BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA

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

MONTHLY REPORT OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON LOW INCOME ASSISTANCE PROGRAMS FOR NOVEMBER 2019

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Dated: December 20, 2019

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MONTHLY REPORT OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON LOW INCOME ASSISTANCE PROGRAMS FOR NOVEMBER 2019

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 2019.

Respectfully Submitted,

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

Program Monthly Report for November 2019

Pacific Gas and Electric Company
12/20/2019

PACIFIC GAS AND ELECTRIC COMPANY

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

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PACIFIC GAS AND ELECTRIC COMPANY

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

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

1. Energy Savings Assistance (ESA) Program Summary

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

1.1 Energy Savings Assistance Program Overview

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

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

PG&E's ESA Program has treated 95,461 customers in 2019, through November 30, 2019. ESA homes treated include both First Touch Homes and Retreated Homes, as shown in Table 2. First Touch Homes are homes that have not participated in the ESA Program since 2002. Retreated Homes are homes that were previously treated since 2002. Only First Touch Homes count toward the programmatic goal of treating all willing and eligible customers by the end of 2020.

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

Energy Savings Assistance Program Summary			
2019	**Authorized / Planning Assumptions**	**Year-to-Date Actual**	**YTD %**
Budget[1]	$205,483,865	$147,941,578	72%
Homes Treated[2]	102,237	95,461	93%
kWh Saved[3]	NA	62,261,239	
kW Demand Reduced[3]	NA	7,748	
Therms Saved[3]	NA	(436,475)	

[1]Authorized budget has been updated with midcycle request as per approval from AL 3990-G/5329-E A/B. Remaining funds carried forward from 2018 and into 2019 for a total of $20,788,172 (Electric $11,477,897 and Gas $9,310,275).
[2]Adopted Number of Homes to be Treated as per D.17-12-009. Total includes both First Touch and Re-Treated homes. These are shown on ESA Table 2.
[3]YTD savings have been updated to reflect new ex ante savings from the 2019 Impact Evaluation.

1.2 ESA Program Customer Outreach and Enrollment Update

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

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

PG&E also coordinates with LIHEAP service providers that are not ESA contractors to install Energy Star® refrigerators in homes receiving PG&E electric service where the LIHEAP contractors have installed all other measures under the State Weatherization Program. This allows both the ESA Program and LIHEAP to leverage their resources and help additional low income homes. Through November, 27 refrigerators have been installed through LIHEAP leveraging.

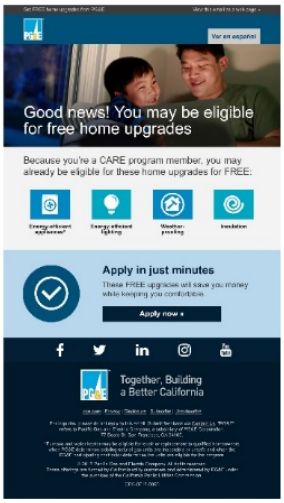
The ESA program systematically removes CARE customers who apply for ESA and are proven to be over income. In November, 21 customers have had their CARE discount removed.

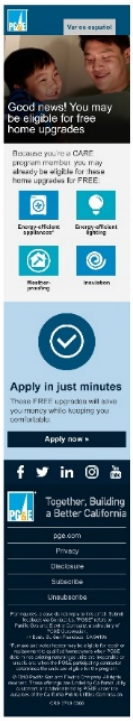
The table below is a summary CARE discounts removed as of November 2019.

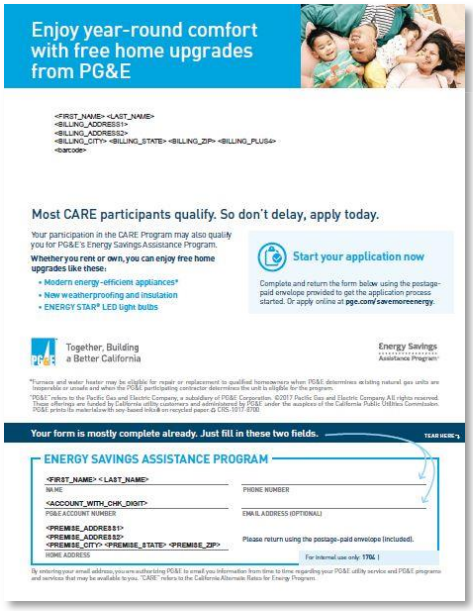
CARE Discounts Removed
Year-to-Date Actual
249

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 strong customer response to a direct marketing campaign deployed on November 9th to 100,000 CARE-enrolled customers whose homes have not yet been treated by the ESA Program. Through November 30th, the campaign has generated 5,248 leads. This campaign used the same creative from Q3 2019 as shown below.







(double-sided English/Spanish):

PG&E continued to deploy the CARE welcome kit to customers who are newly-enrolled in the CARE program. Since January 2018, PG&E has included a personalized pre-filled response form for the Energy Savings Assistance Program. Customers who wish to participate have completed the form and return to PG&E, generating a strong response.

We received 405 applications from the welcome kit in the month of November for a total of 7,557 year to date.

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

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

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

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

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

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

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

PG&E filed an Advice Letter in October 2019 requesting funding for CSD LIWP implementer to perform 100% inspection of attic insulation and was approved. In November PG&E has reached a preliminary agreement with CSD on the total budget amount. There are no expenditure reimbursement submittals for ESA funds that are being leveraged in LIWP projects for 2019.

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, 1,025 individuals in 74 sessions (1,800 student days) have been trained to deliver the ESA Program in various capacities. Included in these numbers are 12 sessions of NGAT, 113 students, and 452 student days.

1.5 Miscellaneous

Providing Energy Education-Only to ESA Qualifying Customers

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

New reporting tables were developed by Energy Division for 2018-2020 ESA reporting. These included tables to track and report energy education only households as separate from ESA-treated homes. PG&E continues to track and report on energy education only homes. To date in 2019, PG&E has provided energy education only to 7,595 households.

Energy-Water Leveraging

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

In 2018, PG&E introduced Energy-Water Leveraging Program and signed participation agreements with Solano County Water Agency, California American Water and Yuba Water Agency. Each water agency chose from a standardized menu-of-options to fully customize their program by services, measures, number of homes served, areas of service, and contract length of time. Contracts were negotiated and written for each water agency participating and Energy Savings Assistance Program (ESA) contractors were brought on board in each service area to offer the Energy-Water Leveraging Program in conjunction with their daily ESA activity. This Program offers everything from the evaluation of toilets using toilet dye tabs, replacing eligible toilets, conducting outdoor assessments, meter checks, and leak

detection, conducting customer water conservation education, and handing out conservation giveaway items such as hose nozzles, shower timers, and literature about additional potential conservation services. East Bay Municipal Water District and Alameda County Water District have signed participation agreements and are both on target to launch their customized Energy-Water Leveraging Programs in 2019.

In May 2019, PG&E hosted a Low-Income Water-Energy Program Webinar to educate and recruit water agencies with 24 water agencies participating. As of July 2019, PG&E has participation agreements with six of the top water agencies in PG&E territory; Alameda County Water District, California American Water, City of Santa Cruz, East Bay Municipal Water District and Solano County Water Agency and Yuba Water Agency, which includes Solano County Water Agency renewing their participation for another year. East Bay Municipal Water District launched their customized Energy-Water Leveraging Program in Q2, Alameda County Water District and City of Santa Cruz are scheduled to launch later in Q4.

Tribal Penetration and Consultation Plans

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

The table below is a summary of outreach as of November 2019.

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

The blue lines are the 11 priority tribes. NC represents the meeting held by Northern Circle Indian Housing Authority where tribal leaders were in attendance. SF represents the Sierra Tribal Forum held in Yosemite with tribal leaders. Non-FR is non-federally recognized tribes.

In total, 23 tribes have had interactions with PG&E representatives and been informed of the Low Income Programs, both CARE and ESA.

PG&E completed the focused work with the Yurok tribe in October but final information was documented into November. The goal of this work was to gain insights into the barriers to ESA participation. At the end of the project, the ESA Contractor had conducted 285 outreach touches, including phone calls and letters. There were 22 home assessments scheduled and the contractor completed 12. There were 7 customers who canceled their appointment before the Contractor arrived, one was canceled due to insufficient directions, and 2 who had scheduling issues and ended up declining altogether. Full reports from the focused work, customized outreach and home assessments will be completed in December 2019.

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

ESA Program Pilots

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

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

The pilot used data-driven analysis to target high usage customers to receive additional weatherization measures that fall outside current ESA Program guidelines, with the added benefit of including CSD's offerings. The CDWx pilot commenced in February 2018 and weatherized 50 homes with both ESA and CSD measures in 2018. The pilot findings report was completed in January 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 were filed by Tier 2 Advice Letter on March 1, 2018. This was suspended on March 26, 2018.

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

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

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

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

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

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

In late August, Ecobee notified PG&E there was an additional defect impacting only PG&E installations (half of the thermostats received by PG&E were not set up correctly by Ecobee), which prevented 24 of the 46 installed thermostats from accepting firmware upgrade over the cloud. As of November 2019, 13 of the 46 thermostats installed had been updated with the Eco+ firmware and correct TOU optimization set-up. PG&E and the IOUs have been working with the pilot evaluator to make adjustments to surveys and the research plan to adjust for this unexpected event. Modified surveys (second of 3 surveys) were deployed in November and final surveys are planned to be in field during early January 2020. The final report for this pilot will be completed by March 2020.

ESA Program Studies

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

Low Income Needs Assessment (LINA) Study. The LINA Study must be updated every three years per State code, and 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 (now Opinion Dynamics) was completed in 2018 Q1. A kick-off meeting was held to initiate the study and review the project plan on February 14th, 2018. A public workshop was held on May 29th, 2018. A LIOB subcommittee meeting

regarding the LINA study was held on August 1, 2018. Study data collection commenced and continued throughout 2018 and into Q1 2019. Analysis occurred through Q3 2019. The draft report was completed and posted prior to the public workshop held on November 14, 2019. The final report will be issued by December 31, 2019.

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

Non-Energy Benefits (NEB) Study. The scope of work for the non-energy benefits study was developed in consultation with the Cost Effectiveness Working Group authorized in D.16-11-022, and an RFP was released on March 23, 2018. The consultant team SERA/Navigant was selected to complete the NEB study. A kick-off meeting was held to initiate the study and review the study project plan on August 24, 2018. A public workshop for the NEB study research plan was held on October 12, 2018. A draft report was posted in July 2019, and a public webinar was held on August 2, 2019 to present and discuss results. A Final Report was released on August 30, 2019.

