

**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.	A.11-05-017 (Filed May 16, 2011)
And Related Matters	A.11-05-018 A.11-05-019 A.11-05-020

**MONTHLY REPORT OF SOUTHERN CALIFORNIA EDISON COMPANY (U 338-E)
ON LOW INCOME ASSISTANCE PROGRAMS FOR DECEMBER 2014**

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Dated: **January 21, 2015**

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Southern California Edison Company (SCE) hereby submits the attached Low Income Assistance Programs Monthly Report for December 2014. The information contained in this report supersedes all prior reports submitted by SCE.

Respectfully submitted,

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Attachment

ESA and CARE Program Report

Southern California Edison Company's (SCE)

Energy Savings Assistance (ESA) Program

And

California Alternate Rate for Energy (CARE)

Program Monthly Report

December 2014

LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

1. Energy Savings Assistance Program Executive Summary

1.1. Energy Savings Assistance (formerly referred to as Low Income Energy Efficiency or LIEE) Program Overview

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

Program Summary for Month			
2014	Authorized / Planning Assumptions	Year-to-Date Actual	%
Budget	\$72,736,631	\$ 54,066,781	74%
Homes Treated	87,389	76,753	88%
kWh Saved	N/A	32,331,693	N/A
kW Demand Reduced	N/A	12,346	N/A
Therms Saved	N/A	N/A	N/A

1.2. Whole Neighborhood Approach Evaluation

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

SCE continues to enroll customers through the paperless enrollment process, which utilizes tablet PCs and portable scanners during assessment to streamline and expedite enrollments. During the pilot phase, SCE loaned out the tablets and scanners to numerous service providers on a rotating basis in order to showcase the effectiveness of the process. Specifically, this process eliminates the need to capture paper copies, which ensures that customer data is protected and helps the environment. In its current formulation, SCE has made the software available to interested service providers at no charge. This process complements the Whole Neighborhood Approach by reducing the program’s carbon footprint and maximizing efficiencies. During the month of December 2014, 29 assessors, representing four contractors, used the paperless enrollment process to enroll approximately 1,127 customers.

1.3. Energy Savings Assistance Program Customer Outreach and Enrollment Update

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

During December 2014, SCE continued to promote the Energy Savings Assistance (ESA) Program, California Alternate Rates for Energy (CARE) Program, Medical Baseline Program, and other assistance programs offered by SCE through four community events within its service territory. Community events included the Fountain Valley Tree Lighting and the Parade of Lights and Winter Festival in Norco. This continued effort allows customers to interact with SCE with regard to the ESA Program and Energy Efficiency in general.

1.4. Leveraging Success Evaluation, Including CSD

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

For the past several years, SCE has provided refrigerators to contractors at no cost for installation through the Low Income Home Energy Assistance Program (LIHEAP). SCE believes this approach enables contractors to utilize measures and services from both LIHEAP and the ESA Program to better serve SCE's customers. SCE continues to work with the California Department of Community Services and Development (DCSD), service contractors, and the California Public Utilities Commission (CPUC) to successfully leverage ESA Program and LIHEAP services.

1.5. Workforce Education & Training

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

SCE contracts with a mixture of local private contractors (LPCs), community-based organizations (CBOs) and faith-based organizations (FBOs) to provide ESA Program services. Currently, the organizations, and in particular the CBOs, most of which are situated in the low income and disadvantaged communities they serve, provide approximately 800 jobs that support SCE's ESA Program, including executive, clerical, and other ancillary positions.

SCE has conducted 18 Home Assessment Training workshops in 2014, which provide training to agency outreach staff on the policies and procedures related to home assessment. The four-day training workshop provides participants with three days of comprehensive instruction on income documentation, customer and measure eligibility, and hands-on exercises that were the direct result of feedback received from service providers and trainees. The fourth day consists of an extensive discussion of energy education-related topics and demonstrations used to gauge the participants' understanding of the material.

A total of 240 trainees received the updated curriculum through the 18 Home Assessment Training Workshops conducted by SCE during the 2014 Program Year. In addition, 175 new jobs for assessors were created to support SCE's ESA Program.

