BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Application of Southern California Edison Company (U 338-E) for Approval of its 2012-2014 California Alternate Rates for Energy (CARE) and Energy Savings Assistance Programs and Budgets.	Application 11-05-017 (Filed May 16, 2011)
And Related Matters.	Application 11-05-018 Application 11-05-019 Application 11-05-020

MONTHLY REPORT OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON LOW INCOME ASSISTANCE PROGRAMS FOR OCTOBER 2014

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Dated: November 21, 2014

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MONTHLY REPORT OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON LOW INCOME ASSISTANCE PROGRAMS FOR OCTOBER 2014

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 October 2014.

Respectfully submitted,

DARREN P. ROACH

By: *____/s/ Darren P. Roach_____*
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ATTACHMENT

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

Program Monthly Report for November 2014

Pacific Gas and Electric Company

11/21/2014

PACIFIC GAS AND ELECTRIC COMPANY

Energy Savings Assistance Program and
California Alternate Rates for Energy Program
Monthly Report for November 2014

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PACIFIC GAS AND ELECTRIC COMPANY

Energy Savings Assistance Program and
California Alternate Rates for Energy Program
Monthly Report for November2014

This Monthly Report complies with low income reporting requirements established in Decision (D.)12-08-044, 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 met with Energy Division staff to revise reporting tables and formats in compliance with the mandates of D.12-08-044 and now use the resulting Energy Division-approved monthly reporting format.

1. Energy Savings Assistance 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 2012-2014 ESA Program authorized in D.12-08-044 continues as a resource program emphasizing long-term and enduring energy savings. It continues to serve all willing and eligible low income customer populations by providing all feasible ESA Program measures at no cost to the customer through a direct-install approach. All housing types are eligible to participate, and the ESA Program is available to both homeowners and renters.

1.1 Energy Savings Assistance Program Overview

PG&E's 2012-2014 ESA Program follows the policies and guidance given in D.07-12-051, which established the following programmatic initiative for the ESA Program (formerly known as LIEE):

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

PG&E's ESA Program has treated 100,764 customers through November 2014.

1.1.1 Provide a summary of the Energy Savings Assistance Program elements as approved in D.12-08-044:

Energy Savings Assistance Program Summary for Month			
2014	Authorized / Planning Assumptions	Year-to-Date Actual	%
Budget[1]	$ 163,819,779	$115,823,627	71%
Homes Treated	119,940	100,764	84%
kWh Saved	NA	34,594,944	
kW Demand Reduced	NA	6,841.55	
Therms Saved	NA	1,576,333	

[1]Program authorized budget per D.14-08-030 and actual expenses have been updated to include employee benefits costs approved in the GRC D.14-08-032.

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 37 local installation contractors, 2 appliance contractors, and 11 Community-Based Organizations (CBOs), of which 6 are also Low Income Home Energy Assistance Program (LIHEAP) agencies.

PG&E has 5 contracts with LIHEAP agencies that are now working within PG&E's ESA Program. PG&E coordinates with these LIHEAP agencies to install Energy Star® refrigerators in homes receiving PG&E electric service where the LIHEAP contractors have installed all other measures under the State Weatherization Program. This allows both the ESA Program and LIHEAP to leverage their resources and help additional low income homes. Through October, 93 refrigerators have been installed through this effort, which equates to $74,400 leveraged through this program.

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

In October, the PG&E outreach team continued planning for a wave of acquisition direct mail outreach, scheduled to lauched in early November. The objective of the direct mail letter and postcard will be to introduce current CARE participants to the ESA Program as well as provide a warm-lead for the contractors.

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

- Radio Bilingue's show Comunidad Alerta, part of the Public Radio Network with coverage on radio stations in areas including Fresno, Modesto, Stockton, Salinas and Mendocino.
- Univision Radio's Contacto Comunitario with coverage in greater Frenso and Madera, Merced, Visalia, Tulare and Kings.
- KFTV Univision 21 'Arriba Valle Central' with coverage in the Fresno/Visalia DMA,. This morning magazine show is seen as a trusted source of information for Central Valley residents.
- KABE Univision 39 'Bakersfield al Dia' with coverage in the Bakersfield DMA. Univision Bakersfield is consistently a top 2 station regardless of language and is often Bakersfield's #1 news station.
- KTVO Sing Tao Radio offers programs in both Mandarin & Chinese in the San Francisco Bay Area. It is estimated that 85% of the Bay Area's Chinese radio audience listents to Sing Tao Radio.
- Radio Lobo stations KLOQ & KGAM serve Merced and Stanislaus Counties. Community show airs Sunday at 8:45am.
- Univision Radio's 'Contacto Comunitario' which airs on KOND, KRDA & KLLE at 6:30am in the greater Fresno area and Madera, Merced, Visalia, Tulare and Kings.

ESA Program continued the digital ad, online search, and radio campaign. Its main focus is on Spanish- and Chinese-speaking

audiences, though displayed on English and Chinese sites. It's continuously optimized to ensure presence of top performing creative on the most effective sites.

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. October's digital newsletter features the CARE Program and provides energy savings tips. The newsletter generated an overall 26% open rate with a 11.7% unique click-thru rate.

Sample digital newsletter:

Energy Advisor

OCTOBER 2014

SHARE

Stop phantom energy loss in your home

Whether it's your TV or toaster, many electronics and appliances continue to draw power even when turned off or in standby mode. Two easy ways to stop phantom energy waste are to unplug unused devices or use a standard or smart power strip.

Defeat phantom energy

We can help you save 30 percent* or more on your bill

Are you facing financial challenges? PG&E is here to help. Through the CARE Program, nearly 1.4 million PG&E customers already receive 30 percent or more savings on their energy bills.

See if you qualify

Prepare for possible earthquakes

Earthquakes are unpredictable – something Napa residents know all too well. By taking some steps now, you can be ready when an earthquake strikes. Learn what you need to do to be prepared and stay safe during and after a quake.

Prepare now

Halloween safety: 13 tips to keep your celebrations safe

Protect your family from Halloween injuries with these 13 tips from the U.S. Food and Drug Administration.

Have a happy and safe Halloween

MONEY SAVING TIPS

Check out savings tips or explore programs, services and online tools we have available to help you save energy and money.

Start saving ›

In October, PG&E's outreach team launched a bill insert with generated 474 visits to the vanity URL, 12% of these visits were Spanish speaking customers.

Sample Bill Insert:

Good News!

You may save even more with free home improvements

Available for income-qualified households

We understand sometimes our customers need a little extra help. That's why we offer the Energy Savings Assistance Program, which provides energy-saving home improvements at no cost to help keep your home more energy efficient, safe and comfortable.

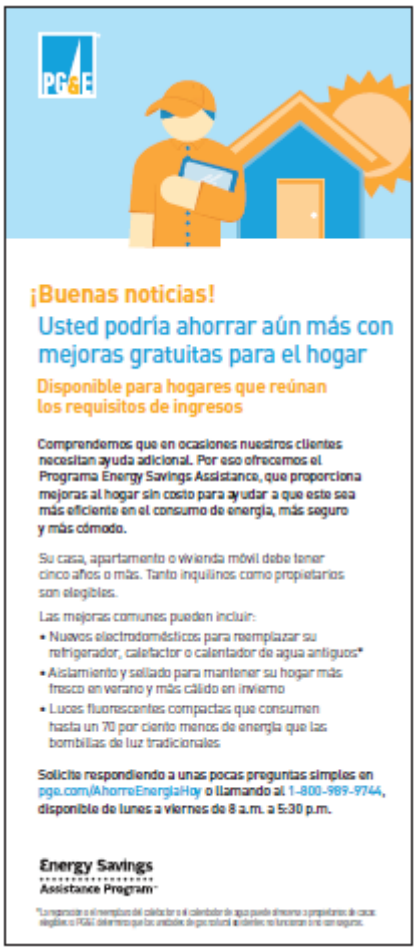
Your house, apartment or mobile home must be at least five years old. Both renters and owners are eligible.

Common improvements can include:

- New appliances to replace your old refrigerator, furnace or water heater*
- Insulation and weatherproofing services to keep your home cooler in summer and warmer in winter
- Compact fluorescent light bulbs that use up to 70 percent less energy than traditional light bulbs

Apply by answering a few simple questions at pge.com/EnergySavingsToday or calling 1-800-989-9744, available Monday through Friday from 8 a.m. to 5:30 p.m.

Energy Savings Assistance Program



¡Buenas noticias!

Usted podría ahorrar aún más con mejoras gratuitas para el hogar

Disponible para hogares que reúnan los requisitos de ingresos

Comprendemos que en ocasiones nuestros clientes necesitan ayuda adicional. Por eso ofrecemos el Programa Energy Savings Assistance, que proporciona mejoras al hogar sin costo para ayudar a que este sea más eficiente en el consumo de energía, más seguro y más cómodo.

Su casa, apartamento o vivienda móvil debe tener cinco años o más. Tanto inquilinos como propietarios son elegibles.