Multifamily Common Area Measures (CAM)

PG&E has started its Common Area Measures initiative. In order to best target properties and measure opportunities, PG&E is conducting a market assessment. The market assessment will recommend most-qualified CAM property leads in PG&E territory and best CAM measures to treat these types of properties. In order to conduct this analysis, PG&E is looking at key data sources such as Energy Efficiency programs historic customer participation data and CoStar, a data source that provides rich information on housing properties to help PG&E best target its CAM outreach. PG&E has identified 350 buildings to engage regarding CAM and is in the process of working with a priority list of these leads. In December 2018, ESA CAM implementors completed their first site visit and completed 43 building audits. In November 2019, ESA CAM implementors completed 151 building audits. Year-to-date MF CAM metrics are as follows:

ESA MF CAM	YTD 2019
No. buildings enrolled	1115
No. buildings audited	743
No. buildings treated	-

From 2017 through November, PG&E's ESA team has spent a total of $2,498,980 on all Multifamily activities including Common Area Measures implementation and Multifamily SPOC initiatives.

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

Working Groups

PG&E participates in all three of the working groups authorized in D.16-11-022 for the 2017-2020 cycle. These included: the Cost Effectiveness working group, the Mid-Cycle working group and the Multifamily working group. The Cost Effectiveness and Mid-Cycle Working Groups completed their final deliverables in 2018 and are discontinued pending further requests from the Commission.

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

2 California Alternate Rates for Energy (CARE) Program Summary

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

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

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

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

2.1 CARE Program Cost Summary

CARE Budget Categories	Authorized Budget[1]	Actual Expenses Year to Date[2]	% of Budget Spent
Outreach	$9,576,653	$6,513,185	68%
Processing, Certification, Recertification	$2,088,796	$543,141	26%
Post Enrollment Verification	$1,748,793	$884,677	51%
IT Programming	$2,054,261	$429,092	21%
Cooling Centers	$149,521	$108,304	72%
CHANGES Program	$527,869	$468,365	89%
Measurement and Evaluation	$159,676	$60,538	38%
Regulatory Compliance	$1,125,679	$307,541	27%
General Administration	$1,124,533	$693,230	62%
CPUC Energy Division Staff	$128,000	$10,667	8%
Total Expenses	**$18,683,781**	**$10,018,740**	**54%**
Subsidies and Benefits	$593,186,130	$580,889,598	98%
Total Program Costs and Discounts	**$611,869,911**	**$590,908,338**	**97%**

[1] Program authorized budget per D.16-11-022 and as modified in D.17-12-009. This budget was updated to include employee benefits costs of $906,314 as authorized in the 2017 GRC 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**
1,382,079	1,446,414	95.6%

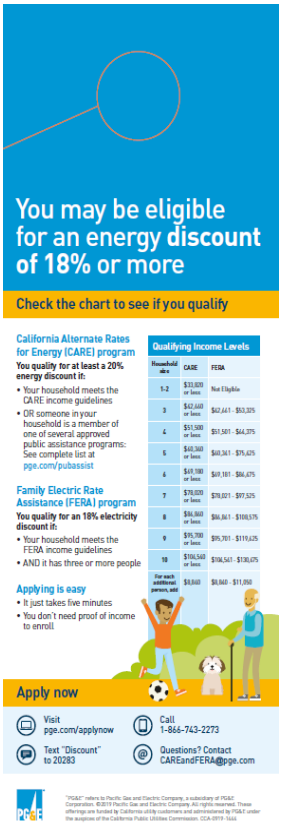
2.2 Outreach

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 of email and direct mail as part of the Q4 acquisition campaign. The campaign targeted approximately 220,000 low-income customers across PG&E's territory.

PG&E continued zip-targeted tactical testing to co-promote CARE and FERA in hard-to-reach Rural and High-Poverty areas. A third drop of door hangers deployed to approximately 269,000 households in mid-November.

Sample Door hanger (bilingual English/Spanish)



An insert promoting CARE and FERA deployed in bill packages during the month of November. The insert headline encourages households to consider the programs as a way to combat bill increases during the winter months, and features the CARE/FERA combined application.

Sample Bill Insert (bilingual English/Spanish)

The radio campaign continued through November with :60 spots and traffic radio spots promoting CARE and Family Electric Rate Assistance (FERA). The campaign aired in Bakersfield, Sacramento/Stockton/Modesto, Salinas/Monterey and

Fresno/Merced Designated Market Areas (DMAs). Digital Radio on Pandora ran concurrently and is focused in 339 designated, hard-to reach zip codes that represent lower CARE penetration rates, and High-Poverty and Rural zips.

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

Both the radio and digital campaigns were paused the week of November 4 during the Public Safety Power Shutoff events.

The lead story in the November digital newsletter thanked customers for their patience during the Public Safety Power Shutoff and acknowledged the hardship it can cause. Additional features were around third-party energy efficiency programs, Home Energy Checkup, and free annual gas safety checks.

PG&E's targeted Low Income work complements Solutions Marketing Outreach by adding face-to-face interactions and enrollment activities through trusted community partners and events. These activities occur throughout the year, included:

- Local Office Partnerships – CARE partners with local offices to inform customers about the program and to distribute applications.
    - In November, this initiative produced 35 new enrollments from local office events.
    - Year to date, this initiative has produced 572 new enrollments.

- Community Outreach Contractors (COCs) - PG&E contracted with 41 COCs throughout its service area. These organizations represent a variety of communities, including African-Americans, Hispanics, Asian Pacific Islander Americans (Chinese, Vietnamese, and Hmong), Native Americans, seniors, rural residents, agricultural workers, sub-metered tenants, and nonprofit living facilities.
    - Year to date, this initiative has led to 898 new enrollments.

- PG&E contracted with 9 key strategic CBO partnerships in geographic areas with high eligible population, especially in the Central Valley, to conduct the Community-based Organization Pay for Performance (CBO PFP) pilot initiative from January 1, 2019 to December 31, 2019. These 9 CBOs conducted grassroots outreach through community events (including resource fairs where appropriate), workshops, faith-based outreach, door-to-door campaigns as well as via one-on-one case management where applicable.
    - Year to date, this pilot initiative has produced 191 new CARE enrollments and 4 new FERA enrollments. This campaign was discontinued in June due to underperformance in targets established for the pilot for the first six months.

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

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

PG&E automatically enrolls customers who receive LIHEAP and Relief for Energy Assistance through Community Help (REACH) payments. Year-to-date, 2,977 LIHEAP customers and 40 REACH customers have been automatically enrolled onto the CARE Program. Year-to-date, 22,421 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 64, granted the IOUs discretion about how to enroll eligible public housing residents in each of their service areas. In response, PG&E contracted with Public Housing Authorities as COCs to enroll their eligible residents in the program.

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

As ordered in CPUC Resolution M-4833, PG&E has implemented CARE program post-enrollment verification (PEV) freeze in the counties impacted by the California wildfires. The freeze includes not removing customers who are already in the PEV process, as well as not sending new PEV requests. Per the Resolution, PG&E freezes all CARE PEV requests for customers impacted by Northern California. Also, PG&E freezes all standard and high-usage verifications for CARE and FERA programs. Customers will not be dropped even if they are in the process, when the county is added to the list.

PG&E expands the CARE PEV freeze to customers in affected counties where a state of emergency proclamation is issued by the Governor of California due to a disaster that

resulted in PG&E's inability to deliver utility services to customers. The freeze will be in place for a period of one year commencing from the date the state of emergency proclamation was issued.

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

Date of Proclamation	**Disaster Name**	**Affected County**
June 25, 2018	Pawnee Wildfire	Lake
July 26, 2018	Carr Wildfire	Shasta
July 26, 2018	Ferguson Wildfire	Mariposa
July 28, 2018	River, Ranch and Steele Wildfires	Lake, Mendocino and Napa
November 8, 2018	Camp Wildfire	Butte
February 21 & 28, 2019	February 2019 Winter Storms	Amador, Calaveras, El Dorado, Glenn, Humboldt, Lake, Marin, Mendocino, Monterey, San Mateo, Santa Barbara, Santa Clara, Shasta, Sonoma, Tehama, Trinity and Yolo
April 12, 2019	February 2019 Winter Storms	Butte, Colusa, Mariposa, Napa, Santa Cruz, Solano and Tuolumne
July 4 & 5, 2019	July 2019 Ridgecrest Earthquake	Kern and San Bernardino
October 25, 2019	Kincade Wildfire	Sonoma

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, 2019**												
4		**Authorized Budget[*] ,[6]**			**Current Month Expenses**			**Year to Date Expenses**			**% of Budget Spent YTD**		
5	**ESA Program:**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
6	**Energy Efficiency**												
7	Appliances [4]	$ 11,513,564	$ 308,127	$ 11,821,691	$ 827,215	$ 346	$ 827,561	$ 10,706,752	$ 463,588	$ 11,170,340	93%	150%	94%
8	Domestic Hot Water	$ 659,556	$ 10,064,719	$ 10,724,275	$ 51,148	$ 761,077	$ 812,225	$ 348,922	$ 8,722,215	$ 9,071,136	53%	87%	85%
9	Enclosure	$ 7,708,955	$ 33,876,425	$ 41,585,379	$ 430,715	$ 1,962,146	$ 2,392,861	$ 5,420,653	$ 24,694,086	$ 30,114,739	70%	73%	72%
10	HVAC[7]	$ 44,481,768	$ 3,682,241	$ 48,164,009	$ 1,034,059	$ 1,832,975	$ 2,867,034	$ 8,692,036	$ 13,652,489	$ 22,344,524	20%	371%	46%
11	Maintenance	$ -	$ -	$ -	$ -	$ -	$ -			$ -			
12	Lighting	$ 35,358,490	$ -	$ 35,358,490	$ 2,516,925	$ -	$ 2,516,925	$ 30,483,765		$ 30,483,765	86%		86%
13	Miscellaneous [4]	$ 2,480,452	$ -	$ 2,480,452	$ 237,394	$ -	$ 237,394	$ 2,389,511		$ 2,389,511	96%		96%
14	Customer Enrollment	$ 16,780,441	$ 8,395,080	$ 25,175,520	$ 1,310,668	$ 575,185	$ 1,885,853	$ 13,678,530	$ 6,002,808	$ 19,681,338	82%	72%	78%
15	In Home Education[7]	$ 3,181,272	$ 1,497,069	$ 4,678,342	$ 604,104	$ 265,110	$ 869,214	$ 4,222,003	$ 1,842,381	$ 6,064,384	133%	123%	130%
16	Pilot[5]	$ 130,602	$ 25,259	$ 155,861	$ 30,031	$ 13,019	$ 43,050	$ 95,977	$ 19,943	$ 115,919	73%	79%	74%
17	Implementation[2]	$ 5,527,023	$ 2,425,528	$ 7,952,551	$ 385,585	$ 169,214	$ 554,799	$ 3,965,646	$ 1,740,320	$ 5,705,966	72%	72%	72%
18	Multi-Family Common Area Measures	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
19	**Energy Efficiency TOTAL**	**$ 127,822,123**	**$ 60,274,447**	**$ 188,096,571**	**$ 7,427,844**	**$ 5,579,072**	**$ 13,006,915**	**$ 80,003,795**	**$ 57,137,829**	**$ 137,141,624**	63%	95%	73%
20													
21	Training Center	$ 949,098	$ 416,511	$ 1,365,609	$ 29,020	$ 12,735	$ 41,755	$ 595,689	$ 261,417	$ 857,106	63%	63%	63%
22	Inspections	$ 3,212,452	$ 1,409,781	$ 4,622,234	$ 175,982	$ 77,230	$ 253,212	$ 2,109,499	$ 925,752	$ 3,035,251	66%	66%	66%
23	Marketing and Outreach	$ 1,918,707	$ 842,023	$ 2,760,730	$ 95,428	$ 41,878	$ 137,306	$ 998,364	$ 438,131	$ 1,436,496	52%	52%	52%
24	Statewide Marketing Education and Outreach	$ -	$ -	$ -	$ -	$ -	$ -			$ -			
25	Studies	$ 164,531	$ 72,204	$ 236,735	$ 3,569	$ 1,566	$ 5,135	$ 56,470	$ 24,782	$ 81,252	34%	34%	34%
26	Regulatory Compliance	$ 649,599	$ 285,076	$ 934,674	$ 34,903	$ 15,317	$ 50,221	$ 510,678	$ 224,111	$ 734,789	79%	79%	79%
27	General Administration	$ 5,130,455	$ 2,251,495	$ 7,381,950	$ 473,385	$ 207,744	$ 681,129	$ 3,231,953	$ 1,418,339	$ 4,650,291	63%	63%	63%
28	CPUC Energy Division	$ 59,327	$ 26,036	$ 85,363	$ (49,385)	$ (21,673)	$ (71,058)	$ 3,314	$ 1,454	$ 4,769	6%	6%	6%
29													
30	**TOTAL PROGRAM COSTS**	**$ 139,906,293**	**$ 65,577,572**	**$ 205,483,865**	**$ 8,190,745**	**$ 5,913,870**	**$ 14,104,615**	**$ 87,509,763**	**$ 60,431,815**	**$ 147,941,578**	**63%**	**92%**	**72%**
31	**Funded Outside of ESA Program Budget**												
32	Indirect Costs												
33	NGAT Costs					$ 485,446	$ 485,446		$ 6,127,866	$ 6,127,866			
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
40 for 2017-2019, issue date of May 11, 2017.
41 [4] PG&E previously reported Smart Powerstrips under Appliances. This has been moved to Miscellaneous.
42 [5] Includes Pilot budget pulled forward from 2018 $47,459.55.
43 [6] Includes carryforward from 2018 to 2019 for a total of $20,788,172 (Electric $11,477,897 and Gas $9,310,275)
44 [7] Includes fundshift from current funding cycle to unspent finds Gas $3,018,815 for HVAC and $366,517 Electric ad $171,286 Gas for In Home Education

