137,157	149,642	119	149,761	109.3%	40.9%	109.2%
15	GLENN	0	5,351	5,351	1	4,568	4,569	354.7%	85.4%	85.4%
16	HUMBOLDT	0	22,822	22,823	0	16,732	16,732	0.0%	73.3%	73.3%
17	KERN	36,633	56,856	93,488	43,294	63,371	106,665	118.2%	111.5%	114.1%
18	KINGS	135	7,824	7,959	114	8,994	9,108	84.7%	114.9%	114.4%
19	LAKE	1	15,785	15,786	2	12,225	12,227	186.3%	77.4%	77.5%
20	LASSEN	0	289	289	0	166	166	n/a	57.4%	57.4%
21	MADERA	13,328	6,656	19,984	16,442	5,333	21,775	123.4%	80.1%	109.0%
22	MARIN	19,771	0	19,771	11,825	0	11,825	59.8%	n/a	59.8%
23	MARIPOSA	27	3,509	3,536	13	2,143	2,156	48.3%	61.1%	61.0%
24	MENDOCINO	15	14,956	14,970	6	9,971	9,977	40.6%	66.7%	66.6%
25	MERCED	17,600	20,215	37,815	19,350	20,375	39,725	109.9%	100.8%	105.1%
26	MONTEREY	37,419	5,150	42,568	35,571	6,095	41,666	95.1%	118.4%	97.9%
27	NAPA	12,251	1	12,252	10,394	0	10,394	84.8%	0.0%	84.8%
28	NEVADA	13	11,674	11,687	1	9,088	9,089	7.7%	77.9%	77.8%
29	PLACER	18,595	10,409	29,004	11,888	7,419	19,307	63.9%	71.3%	66.6%
30	PLUMAS	127	3,052	3,179	10	1,741	1,751	7.9%	57.0%	55.1%
31	SACRAMENTO	138,729	0	138,729	95,756	0	95,756	69.0%	n/a	69.0%
32	SAN BENITO	111	5,020	5,132	61	4,695	4,756	54.9%	93.5%	92.7%
33	SAN BERNARDINO	67	305	372	35	240	275	52.3%	78.8%	74.0%
34	SAN FRANCISCO	67,859	0	67,859	61,590	0	61,590	90.8%	n/a	90.8%
35	SAN JOAQUIN	74,744	8,091	82,835	78,112	8,608	86,720	104.5%	106.4%	104.7%
36	SAN LUIS OBISPO	11,313	17,365	28,678	4,744	12,368	17,112	41.9%	71.2%	59.7%
37	SAN MATEO	44,636	0	44,636	31,864	0	31,864	71.4%	0.0%	71.4%
38	SANTA BARBARA	16,398	1,353	17,751	16,638	674	17,312	101.5%	49.8%	97.5%
39	SANTA CLARA	106,738	4,442	111,180	94,619	2,612	97,231	88.6%	58.8%	87.5%
40	SANTA CRUZ	26,362	8	26,370	19,240	1	19,241	73.0%	12.1%	73.0%
41	SHASTA	13,009	12,208	25,217	9,597	8,539	18,136	73.8%	69.9%	71.9%
42	SIERRA	5	249	254	2	122	124	40.5%	49.0%	48.9%
43	SISKIYOU	0	18	18	0	5	5	n/a	28.1%	28.1%
44	SOLANO	40,057	0	40,057	40,864	0	40,864	102.0%	n/a	102.0%
45	SONOMA	40,547	3,178	43,724	37,101	2,480	39,581	91.5%	78.0%	90.5%
46	STANISLAUS	30,926	26,527	57,454	24,326	22,547	46,873	78.7%	85.0%	81.6%
47	SUTTER	13,529	0	13,530	13,436	0	13,436	99.3%	0.0%	99.3%
48	TEHAMA	11	12,084	12,095	12	11,216	11,228	110.1%	92.8%	92.8%
49	TRINITY	0	540	540	0	276	276	n/a	51.1%	51.1%
50	TULARE	710	7,856	8,567	340	9,377	9,717	47.9%	119.4%	113.4%
51	TUOLUMNE	0	10,551	10,551	0	6,716	6,716	0.0%	63.7%	63.7%
52	YOLO	24,891	1	24,892	19,758	1	19,759	79.4%	132.5%	79.4%
53	YUBA	11,529	151	11,680	11,595	106	11,701	100.6%	70.3%	100.2%
54	**Total**	**1,203,064**	**332,489**	**1,535,554**	**1,083,284**	**288,921**	**1,372,205**	**90.0%**	**86.9%**	**89.4%**
55										
56	[1] "Rural" includes ZIP Codes classified as such by the Goldsmith modification that was developed to identify small									
57	towns and rural areas within large metropolitan counties. ZIP Codes not defined as rural are classified as urban.									