Las mejoras comunes pueden incluir:

- Nuevos electrodomésticos para reemplazar su refrigerador, calefactor o calentador de agua antiguos*
- Aislamiento y sellado para mantener su hogar más fresco en verano y más cálido en invierno
- Luces fluorescentes compactas que consumen hasta un 70 por ciento menos de energía que las bombillas de luz tradicionales

Solicite respondiendo a unas pocas preguntas simples en pge.com/AhorroEnergiaHoy o llamando al 1-800-989-9744, disponible de lunes a viernes de 8 a.m. a 5:30 p.m.

Energy Savings Assistance Program

The following initiative continued building awareness and participation for the ESA Program throughout October:

- Online – Customers can visit pge.com/EnergySavings to find outmore information about the ESA Program and apply online. This channel collected 1,405 new referrals in October. Year to date, this channel has collected 11,862 new referrals.

ESA maintained its partnerships with PG&E's Middle Income Direct Install (MIDI) Program and local government energy efficiency partnerships to help weatherize middle-income households' homes in the following counties: Monterey, San Benito, Santa Cruz, Fresno, Kern, Madera, Mendocino, Napa, San Luis Obispo, San Mateo, Santa Barbara, Sonoma, Santa Clara (Silicon Valley), Yolo and Tulare/Kings. Through the month of October, this effort led to 180 MIDI customer enrollments.

1.3 Leveraging Success Evaluation, Including California Community Services Department (CSD)

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

PG&E, SCE, SDG&E and SoCalGas have been meeting with CSD staff since October 16, 2012 to discuss leveraging opportunities in compliance with D.12-08-044. Ideas explored have included bulk purchasing and data sharing. PG&E is working with CSD to implement two pilots in 2014: Solar water heating and geographic coordination.

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, 637 individuals in 56 sessions (3,343 student days) have been trained to deliver the ESA Program in various capacities.

PG&E continues to participate in the statewide workforce education and training working group.

1.5 Miscellaneous

ESA Program Coordination with the Single Family Affordable Solar Housing (SASH) Program

PG&E's ESA Program works with Grid Alternatives to deliver ESA services to customers that have been approved to participate in the SASH Program. Grid Alternatives refers SASH-eligible homes to PG&E on a regular basis. If the customer has not yet participated in the ESA Program, the customer is placed in the program. The home is assessed and delivery of all eligible measures is expedited. PG&E then notifies Grid Alternatives of the measures that were installed in the home. Grid Alternatives uses this data in their calculations to accurately size the SASH solar unit to be installed. Year-to-date, the ESA Program has completed treatment of 39 homes that were selected for SASH program participation. PG&E supplied ESA measure installation data for 112 SASH-selected homes that were treated through the ESA Program in prior years.

2 California Alternate Rates for Energy 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).

The 2012-2014 CARE Program was adopted in D.12-08-044 issued on August 30, 2012. The authorized CARE administrative budget for 2014 is $14,766,512. This 2014 budget includes $134,846 for PG&E's Cooling Centers Program.

D.12-12-011 approved continued funding of the Community Help and Awareness with Natural Gas and Electricity Services (CHANGES) Pilot Program through the CARE Outreach budget at the current statewide funding level of $60,000 a month until the end of 2014. PG&E is responsible for 30%, or $18,000 a month, of the Joint Utility pilot program cost. The CHANGES Pilot 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.14-08-030 approved a 12 month bridge funding for 2015 at the authorized 2014 budget level. The decision also approved continued bridge funding for the CHANGES pilot program of $61,200 a month until the end of 2015, a 2% increase from authorized 2014 funding level.

2.1 CARE Program Cost Summary

CARE Budget Categories	Authorized Budget[1]	Actual Expenses Year to Date[1]	% of Budget Spent
Outreach	$5,846,455	$3,929,944	67%
Processing, Certification, Recertification	$3,961,081	$1,327,281	34%
Post Enrollment Verification	$2,097,136	$1,087,827	52%
IT Programming	$735,794	$984,062	134%
Cooling Centers	$134,904	$103,262	77%
CHANGES Pilot Program	$222,491	$208,139	94%
Measurement and Evaluation	$48,000	$47,823	100%
Regulatory Compliance	$387,587	$205,211	53%
General Administration	$2,229,066	$1,456,843	65%
CPUC Energy Division Staff	$128,000	$37,742	29%
Total Expenses	**$15,790,513**	**$9,388,133**	**59%**
Subsidies and Benefits	$605,950,000	$530,501,784	88%
Total Program Costs and Discounts	**$621,740,513**	**$539,889,918**	**87%**

[1] Program authorized budget per D.14-08-030 and actual expenses have been updated to include employee benefits costs approved in the GRC D.14-08-032.

PG&E is over its IT Programing authorized budget due to IT costs associated with continuing enhancements to internal databases to track CARE customer information for reporting purposes. These enhancement efforts are expected to increase efficiency in the processing of customer enrollments. PG&E will fund-shift at year-end to cover the overspending in accordance with the fund-shifting rules authorized in D.12-08-044, and will report this information in its 2014 annual report.

2.1.1 Please provide the CARE Program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,406,749	1,648,774	85%

2.2 Outreach

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

In October, the PG&E outreach team continued to launch the second wave of the 2014 acquisition direct mail, email and automated voice messaging campaign. The multi-touch acquisition campaign targets customers with a high propensity for eligibility, as well as those who previously participated in the program but did not recertify. The first email launched at the end of October. To increase our response rates for email, we are conducted an email message test to better understand how we can leverage our messaging to break down identified barriers to participation. Initial results for our first email touch show an average open rate of 37% and click-thru rate of 8.5% which is above industry standards. We are also testing telemarketing to see if it is a viable channel to further enroll customers into the CARE Program.

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

- Radio Bilingue's show Comunidad Alerta, part of the Public Radio Network with coverage on radio stations in areas including Fresno, Modesto, Stockton, Salinas and Mendocino
- Univision Radio's Contacto Comunitario with coverage in greater Frenso and Madera, Merced, Visalia, Tulare and Kings.
- KFTV Univision 21 'Arriba Valle Central' with coverage in the Fresno/Visalia DMA, reaching an average of 18,000 daily viewers. This morning magazine show is seen as a trusted source of information for Central Valley residents.
- KABE Univision 39 'Bakersfield al Dia' with coverage in the Bakersfield DMA. Univision Bakersfield is consistently a top 2 station regardless of language and is often Bakersfield's #1 news station.
- Sing Tao Radio offers programs in both Mandarin & Chinese in the San Francisco Bay Area. It is estimated that 85% of the Bay Area's Chinese radio audience listents to Sing Tao Radio; approximately 182K listeners.

- Radio Lobo stations KLOQ & KGAM serve Merced and Stanislaus Counties. Community show airs Sunday at 8:45am.

In October, the CARE Program continued its digital ad, online search, and radio campaign. Its main focus remains on Spanish- and Chinese-speaking audiences, though it's also displayed on English sites. It's continuously optimized to ensure presence of top performing creative on the most effective sites.

CARE 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. October's digital newsletter hightligts CARE and its benefits to cusomters. The October newsletter provides energy savings tips to help customers better manage their usage and bill, generating an overall 26% open rate with a 11.7% unique click-thru rate.

Sample digital newsletter:

In October, PG&E's outreach team launched a bill insert.

Sample Bill Insert:

The following ongoing efforts continued building CARE awareness and participation throughout October:

- Automated Phone Calls – CARE partners with a third-party vendor and PG&E's customer service representatives to enroll new households and recertify existing households by telephone. Year to date, this channel has generated 28,538 recertified customers and 12,349 new enrollments.
- Online – Customers can visit pge.com/CARE to find out more information about CARE and to apply online. Year to date, this channel has collected 134,492 new enrollments.
- Local Office Partnerships – CARE partners with local offices to inform customers about the program and to distribute applications. Year to date, this initiative has produced 9,635 new enrollments.
- Community Outreach Contractors (COCs) - PG&E contracted with 68 COCs throughout its service area. These represent a variety of communities, including African-Americans, Hispanics, Asian Pacific Islander Americans (Chinese, Vietnamese, Laotian, and Hmong), Native Americans, seniors, rural residents, agricultural workers, sub-metered tenants, and nonprofit living facilities. Year to date, this initiative has led to 994 new enrollments.

To address enrollment barriers discovered through customer research, PG&E continued efforts to optimize the CARE application for 2014-2015. PG&E applied focus group insights on design and messaging collected in January and collaborated with ORA and other stakeholder groups in the development of a more customer-friendly application filed in May.

Throughout these efforts, PG&E continues to evaluate different channels, language and design, identifying optimization opportunities and implementing learnings in real time for improved results, efficiency and cost-effectiveness.

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

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

PG&E automatically enrolls customers who receive LIHEAP and Relief for Energy Assistance through Community Help (REACH) payments. Year-to-date, 3,545 LIHEAP customers and 586 REACH customers have been automatically enrolled onto the CARE Program.

Year-to-date, 22,656 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 October.