45 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, 2019

	Authorized Budget[5]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
ESA Program [1]:	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
Energy Efficiency												
Appliances	$ 15,021,704	$ -	$ 15,021,704			$ -			$ -	0%		0%
Domestic Hot Water	$ 1,107,222	$ 3,500,000	$ 4,607,221			$ -			$ -	0%	0%	0%
HVAC[6]	$ 18,648,079	$ 3,018,815	$ 21,666,894			$ -	$ -	$ 3,018,815	$ 3,018,815	0%	100%	14%
In-Home Education[6]	$ 366,518	$ 171,286	$ 537,804			$ -	$ 366,518	$ 171,286	$ 537,804	100%	100%	100%
Implementation[3]	$ 320,011	$ 159,953	$ 479,964	$ 25,103	$ 23,172	$ 48,274	$ 81,319	$ 75,064	$ 156,383	25%	47%	33%
Multi-Family Common Area Measures	$ 8,720,889	$ 4,045,184	$ 12,766,073	$ 547,494	$ 505,379	$ 1,052,873	$ 1,218,151	$ 1,124,447	$ 2,342,597	14%	28%	18%
Leveraging - CSD [4]	$ 1,947,317	$ 975,485	$ 2,922,802	$ (13,520)	$ (12,480)	$ (26,000)	$ 150,183	$ 138,630	$ 288,813	8%	14%	10%
Pilot	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -			
Studies	$ 62,550	$ 27,450	$ 90,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Regulatory Compliance	$ 1,074,832	$ 110,951	$ 1,185,783	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
General Administration	$ 277,784	$ 137,921	$ 415,705	$ 23,249	$ 21,460	$ 44,709	$ 110,690	$ 102,175	$ 212,865	40%	74%	51%
TOTAL PROGRAM BUDGET/EXPENSES	**$ 47,546,905**	**$ 12,147,045**	**$ 59,693,950**	**$ 582,325**	**$ 537,531**	**$ 1,119,856**	**$ 1,926,860**	**$ 4,630,417**	**$ 6,557,277**	**4%**	**38%**	**11%**

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

1: Add additional categories if relevant to your utility

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

[1] D.16-11-022 directed funding for new initiatives to come from unspent 2009-2016 ESA Program funds, and directed IOUs to update their budgets by Conforming Advice Letter. Resolution G-3531 authorized PG&E's 2017-2020 ESA budget, including the addition of unspent funding reported here.
[2] Incremental increases in existing energy efficiency measures from new directives (e.g., removal of 3 measure minimum) use authorized funds until depleted, then will use carryover funds.
New measures and activities not included in PG&E' Application use 2009-2016 unspent funds.
[3] Reflects a new budget category and includes the primary administrative fee for Implementer(s), including multifamily SPOC activities.
[4] Includes unspent funds transferred to Marin Clean Energy (as authorized by OP 147 in Decision 16-11-022) and unspent funds to support Department of Community Services and Development's Low-Income Weatherization Program initiative.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
[5] Includes carryforward from 2018 to 2019 for a total of $16,093,721.5 (Electric $35,558,688 and Gas $6,966,423)
[6] Includes fundshift from current funding cycle to unspent finds Gas $3,018,815 for HVAC and $366,517 Electric ad $171,286 Gas for In Home Education

Energy Savings Assistance Program Table 2
Pacific Gas and Electric Company
Through November 30, 2019

	ESA Program (Summary)Total							ESA Program (First Touch Homes Treated)							ESA Program (Re-Treated Homes/Go Backs)							ESA Program (Aliso Canyon - SCG & SCE) [6]						
		Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation						
Measures	**Units**	**Quantity Installed**	**kWh [4] (Annual)**	**kW [4] (Annual)**	**Therms [4] (Annual)**	**Expenses ($)**	**% of Expenditure**	**Units**	**Quantity Installed**	**kWh [4] (Annual)**	**kW [4] (Annual)**	**Therms [4] (Annual)**	**Expenses ($)**	**% of Expenditure**	**Units**	**Quantity Installed**	**kWh [4] (Annual)**	**kW [4] (Annual)**	**Therms [4] (Annual)**	**Expenses ($)**	**% of Expenditure**	**Units**	**Quantity Installed**	**kWh [4] (Annual)**	**kW [4] (Annual)**	**Therms [4] (Annual)**	**Expenses ($)**	**% of Expenditure**
Appliances		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)			(K+S)	(L+T)	(M+U)	(N+V)	(O+W)															
High Efficiency Clothes Washer	Each	3,088	19,403	3	57,461	$ 2,674,371	2.1%	Each	1,209	9,239	2	22,453	1,047,058	2.1%	Each	1,879	10,164	2	35,008	$ 1,627,313	2.1%	Each						0.0%
Refrigerators	Each	9,068	5,003,980	700	-	$ 7,345,861	5.7%	Each	3,869	2,112,027	296	-	$ 3,134,223	6.1%	Each	5,199	2,891,953	405	-	$ 4,211,638	5.4%	Each						0.0%
Microwaves	Home	8,014	(131,241)	(26)	12,759	$ 745,304	0.6%	Home	3,795	(73,610)	(15)	5,328	$ 352,936	0.7%	Home	4,219	(57,631)	(12)	7,431	$ 392,368	0.5%	Home						0.0%
Freezers	Each							Each	-	-	-	-	-		Each							Each						0.0%
																												0.0%
Domestic Hot Water																												
Other Hot Water	Home	72,439	504,491	71	366,348	$ 5,591,058	4.3%	Home	28,823	234,887	33	146,969	$ 2,224,645	4.4%	Home	43,616	269,604	38	219,380	$ 3,366,413	4.3%	Home						0.0%
Tank and Pipe Insulation	Home	8,419	36,693	-	34,289	$ 29,046	0.0%	Home	3,915	18,873	-	15,858	$ 13,507	0.0%	Home	4,504	17,820	-	18,432	$ 15,539	0.0%	Home						0.0%
Water Heater Repair/Replacement	Home	1,381	-	-	10,136	$ 2,977,153	2.3%	Home	474	-	-	3,315	$ 1,021,847	2.0%	Home	907	-	-	6,821	$ 1,955,306	2.5%	Home						0.0%
Thermostat-controlled Shower Valves (SCE)	Each							Each	-	-	-	-	$ -		Each							Each						0.0%
																												0.0%
																												0.0%
New - Combined Showerhead/TSV	Each							Each							Each							Each						0.0%
New - Heat Pump Water Heater	Each	-	-	-	-			Each	-	-	-	-	-		Each	-	-	-	-			Each						0.0%
New - Tub Diverter/ Tub Spout	Each							Each	-	-	-	-	-		Each													0.0%
																												0.0%
Enclosure																												
Air Sealing / Envelope [1]	Home	56,731	170,181	32	58,383	$ 24,323,096	18.9%	Home	23,170	83,425	16	22,979	$ 9,934,007	19.5%	Home	33,561	86,756	17	35,404	$ 14,389,089	18.5%	Home						0.0%
Attic Insulation	Home	2,562	24,614	4	116,329	$ 4,333,176	3.4%	Home	1,374	14,869	3	62,090	$ 2,323,881	4.6%	Home	1,188	9,745	2	54,239	$ 2,009,295	2.6%	Home						0.0%
																												0.0%
HVAC																												
Furnace Repair/Replacement	Home	1,580	-	-	(38,605)	$ 5,354,024	4.2%	Home	552	-	-	(13,486)	$ 1,870,520	3.7%	Home	1,028	-	-	(25,119)	$ 3,483,504	4.5%	Home						0.0%
Room A/C Replacement	Home	1,351	(258,050)	(46)	-	$ 1,197,458	0.9%	Home	322	(61,441)	(11)	-	$ 285,405	0.6%	Home	1,029	(196,610)	(35)	-	$ 912,053	1.2%	Home						0.0%
Central A/C replacement	Home	-	-	-	-	$ 2,043	0.0%	Home	-	-	-	-	$ 2,043	0.0%	Home	-	-	-	-		0.0%	Home						0.0%
Heat Pump Replacement	Home	-						Home	-	-	-	-	$ -		Home	-	-	-	-			Home						0.0%
Evaporative Coolers	Home	1,949	732,785	117	-	$ 1,395,753	1.1%	Home	643	242,208	39	-	$ 460,477	0.9%	Home	1,306	490,577	78	-	$ 935,276	1.2%	Home						0.0%
Duct Testing and Sealing	Home	15,833	(34,262)	(4)	100,428	$ 10,904,217	8.5%	Home	6,185	(15,146)	(2)	39,298	$ 4,259,621	8.3%	Home	9,648	(19,116)	(2)	61,131	$ 6,644,596	8.5%	Home						0.0%
New - Energy Efficient Fan Control	Home	7,283	(673,110)	(121)	-	$ 1,689,247	1.3%	Home	2,965	(274,055)	(49)	-	$ 687,713.32	1.3%	Home	4,318	(399,055)	(72)	-	$ 1,001,533.25	1.3%	Home						0.0%
New - Prescriptive Duct Sealing	Home							Home	-	-	-	-	$ -	0.0%	Home					$ -	0.0%	Home						0.0%
Central A/C Tune up	Home	8,855	(154,914)	(31)	-	$ 3,070,023	2.4%	Home	3,659	(79,153)	(16)	-	$ 1,268,573	2.5%	Home	5,196	(75,761)	(15)	-	$ 1,801,450	2.3%							0.0%
New- Smart Thermostat	Home					29,759		Home					29,759	0.1%	Home					-	0.0%							0.0%
New - High Efficiency Forced Air Unit (HE FAU)	Home							Home	-	-	-	-	$ -		Home							Home						0.0%
New - A/C Time Delay	Home							Home							Home							Home						0.0%
Maintenance																												
Furnace Clean and Tune	Home							Home	-	-	-	-	$ -		Home							Home						0.0%
																						Home						0.0%
Lighting																												
Lighting (Occupancy Sensor)	Home	226	6,534	12	-	$ 23,250	0.0%	Home	84	2,494	4	-	$ 8,641	0.0%	Home	142	4,040	7	-	$ 14,608	0.0%	Home						0.0%
																												0.0%
																												0.0%
New - LED Reflector Downlight Retrofit Kits	Each							Each	-	-	-	-	-		Each							Each						0.0%
LED Diffuse A-Lamps [5]	Each	760,706	22,974,244	2,797	(525,741)	$ 6,208,186	4.8%	Each	326,106	9,899,811	1,206	(224,820)	$ 2,661,379	5.2%	Each	434,600	13,074,432	1,590	(300,921)	$ 3,546,807	4.6%	Each						0.0%
LED Reflector Bulbs (BR) [5]	Each	71,575	3,324,248	406	(78,481)	$ 618,809	0.5%	Each	36,208	1,682,140	205	(39,684)	$ 313,040	0.6%	Each	35,367	1,642,108	200	(38,797)	$ 305,769	0.4%	Each						0.0%
LED Torchieres [5]	Each	30,469	2,151,348	260	(49,106)	$ 1,693,299	1.3%	Each	10,840	766,820	93	(17,365)	$ 602,428	1.2%	Each	19,629	1,384,528	167	(31,741)	$ 1,090,872	1.4%	Each						0.0%
LED Exterior Hardwired Fixtures [5]	Each	74,104	5,750,841	554	-	4,183,250	3.2%	Each	25,895	2,009,581	193	-	1,461,801	2.9%	Each	48,209	3,741,259	360	-	2,721,450	3.5%	Each						0.0%
LED Interior Hardwired Fixtures [5]	Each	318,959	22,219,592	2,690	(500,676)	16,419,613	12.7%	Each	110,394	7,718,323	936	(171,369)	5,682,946	11.1%	Each	208,565	14,501,269	1,754	(329,307)	10,736,667	13.8%	Each						
Miscellaneous																												
Pool Pumps	Home							Home	-	-	-	-	$ -		Home							Home						0.0%
Smart Power Strips - Tier 1	Home	17,762	-	-	-	$ 1,464,258	1.1%	Home	7,773	-	-	-	$ 640,788	1.3%	Home	9,989	-	-	-	$ 823,470	1.1%	Home						0.0%
New - Smart Power Strips - Tier 2	Each	7,814	593,864	331	-	$ 870,607	0.7%	Each	3,290	250,040	139	-	$ 366,560	0.7%	Each	4,524	343,824	191	-	$ 504,047	0.6%	Each						0.0%
Pilots																												
																												0.0%
Customer Enrollment	Total (K+S)							Total (K+S)							Total (K+S)							Total (K+S)						
Outreach & Assessment	Home	95,461				$ 19,284,729	15.0%	Home	38,404				$ 7,758,255	15.2%	Home	57,057				$ 11,526,475	14.8%	Home						0.0%
In-Home Education	Home	95,461				$ 6,476,528	5.0%	Home	38,404				$ 2,605,510	5.1%	Home	57,057				$ 3,871,018	5.0%	Home						0.0%
Total Savings/Expenditures			62,261,239	7,748	(436,475)	$ 128,904,116.28				24,541,333	3,073	(148,435)	$ 51,017,559.80				37,719,906	4,675	(288,040)	$ 77,886,556.48								
Total Households Weatherized [2]		75,732							31,015							44,717							-					
Households Treated	Total (K+S)							First Touches							**Re-treated Homes/Go-Backs**													
- Single Family Households Treated	Home	70,178						Home	26,648						Home	43,530												
- Multi-family Households Treated	Home	17,515						Home	7,709						Home	9,806												
- Mobile Homes Treated	Home	7,768						Home	4,047						Home	3,721												
Total Number of Households Treated	Home	95,461						Home	38,404						Home	57,057												
# Eligible Households to be Treated for PY [3]	Home	102,237						Home	46,006						Home	56,231												
% of Households Treated	%	93%						%	83%						%	101%												
- Master-Meter Households Treated	Home	5,445						Home	3,273						Home	2,172												