2. California Alternate Rates for Energy (CARE) Executive Summary

2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs

CARE Budget Categories	Authorized Budget	Expenses Year-to-Date	% of Budget Spent
Outreach	\$2,613,000	\$1,864,612	71%
Processing / Certification Re-certification	\$588,000	\$813,401	138%
Post Enrollment Verification	\$1,423,650	\$462,489	32%
IT Programming	\$1,000,000	\$764,630	76%
Pilot (CHANGES)	\$216,000	\$218,223	101%
Cooling Centers	N/A	N/A	N/A
Measurement & Evaluation	\$50,000	\$0	0%
Regulatory Compliance	\$264,000	\$208,078	79%
General Administration	\$725,000	\$951,715	131%
CPUC Energy Division Staff	\$140,000	\$17,199	12%
Total Expenses	\$7,019,650	\$4,657,685	72%
Subsidies and Benefits	\$416,800,000	N/A	N/A
Total Program Costs & Discounts	\$423,819,650	N/A	N/A

2.1.2. Please provide the CARE program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	Year-to-Date Penetration Rate
1,311,210	1,499,830	87%

2.2. Outreach

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

SCE's Customer Communications Organization within SCE's Call Centers continues to utilize the online CARE enrollment application at www.sce.com to directly enroll customers into the CARE Program over the phone or offer to send

a CARE application to the customer. During the month of December 2014, SCE enrolled 7,871 eligible low income customers through Call Center outreach efforts. (This includes all web enrollments performed by the Call Center and Call Center-mailed applications.)

CARE and Family Electric Rate Assistance (FERA) outreach efforts and communications to SCE’s in-language and under-penetrated areas continue to be a priority. SCE’s CARE/FERA programs partner with internal departments such as Equal Opportunity, Local Public Affairs (LPA), Consumer Affairs, Offer Management and Marketing, Corporate Communications, Strategic Engagement, Business Solutions, and the Mobile Energy Unit (MEU), as well as various chambers, foundations, faith-based and community-based organizations in outreach activities that target SCE’s hard-to-reach customer base.

SCE’s CARE/FERA programs attended four outreach events during the month of December 2014, where SCE distributed CARE applications to potentially eligible customer populations throughout SCE’s service area (see table below).

At many of these events, eligible customers had the opportunity to enroll or recertify for CARE via the real-time online enrollment form at www.sce.com and learn about the programs directly from a CARE/FERA subject matter expert. Such events provide SCE with the opportunity to uphold a presence in the community, educate the public about the programs, and enroll eligible customers.

Event Date	Event Name	Location	Estimated Customer Interactions
12/5/14-12/7/14	Desert Living Home Show	Palm Springs	260
12/6/14	Tree Lighting	Fountain Valley	223
12/6/14	Christmas at the Beach	Newport Beach	42
12/13/14	Parade of Lights and Winter Festival	Norco	46

SCE provided information about programs and services to help lower electricity usage bills to nearly 600 customers at these outreach events during the month of December 2014. SCE representatives assisted customers in completing

applications, answered questions, and provided a personal contact between the customer and the utility.

The CARE/FERA Capitation Fee Program team is continuing its efforts to re-engage existing Capitation agencies while strategically registering additional contractors to overcome enrollment barriers, including language, culture, and special needs, as a means of enrolling the hardest-to-reach customers. As a result of these efforts, the Capitation Fee Program continues to show increased enrollments from agencies that were previously inactive. In December 2014, capitation contractors successfully enrolled 231 new customers in the CARE Program.

Current and ongoing campaign strategies and efforts include the following:

- Leverage events sponsored by communities and cultural celebrations to reach populations that may be eligible to enroll in the CARE Program.
- Partner with SCE personnel to leverage existing SCE relationships with FBOs, CBOs, and local governments.
- Leverage existing channels to develop creative approaches for agencies to conduct CARE/FERA outreach, including employment information workshops, faith- and community- based publications, school events, retail shopping malls, and community fairs.