2.3 Miscellaneous

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

3 Appendix: ESA Tables and CARE Tables

ESA- Table 1- ESA Program Expenses

ESA- Table 2- ESA Measure Installations and Savings

ESA- Table 3- Average Bill Savings per Treated Home

ESA- Table 4a- ESA Homes Treated

ESA- Table 4b- Homes Unwilling / Unable to Participate

ESA- Table 5- ESA Customer Summary

ESA- Table 6- Expenditures for Pilots and Studies

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 (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- Participants as of Month-End

CARE- Table 9 - Expenditures for CHANGES Pilot Program

CARE-Table 10- CHANGES

CARE-Table 11- CHANGES

Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses
Through October 31, 2014

	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
ESA Program:	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
Energy Efficiency												
Appliances	$ 34,907,105	$ 2,627,416	$ 37,534,521	$ 1,438,114	$ 59,068	$ 1,497,183	$ 14,923,266	$ 570,066	$ 15,493,333	43%	22%	41%
Domestic Hot Water	$ 924,532	$ 9,757,809	$ 10,682,341	$ 66,700	$ 897,838	$ 964,538	$ 674,054	$ 9,193,194	$ 9,867,248	73%	94%	92%
Enclosure	$ 7,457,463	$ 41,793,263	$ 49,250,726	$ 518,522	$ 2,938,294	$ 3,456,816	$ 5,595,043	$ 31,705,243	$ 37,300,286	75%	76%	76%
HVAC [3]	$ 2,685,301	$ 2,661,646	$ 5,346,947	$ 806,823	$ 338,749	$ 1,145,572	$ 6,254,549	$ 3,613,844	$ 9,868,393	233%	136%	185%
Maintenance	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Lighting	$ 28,575,478	$ -	$ 28,575,478	$ 2,048,731	$ -	$ 2,048,731	$ 20,109,973	$ -	$ 20,109,973	70%	0%	70%
Miscellaneous[2]	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Customer Enrollment	$ 1,155,071	$ 621,961	$ 1,777,032	$ 70,306	$ 37,857	$ 108,163	$ 732,491	$ 394,418	$ 1,126,909	63%	63%	63%
In Home Education	$ 9,917,891	$ 5,340,403	$ 15,258,294	$ 694,877	$ 374,165	$ 1,069,042	$ 7,246,867	$ 3,902,159	$ 11,149,026	73%	73%	73%
Pilot	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Energy Efficiency TOTAL	$ 85,622,841	$ 62,802,498	$ 148,425,339	$ 5,644,074	$ 4,645,971	$ 10,290,045	$ 55,536,243	$ 49,378,925	$ 104,915,168	65%	79%	71%
Training Center [4]	$ 676,925	$ 372,394	$ 1,049,319	$ 33,734	$ 18,165	$ 51,899	$ 379,697	$ 204,452	$ 584,149	56%	55%	56%
Inspections [4]	$ 4,613,647	$ 2,616,909	$ 7,230,556	$ 332,216	$ 178,886	$ 511,102	$ 3,295,440	$ 1,774,468	$ 5,069,908	71%	68%	70%
Marketing and Outreach [4]	$ 1,260,017	$ 683,134	$ 1,943,151	$ 124,171	$ 66,861	$ 191,033	$ 1,125,659	$ 606,124	$ 1,731,783	89%	89%	89%
Statewide Marketing Education and Outreach [1]	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Measurement and Evaluation Studies	$ 133,250	$ 71,750	$ 205,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Regulatory Compliance [4]	$ 275,649	$ 154,832	$ 430,480	$ 31,558	$ 16,993	$ 48,551	$ 177,187	$ 95,408	$ 272,595	64%	62%	63%
General Administration [4]	$ 2,865,222	$ 1,615,712	$ 4,480,934	$ 232,461	$ 125,171	$ 357,632	$ 2,101,485	$ 1,131,569	$ 3,233,055	73%	70%	72%
CPUC Energy Division	$ 35,750	$ 19,250	$ 55,000	$ 2,326	$ 1,253	$ 3,579	$ 11,031	$ 5,940	$ 16,970	31%	31%	31%
TOTAL PROGRAM COSTS	$ 95,483,300	$ 68,336,479	$ 163,819,779	$ 6,400,541	$ 5,053,299	$ 11,453,840	$ 62,626,742	$ 53,196,885	$ 115,823,627	66%	78%	71%
Funded Outside of ESA Program Budget												
Indirect Costs				$ -	$ -	$ -	$ -	$ -	$ -			
NGAT Costs					$ 223,997	$ 223,997		$ 2,291,327	$ 2,291,327			

[1] The 2014 ESA Statewide Marketing, Education and Outreach authorized budget of $127,000 was transferred from the PPP-Low Income Balancing Account to the Statewide ME&O Balancing Account per D.12-08-044, D.13-04-021 and D.13-12-038.
[2] The 2014 authorized budget in the Miscellaneous category of $10,854,095 was redistributed to the HVAC category ($922,598 for AC Fan Delay- Electric) and the Enclosure category ($1,559,579 for Attic Insulation - Electric and $8,371,918 for Attic Insulation - Gas).
[3] PG&E will address the higher-than-expected expenditure, and anticipated overspend in the HVAC category in accordance with the fund-shifting rules authorized in D.12-08-044.
[4] Program budgets have been updated to include employee benefits costs approved in the GRC (D.14-08-032) - Decision Authorizing Pacific Gas and Electric Company's General Rate Case Revenue Requirement for 2014-2016, issue date of August 20, 2014.

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

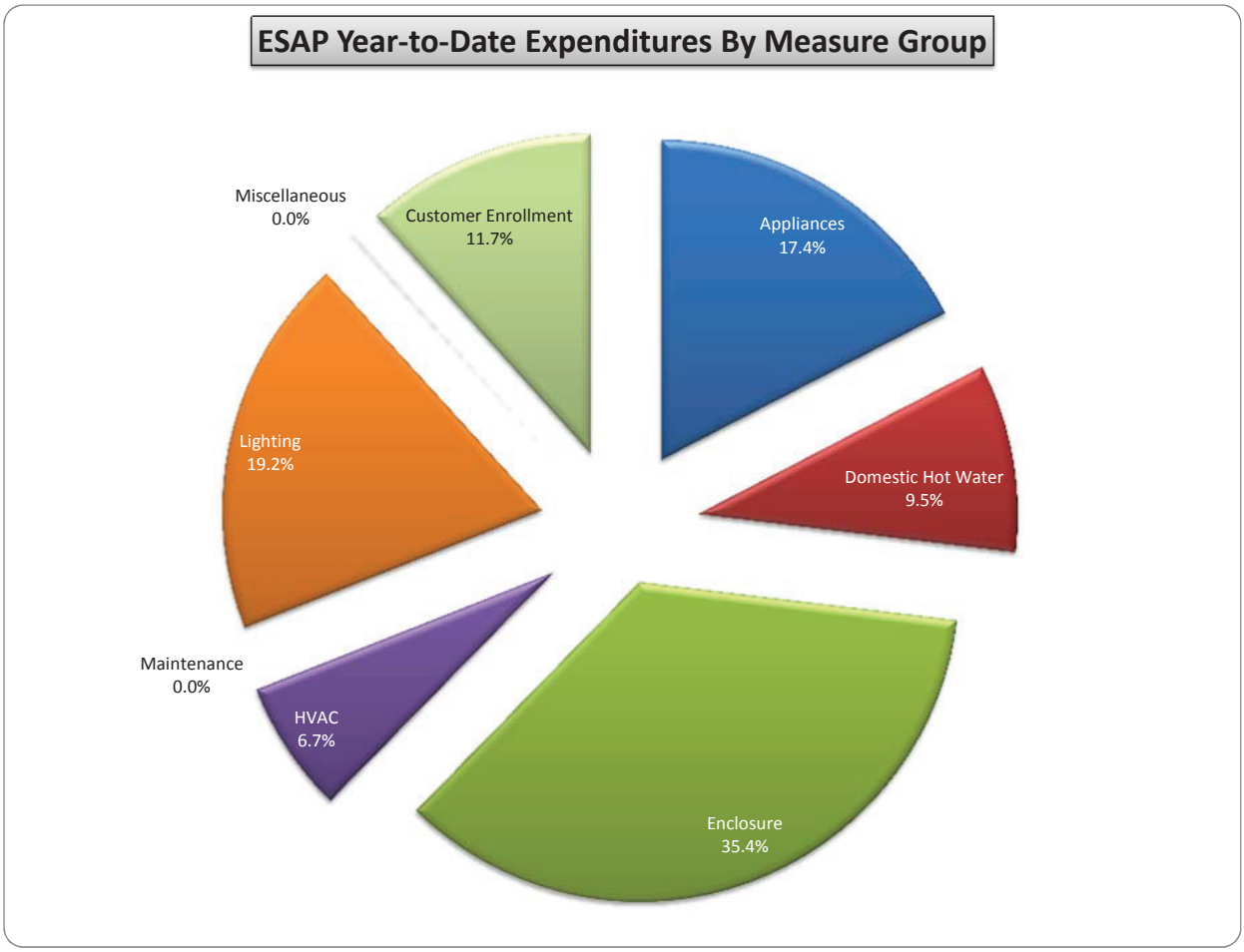
Energy Savings Assistance Program Table 2