[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.
[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs
[3] Based on OP 79 of D.16-11-022.
[4] All savings are calculated based on the following sources:
DNV/GL Impact Evaluation Program Years 2015-2017 Impact II
[5] LED savings from PGECOLTG175-R1

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

Energy Savings Assistance Program Table 2A
Pacific Gas and Electric Company
Through November 30, 2019

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

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

[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.

[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.

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

Energy Savings Assistance Common Area Measures Program Table 2B
Pacific Gas and Electric Company
Through November 30, 2019

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

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

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

<<Includes measures costs

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

Standard Notes 1 - 6 (do not delete)

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

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

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

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

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

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

7 All savings are calculated based on the following sources:

Energy Savings Assistance CAM Program Table 2B-1, Eligible Common Area Measures List
Pacific Gas and Electric Company
Through November 30, 2019

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

Standard Notes (do not delete)

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

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

	A	B
1	**Energy Savings Assistance Program Tables 3A-C - Energy Savings and Average Bill Savings per Treated Home/Common Area**	
2	**Pacific Gas and Electric Company**	
3	**Through November 30, 2019**	
4		
5	**Table 3A-1, ESA Program**	
6	Annual kWh Savings	62,261,239
7	Annual Therm Savings	(436,475)
8	Lifecycle kWh Savings	965,831,920
9	Lifecycle Therm Savings	(10,188,195)
10	Current kWh Rate	$ 0.13
11	Current Therm Rate	$ 1.05
12	Average 1st Year Bill Savings / Treated households	$77.71
13	Average Lifecycle Bill Savings / Treated Household	$860.71
14		
15		
16	**Table 3A-2, ESA Program - CSD Leveraging**	
17	Annual kWh Savings	-
18	Annual Therm Savings	-
19	Lifecycle kWh Savings	-
20	Lifecycle Therm Savings	-
21	Current kWh Rate	$ -
22	Current Therm Rate	$ -
23	Average 1st Year Bill Savings / Treated Households	$ -
24	Average Lifecycle Bill Savings / Treated Household	$ -
25		
26		
27	**Table 3A-3, Summary - ESA Program/CSD Leveraging**	
28	Annual kWh Savings	62,261,239
29	Annual Therm Savings	(436,475)
30	Lifecycle kWh Savings	965,831,920
31	Lifecycle Therm Savings	(10,188,195)
32	Current kWh Rate	$ 0.13
33	Current Therm Rate	$ 1.05
34	Average 1st Year Bill Savings / Treated Households	$ 77.71
35	Average Lifecycle Bill Savings / Treated Households	$ 860.71
36		
37	[1] Summary is the sum of ESA Program + CSD Leveraging	
38		
39	**Table 3B, ESA Program - Multifamily Common Area**	
40	Annual kWh Savings	-
41	Annual Therm Savings	-
42	Lifecycle kWh Savings	-
43	Lifecycle Therm Savings	-
44	Current kWh Rate	$ -
45	Current Therm Rate	$ -
46	Average 1st Year Bill Savings / Treated Property	$ -
47	Average Lifecycle Bill Savings / Treated Property	$ -