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

SCE enrolls new CARE customers through the Energy Assistance Fund (EAF), a program that provides utility payment assistance through voluntary customer, employee, and SCE shareholder donations. The EAF income requirements are the same as CARE's.

SCE coordinates CARE enrollment with other income-qualified programs, such as ESA, LIHEAP, Southern California Gas Company, and certain water utilities. ESA participants are automatically enrolled in CARE each month, and LIHEAP participants are automatically enrolled in CARE quarterly. In December 2014, SCE enrolled 2,746 eligible customers in CARE through data sharing with LIHEAP, ESA, Southern California Gas Company, water utilities, and SCE's EAF Program. The CARE Program continuously integrates its efforts and messaging with the ESA Program at all outreach events, communications, and marketing campaigns.

2.3. Recertification Complaints

SCE received one recertification complaint in the month of December 2014:

- The complaint was received from the tenant of a mobile home park who was removed from the CARE rate in May 2014, after SCE received no response to a CARE recertification request. Upon investigation of the complaint, SCE discovered that the mobile home park had since changed owners, causing the tenant's recertification paperwork to be delayed. SCE Consumer Affairs confirmed that the customer was reinstated on the CARE rate on November 3, 2014, upon receipt of the recertification documentation from the new owners of the mobile home park.

Appendix A: Energy Savings Assistance Program and CARE Tables

Program	Table	Title
Energy Savings Assistance Program	Table 1	Energy Savings Assistance Program Expenses
Energy Savings Assistance Program	Table 2	Expenses and Energy Savings by Measures Installed
Energy Savings Assistance Program	Table 3	Average Bill Savings per Treated Home
Energy Savings Assistance Program	Table 4A	Homes Treated
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CARE	Table 2	CARE Enrollment, Recertification, Attrition, and Penetration
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CARE	Table 4	CARE Self-Certification and Re-Certification 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	CHANGES Expenditures
CARE	Table 10	CHANGES One-On-One Assistance
CARE	Table 11	CHANGES Group Assistance
CARE	Table 10	CHANGES One-On-One Assistance (October 2014)
CARE	Table 11	CHANGES Group Assistance (October 2014)

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1												
2	Through December 2014 - Southern California Edison												
3		Authorized Budget [1]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
4	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
5	Energy Efficiency												
6	Appliances	21,018,838		21,018,838	1,520,692		1,520,692	15,895,018		15,895,018	76%		76%
7	Domestic Hot Water	51,405		51,405	1,663		1,663	15,192		15,192	30%		30%
8	Enclosure	267,540		267,540	3,824		3,824	52,048		52,048	19%		19%
9	HVAC	27,306,615		27,306,615	1,216,822		1,216,822	21,231,908		21,231,908	78%		78%
10	Maintenance	233,333		233,333	43,550		43,550	49,530		49,530	21%		21%
11	Lighting	3,272,401		3,272,401	236,399		236,399	2,521,938		2,521,938	77%		77%
12	Miscellaneous	4,726,931		4,726,931	258,861		258,861	3,680,010		3,680,010	78%		78%
13	Customer Enrollment	5,613,669		5,613,669	434,282		434,282	5,426,335		5,426,335	97%		97%
14	In Home Education	1,245,405		1,245,405	68,463		68,463	752,438		752,438	60%		60%
15	Pilot	-		-	-		-	-		-	0%		0%
16	Energy Efficiency TOTAL	63,736,137		63,736,137	3,784,556		3,784,556	49,624,417		49,624,417	78%		78%
17													
18	Training Center	325,955		325,955	15,092		15092.17	172,526		172,526	53%		53%
19	Inspections	1,579,538		1,579,538	72,323		72,323	869,914		869,914	55%		55%
20	Marketing and Outreach	1,373,000		1,373,000	30,912		30,912	649,020		649,020	47%		47%
21	Statewide Marketing Education and Outreach	120,000		120,000	613		613	4,122		4,122	3%		3%
22	Measurement and Evaluation Studies [2]	200,000		200,000	8,016		8,016	(186,854)		(186,854)	-93%		-93%
23	Regulatory Compliance	606,000		606,000	26,552		26,552	363,721		363,721	60%		60%
24	General Administration	4,736,000		4,736,000	175,080		175,080	2,562,544		2,562,544	54%		54%
25	CPUC Energy Division	60,000		60,000	7,371		7,371	7,371		7,371	0%		12%
26													
27	TOTAL PROGRAM COSTS	\$ 72,736,630		72,736,630	4,120,515		4,120,515	54,066,781		54,066,781	74%		74%
28													
29	Indirect Costs				81,534		81,534	890,952		890,952			
30	NGAT Costs												
31													
32	[1] Please indicate whether authorized budget includes shifted funds from previous years and/or prior program cycles. (Yes or No) If yes, please specify amount, date												
33	fund-shifting activity occurred, date of fund-shifting request and related approval is applicable.												
34	[2] SCE is the project manager of the Needs Assessment and Energy Education studies and responsible to pay consultant invoices. SCE will invoice PG&E, SCG, and SDG&E for their shares of the studies. When cross-billing occurs, SCE's study expenditures will be under 100% of authorized budget for the 3-year study period.												