Through October 31, 2014

Measures	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh [4] (Annual)	kW [5] (Annual)	Therms (Annual)	Expenses ($)	% of Expenditure
Appliances [10]							
High Efficiency Clothes Washer	Each	-	-	-	-	$ -	
Refrigerators	Each	14,038	9,932,411	1,692.37	-	$ 12,820,219	12.96%
Evaporative Cooler (Replacement)	Each	4,540	2,351,209	2,715.41	-	$ 2,879,377	2.91%
Microwaves [6]	Each	17,787	2,288,011	-	151,272	$ 1,513,598	1.53%
Domestic Hot Water							
Water Heater Blanket	Home	23,738	123,994	27.04	125,597	$ 1,390,871	1.41%
Low Flow Shower Head	Home	103,023	1,007,361	255.32	573,431	$ 4,160,132	4.21%
Water Heater Pipe Insulation	Home	2,085	6,854	1.16	12,744	$ 41,703	0.04%
Faucet Aerator	Home	75,338	158,480	34.20	199,812	$ 1,353,731	1.37%
Water Heater Repair/Replacement	Each	899	-	-	-	$ 714,571	0.72%
Thermostatic Shower Valve [7]	Each	82,098	24,773	-	134,120	$ 1,734,392	1.75%
Enclosure							
Air Sealing / Envelope [1]	Home	70,585	3,644,665	-	336,053	$ 29,401,227	29.73%
Caulking	Home						
Attic Insulation	Home	3,580	311,936	159.30	43,304	$ 5,616,295	5.68%
HVAC [10]							
FAU Standing Pilot Conversion	Each						
Furnace Repair/Replacement	Each	1,367	-	-	-	$ 1,786,898	1.81%
Room A/C Replacement	Each	971	75,273	67.98	-	$ 873,680	0.88%
Central A/C replacement	Each	12	710	1.15	-	$ 34,405	0.03%
Central A/C Tune up	Home	7,547	36,599	56.44	-	$ 2,130,465	2.15%
Duct Testing and Sealing	Home	2,894	-	-	-	$ 1,796,923	1.82%
Maintenance							
Furnace Clean and Tune	Home						
Lighting							
Compact Fluorescent Lights (CFL)	Each	358,233	4,947,383	463.18	-	$ 2,819,229	2.85%
Interior Hard wired CFL fixtures	Each	159,923	6,896,059	786.11	-	$ 12,932,915	13.08%
Exterior Hard wired CFL fixtures	Each	27,481	1,187,179	137.41	-	$ 2,252,927	2.28%
Torchiere	Each	5,236	1,067,568	104.72	-	$ 418,730	0.42%
Occupancy Sensor	Each	9,716	387,668	38.86	-	$ 572,488	0.58%
LED Night Lights	Each						
Miscellaneous							
Pool Pumps	Each						
Smart Power Strips [9]	Each	0	-	0	-	$ 20,425	0.02%
New Measures							
AC Time Delay [8]	Each	755	146,809	300.88	0	$ 63,572	0.06%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	100,764				$ 1,059,157	1.07%
In-Home Education	Home	100,764				$ 10,495,697	10.61%
Total Savings/Expenditures			34,594,944	6,841.55	1,576,333	$ 98,883,630	
Households Weatherized [2]		88,117					
Households Treated							
- Single Family Households Treated	Home	67,822					
- Multi-family Households Treated	Home	26,339					
- Mobile Homes Treated	Home	6,603					
Total Number of Households Treated	**Home**	**100,764**					
# Eligible Households to be Treated for PY [3]	**Home**	**119,940**					
% of Households Treated	**%**	**84.01%**					
- Master-Meter Households Treated	Home	5,031					

[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking 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] Appendix A --- A.11-05-017 Adopted Number of Homes to be Treated
[4] SF and MF savings from PGECODHW113, Revison 4.
MH: ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011.
[5] Costs exclude support costs that are included in Table 1.
[6] Microwave savings are from ECONorthWest Studies received in December of 2011
[8] Savings value from Work Paper PGE0077 Revision #1 --- California HVAC Upgrade: Efficient Fan Controller(EFC) for Residential
[9] Installation of smart power strips began in October 2014, following measure approval in D.14-08-030. Installation and savings were not recorded in time for Oct. Reporting, and will be included in the November report.
[10] This Table reflects the move of the AC Tune Up measure to the HVAC category, and the Evaporative Cooler measure to the Appliances category beginning with the April 2014 report.

Energy Savings Assistance Program Table 2 Pie-Chart
Through October 31, 2014



Appliances	17,213,195	17.41%
Domestic Hot Water	9,395,400	9.50%
Enclosure	35,017,522	35.41%
HVAC	6,622,372	6.70%
Maintenance	-	0.00%
Lighting	18,996,290	19.21%
Miscellaneous	20,425	0.02%
New Measures	63,572	0.06%
Customer Enrollment	11,554,854	11.69%
Total	98,883,630	100.00%

Energy Savings Assistance Program Table 3 - Average Bill Savings		
Through October 31, 2014		
Year-to-Date Installations - Expensed		
Annual kWh Savings		34,594,944
Annual Therm Savings		1,576,333
Lifecycle kWh Savings		451,640,839
Lifecycle Therm Savings		14,113,013
Current kWh Rate	$	0.1004
Current Therm Rate	$	0.8426
Number of Treated Households		100,764
Average 1st Year Bill Savings / Treated Households	$	47.67
Average Lifecycle Bill Savings / Treated Households	$	414.49

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 - Energy Savings Assistance Through October 31, 2014

	Eligible Households			Households Treated YTD		
County	**Rural**	**Urban**	**Total**	**Rural**	**Urban**	**Total**
ALAMEDA	3	164,413	**164,416**	-	9,395	**9,395**
ALPINE	124	-	**124**	-	-	**-**
AMADOR	4,499	2	**4,501**	363	9	**372**
BUTTE	12,196	27,033	**39,229**	2,591	15	**2,606**
CALAVERAS	7,528	67	**7,595**	344	41	**385**
COLUSA	3,071	14	**3,085**	349	1	**350**
CONTRA COSTA	1	100,399	**100,400**	11	5,692	**5,703**
EL DORADO	6,385	7,029	**13,414**	804	3	**807**
FRESNO	229	138,750	**138,979**	664	8,963	**9,627**
GLENN	4,639	-	**4,639**	490	76	**566**
HUMBOLDT	21,596	-	**21,596**	1,079	17	**1,096**
KERN	56,202	38,564	**94,766**	3,170	3,578	**6,748**
KINGS	8,467	226	**8,693**	486	-	**486**
LAKE	13,207	1	**13,208**	960	36	**996**
LASSEN	165	-	**165**	7	2	**9**
MADERA	5,861	13,846	**19,707**	1,266	-	**1,266**
MARIN	-	23,921	**23,921**	75	380	**455**
MARIPOSA	3,303	26	**3,329**	50	59	**109**
MENDOCINO	13,562	21	**13,583**	941	35	**976**
MERCED	20,541	20,183	**40,724**	1,533	1,253	**2,786**
MONTEREY	4,770	43,488	**48,258**	766	2,483	**3,249**
NAPA	1	15,598	**15,599**	37	502	**539**
NEVADA	10,899	7	**10,906**	458	5	**463**
PLACER	12,523	19,432	**31,955**	315	1,259	**1,574**
PLUMAS	3,555	115	**3,670**	136	-	**136**
SACRAMENTO	-	165,947	**165,947**	208	9,204	**9,412**
SAN BENITO	4,997	113	**5,110**	312	6	**318**
SAN BERNARDINO	395	44	**439**	31	-	**31**
SAN FRANCISCO	-	116,553	**116,553**	-	4,072	**4,072**
SAN JOAQUIN	10,072	79,965	**90,037**	591	5,685	**6,276**
SAN LUIS OBISPO	21,770	15,037	**36,807**	1,724	1	**1,725**
SAN MATEO	1	55,552	**55,553**	18	1,342	**1,360**
SANTA BARBARA	1,296	16,751	**18,047**	695	445	**1,140**
SANTA CLARA	3,427	140,268	**143,695**	229	9,138	**9,367**
SANTA CRUZ	9	27,628	**27,637**	273	1,425	**1,698**
SHASTA	12,168	13,053	**25,221**	630	866	**1,496**
SIERRA	237	5	**242**	5	-	**5**
SISKIYOU	21	-	**21**	-	-	**-**
SOLANO	-	40,841	**40,841**	326	3,701	**4,027**
SONOMA	3,168	48,579	**51,747**	467	1,836	**2,303**
STANISLAUS	30,037	38,543	**68,580**	556	2,565	**3,121**
SUTTER	-	13,507	**13,507**	420	3	**423**
TEHAMA	12,097	11	**12,108**	858	12	**870**
TRINITY	457	-	**457**	3	-	**3**
TULARE	8,377	673	**9,050**	501	29	**530**
TUOLUMNE	9,584	-	**9,584**	205	1	**206**
YOLO	1	29,894	**29,895**	473	714	**1,187**
YUBA	73	10,551	**10,624**	495	-	**495**
Total	**331,514**	**1,426,650**	**1,758,164**	**25,915**	**74,849**	**100,764**