	A	B	C	D	E	F	G
1	**Energy Savings Assistance Program Table 4 - Homes/Buildings Treated**						
2	**Pacific Gas and Electric Company**						
3	**Through November 30, 2019**						
4							
5	**Table 4A-1, ESA Program**						
6		**Eligible Households**			**Households Treated YTD**		
7	**County**	**Rural [1]**	**Urban**	**Total**	**Rural**	**Urban**	**Total**
8	**ALAMEDA**	**5**	**148,675**	**148,680**	**-**	**11,044**	**11,044**
9	**ALPINE**	**187**	**-**	**187**	**-**	**-**	**-**
10	**AMADOR**	**4,899**	**1**	**4,900**	**179**	**-**	**179**
11	**BUTTE**	**13,070**	**19,628**	**32,698**	**477**	**1,117**	**1,594**
12	**CALAVERAS**	**7,311**	**41**	**7,352**	**156**	**-**	**156**
13	**COLUSA**	**2,904**	**10**	**2,914**	**214**	**-**	**214**
14	**CONTRA COSTA**	**11**	**90,884**	**90,895**	**-**	**8,596**	**8,596**
15	**EL DORADO**	**6,045**	**6,873**	**12,918**	**250**	**214**	**464**
16	**FRESNO**	**182**	**134,959**	**135,141**	**7**	**10,674**	**10,681**
17	**GLENN**	**5,266**	**1**	**5,267**	**489**	**-**	**489**
18	**HUMBOLDT**	**24,331**	**1**	**24,332**	**510**	**-**	**510**
19	**KERN**	**57,016**	**40,935**	**97,951**	**5,677**	**2,672**	**8,349**
20	**KINGS**	**8,224**	**102**	**8,326**	**567**	**-**	**567**
21	**LAKE**	**13,164**	**1**	**13,165**	**544**	**-**	**544**
22	**LASSEN**	**286**	**-**	**286**	**15**	**-**	**15**
23	**MADERA**	**6,843**	**14,264**	**21,107**	**441**	**1,484**	**1,925**
24	**MARIN**	**-**	**21,934**	**21,934**	**-**	**696**	**696**
25	**MARIPOSA**	**2,957**	**18**	**2,975**	**134**	**-**	**134**
26	**MENDOCINO**	**12,687**	**6**	**12,693**	**296**	**1**	**297**
27	**MERCED**	**19,823**	**19,022**	**38,845**	**1,307**	**1,695**	**3,002**
28	**MONTEREY**	**4,793**	**38,143**	**42,936**	**529**	**2,356**	**2,885**
29	**NAPA**	**1**	**10,768**	**10,769**	**-**	**505**	**505**
30	**NEVADA**	**11,620**	**11**	**11,631**	**456**	**-**	**456**
31	**PLACER**	**9,878**	**20,779**	**30,657**	**564**	**603**	**1,167**
32	**PLUMAS**	**2,519**	**82**	**2,601**	**137**	**-**	**137**
33	**SACRAMENTO**	**-**	**151,353**	**151,353**	**-**	**3,050**	**3,050**
34	**SAN BENITO**	**4,266**	**102**	**4,368**	**204**	**5**	**209**
35	**SAN BERNARDINO**	**303**	**43**	**346**	**-**	**-**	**-**
36	**SAN FRANCISCO**	**-**	**103,841**	**103,841**	**-**	**6,600**	**6,600**
37	**SAN JOAQUIN**	**8,562**	**79,822**	**88,384**	**208**	**3,729**	**3,937**
38	**SAN LUIS OBISPO**	**17,153**	**10,721**	**27,874**	**939**	**231**	**1,170**
39	**SAN MATEO**	**2**	**53,733**	**53,735**	**-**	**1,502**	**1,502**
40	**SANTA BARBARA**	**1,396**	**16,212**	**17,608**	**23**	**1,997**	**2,020**
41	**SANTA CLARA**	**4,324**	**124,202**	**128,526**	**214**	**7,535**	**7,749**
42	**SANTA CRUZ**	**6**	**27,675**	**27,681**	**-**	**846**	**846**
43	**SHASTA**	**10,657**	**12,112**	**22,769**	**579**	**910**	**1,489**
44	**SIERRA**	**308**	**4**	**312**	**-**	**-**	**-**
45	**SISKIYOU**	**16**	**-**	**16**	**-**	**-**	**-**
46	**SOLANO**	**-**	**40,301**	**40,301**	**-**	**2,987**	**2,987**
47	**SONOMA**	**2,236**	**45,696**	**47,932**	**100**	**1,588**	**1,688**
48	**STANISLAUS**	**27,121**	**31,307**	**58,428**	**1,371**	**1,177**	**2,548**
49	**SUTTER**	**-**	**12,416**	**12,416**	**-**	**820**	**820**
50	**TEHAMA**	**12,583**	**12**	**12,595**	**782**	**-**	**782**
51	**TRINITY**	**783**	**-**	**783**	**-**	**-**	**-**
52	**TULARE**	**8,518**	**767**	**9,285**	**1,028**	**15**	**1,043**
53	**TUOLUMNE**	**8,874**	**-**	**8,874**	**185**	**-**	**185**
54	**YOLO**	**1**	**27,546**	**27,547**	**-**	**1,423**	**1,423**
55	**YUBA**	**121**	**10,131**	**10,252**	**1**	**806**	**807**
56	**Total**	**321,252**	**1,315,134**	**1,636,386**	**18,583**	**76,878**	**95,461**
57							
58							
59	**Table 4B, ESA Program - CSD Leveraging**						
60					**Households Treated YTD**		
61	**County**				**Rural**	**Urban**	**Total**
62							**0**
63							**0**
64	**Total**				**0**	**0**	**0**
65							
66							
67	**Table 4C, ESA Program - Multifamily Common Area**						
68					**Properties Treated YTD**		
69	**County**				**Rural**	**Urban**	**Total**
70							**0**
71							**0**
72	**Total**				**0**	**0**	**0**
73							
74	[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.						
75	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

Energy Savings Assistance Program Table 4A-2, Homes Unwilling / Unable to Participate
Pacific Gas and Electric Company
Through November 30, 2019

ESA Program	Reason Provided						
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/ Ineligible
Alameda	283	3,837	23	196	108	111	407
Alpine	-	-	-	-	-	-	-
Amador	8	117	-	25	1	1	3
Butte	43	498	113	45	34	4	64
Calaveras	7	135	-	6	2	1	4
Colusa	24	108	-	19	5	-	19
Contra Costa	170	2,735	27	922	207	171	570
El Dorado	28	274		45	14	4	6
Fresno	410	1,431	12	185	162	159	600
Glenn	33	125	-	20	11	-	34
Humboldt	31	180	-	8	15	-	39
Kern	252	2,827	23	424	165	35	539
Kings	65	161	1	22	5	24	16
Lake	1	637	-	-	7	-	-
Lassen	1	13	-	-	4	-	
Madera	116	202	2	34	14	21	154
Marin	8	601	1	15	7	-	28
Mariposa	9	2	-	1	3	-	10
Mendocino	59	254	3	62	1	-	18
Merced	150	630	6	42	35	5	270
Monterey	230	903	139	142	45	184	109
Napa	18	255	-	150	19	17	27
Nevada	11	242	2	31	4	48	6
Placer	36	474	8	86	77	23	23
Plumas	3	64	3	1	3	-	-
Sacramento	1,000	2,095	8	1,377	82	32	222
San Benito	35	162	-	6	6	83	9
San Bernardino	1	14	-	-	-	-	-
San Francisco	65	1,483	10	89	20	29	109
San Joaquin	658	1,832	32	636	110	9	427
San Luis Obispo	76	258	5	49	34	1	68
San Mateo	20	1,104	4	37	9	2	25
Santa Barbara	81	373	2	74	17	1	28
Santa Clara	69	1,754	2	100	19	2	79
Santa Cruz	63	208	-	16	7	16	10
Shasta	114	546	23	49	86	49	133
Sierra	-	5	-	-	-	-	-
Siskiyou	-	-	-	-	-	-	-
Solano	93	999	10	1,024	83	115	193
Sonoma	82	867	3	134	33	81	41
Stanislaus	576	873	11	289	56	3	173
Sutter	24	547	1	15	23	3	36
Tehama	61	259	10	58	18	17	70
Trinity	-	-	-	-	-	-	1
Tulare	51	115		47	4	38	13
Tuolumne	10	27	1	-	2	-	13
Yolo	165	483	4	260	43	3	84
Yuba	31	372	1	29	6	-	36
Total	**5,271**	**31,081**	**490**	**6,770**	**1,606**	**1,292**	**4,716**

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

Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary
Pacific Gas and Electric Company
Through November 30, 2019

Table 5A, ESA Program

	Gas & Electric				Gas Only				Electric Only				Total					
	# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Household Count)		(Annual)		
Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		# of First-Tourch	# of Re-treatment	Therm	kWh	kW
January	2,202				312				650				3,164	1,762	1,402			
February	6,969	127,633	6,775,664	916	833	35,174	(11,301)	0	1,998	(19,962)	1,829,849	243	9,800	4,869	4,931	142,845	8,594,212	1,159
March	6,192	73,810	4,478,071	629	731	28,234	(3,746)	0	2,228	(11,859)	1,367,663	197	9,151	4,192	4,959	90,185	5,841,989	825
April	5,857	146,150	5,790,590	932	519	21,951	487	0	2,402	(1,385)	2,287,528	319	8,778	3,819	4,959	166,715	8,078,606	1,252
May	5,378	145,607	5,952,264	920	524	26,760	1	0	2,128	(64,359)	469,033	75	8,030	3,521	4,509	108,009	6,421,298	996
June	5,689	105,120	5,351,934	823	614	29,761	(2,819)	(0)	2,658	(24,010)	1,445,347	225	8,961	3,216	5,745	110,871	6,794,461	1,048
July	12,291	(766,605)	2,634,582	(302)	792	(91,445)	19,437	(0)	(2,734)	(4,038)	312,034	5	10,349	3,801	6,548	(862,089)	2,966,053	(297)
August	6,567	(53,641)	2,895,934	262	637	4,325	4,201	0	1,452	(23,099)	632,401	9	8,656	3,007	5,649	(72,415)	3,532,536	271
September	8,031	16,055	5,376,754	669	656	12,672	110	0	1,501	(20,932)	1,395,627	179	10,188	3,646	6,542	7,796	6,772,491	848
October	7,670	(71,939)	6,570,490	813	828	5,706	631	0	1,648	(23,726)	1,488,814	185	10,146	3,687	6,459	(89,959)	8,059,936	998
November	5,992	(25,052)	3,983,337	491	646	7,310	2,042	0	1,600	(20,690)	1,214,279	156	8,238	2,884	5,354	(38,432)	5,199,658	647
December										-			-			-	-	-
YTD	**72,838**	**(302,862)**	**49,809,621**	**6,153**	**7,092**	**80,447**	**9,043**	**1**	**15,531**	**(214,060)**	**12,442,576**	**1,594**	**95,461**	**38,404**	**57,057**	**(436,475)**	**62,261,239**	**7,748**

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

Table 5B, ESA Program - CSD Leveraging

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

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

Table 5C, ESA Program - Multifamily Common Area

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

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	**Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies**												
2	**Pacific Gas and Electric Company**												
3	**Through November 30, 2019**												
4		**Authorized 2019 Funding**			**Current Month Expenses**			**Expenses Since January 1, 2018**			**% of Budget Expensed**		
5		**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
6	**Pilots**												
7	Programmable Controllable Thermostat/ Smart Thermostat TOU [1]	$ 290,000	$ -	$ 290,000	$ 365	$ -	$ 365	$ 197,736	$ -	$ 197,736	68%	0%	68%
8	Consumption Driven Weatherization Pilot [2]	$ 250,100	$ 159,900	$ 408,000	$ 1,508	$ 1,392	$ 2,900	$ 207,218	$ 191,279	$ 398,497	83%	120%	98%
9													
10	**Total Pilots**	**$540,100**	**$159,900**	**$698,000**	**$1,873**	**$1,392**	**$3,266**	**$404,954**	**$191,279**	**$596,233**	**75%**	**120%**	**85%**
11													
12													
13	**Studies**												
14	Low Income Needs Assessment (LINA) Study [3]	$ 78,000	$ 72,000	$ 150,000	$ -	$ -	$ -	$ 17,915	$ 17,915	$ 35,830	23%	25%	24%
15	Load Impact Evaluation Study [4]	$ 95,700	$ 69,300	$ 165,000	$ -	$ -	$ -	$ 119,989	$ 86,889	$ 206,878	125%	125%	125%
16	Non Energy Benefits (NEB) Study [5]	$ 23,400	$ 21,600	$ 45,000	$ 4,359	$ 4,024	$ 8,383	$ (1,781)	$ (1,644)	$ (3,426)	-8%	-8%	-8%
17	2017 Potential and Goals Study	$ 46,800	$ 43,200	$ 90,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
18	Rapid Feedback Research and Analysis	$ 104,000	$ 96,000	$ 200,000	$ -	$ -	$ -	$ 10,093	$ 7,309	$ 17,401	10%	8%	9%
19	**Total Studies**	**$347,900**	**$302,100**	**$650,000**	**$4,359**	**$4,024**	**$8,383**	**$146,216**	**$110,468**	**$256,683**	**42%**	**37%**	**39%**
20													
21	[1] D.17-12-009, Attachment 1 (modified D.16-11-022), OP.66 directed electric IOUs to file PCT pilot implementation plans by March 1, 2018. PG&E's AL 5242-E (filed March 1, 2018) has not yet been authorized and this pilot has not yet begun. D.16-11-022 authorized $250,000.												
22	[2] PG&E proposed the CDWx pilot in its 2015-2017 ESA Application, authorized in D.16-11-022, OP.144. In December 2017, PG&E requested and was granted an extension to implement this pilot so that CSD could be included in it. This pilot will begin implementation in 2018.												
23	[3] A contract for this statewide study was awarded in January 2018. SCE is the project manager. There has been no cross-billing.												
24	[4] SCG is the contract manager of this co-funded statewide study. Cross-billing from SCG typically occurs quarterly.												
25	[5] This statewide study was bid out on March 23, 2018, and a consultant has not yet been selected. SDG&E is the contract manager.												
26													
27	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