58										
59	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	**CARE Table 6 - Recertification Results**							
2	**Pacific Gas and Electric Company**							
3	**Through November 30, 2018**							
4	**Month**	**Total CARE Households**	**Households Requested to Recertify [1]**	**% of Households Total (C/B)**	**Households Recertified [2]**	**Households De-enrolled [3]**	**Recertification Rate % [4] (E/C)**	**% of Total Households De-enrolled (F/B)**
5	January	1,386,984	15,451	1.1%	9,508	5,943	61.54%	0.43%
6	February	1,388,651	18,183	1.3%	11,463	6,720	63.04%	0.48%
7	March	1,393,293	20,465	1.5%	12,985	7,480	63.45%	0.54%
8	April	1,390,287	16,244	1.2%	10,168	6,076	62.60%	0.44%
9	May	1,385,626	9,688	0.7%	3,095	6,593	31.95%	0.48%
10	June	1,380,385	16,444	1.2%	10,589	5,855	64.39%	0.42%
11	July	1,378,359	15,506	1.1%	10,325	5,181	66.59%	0.38%
12	August	1,374,411	18,236	1.3%	12,080	6,156	66.24%	0.45%
13	September	1,385,002	17,658	1.3%				
14	October	1,379,967	18,572	1.3%				
15	November	1,372,205	33,583	2.4%				
16	December							
17	**YTD**	**1,372,205**	**200,030**	**14.58%**	**80,213**	**50,004**	**61.60%**	**3.64%**
18								
19	[1] Excludes count of customers recertified through the probability model.							
20	[2] Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.							
21	[3] Includes customers who did not respond or who requested to be de-enrolled.							
22	[4] Percentage of customers recertified compared to the total participants requested to recertify in that month.							
23								
24	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	**CARE Table 7 - Capitation Contractors[1]**						
2	**Pacific Gas and Electric Company**						
3	**Through November 30, 2018**						
4	**Contractor**	**Contractor Type (Check one or more if applicable)**				**Total Enrollments**	
5							
6		**Private**	**CBO**	**WMDVBE**	**LIHEAP**	**Current Month**	**Year-to-Date**
7	ACC Senior Services (formerly Asian Community Center)		x			0	4
8	Afghan Coalition		x			1	21
9	Amador-Tuolumne Community Action Agency		x		x	5	24
10	Area Agency on Aging Serving Napa and Solano		x			0	0
11	Arriba Juntos		x			0	0
12	Breathe California Central Coast		x			0	1
13	Breathe California of the Bay Area		x			0	0
14	California Human Development Corporation		x			0	0
15	Catholic Charities Diocese of Fresno		x			1	36
16	Center of Vision Enhancement		x	x		0	1
17	Central California Legal Services, Inc.		x			0	9
18	Central Coast Energy Services, Inc.		x		x	18	222
19	Child Abuse Prevention Council of San Joaquin County		x			0	0
20	Chinese Christian Herald Crusades		x			0	0
21	Chinese Newcomers Service Center		x			0	33
22	Community Action Marin		x		x	0	5
23	Community Action Partnership of Madera County		x		x	2	80
24	Community Health for Asian Americans		x			0	0
25	Community Resource Project, Inc.		x		x	16	94
26	Community Resources for Independent Living		x			0	0
27	County of San Joaquin		x		x	8	98
28	Disability Resource Agency for Independent Living		x			0	2
29	Filipino American Development Foundation		x			0	1
30	Fresno Center for New Americans		x			0	10
31	Golden Umbrella		x			1	3
32	Good Samaritan Family Resource Center of San Francisco		x			2	5
33	Heritage Institute for Family Advocacy		x			0	184
34	Hip Housing Human Investment Project, Inc.		x			0	0
35	Housing Authority of the City of Fresno		x			2	14
36	Housing Authority of the County of Kern		x			0	1
37	Independent Living Center of Kern County, Inc.		x			0	15
38	KidsFirst		x			0	0
39	Kings Community Action Organization, Inc.		x		x	0	0
40	Korean American Community Services Inc		x			0	3
41	Lao Khmu Assoc., Inc					0	0
42	Madera Coalition for Community Justice		x			0	3
43	Marin Center for Independent Living					0	2
44	Merced County Community Action Agency		x		x	2	11
45	Merced Lao Family Community Inc.					0	0
46	Moncada Outreach		x			0	0
47	Monument Crisis Center		x			0	1
48	Mutual Assistance Network of Del Paso Heights					0	0
49	National Asian American Coalition		x			0	0
50	Oakland Citizens Committee for Urban Renewal		x			0	12
51	Project Access, Inc		x			0	0
52	REDI (Renewable Energy Development Institute)					0	0
53	Redwood Community Action Agency		x		x	0	9
54	Resources for Independece Central Valley		x			0	0
55	Rising Sun Energy Center		x			0	3
56	Sacred Heart Community Service		x		x	2	33