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

Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate
Through October 31, 2014

	Reason Provided							
County	Customer Declined Program Measures or is Non-Responsive	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Insufficient feasible Measures	Ineligible Dwelling - Prior Program Participation or Dwelling Age	Household Income Exceeds Allowable Limits	Unable to Provide Required Documentation	Other
Alameda	0	0	0	0	0	0	0	
Alpine	0	0	0	0	0	0	0	
Amador	0	0	0	0	0	0	0	
Butte	1	0	0	0	0	0	0	
Calaveras	0	0	0	0	0	0	0	
Colusa	0	0	0	0	0	0	0	
Contra Costa	0	2	0	0	0	0	0	
El Dorado	0	0	0	0	0	0	0	
Fresno	8	1	0	0	0	0	0	
Glenn	0	0	0	0	0	0	0	
Humboldt	0	0	0	0	0	0	0	
Kern	0	0	0	0	0	0	0	
Kings	0	0	0	0	0	0	0	
Lake	0	0	0	0	0	0	0	
Lassen	0	0	0	0	0	0	0	
Madera	1	0	0	0	0	0	0	
Marin	0	0	0	0	0	0	0	
Mariposa	0	0	0	0	0	0	0	
Mendocino	0	0	0	0	0	0	0	
Merced	0	0	0	0	0	0	0	
Monterey	0	0	0	0	0	0	0	
Napa	0	0	0	0	0	0	0	
Nevada	0	0	0	0	0	0	0	
Placer	0	1	0	0	0	0	0	
Plumas	0	0	0	0	0	0	0	
Sacramento	0	1	0	0	0	0	0	
San Benito	0	0	0	0	0	0	0	
San Bernardino	0	0	0	0	0	0	0	
San Francisco	0	0	0	0	0	0	0	
San Joaquin	0	4	0	0	0	0	0	
San Luis Obispo	0	0	0	0	0	0	0	
San Mateo	0	0	0	0	0	0	0	
Santa Barbara	0	0	0	0	0	0	0	
Santa Clara	0	3	0	0	0	0	0	
Santa Cruz	0	0	0	0	0	0	0	
Shasta	0	0	0	0	0	0	0	
Sierra	0	0	0	0	0	0	0	
Siskiyou	0	0	0	0	0	0	0	
Solano	1	1	0	0	0	0	0	
Sonoma	2	0	0	0	0	0	0	
Stanislaus	0	0	0	0	0	0	0	
Sutter	0	0	0	0	0	0	0	
Tehama	0	0	0	0	0	0	0	
Trinity	0	0	0	0	0	0	0	
Tulare	0	0	0	0	0	0	0	
Tuolumne	0	0	0	0	0	0	0	
Yolo	18	0	0	0	0	0	0	
Yuba	0	0	0	0	0	0	0	
Total	31	13	0	0	0	0	0	0

Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary
Through October 31, 2014

	Gas & Electric				Gas Only				Electric Only				Total			
	# of Household Treated by	(Annual)			# of Household Treated by	(Annual)			# of Household Treated by	(Annual)			# of Household Treated by	(Annual)		
2014	Month	Therm	kWh	kW	Month	Therm	kWh	kW	Month	Therm	kWh	kW	Month	Therm	kWh	kW
January	4,628	90,270	1,496,519	232	1,124	10,628	359,716	63	1,152	11,361	101,150	6	6,904	112,259	1,957,384	301
February	10,899	211,824	3,693,999	578	2,668	26,785	997,929	184	2,776	29,968	260,777	20	16,343	268,577	4,952,705	782
March	17,766	349,174	6,216,168	985	4,583	97,465	309,284	6	4,454	363	1,834,893	358	26,803	447,002	8,360,345	1,349
April	24,401	484,417	8,733,105	1,427	6,027	62,182	2,437,661	475	6,113	69,924	589,688	49	36,541	616,523	11,760,454	1,951
May	31,034	612,118	11,209,444	1,857	7,736	81,236	3,158,456	647	7,782	91,151	746,305	62	46,552	784,505	15,114,206	2,567
June	37,745	742,963	13,721,031	2,316	9,685	98,565	3,985,567	875	9,397	110,586	899,816	76	56,827	952,114	18,606,414	3,268
July	45,059	891,792	16,557,321	3,027	11,537	116,428	4,808,944	1,109	10,949	131,116	1,049,222	90	67,545	1,139,336	22,415,488	4,226
August	52,093	1,044,859	19,246,930	3,619	13,344	132,378	5,606,499	1,350	12,433	151,579	1,192,757	103	77,870	1,328,817	26,046,186	5,072
September	59,449	1,086,295	22,141,785	4,171	15,346	190,423	6,302,664	1,552	13,969	107,838	1,906,577	261	88,764	1,384,557	30,351,027	5,984
October	67,644	1,243,552	25,184,475	4,755	17,617	212,266	7,272,113	1,793	15,503	120,515	2,138,356	294	100,764	1,576,333	34,594,944	6,842
November																
December																
YTD													-	-	-	-

Figures for each month are YTD. July results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in ESA Table 2.
Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies
Through October 31, 2014

	Authorized 3-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2012			% of 3-Year Budget Expensed		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Pilots												
Studies												
Impact Evaluation [1]	$ 117,000	$ 63,000	$ 180,000	$ -	$ -	$ -	$ 95,331	$ 51,332	$ 146,662	81%	81%	81%
Needs Assessment [2]	$ 136,500	$ 73,500	$ 210,000	$ -	$ -	$ -	$ 136,425	$ 73,460	$ 209,885	100%	100%	100%
Energy Education [2]	$ 58,500	$ 31,500	$ 90,000	$ -	$ -	$ -	$ 47,468	$ 25,560	$ 73,028	81%	81%	81%
Multifamily [3]	$ 78,000	$ 42,000	$ 120,000	$ -	$ -	$ -	$ 72,521	$ 39,050	$ 111,571	93%	93%	93%
Total Studies	$ 390,000	$ 210,000	$ 600,000	$ -	$ -	$ -	$ 351,745	$ 189,401	$ 541,146	90%	90%	32%

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

[1] SDG&E is the project manager of the Impact Evaluation and pays the consultant.

[2] SCE is the project manager of the Needs Assessment and Energy Education Studies and pays the consultants.

[3] PG&E is the project manager of the Multifamily Study and responsible to pay consultant invoices.

CARE Table 1 - CARE Program Expenses - PG&E
Through October 31, 2014

	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
CARE Program:	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
Outreach [1][6]	$ 4,735,628	$ 1,110,826	**$ 5,846,455**	$ 360,525	$ 84,568	$ 445,093	$ 3,183,254	$ 746,689	$ 3,929,944	67%	67%	67%
Processing, Certification, Recertification [6]	$ 3,208,475	$ 752,605	**$ 3,961,081**	$ 109,771	$ 25,749	$ 135,520	$ 1,075,097	$ 252,183	$ 1,327,281	34%	34%	34%
Post Enrollment Verification [6]	$ 1,698,680	$ 398,456	**$ 2,097,136**	$ 93,031	$ 21,822	$ 114,852	$ 881,140	$ 206,687	$ 1,087,827	52%	52%	52%
IT Programming [2] [6]	$ 595,993	$ 139,801	**$ 735,794**	$ 91,758	$ 21,524	$ 113,282	$ 797,090	$ 186,972	$ 984,062	134%	134%	134%
Cooling Centers [6]	$ 134,904		**$ 134,904**	$ -	$ -	$ -	$ 103,262		$ 103,262	77%	0%	77%
CHANGES Pilot Program [3][6]	$ 180,218	$ 42,273	**$ 222,491**	$ 14,580	$ 3,420	$ 18,000	$ 168,593	$ 39,546	$ 208,139	94%	94%	94%
Measurement & Evaluation	$ 38,880	$ 9,120	**$ 48,000**	$ -	$ -	$ -	$ 38,737	$ 9,086	$ 47,823	100%	100%	100%
Regulatory Compliance [6]	$ 313,946	$ 73,642	**$ 387,587**	$ 16,844	$ 3,951	$ 20,795	$ 166,221	$ 38,990	$ 205,211	53%	53%	53%
General Administration [6]	$ 1,805,543	$ 423,523	**$ 2,229,066**	$ 123,776	$ 29,034	$ 152,810	$ 1,180,043	$ 276,800	$ 1,456,843	65%	65%	65%
CPUC Energy Division Staff	$ 103,680	$ 24,320	**$ 128,000**	$ 5,603	$ 1,314	$ 6,917	$ 30,571	$ 7,171	$ 37,742	29%	29%	29%
SUBTOTAL PROGRAM COSTS	**$ 12,815,947**	**$ 2,974,566**	**$ 15,790,513**	**$ 815,888**	**$ 191,381**	**$ 1,007,269**	**$ 7,624,008**	**$ 1,764,126**	**$ 9,388,133**	**59%**	**59%**	**59%**
CARE Rate Discount [4]	$ 490,819,500	$ 115,130,500	**$ 605,950,000**	$ 46,732,699	$ 4,800,256	$ 51,532,956	$ 461,504,771	$ 68,997,014	$ 530,501,784	94%	60%	88%
TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	**$ 503,635,447**	**$ 118,105,066**	**$ 621,740,513**	**$ 47,548,587**	**$ 4,991,638**	**$ 52,540,225**	**$ 469,128,779**	**$ 70,761,139**	**$ 539,889,918**	**93%**	**60%**	**87%**
Other CARE Rate Benefits												
- DWR Bond Charge Exemption				$ 3,409,440		$ 3,409,440	$ 33,005,867		$ 33,005,867			
- CARE PPP Exemption [5]				$ 4,525,264	$ 497,705	$ 5,022,969	$ 44,775,145	$ 6,323,557	$ 51,098,702			
- California Solar Initiative Exemption				$ 584,747		$ 584,747	$ 5,727,585		$ 5,727,585			
- kWh Surcharge Exemption												
Total - Other CARE Rate Benefits				**$ 8,519,451**	**$ 497,705**	**$ 9,017,156**	**$ 83,508,597**	**$ 6,323,557**	**$ 89,832,154**			
Indirect Costs [6]				**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**			