Energy Savings Assistance Program Table 7 (Second Refrigerators, In-Home Education, MyEnergy/My Account Platform)

Pacific Gas and Electric Company
November 30, 2019

7A - Households Receiving Second Refrigerators			
Measures	**Units**	**Received Refrigerator**	**Not eligible for Refrigerator due to Less than Six Occupants**
Second Refrigerators	Each	1,413	7,522

7B - Households Receiving In- Home Energy Education Only		
Measures	**Units**	**Households that Only Received Energy Education**
In-Home Education	Home	7,595

7C - Households for My Energy/My Account Platform		
Opt-Out	**Already Enrolled**	**Opt-In**
2,876	55,274	8,739

	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, 2019**												
4		**Authorized Budget**			**Current Month Expenses**			**Year to Date Expenses**			**% of Budget Spent YTD**		
5	**CARE Program:**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
6	Outreach [6]	$ 7,661,248	$ 1,915,404	**$ 9,576,653**	$ 62,731	$ 15,683	**$ 78,413**	$ 5,210,548	$ 1,302,637	**$ 6,513,185**	68%	68%	68%
7	Processing / Certification Re-certification [6]	$ 1,671,036	$ 417,759	**$ 2,088,796**	$ 29,816	$ 7,454	**$ 37,270**	$ 434,513	$ 108,628	**$ 543,141**	26%	26%	26%
8	Post Enrollment Verification [6]	$ 1,399,035	$ 349,759	**$ 1,748,793**	$ 52,647	$ 13,162	**$ 65,809**	$ 707,741	$ 176,935	**$ 884,677**	51%	51%	51%
9	IT Programming [6]	$ 1,643,408	$ 410,852	**$ 2,054,261**	$ 13,187	$ 3,297	**$ 16,484**	$ 343,274	$ 85,818	**$ 429,092**	21%	21%	21%
10	Cooling Centers [6]	$ 149,521	$ -	**$ 149,521**	$ 1,594	$ -	**$ 1,594**	$ 108,304	$ -	**$ 108,304**	72%	0%	72%
11	Pilots/CHANGES Program [1][6]	$ 422,296	$ 105,574	**$ 527,869**	$ (34,271)	$ (8,568)	**$ (42,839)**	$ 374,692	$ 93,673	**$ 468,365**	89%	89%	89%
12	Studies [2][6]	$ 127,741	$ 31,935	**$ 159,676**	$ (344)	$ (86)	**$ (430)**	$ 48,430	$ 12,108	**$ 60,538**	38%	38%	38%
13	Regulatory Compliance [6]	$ 900,543	$ 225,136	**$ 1,125,679**	$ 9,213	$ 2,303	**$ 11,516**	$ 246,033	$ 61,508	**$ 307,541**	27%	27%	27%
14	General Administration [6]	$ 899,627	$ 224,907	**$ 1,124,533**	$ 45,620	$ 11,405	**$ 57,025**	$ 554,584	$ 138,646	**$ 693,230**	62%	62%	62%
15	CPUC Energy Division	$ 102,400	$ 25,600	**$ 128,000**	$ (107,220)	$ (26,805)	**$ (134,025)**	$ 8,534	$ 2,133	**$ 10,667**	8%	8%	8%
16													
17	**SUBTOTAL MANAGEMENT COSTS [3]**	**$ 14,976,855**	**$ 3,706,926**	**$ 18,683,781**	**$ 72,972**	**$ 17,845**	**$ 90,817**	**$ 8,036,652**	**$ 1,982,087**	**$ 10,018,740**	**54%**	**53%**	**54%**
18													
19	CARE Rate Discount [4]	$ 474,548,904	$ 118,637,226	**$ 593,186,130**	$ 30,205,596	$ 6,697,146	**$ 36,902,742**	$ 481,942,189	$ 98,947,410	**$ 580,889,598**	102%	83%	98%
20													
21	**TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS**	**$ 489,525,759**	**$ 122,344,152**	**$ 611,869,911**	**$ 30,278,568**	**$ 6,714,990**	**$ 36,993,558**	**$ 489,978,841**	**$ 100,929,497**	**$ 590,908,338**	**100%**	**82%**	**97%**
22													
23	Other CARE Rate Benefits												
24	- DWR Bond Charge Exemption				$ 1,344,278		$ 1,344,278	$ 23,495,405		$ 23,495,405			
25	- CARE PPP Exemption [5]				$ 2,869,871	$ 998,291	$ 3,868,161	$ 45,063,867	$ 8,365,422	$ 53,429,289			
26	- California Solar Initiative Exemption				$ (100,087)		$ (100,087)	$ (1,598,767)		$ (1,598,767)			
27	- kWh Surcharge Exemption												
28	- Vehicle Grid Integration Exemption												
29	Total Other CARE Rate Benefits				**$ 4,114,061**	**$ 998,291**	**$ 5,112,352**	**$ 66,960,506**	**$ 8,365,422**	**$ 75,325,928**			
30													
31	Indirect Costs	$ 725,051	$ 181,263	**$ 906,314**									
32													
33													
34	[1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.												
35	[2] Reflects the Annual Eligibility Estimates prepared by Athens Research on behalf of the utilities. This efforts was formerly referenced in Measurement and Evaluation.												
36	[3] Reflects the authorized funding per year in D.16-11-022 and D.17-12-009, and updated via PG&E Mid-Cycle Update Advice Letter 3990-G/5329-E, 3990-G-A/5329-E-A, 3990-G-B/5329-E-B.												
37	[4] Per D.02-09-021, PG&E is authorized to recover the full value of the discount through the CARE two-way balancing account on an automatic pass-through basis.												
38	[5] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin and the CARE surcharge.												
39	[6] Program authorized budget included employee benefits costs of $906,314 as authorized in the 2017 GRC Decision (D.) 17-05-013. Actual employee benefit burden costs have been included in the program monthly and YTD expenses.												
40													
41	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
1	**CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration**																								
2	**Pacific Gas and Electric Company**																								
3	**Through November 30, 2019**																								
4		**New Enrollment**										**Recertification**				**Attrition (Drop Offs)**					**Enrollment**				
5		**Automatic Enrollment**				**Self-Certification (Income or Categorical)**					**Total New Enrollment (E+J)**												**Total CARE Participants**	**Estimated CARE Eligible**	**Penetration Rate % (W/X)**
6		**Inter-Utility [1]**	**Intra-Utility [2]**	**Leveraging [3]**	**Combined (B+C+D)**	**Online**	**Paper**	**Phone**	**Capitation**	**Combined (F+G+H+I)**		**Scheduled**	**Non-Scheduled (Duplicates)**	**Automatic**	**Total Recertification (L+M+N)**	**No Response[4]**	**Failed PEV**	**Failed Recertification**	**Other[5]**	**Total Attrition (P+Q+R+S)**	**Gross (K+O)**	**Net Adjusted (K-T)**			
7	**January**	0	3,462	0	3,462	13,979	4,234	1,044	113	19,370	22,832	30,095	8,634	8,933	47,662	n/a	3,173	6,114	11,021	20,308	70,494	2,524	1,378,527	1,446,414	95.3%
8	**February**	0	1,814	0	1,814	12,014	6,157	847	103	19,121	20,935	32,984	8,524	8,022	49,530	n/a	4,358	5,076	8,348	17,782	70,465	3,153	1,381,680	1,446,414	95.5%
9	**March**	0	3,679	0	3,679	12,089	6,228	846	69	19,232	22,911	25,815	8,877	21,538	56,230	n/a	2,676	6,484	12,197	21,357	79,141	1,554	1,383,234	1,446,414	95.6%
10	**April**	0	2,283	0	2,283	9,298	5,951	591	114	15,954	18,237	33,019	7,630	16,165	56,814	n/a	2,482	6,415	8,247	17,144	75,051	1,093	1,384,327	1,446,414	95.7%
11	**May**	0	2,473	0	2,473	8,275	3,289	499	86	12,149	14,622	34,700	6,331	11,666	52,697	n/a	4,441	6,240	12,819	23,500	67,319	-8,878	1,375,449	1,446,414	95.1%
12	**June**	0	1,987	0	1,987	11,895	6,337	889	70	19,191	21,178	32,123	7,338	8,215	47,676	n/a	1,208	6,249	17,126	24,583	68,854	-3,405	1,372,044	1,446,414	94.9%
13	**July**	0	2,159	0	2,159	10,719	5,212	766	75	16,772	18,931	30,604	7,627	10,904	49,135	n/a	2,665	4,836	2,643	10,144	68,066	8,787	1,380,831	1,446,414	95.5%
14	**August**	0	2,407	0	2,407	12,335	6,937	944	73	20,289	22,696	30,913	8,392	15,427	54,732	n/a	314	4,680	12,477	17,471	77,428	5,225	1,386,056	1,446,414	95.8%
15	**September**	0	0	0	0	13,369	4,310	690	64	18,433	18,433	24,723	12,258	0	36,981	n/a	6,342	5,314	9,338	20,994	55,414	-2,561	1,383,495	1,446,414	95.7%
16	**October**	0	2,948	0	2,948	10,421	5,236	624	73	16,354	19,302	27,414	8,499	14,556	50,469	n/a	6,847	6,487	8,606	21,940	69,771	-2,638	1,380,857	1,446,414	95.5%
17	**November**	0	2,226	0	2,226	8,043	3,073	480	58	11,654	13,880	20,497	6,575	10,479	37,551	n/a	219	5,273	7,166	12,658	51,431	1,222	1,382,079	1,446,414	95.6%
18	**December**																								
19	**YTD Total**	**0**	**25,438**	**0**	**25,438**	**122,437**	**56,964**	**8,220**	**898**	**188,519**	**213,957**	**322,887**	**90,685**	**125,905**	**539,477**	**0**	**34,725**	**63,168**	**109,988**	**207,881**	**753,434**	**6,076**	**1,382,079**	**1,446,414**	**95.6%**

20
21
22 [1] Enrollments via data sharing between the IOUs.
23 [2] Enrollments via data sharing between departments and/or programs within the utility.
24 [3] Enrollments via data sharing with programs outside the IOU that serve low-income customers.
25 [4] PG&E counts attrition due to no response in the Failed PEV and Failed Recertification columns, respectively.
26 [5] Includes customers who closed their accounts, requested to be removed, or were otherwise ineligible for the program.
27
28 **Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