57	Second Harvest Food Bank of Santa Cruz and San Benito Counties					0	0
58	Self-Help for the Elderly		x			0	52
59	Southeast Asian Community Center		x			0	0
60	Suscol Intertribal Council		x			0	0
61	Tri-County Independent Living Center		x			0	1
62	UpValley Family Centers		x			0	4
63	Valley Oak Children's Services, Inc.		x			0	3
64	West Valley Community Services		x			0	0
65	Yolo County Housing Authority		x			0	4
66	Yolo Family Resource Center		x			0	0
67	**Total Enrollments**					**60**	**1,004**
68							
69	[1] All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
70							
71	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	**CARE Table 8 - Households as of Month-End**								
2	**Pacific Gas and Electric Company**								
3	**Through November 30, 2018**								
4	**Month**	**Gas and Electric**	**Gas Only**	**Electric Only**	**Total**	**Eligible Households**	**Penetration**	**% Change**	**Total Residential Accounts [1]**
5	January	827,542	223,988	335,454	1,386,984	1,535,554	90.3%	-1.38%	5,440,233
6	February	828,739	224,084	335,828	1,388,651	1,535,554	90.4%	0.12%	5,440,233
7	March	832,261	224,207	336,825	1,393,293	1,535,554	90.7%	0.33%	5,440,233
8	April	829,745	223,837	336,705	1,390,287	1,535,554	90.5%	-0.22%	5,440,233
9	May	827,271	222,375	335,980	1,385,626	1,535,554	90.2%	-0.34%	5,440,233
10	June	823,754	221,441	335,190	1,380,385	1,535,554	89.9%	-0.38%	5,440,233
11	July	823,381	219,958	335,020	1,378,359	1,535,554	89.8%	-0.15%	5,440,233
12	August	822,425	217,422	334,564	1,374,411	1,535,554	89.5%	-0.29%	5,440,233
13	September	829,463	218,463	337,076	1,385,002	1,535,554	90.2%	0.77%	5,440,233
14	October	826,110	217,327	336,530	1,379,967	1,535,554	89.9%	-0.36%	5,440,233
15	November	821,063	216,922	334,220	1,372,205	1,535,554	89.4%	-0.56%	5,440,233
16	December								
17									
18	[1] Data represents total residential electric and gas households. This includes sub-metered households.								
19									
20	**Note**: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E
1	**CARE Program Table 9 - Expenditures for Pilots/CHANGES Program**				
2	**Pacific Gas and Electric Company**				
3	**Through November 30, 2018**				
4	**2018**	**Authorized 2018 Budget**	**Current Month Expenses**	**Expenses Since Jan. 1, 2018**	**% of 2018 Budget Expensed**
5		**Total**	**Total**	**Total**	**Total**
6					
7	CHANGES Program	$ 527,782	$ -	$ 402,484	76%
8					
9					
10	**Total**	**$ 527,782**	**$ -**	**$ 402,484**	**76%**
11					
12					
13	[1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.				
14					
15					
16	**Note**: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.				
17					

	A	B
1	**CARE Table 10 - CHANGES Monthly Summary of Ratepayers Provided Education, Needs Assistance and Dispute Resolution Services**	
2	**Pacific Gas and Electric Company**	
3	**Reporting Period October 2018[1]**	
4	**No. of attendees at education sessions**	**1,242**
5	**Disputes**	
6	Add Level Pay Plan	0
7	Assisted with CARE Re-Certification/Audit	2
8	Changed 3rd party Company/Gas Aggregation	16
9	Changed 3rd Party Electricity Aggregation	1
10	Medical Baseline Application	0
11	Refer to Energy Assistance Programs	6
12	Request Meter Service or Testing	0
13	Request Bill Adjustment	4
14	Request Customer Service Visit	1
15	Schedule Energy Audit	0
16	Payment Extension	0
17	Payment Plan	5
18	Solar	0
19	Stop Disconnection	16
20	Time of Use	1
21	Wildfire Related Issue	0
22	**Total disputes**	**52**
23	**Customers receiving Needs assistance**	**100**
24		
25		
26	**Education:** Education sessions were held in a mix of one on one, and group sessions. Education materials are available as fact sheets on the CPUC Website: http://consumers.cpuc.ca.gov/team_and_changes/	
27	**Disputes & Needs Assistance** - Support was provided in the following languages: Cambodian, Cantonese, Dari, English, French, German, Hmong, Korean, Portuguese, Spanish, Vietnamese.	
28	[1]There is a one-month lag behind the current reporting month. This data was provided by CHANGES contractor, Self Help for the Elderly, via CSID.	
29	* Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	
30		

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

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

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