[1] The Outreach category includes expenses from Capitation Fee, Mass Media Advertising, Outreach, and Expanded Outreach.
[2] PG&E anticipates it will exceed the IT Programing budget category by year-end due to IT costs associated with continuing enhancements to internal databases to track CARE customer information for reporting purposes. PG&E will fund-shift at year-end to cover the overspending in accordance with the fund-shifting rules authorized in D.12-08-044 and will report this information in its 2014 annual report.
[3] D.12-12-011 approved continued funding for the CHANGES Pilot Program through the CARE Outreach budget authorized in D.12-08-044 at the current funding level of $60,000/month. Expenditures include contract and PG&E support costs for the CHANGES pilot.
[4] The Authorized Budget for the CARE Rate Discount per D.12-08-044.
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.
[5] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the CARE surcharge.
[6] Program authorized budget per D.14-08-030 has been updated to include $848,000 employee benefits costs approved in the GRC (D.14-08-032) - Decision Authorizing Pacific Gas and Electric Company's General Rate Case Revenue Requirement for 2014-2016, approved on August 14, 2014. Actual employee benefit burden costs have been included in the program monthly and YTD expenses.

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

CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration - PG&E
Through October 31, 2014

2014	New Enrollment										Recertification				Attrition					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)
	Automatic Enrollment				Self-Certification (Income or Categorical)				Capitation	Total New Enrollment (E+I+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response [4]	Failed PEV	Failed Recertification	Other [5]	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)			
	Inter-Utility [1]	Intra-Utility [2]	Leveraging [3]	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)																
January	0	154	0	154	16,861	10,692	865	28,418	56	28,628	25,607	8,260	12,287	46,154	n/a	6,779	11,600	12,353	30,732	74,782	-2,104	1,383,966	1,648,774	84%
February	0	5,241	0	5,241	12,293	8,173	485	20,951	88	26,280	24,234	5,681	21,427	51,342	n/a	5,486	13,736	12,420	31,642	77,622	-5,362	1,378,604	1,648,774	84%
March	0	2,622	0	2,622	15,098	8,235	3,524	26,857	150	29,629	23,116	7,624	9,791	40,531	n/a	10,494	12,822	14,069	37,385	70,160	-7,756	1,370,848	1,648,774	83%
April	0	3,039	0	3,039	11,278	12,005	388	23,671	190	26,900	24,691	7,391	10,624	42,706	n/a	7,588	6,258	10,230	24,076	69,606	2,824	1,373,672	1,648,774	83%
May	0	2,934	0	2,934	10,599	7,704	769	19,072	233	22,239	67,955	6,572	10,998	85,525	n/a	4,631	5,627	12,241	22,699	107,764	-460	1,373,212	1,648,774	83%
June	0	2,954	0	2,954	9,831	11,518	361	21,710	105	24,769	28,604	6,628	11,871	47,103	n/a	4,360	6,502	14,920	25,782	71,872	-1,013	1,372,199	1,648,774	83%
July	0	2,492	0	2,492	14,868	12,412	1,590	28,870	46	31,408	38,500	7,572	11,390	57,462	n/a	3,424	5,325	12,730	21,479	88,870	9,929	1,382,128	1,648,774	84%
August	0	2,633	0	2,633	14,164	15,872	2,602	32,638	55	35,326	30,554	8,213	11,507	50,274	n/a	3,608	4,985	15,317	23,910	85,600	11,416	1,393,544	1,648,774	85%
September	0	0	0	0	16,198	11,907	601	28,706	45	28,751	26,281	7,903	0	34,184	n/a	6,424	4,615	13,655	24,694	62,935	4,057	1,397,601	1,648,774	85%
October	0	4,718	0	4,718	13,302	17,714	1,164	32,180	26	36,924	27,470	9,849	23,315	60,634	n/a	7,980	6,474	13,322	27,776	97,558	9,148	1,406,749	1,648,774	85%
November																								
December																								
YTD Total	**0**	**26,787**	**0**	**26,787**	**134,492**	**116,232**	**12,349**	**263,073**	**994**	**290,854**	**317,012**	**75,693**	**123,210**	**515,915**	**n/a**	**60,774**	**78,144**	**131,257**	**270,175**	**806,769**	**20,679**	**1,406,749**	**1,648,774**	**85%**

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

CARE Table 3A - Post-Enrollment Verification Results (Model) - PG&E Through October 31, 2014								
2014	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify	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
January	1,383,966	3,144	0.23%	2,031	112	2,143	68.16%	0.15%
February	1,378,604	1,713	0.12%	1,036	89	1,125	65.67%	0.08%
March	1,370,848	4,734	0.35%	2,306	377	2,683	56.68%	0.20%
April	1,373,672	4,616	0.34%	2,324	347	2,671	57.86%	0.19%
May	1,373,212	3,756	0.27%	1,943	228	2,171	57.80%	0.16%
June	1,372,199	3,834	0.28%	2,045	312	2,357	61.48%	0.17%
July	1,382,128	4,901	0.35%	2,622	385	3,007	61.35%	0.22%
August	1,393,544	4,590	0.33%	2,440	354	2,794	60.87%	0.20%
September	1,397,601	4,556	0.33%					
October	1,406,749	4,689	0.33%					
November								
December								
YTD Total	**1,406,749**	**40,533**	**2.88%**	**16,747**	**2,204**	**18,951**	**60.57%**	**1.35%**

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

CARE Table 3B - Post-Enrollment Verification Results (High Usage) - PG&E Through October 31, 2014								
2014	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify	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
January	1,383,966	9,362	0.68%	8,228	495	8,723	93.17%	0.63%
February	1,378,604	6,773	0.49%	5,976	357	6,333	93.50%	0.46%
March	1,370,848	1,166	0.09%	1,019	65	1,084	92.97%	0.08%
April	1,373,672	1,310	0.10%	1,142	68	1,210	92.37%	0.09%
May	1,373,212	809	0.06%	699	29	728	89.99%	0.05%
June	1,372,199	816	0.06%	711	43	754	92.40%	0.05%
July	1,382,128	3,431	0.25%	3,016	132	3,148	91.75%	0.23%
August	1,393,544	5,112	0.37%	4,321	284	4,605	90.08%	0.33%
September	1,397,601	5,788	0.41%					
October	1,406,749	5,699	0.41%					
November								
December								
YTD Total	**1,406,749**	**40,266**	**2.86%**	**25,112**	**1,473**	**26,585**	**92.38%**	**1.89%**

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

CARE Table 4 - CARE Self-Certification and Self-Recertification Applications - PG&E						
Through October 31, 2014						
	Provided [1]	Received	Approved	Denied	Pending/ Never Completed	Duplicates
Total YTD	10,287,129	557,707	500,965	21,263	35,479	75,693
Percentage [2]		100.00%	89.83%	3.81%	6.36%	13.57%

[1] 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.

[2] Percentage of Received. Duplicates are also counted as Approved, so the total will not add up to 100%.