	A	B	C	D	E	F	G	H
1	Energy Savings Assistance Program Table 2							
2	Through December 2014 - Southern California Edison							
3			Year-To-Date Completed & Expensed Installation					
4	Measures	Units	Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms (Annual)	Expenses [5] (\$)	% of Expenditure
5	Appliances							
6	High Efficiency Clothes Washer	Each						
7	Refrigerators	Each	17,725	12,235,249	2,085		15,895,018	32%
8	Microwaves [6]	Each						
9	Domestic Hot Water							
10	Water Heater Blanket	Home	58	3,005	1		2,714	0%
11	Low Flow Shower Head	Home	259	9,352	2		7,284	0%
12	Water Heater Pipe Insulation	Home	138	2,198	0		2,381	0%
13	Faucet Aerator	Home	256	5,639	1		2,814	0%
14	Water Heater Repair/Replacement	Each						0%
15	Thermostatic Shower Valve	Each						
16	Enclosure							
17	Air Sealing / Envelope [1]	Home	566	161,654	-		47,731	0%
18	Attic Insulation	Home	7	-	-		4,317	0%
19	HVAC							
20	FAU Standing Pilot Conversion	Each						
21	Furnace Repair/Replacement	Each						
22	Room A/C Replacement	Each	728	38,964	44		553,799	1%
23	Central A/C replacement	Each	3,042	204,689	255		9,316,667	19%
24	Heat Pump Replacement	Each	108	69,057	33		382,647	1%
25	Evaporative Cooler (Replacement)	Each						
26	Evaporative Cooler (Installation)	Each	11,180	5,604,063	6,885		10,347,795	21%
27	Duct Testing and Sealing	Home	3,017	556,100	676		631,000	1%
28	Maintenance							
29	Furnace Clean and Tune	Home						
30	Central A/C Tune up	Home	380	72,087	20		49,530	0%
31	Lighting							
32	Compact Fluorescent Lights (CFL)	Each	272,416	6,883,005	817		1,948,452	4%
33	Interior Hard wired CFL fixtures	Each						
34	Exterior Hard wired CFL fixtures	Each	1,112	87,336	10		94,520	0%
35	Torchiere	Each	8,404	1,605,164	168		478,966	1%
36	Occupancy Sensor	Each						
37	LED Night Lights	Each						
38	Miscellaneous							
39	Pool Pumps	Each	2,085	3,635,421	1,143		2,476,736	5%
40	Smart Power Strips	Each	36,161	1,158,710	205		1,203,274	2%
41	New Measures							
42								
43	Pilots							
44								
45	Customer Enrollment							
46	Outreach & Assessment	Home	80,957				5,426,335	11%
47	In-Home Education	Home	67,147				752,438	2%
48								
49	Total Savings/Expenditures			32,331,693	12,346		49,624,417	
50								
51	Households Weatherized [2]		600					
52								
53	Households Treated							
54	- Single Family Households Treated	Home	50,884					
55	- Multi-family Households Treated	Home	19,268					
56	- Mobile Homes Treated	Home	6,601					
57	Total Number of Households Treated	Home	76,753					
58	# Eligible Households to be Treated for PY [3]	Home	87,389					
59	% of Households Treated	%	88%					
60	- Master-Meter Households Treated	Home	5,037					
61								
62	[1] "Air Sealing / Envelope" may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and							
63	[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs							
64	[3] Based on Attachment H of D.12-08-044							
65	[4] All savings are calculated based on the "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final							
66	[5] Costs exclude support costs that are included in Table 1.							