	A	B	C	D	E	F	G	H	I
1	**CARE Table 3A - Post-Enrollment Verification Results (Model)**								
2	**Pacific Gas and Electric Company**								
3	**Through November 30, 2019**								
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**	1,378,527	3,114	0.23%	2,471	127	2,598	83.43%	0.19%
6	**February**	1,381,680	2,641	0.19%	1,942	133	2,075	78.57%	0.15%
7	**March**	1,383,234	2,345	0.17%	1,632	143	1,775	75.69%	0.13%
8	**April**	1,384,327	2,398	0.17%	1,946	81	2,027	84.53%	0.15%
9	**May**	1,375,449	2,563	0.19%	2,003	97	2,100	81.94%	0.15%
10	**June**	1,372,044	2,521	0.18%	2,010	64	2,074	82.27%	0.15%
11	**July**	1,380,831	3,769	0.27%	2,953	102	3,055	81.06%	0.22%
12	**August**	1,386,056	5,398	0.39%	3,912	225	4,137	76.64%	0.30%
13	**September**	1,383,495	5,083	0.37%	4,242	115	4,357	85.72%	0.31%
14	**October**	1,380,857	4,293	0.31%					
15	**November**	1,382,079	4,792	0.35%					
16	**December**								
17	**YTD Total**	**1,382,079**	**38,917**	**2.82%**	**23,111**	**1,087**	**24,198**	**81.11%**	**1.75%**
18									
19	[1] Includes customers verified as over income or who requested to be de-enrolled.								
20	[2] Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to								
21	respond.								
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustme								
23									
24									
25									
26	**CARE Table 3B Post-Enrollment Verification Results (Electric-Only High Usage)**								
27	**Pacific Gas and Electric Company**								
28	**Through November 30, 2019**								
29	**Month**	**Total CARE Households Enrolled**	**Households Requested to Verify [1]**	**% of CARE Enrolled Requested to Verify Total**	**CARE Households De-enrolled (Due to no response)**	**CARE Households De-enrolled (Verified as Ineligible) [2]**	**Total Households De-enrolled [3]**	**% De-enrolled through HUV Post Enrollment Verification**	**% of Total CARE Households De-enrolled**
30	**January**	1,378,527	2,859	0.21%	2,723	37	2,760	96.54%	0.20%
31	**February**	1,381,680	3,252	0.24%	3,112	51	3,163	97.26%	0.23%
32	**March**	1,383,234	1,334	0.10%	1,299	13	1,312	98.35%	0.09%
33	**April**	1,384,327	1,140	0.08%	1,120	9	1,129	99.04%	0.08%
34	**May**	1,375,449	209	0.02%	204	1	205	98.09%	0.01%
35	**June**	1,372,044	362	0.03%	347	7	354	97.79%	0.03%
36	**July**	1,380,831	1,231	0.09%	1,161	23	1,184	96.18%	0.09%
37	**August**	1,386,056	3,185	0.23%	2,900	65	2,965	93.09%	0.21%
38	**September**	1,383,495	5,628	0.41%	5,205	128	5,333	94.76%	0.39%
39	**October**	1,380,857	1,093	0.08%					
40	**November**	1,382,079	411	0.03%					
41	**December**								
42	**YTD Total**	**1,382,079**	**20,704**	**1.50%**	**18,071**	**334**	**18,405**	**95.86%**	**1.33%**
43									
44	[1] Includes all participants who were selected for high usage verification process. Closed accounts will not be tracked in Ineligible or De-								
45	enrolled data.								
46	[2] Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.								
47	[3] Verification results are tied to the month initiated and the high usage verification process allows customers 90 days to respond to the verification process. Each utility may have a different de-enrollment date due to billing cycle or other contributing factors.								
48									
49	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G
1	**CARE Table 4 - CARE Self-Certification and Self-Recertification Applications [1]**						
2	**Pacific Gas and Electric Company**						
3	**Through November 30, 2019**						
4		**Provided [2]**	**Received**	**Approved**	**Denied**	**Pending/Never Completed**	**Duplicates**
5	Total (Y-T-D)	11,465,973	415,953	381,004	27,171	7,778	90,685
6	Percentage[3]		100%	92%	7%	2%	22%
7							
8	[1] Includes sub-metered customers.						
9	[2] Includes number of applications provided via direct mail campaigns, call centers, bill inserts and other outreach methods. Because there are other means by which customers obtain applications which are not counted, this number is only an approximation.						
10							
11	[3] Percentage of Received. Duplicates are also counted as Approved, so the total will not add up to 100%.						
12							
13	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and						
14	may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J
1	**CARE Table 5 - Enrollment by County**									
2	**Pacific Gas and Electric Company**									
3	**Through November 30, 2019**									
4	**County**	**Estimated Eligible Households**			**Total Households Enrolled**			**Penetration Rate**		
5		**Urban**	**Rural [1]**	**Total**	**Urban**	**Rural [1]**	**Total**	**Urban**	**Rural [1]**	**Total**
6	ALAMEDA	117,944	3	117,947	115,234	2	115,236	97.7%	75.7%	97.7%
7	ALPINE	0	187	187	0	7	7	n/a	3.7%	3.7%
8	AMADOR	1	4,841	4,842	0	4,317	4,317	0.0%	89.2%	89.2%
9	BUTTE	18,503	12,649	31,151	17,762	11,952	29,714	96.0%	94.5%	95.4%
10	CALAVERAS	41	7,309	7,350	25	5,169	5,194	61.7%	70.7%	70.7%
11	COLUSA	8	2,850	2,858	13	3,447	3,460	161.7%	121.0%	121.1%
12	CONTRA COSTA	79,633	11	79,644	85,052	3	85,055	106.8%	28.0%	106.8%
13	EL DORADO	6,858	6,041	12,898	5,357	5,460	10,817	78.1%	90.4%	83.9%
14	FRESNO	128,361	169	128,530	152,330	117	152,447	118.7%	69.2%	118.6%
15	GLENN	1	5,228	5,229	0	4,675	4,675	0.0%	89.4%	89.4%
16	HUMBOLDT	1	23,474	23,475	0	17,354	17,354	0.0%	73.9%	73.9%
17	KERN	39,953	55,868	95,820	44,010	64,864	108,874	110.2%	116.1%	113.6%
18	KINGS	101	8,219	8,320	118	9,040	9,158	116.4%	110.0%	110.1%
19	LAKE	1	13,159	13,159	1	12,407	12,408	134.3%	94.3%	94.3%
20	LASSEN	0	286	286	0	162	162	n/a	56.6%	56.6%
21	MADERA	14,051	6,813	20,863	16,855	5,368	22,223	120.0%	78.8%	106.5%
22	MARIN	18,400	0	18,400	12,214	0	12,214	66.4%	n/a	66.4%
23	MARIPOSA	17	2,962	2,980	16	2,180	2,196	91.4%	73.6%	73.7%
24	MENDOCINO	6	12,555	12,561	6	10,238	10,244	101.3%	81.5%	81.6%
25	MERCED	18,641	19,055	37,697	19,592	20,593	40,185	105.1%	108.1%	106.6%
26	MONTEREY	34,203	4,411	38,614	36,795	6,269	43,064	107.6%	142.1%	111.5%
27	NAPA	9,866	0	9,866	10,647	0	10,647	107.9%	0.0%	107.9%
28	NEVADA	11	11,372	11,382	2	9,315	9,317	19.0%	81.9%	81.9%
29	PLACER	20,200	9,291	29,490	11,716	7,455	19,171	58.0%	80.2%	65.0%
30	PLUMAS	82	2,519	2,600	7	1,717	1,724	8.6%	68.2%	66.3%
31	SACRAMENTO	127,290	0	127,290	90,438	0	90,438	71.0%	n/a	71.0%
32	SAN BENITO	100	4,192	4,292	57	4,773	4,830	57.0%	113.9%	112.5%
33	SAN BERNARDINO	43	303	346	25	215	240	58.1%	70.9%	69.3%
34	SAN FRANCISCO	66,810	0	66,810	61,590	0	61,590	92.2%	n/a	92.2%
35	SAN JOAQUIN	74,066	8,165	82,231	78,313	8,686	86,999	105.7%	106.4%	105.8%
36	SAN LUIS OBISPO	10,603	17,215	27,817	4,681	12,267	16,948	44.1%	71.3%	60.9%
37	SAN MATEO	42,086	0	42,086	32,073	0	32,073	76.2%	n/a	76.2%
38	SANTA BARBARA	16,161	1,364	17,525	17,450	724	18,174	108.0%	53.1%	103.7%
39	SANTA CLARA	98,059	3,697	101,756	96,852	2,846	99,698	98.8%	77.0%	98.0%
40	SANTA CRUZ	24,696	6	24,701	19,772	1	19,773	80.1%	18.1%	80.0%
41	SHASTA	11,441	10,518	21,959	9,573	8,563	18,136	83.7%	81.4%	82.6%
42	SIERRA	4	308	312	2	113	115	52.7%	36.7%	36.8%
43	SISKIYOU	0	16	16	0	7	7	n/a	43.6%	43.6%
44	SOLANO	36,710	0	36,710	43,498	0	43,498	118.5%	n/a	118.5%
45	SONOMA	42,357	2,216	44,573	37,393	2,506	39,899	88.3%	113.1%	89.5%
46	STANISLAUS	29,032	26,325	55,357	23,555	22,230	45,785	81.1%	84.4%	82.7%
47	SUTTER	11,342	0	11,342	13,309	0	13,309	117.3%	0.0%	117.3%
48	TEHAMA	12	12,425	12,437	9	11,435	11,444	74.3%	92.0%	92.0%
49	TRINITY	0	778	778	0	282	282	n/a	36.3%	36.3%
50	TULARE	756	8,531	9,287	331	9,445	9,776	43.8%	110.7%	105.3%
51	TUOLUMNE	0	8,873	8,873	0	7,053	7,053	0.0%	79.5%	79.5%
52	YOLO	23,949	1	23,950	20,162	1	20,163	84.2%	147.9%	84.2%
53	YUBA	9,697	117	9,814	11,869	117	11,986	122.4%	99.8%	122.1%
54	**Total**	**1,132,096**	**314,318**	**1,446,414**	**1,088,704**	**293,375**	**1,382,079**	**96.2%**	**93.3%**	**95.6%**
55										
56	[1] "Rural" includes ZIP Codes classified as such by the Goldsmith modification that was developed to identify small									
57	towns and rural areas within large metropolitan counties. ZIP Codes not defined as rural are classified as urban.									
58										
59	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD									
60	adjustments.									