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

CARE Table 5 - Enrollment by County - PG&E
Through October 31, 2014

County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
	Urban	Rural [1]	Total	Urban	Rural [1]	Total	Urban	Rural [1]	Total
ALAMEDA	148,671	4	148,675	124,503	6	124,509	84%	155%	84%
ALPINE	0	136	136	0	12	12	n/a	9%	9%
AMADOR	1	4,555	4,556	0	4,120	4,120	0%	90%	90%
BUTTE	26,492	12,152	38,644	23,818	12,291	36,109	90%	101%	93%
CALAVERAS	63	7,708	7,771	57	5,494	5,551	91%	71%	71%
COLUSA	11	3,003	3,014	9	3,228	3,237	84%	107%	107%
CONTRA COSTA	95,070	1	95,071	83,086	1	83,087	87%	133%	87%
EL DORADO	6,763	6,017	12,780	5,528	5,683	11,211	82%	94%	88%
FRESNO	141,508	246	141,754	145,406	168	145,574	103%	68%	103%
GLENN	0	4,571	4,572	1	4,684	4,685	271%	102%	102%
HUMBOLDT	0	23,137	23,137	0	18,038	18,038	0%	78%	78%
KERN	37,904	56,439	94,343	39,657	58,541	98,198	105%	104%	104%
KINGS	238	8,926	9,164	135	8,583	8,718	57%	96%	95%
LAKE	1	16,418	16,419	1	12,231	12,232	80%	74%	74%
LASSEN	0	155	155	0	180	180	n/a	116%	116%
MADERA	16,403	7,810	24,212	15,502	5,230	20,732	95%	67%	86%
MARIN	19,577	0	19,577	12,385	0	12,385	63%	n/a	63%
MARIPOSA	24	3,327	3,351	16	2,350	2,366	66%	71%	71%
MENDOCINO	22	16,375	16,396	7	10,284	10,291	32%	63%	63%
MERCED	18,236	19,097	37,333	19,138	19,774	38,912	105%	104%	104%
MONTEREY	38,568	5,105	43,673	34,330	5,482	39,812	89%	107%	91%
NAPA	12,523	1	12,524	10,825	0	10,825	86%	0%	86%
NEVADA	9	10,412	10,420	3	8,944	8,947	35%	86%	86%
PLACER	20,166	11,207	31,372	12,752	8,034	20,786	63%	72%	66%
PLUMAS	113	3,226	3,338	12	1,736	1,748	11%	54%	52%
SACRAMENTO	153,023	0	153,023	105,304	0	105,304	69%	n/a	69%
SAN BENITO	153	6,081	6,233	74	4,802	4,876	48%	79%	78%
SAN BERNARDINO	50	382	432	43	253	296	85%	66%	69%
SAN FRANCISCO	85,337	0	85,337	63,398	0	63,398	74%	n/a	74%
SAN JOAQUIN	78,256	10,247	88,504	78,376	8,888	87,264	100%	87%	99%
SAN LUIS OBISPO	10,790	17,654	28,444	5,739	13,717	19,456	53%	78%	68%
SAN MATEO	52,770	0	52,770	35,328	0	35,328	67%	n/a	67%
SANTA BARBARA	17,679	1,611	19,290	16,059	671	16,730	91%	42%	87%
SANTA CLARA	118,480	4,024	122,505	104,201	2,819	107,020	88%	70%	87%
SANTA CRUZ	24,875	9	24,884	20,014	1	20,015	80%	11%	80%
SHASTA	11,710	11,090	22,800	10,536	9,334	19,870	90%	84%	87%
SIERRA	3	193	196	1	144	145	31%	74%	74%
SISKIYOU	0	21	21	0	8	8	n/a	38%	38%
SOLANO	41,536	0	41,536	39,867	0	39,867	96%	n/a	96%
SONOMA	52,270	3,326	55,596	38,966	2,547	41,513	75%	77%	75%
STANISLAUS	35,983	29,030	65,013	26,240	24,096	50,336	73%	83%	77%
SUTTER	12,974	1	12,975	13,590	0	13,590	105%	0%	105%
TEHAMA	11	11,965	11,976	8	11,463	11,471	70%	96%	96%
TRINITY	0	464	464	0	301	301	n/a	65%	65%
TULARE	669	8,302	8,971	351	8,826	9,177	52%	106%	102%
TUOLUMNE	0	9,931	9,931	0	7,114	7,114	0%	72%	72%
YOLO	24,694	2	24,696	20,119	1	20,120	81%	63%	81%
YUBA	10,714	75	10,789	11,173	112	11,285	104%	150%	105%
Total	**1,314,342**	**334,432**	**1,648,774**	**1,116,558**	**290,191**	**1,406,749**	**85%**	**87%**	**85%**

CARE Table 6 - Recertification Results - PG&E Through October 31, 2014							
2014	Total CARE Households	Households Requested to Recertify [1]	% of Total Households (C/B)	Households Recertified [2]	Households De-Enrolled	Recertification Rate % (E/C)	% of Total Households De-Enrolled (F/B)
January	1,383,966	35,603	2.57%	29,345	6,258	82.42%	0.45%
February	1,378,604	33,005	2.39%	27,178	5,827	82.35%	0.42%
March	1,370,848	37,743	2.75%	31,241	6,502	82.77%	0.47%
April	1,373,672	34,935	2.54%	29,610	5,325	84.76%	0.39%
May	1,373,212	30,443	2.22%	25,458	4,985	83.63%	0.36%
June	1,372,199	29,770	2.17%	25,155	4,615	84.50%	0.34%
July	1,382,128	35,595	2.58%	29,121	6,474	81.81%	0.47%
August	1,393,544	34,760	2.49%				
September	1,397,601	37,195	2.66%				
October	1,406,749	35,044	2.49%				
November							
December							
YTD Total	**1,406,749**	**344,093**	**24.46%**	**197,108**	**39,986**	**83.13%**	**2.84%**

[1] Does not include participants who closed their accounts during the 90-day response period.

[2] Results are tied to the month initiated. Therefore, results may be pending due to the time permitted for a participant to respond.

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

CARE Table 7 - Capitation Contractors - PG&E						
Through October 31, 2014						
Contractor Name	Contractor Type				Total Enrollments	
	Private	CBO	WMDVBE	LIHEAP	Current Month	Year to Date
Advancing Vibrant Communities, Inc.		X			0	0
Amador-Tuolumne Community Action Agency		X			0	2
American Canyon Family Resource Center		X			0	0
Anderson Cottonwood Christian Assistance		X			0	11
Arc of San Francisco		X			0	0
Area 12 Agency on Aging		X			0	1
Area Agency on Aging Serving Napa and Solano		X			0	1
Arriba Juntos					0	0
Asian Community Center		X			0	5
Asian Community Mental Health Services		X			0	0
Asian Pacific American Community Center		X			0	0
Berkeley Housing Authority					1	7
Breathe California of the Bay Area					2	2
California Association of Area Agencies on Aging		X			11	202
California Human Development Corporation					0	4
Catholic Charities Diocese of Fresno		X			0	20
Center of Vision Enhancement					0	1
Central California Legal Services, Inc.					0	2
Central Coast Energy Services, Inc					1	72
Child Abuse Prevention Council of San Joaquin County		X			0	1
Chinese Christian Herald Crusades					0	4
Chinese Newcomers Service Center					4	11
Community Action Marin		X			0	21
Community Pantry of San Benito County		X			0	0
Community Resource Project, Inc.					0	89
Community Resources for Independent Living		X			0	1
CSU Chico Research Foundation - Passages					0	0
Delta Community Services, Inc.		X			0	2
Disability Resource Agency for Independent Living		X			0	3
Ebony Counseling Center					0	1
Filipino American Development Foundation		X			0	8
Fresno Center for New Americans		X			0	5
Golden Umbrella					0	3
Housing Authority of the City of Fresno					0	3
Housing Authority of the County of Kern					1	22
Independent Living Center of Kern County, Inc.					0	1
Independent Living Services of Northern California					0	0
KidsFirst					0	4
Kings Community Action Organization, Inc.		X			0	6
La Luz Bilingual Center					0	0
Lao Khmu Assoc., Inc					1	14
Marin Center for Independent Living					0	0
Merced County Community Action Agency		X			0	26
Merced Lao Family Community Inc.		X			0	7
Moncada Outreach					0	311
Monument Crisis Center		X			0	0
Mutual Assistance Network of Del Paso Heights					0	1
National Alliance on Mental Illness-Santa Clara County					0	0
Oakland Citizens Committee for Urban Renewal (OCCUR)		X			0	29
Opportunity Junction					0	0
Project Access, Inc					0	0
REDI (Renewable Energy Development Institute)					0	1
Ritter Center					0	2
Roseville Housing Authority					0	0
Sacred Heart Community Service					2	25
Salvation Army Golden State Divisional Headquarters					0	35
Second Harvest Food Bank of Santa Cruz and San Benito Counties					0	1
Self-Help for the Elderly					0	9
Shasta Women's Refuge					0	0
Silicon Valley Independent Living Center					0	0
St. Helena Family Center					0	5
Suscol Intertribal Council					0	0
Transitions Mental Health Association					0	0
United Way of Fresno County					0	0
Valley Oak Children's Services, Inc.					0	5
West Valley Community Services		X			0	0
Yolo County Housing Authority					1	5
Yolo Family Resource Center					2	3
Total Enrollments					**26**	**994**

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

CARE Table 8 - Participants as of Month-End - PG&E Through October 31, 2014								
2014	**Gas and Electric**	**Gas Only**	**Electric Only**	**Total**	**Eligible Households**	**Penetration**	**% Change**	**Total Residential Accounts [1]**
January	823,171	228,691	332,104	1,383,966	1,648,774	84%	-0.2%	5,227,339
February	819,970	228,431	330,203	1,378,604	1,648,774	84%	-0.4%	5,227,339
March	815,345	227,060	328,443	1,370,848	1,648,774	83%	-0.6%	5,227,339
April	816,065	228,555	329,052	1,373,672	1,648,774	83%	0.2%	5,227,339
May	816,666	227,730	328,816	1,373,212	1,648,774	83%	0.0%	5,227,339
June	816,852	226,624	328,723	1,372,199	1,648,774	83%	-0.1%	5,227,339
July	824,503	226,872	330,753	1,382,128	1,648,774	84%	0.7%	5,227,339
August	831,827	227,630	334,087	1,393,544	1,648,774	85%	0.8%	5,227,339
September	834,923	227,548	335,130	1,397,601	1,648,774	85%	0.3%	5,227,339
October	839,922	229,512	337,315	1,406,749	1,648,774	85%	0.7%	5,227,339
November								
December								

[1] Excludes households with meters that are not eligible for CARE.

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

CARE Program Table 9 - Expenditures for CHANGES Pilot Program				
Through October 31, 2014				
	Authorized 3-Year Budget [1]	Current Month Expenses [2]	Expenses Since Jan. 1, 2012 [4]	% of 2012 - 2014 Budget Expensed [3]
	Total	Total	Total	Total
Pilots				
CHANGES	$648,000	$0	$653,178	101%
Total Pilots	$648,000	$0	$653,178	101%

1. D.12-12-011, Ordering Paragraph 1, approved continued funding for the CHANGES Pilot Program at the current funding level of $60,000/month until the end of the 2012-2014 CARE Program cycle; PG&E's funding level is 30% ($216,000/annually).
2. D.12-12-011, Conclusion of Law, p.34, states that the CARE Program ME&O budget ["Outreach" line in Appendix M in D.12-08-044] is to be increased to account for the additional CHANGES Pilot Program funding through the end of 2014.
3. In November 2011, a grant of $126,000 was paid to the contractor for the interim bridge period December 2011 through June 2012, (authorized in Resolution CSID-005), of which $18,000 was for the month of December 2011, and the remaining $108,000 for the period January through June 2012.
4. Expenditures also include PG&E support costs for the CHANGES pilot.

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 Sessions

Date	CHANGES Participants' self-identified language of preference,	Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Description of each contact made with that customer's utility until a solution is reached.	If on CARE, Enter How Initially Enrolled		Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU [1]			Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.			Calls to Dedicated 800 # Recorded by IOU
										Dedicated Toll-Free Number Used			Dedicated Toll-Free Number Used		
				1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	1 = Yes 0 = No	Reason 800 # Not Used	#	1 = Yes 0 = No	Reason 800 # Not Used	
6/16/2014	English		Bill Education Verified Bill	1									0	This call was to my client.	
8/14/2014	Spanish		HEAP/LiHeap Application Assistance Restore Service	1									1		
8/14/2014	Spanish		HEAP/LiHeap Application Assistance Stop Disconnection	1						1					
8/14/2014	English		HEAP/LiHeap Application Assistance Stop Disconnection	1						0	Meeting with client.				
8/15/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs Changes to Account	1						0	Meeting with client.				
8/18/2014	English		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
8/19/2014	English		Bill Education Verified Bill	1									1		
8/21/2014	Spanish		HEAP/LiHeap Application Assistance Stop Disconnection	1									1		
8/22/2014	Spanish		HEAP/LiHeap Application Assistance	1						1					
8/29/2014	Spanish		HEAP/LiHeap Application Assistance Stop Disconnection	1						0	Meeting with client.				
8/31/2014	Spanish		HEAP/LiHeap Application Assistance Restore Service	1									1		
9/2/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1						0	Meeting with client.				
9/3/2014	English		Set Up/Change Payment Plan	1						1					
9/4/2014	Chinese/Cantonese		Changes to Account	1						0	This call was to another company/organization (example: HEAP provider).				
9/5/2014	English		Set Up/Change Payment Extension Set Up/Change Payment Plan Stop Disconnection	1						1					

9/5/2014	Hmong		Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
9/8/2014	English		HEAP/LiHeap Application Assistance Set Up/Change Payment Plan Stop Disconnection	1							User did not specify if 1-800 number is used when calling the IOU.				
9/8/2014	English		HEAP/LiHeap Application Assistance Stop Disconnection	1									1		
9/8/2014	Chinese/Cantonese		Changes to Account	0									0	This call was to another company/organization (example: HEAP provider).	
9/8/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on CARE/FERA	0									0	Meeting with client.	
9/9/2014	Spanish		HEAP/LiHeap Application Assistance Medical Baseline Application Assistance Stop Disconnection	1									1		
9/9/2014	Spanish		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
9/9/2014	Chinese/Cantonese		Request Meter Service or Testing	1										User did not specify if 1-800 number is used when calling the IOU.	
9/9/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
9/9/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
9/10/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
9/10/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
9/10/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
9/11/2014	Khmer		Medical Baseline Application Assistance Educated on CARE/FERA	0						0	Meeting with client.				
9/11/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	N/A						0	Meeting with client.				

9/12/2014	English		HEAP/LiHeap Application Assistance Restore Service	1									1		
9/12/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	1						0	Meeting with client.				
9/12/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Changes to Account	1						0	Meeting with client.				
9/15/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs Changes to Account	1						0	Meeting with client.				
9/15/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Changes to Account	1						0	Meeting with client.				
9/15/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Changes to Account	1						0	Meeting with client.				
9/15/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Changes to Account	0						0	Meeting with client.				
9/15/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
9/15/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
9/18/2014	Spanish		Educated on Energy Assistance Programs Set Up/Change Payment Plan Stop Disconnection	1						0	Meeting with client.				
9/18/2014	Korean		HEAP/LiHeap Application Assistance	1						0	Meeting with client.				
9/19/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Changes to Account	1						0	Meeting with client.				
9/19/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Changes to Account	1						0	Meeting with client.				
9/19/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs Changes to Account	1						0	Meeting with client.				

9/19/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs Changes to Account	1						0	Meeting with client.				
9/23/2014	Spanish		Set Up/Change Payment Plan	1						1					
9/23/2014	English		Set Up/Change Payment Extension Set Up/Change Payment Plan	0						1					
9/23/2014	Hmong		Set Up/Change Payment Plan	1						1					
9/23/2014	Khmer		Medical Baseline Application Assistance Educated on CARE/FERA	0						0	Meeting with client.				
9/23/2014	Khmer		Medical Baseline Application Assistance Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
9/24/2014	Khmer		HEAP/LiHeap Application Assistance Changes to Account	1									0	This call was to another company/organization (example: HEAP provider).	
9/25/2014	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	This call was to another company/organization (example: HEAP provider).				

9/25/2014	English		HEAP/LiHeap Application Assistance Educated on CARE/FERA Educated on Energy Assistance Programs	0						0	This call was to another company/organization (example: HEAP provider).				
9/26/2014	English		HEAP/LiHeap Application Assistance Stop Disconnection	1						0	Meeting with client.				
9/26/2014	Vietnamese		HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	1						0	Meeting with client.				
9/29/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Changes to Account	1						0	Meeting with client.				
9/29/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs Changes to Account	1						0	Meeting with client.				
9/29/2014	Chinese/Cantonese		HEAP/LiHeap Application Assistance Changes to Account	1						0	Meeting with client.				
September Totals			58												
Year-to-Date Total			274											59	

Note: Data for the current reporting month is not available due to one month lag in the availability of the data

CARE Table 11 CHANGES Group Customer Assistance Sessions
September 2014 - PG&E

Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
			# of Sessions	Length (Hours)	Number of Attendees	Description of Information / Literature Provided
September	Spanish	Safety Tips	2	minimum of 30 minutes	25	N/A
September	Spanish	Level Pay Plan	1	minimum of 30 minutes	9	N/A
September	English	Energy Conservation	1	minimum of 30 minutes	15	N/A
September	Hmong	Energy Conservation	1	minimum of 30 minutes	3	N/A
September	Spanish	Energy Conservation	3	minimum of 30 minutes	42	N/A
September	Cantonese	CARE/FERA and Other Assistance Programs	1	minimum of 30 minutes	2	N/A
September	English	CARE/FERA and Other Assistance Programs	3	minimum of 30 minutes	200	
September	Hmong	CARE/FERA and Other Assistance Programs	1	minimum of 30 minutes	2	
September	Spanish	CARE/FERA and Other Assistance Programs	1	minimum of 30 minutes	17	
September	Vietnamese	CARE/FERA and Other Assistance Programs	1	minimum of 30 minutes	13	
September	Cantonese	Avoiding Disconnection	1	minimum of 30 minutes	56	
September	Spanish	Avoiding Disconnection	1	minimum of 30 minutes	9	
September Total			17		393	
Year-to-Date			314		4,763	

Note: Data for the current reporting month is not available due to one month lag in the availability of the data