	A	B	C	D	E	F	G	H
1	**CARE Table 6 - Recertification Results**							
2	**Pacific Gas and Electric Company**							
3	**Through November 30, 2019**							
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	1,378,527	19,458	1.4%	13,043	6,415	67.03%	0.47%
6	February	1,381,680	18,634	1.3%	12,394	6,240	66.51%	0.45%
7	March	1,383,234	20,405	1.5%	14,156	6,249	69.38%	0.45%
8	April	1,384,327	15,400	1.1%	10,564	4,836	68.60%	0.35%
9	May	1,375,449	16,640	1.2%	11,960	4,680	71.88%	0.34%
10	June	1,372,044	15,936	1.2%	10,622	5,314	66.65%	0.39%
11	July	1,380,831	19,103	1.4%	12,616	6,487	66.04%	0.47%
12	August	1,386,056	17,406	1.3%	12,133	5,273	69.71%	0.38%
13	September	1,383,495	19,041	1.4%				
14	October	1,380,857	14,818	1.1%				
15	November	1,382,079	13,610	1.0%				
16	December							
17	**YTD**	**1,382,079**	**190,451**	**13.78%**	**97,488**	**45,494**	**68.18%**	**3.29%**
18								
19	[1] Excludes count of customers recertified through the probability model.							
20	[2] Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification							
21	request. Results may be pending due to the time permitted for a participant to respond.							
22	[3] Includes customers who did not respond or who requested to be de-enrolled.							
23	[4] Percentage of customers recertified compared to the total participants requested to recertify in that month.							
24								
25	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	**CARE Table 7 - Capitation Contractors[1]**						
2	**Pacific Gas and Electric Company**						
3	**Through November 30, 2019**						
4	**Contractor**	**Contractor Type (Check one or more if applicable)**				**Total Enrollments**	
5							
6		**Private**	**CBO**	**WMDVBE**	**LIHEAP**	**Current Month**	**Year-to-Date**
7	ACC Senior Services		x			0	13
8	Amador-Tuolumne Community Action Agency		x		x	3	49
9	Arriba Juntos		x			0	0
10	Breathe California Central Coast		x			0	0
11	Breathe California of the Bay Area		x			0	1
12	Catholic Charities Diocese of Fresno		x			6	40
13	Central California Legal Services, Inc.		x			0	1
14	Central Coast Energy Services, Inc.		x		x	12	152
15	Cesar A Moncada DBA Moncada Outreach		x			0	15
16	Chinese Newcomers Service Center		x			3	35
17	Community Action Marin		x		x	0	4
18	Community Action Partnership of Madera County		x		x	3	43
19	Community Resource Project, Inc.		x		x	4	133
20	County of San Joaquin		x		x	7	103
21	Dignity Health		x			0	0
22	Disability Resource Agency for Independent Living		x			0	0
23	Filipino American Development Foundation		x			0	0
24	Good Samaritan Family Resource Center of San Francisco		x			0	5
25	Heritage Institute for Family Advocacy		x			0	36
26	Hip Housing Human Investment Project, Inc.		x			0	1
27	Housing Authority of the City of Fresno		x			0	2
28	Housing Authority of the County of Kern		x			0	0
29	KidsFirst		x			0	0
30	Kings Community Action Organization, Inc.		x		x	0	0
31	Madera Coalition for Community Justice		x			0	18
32	Marin Center for Independent Living					0	3
33	Merced County Community Action Agency		x		x	5	45
34	Oakland Citizens Committee for Urban Renewal		x			1	9
35	Project Access, Inc		x			0	1
36	Redwood Community Action Agency		x		x	7	96
37	Resources for Independece Central Valley		x			0	0
38	Rising Sun Energy Center		x			0	0
39	Sacred Heart Community Service		x		x	3	51
40	Self-Help for the Elderly		x			1	31
41	Southeast Asian Community Center		x			0	0
42	Suscol Intertribal Council		x			0	0
43	Tri-County Independent Living Center		x			0	0
44	UpValley Family Centers		x			3	9
45	West Valley Community Services		x			0	0
46	Yolo County Housing Authority		x			0	1
47	Yolo Family Resource Center (Empower Yolo)		x			0	1
48	**Total Enrollments**					**58**	**898**
49							
50	[1] All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
51							
52	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	**CARE Table 8 - Households as of Month-End**								
2	**Pacific Gas and Electric Company**								
3	**Through November 30, 2019**								
4	**Month**	**Gas and Electric**	**Gas Only**	**Electric Only**	**Total**	**Eligible Households**	**Penetration**	**% Change**	**Total Residential Accounts [1]**
5	January	825,366	217,143	336,018	1,378,527	1,446,414	95.3%	0.18%	5,507,346
6	February	826,651	218,125	336,904	1,381,680	1,446,414	95.5%	0.23%	5,507,346
7	March	829,681	217,132	336,421	1,383,234	1,446,414	95.6%	0.11%	5,507,346
8	April	830,605	216,319	337,403	1,384,327	1,446,414	95.7%	0.08%	5,507,346
9	May	824,536	215,190	335,723	1,375,449	1,446,414	95.1%	-0.64%	5,507,346
10	June	824,017	213,958	334,069	1,372,044	1,446,414	94.9%	-0.25%	5,507,346
11	July	830,311	212,012	338,508	1,380,831	1,446,414	95.5%	0.64%	5,507,346
12	August	833,982	212,006	340,068	1,386,056	1,446,414	95.8%	0.38%	5,507,346
13	September	833,047	210,523	339,925	1,383,495	1,446,414	95.7%	-0.18%	5,507,346
14	October	831,598	209,682	339,577	1,380,857	1,446,414	95.5%	-0.19%	5,507,346
15	November	832,582	209,794	339,703	1,382,079	1,446,414	95.6%	0.09%	5,507,346
16	December								
17									
18	[1] Data represents total residential electric and gas households. This includes sub-metered households.								
19									
20	**Note**: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD								
21	adjustments.								

	A	B	C	D	E
1	**CARE Program Table 9 - Expenditures for Pilots/CHANGES Program**				
2	**Pacific Gas and Electric Company**				
3	**Through November 30, 2019**				
4	**2019**	**Authorized 2019 Budget**	**Current Month Expenses**	**Expenses Since Jan. 1, 2019**	**% of 2018 Budget Expensed**
5		**Total**	**Total**	**Total**	**Total**
6					
7	CHANGES Program	$ 527,869	$ (42,839)	$ 468,365	89%
8					
9					
10	**Total**	**$ 527,869**	**$ (42,839)**	**$ 468,365**	**89%**
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.				

CARE Table 10 CHANGES One-On-One Customer Assistance Pacific Gas and Electric Company	
Through October 31, 2019	
No. of attendees at education sessions	**1,932**
Disputes	
Assisted with CARE Re-Certification/Audit	6
Changed 3rd party Company/Gas Aggregation	41
Changed 3rd Party Electricity Aggregation	46
Medical Baseline Application	14
Enroll in Energy Assistance Programs	48
Request Customer Service Visit	3
Bill Adjustment	4
Schedule Meter Service/Testing	2
Payment Extension	2
Payment Plan	14
Stop Disconnection	15
Total disputes	**195**

Needs Assistance	
Assisted with CARE Re-Certification/Audit	7
Assisted with Changes to Account	23
Assisted with Reconnection	4
Billing Language Changed	15
CARE Enrollment	8
Electricity Aggregation	14
ESAP	18
HEAP	41
Medical Baseline	20
REACH	9
Set Up 3rd Party Notification	1
Set Up New Account	1
Payment Extension	17
Payment Plan	39
Energy Efficiency Tool	1
Total Needs Assistance	**218**

Education: Education sessions were held in a mix of one on one, and group sessions. Education materials are available as fact sheets on the CPUC Website: http://consumers.cpuc.ca.gov/team_and_changes/

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

[1]There is a one-month lag behind the current reporting month. This data was provided by CHANGES contractor, Self Help for the Elderly, via CSID.

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

Pacific Gas and Electric Company						
October 1, 2019 Through October 31, 2019						
			Session Logistics			
Date[2]	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	# of Sessions	Length (Hours)[3]	Number of Attendees	Description of Information / Literature Provided
N/A	English	Avoiding Disconnection	1	N/A	2	CHANGES Ed Handout
N/A	Korean	Avoiding Disconnection	1	N/A	20	CHANGES Ed Handout
N/A	Spanish	Avoiding Disconnection	3	N/A	91	CHANGES Ed Handout
Total			**5**		**113**	
N/A	Cambodian	CARE/FERA and Other Assistance Programs	2	N/A	52	CHANGES Ed Handout
N/A	Cantonese	CARE/FERA and Other Assistance Programs	2	N/A	65	CHANGES Ed Handout
N/A	Dari	CARE/FERA and Other Assistance Programs	2	N/A	9	CHANGES Ed Handout
N/A	English – Native American	CARE/FERA and Other Assistance Programs	2	N/A	238	CHANGES Ed Handout
N/A	Hmong	CARE/FERA and Other Assistance Programs	2	N/A	10	
N/A	Korean	CARE/FERA and Other Assistance Programs	3	N/A	49	CHANGES Ed Handout
N/A	Portuguese	CARE/FERA and Other Assistance Programs	1	N/A	20	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	8	N/A	133	CHANGES Ed Handout
N/A	Vietnamese	CARE/FERA and Other Assistance Programs	2	N/A	115	CHANGES Ed Handout
Total			**24**		**691**	
N/A	English	Electric and Natural Gas Safety	1	N/A	11	CHANGES Ed Handout
N/A	Farsi	Electric and Natural Gas Safety	1	N/A	1	CHANGES Ed Handout
N/A	Spanish	Electric and Natural Gas Safety	2	N/A	29	CHANGES Ed Handout
Total			**4**		**41**	
N/A	Cantonese	Energy Conservation	1	N/A	72	CHANGES Ed Handout
N/A	Korean	Energy Conservation	1	N/A	14	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	2	N/A	35	CHANGES Ed Handout
Total			**4**		**121**	
N/A	Dari	Gas Aggregation	3	N/A	27	CHANGES Ed Handout
N/A	English	Gas Aggregation	1	N/A	7	CHANGES Ed Handout
N/A	Spanish	Gas Aggregation	4	N/A	50	CHANGES Ed Handout
N/A	Vietnamese	Gas Aggregation	1	N/A	50	CHANGES Ed Handout
Total			**9**		**134**	
N/A	Spanish	High Energy Use	2	N/A	48	CHANGES Ed Handout
N/A	Vietnamese	High Energy Use	1	N/A	50	CHANGES Ed Handout
Total			**3**		**98**	
N/A	Dari	Level Pay Plan	1	N/A	8	CHANGES Ed Handout
N/A	Portuguese	Level Pay Plan	1	N/A	20	CHANGES Ed Handout
N/A	Spanish	Level Pay Plan	2	N/A	40	CHANGES Ed Handout
N/A	Vietnamese	Level Pay Plan	1	N/A	11	CHANGES Ed Handout
Total			**5**		**79**	
N/A	Cambodian	Understanding Your Bill	2	N/A	25	CHANGES Ed Handout
N/A	Cantonese	Understanding Your Bill	1	N/A	81	
N/A	Dari	Understanding Your Bill	5	N/A	29	CHANGES Ed Handout
N/A	English	Understanding Your Bill	1	N/A	2	
N/A	English – Native American	Understanding Your Bill	2	N/A	238	CHANGES Ed Handout
N/A	Japanese	Understanding Your Bill	1	N/A	5	
N/A	Korean	Understanding Your Bill	3	N/A	42	CHANGES Ed Handout
N/A	Laotian	Understanding Your Bill	1	N/A	3	
N/A	Spanish	Understanding Your Bill	9	N/A	170	
N/A	Tagalog	Understanding Your Bill	1	N/A	1	
N/A	Vietnamese	Understanding Your Bill	1	N/A	59	CHANGES Ed Handout
Total			**27**		**655**	
Year-to-Date		**September 1, 2019 Through September 30, 2019**	**81**	**Quarter Total**	**1,932**	

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

[2] Date of the workshops not available.

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

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