	A	B
1	Energy Savings Assistance Program Table 3	
2	Through December 2014 - Southern California Edison	
3	Year-to-Date Installations - Expensed	
4	Annual kWh Savings	32,331,693
5	Annual Thermo Savings	-
6	Lifecycle kWh Savings	413,328,348
7	Lifecycle Therm Savings	-
8	Current kWh Rate	0.13
9	Current Therm Rate	-
10	Number of Treated Households	76,753
11	Average 1st Year Bill Savings / Treated households	54.78
12	Average Lifecycle Bill Savings / Treated Household	700

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4A						
2	Through December 2014 - Southern California Edison						
3		Eligible Households			Households Treated YTD		
4	County	Rural	Urban	Total	Rural	Urban	Total
5	Fresno	-	482	482	-	-	-
6	Imperial	241	-	241	-	-	-
7	Inyo	1,824	7	1,831	4	-	4
8	Kern	18,026	12,656	30,681	1,142	1	1,143
9	Kings	8,915	-	8,915	323	-	323
10	Los Angeles	3,426	619,895	623,320	610	32,056	32,666
11	Madera	-	4	4	-	-	-
12	Mono	3,377	1	3,378	-	-	-
13	Orange	1	214,205	214,206	-	7,755	7,755
14	Riverside	106,779	109,037	215,816	1,954	10,447	12,401
15	San Bernardino	45,440	216,446	261,885	2,889	14,697	17,586
16	San Diego	2	-	2	-	-	-
17	Santa Barbara	-	19,024	19,024	-	40	40
18	Tulare	48,381	14,306	62,686	2,307	874	3,181
19	Ventura	2,633	67,627	70,260	327	1,327	1,654
20	Total	239,043	1,273,688	1,512,732	9,556	67,197	76,753

	A	B	C	D	E	F	G	H	I
1	Energy Savings Assistance Program Table 4B								
2	Through December 2014 - Southern California Edison								
3	Reason Provided								
4	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	Household Income Exceeds Allowable Limits	Unable to Provide Required Documentation	Other
5	Fresno	0	0	0	0	1	0	0	0
6	Imperial	0	0	0	0	0	0	0	0
7	Inyo	0	1	0	2	2	1	2	5
8	Kern	5	2	1	89	686	16	233	390
9	Kings	4	4	0	26	217	2	35	66
10	Los Angeles	72	94	28	874	21,955	455	5,877	11,836
11	Madera	0	0	0	0	0	0	0	0
12	Mono	0	0	0	0	0	0	0	0
13	Orange	12	49	0	241	4,332	351	1,270	2,547
14	Riverside	42	39	3	404	5,964	177	2,130	3,047
15	San Bernardino	135	96	10	866	8,006	275	2,596	3,393
16	Sandiego	0	0	0	0	0	0	0	0
17	Santa Barbara	0	3	1	7	4	6	1	17
18	Tulare	37	33	3	289	2,555	13	279	763
19	Ventura	0	2	2	51	689	64	200	640
20	Total	307	323	48	2,849	44,411	1,360	12,623	22,704
21									
22	1. "Other" column contents were redefined for program month June 2014 going forward to more accurately count households which are Unwilling or Unable to participate in the program.								
23	2. To obtain a grand total count of "Unwilling or Unable" income eligible households, add subtotals from all columns except Column F (Ineligible Dwelling - Prior Program Participation) and Column G (Household Income Exceeds Allowable Limits). Households in Column F should not be counted as Unwilling/Unable because those households already demonstrated their willingness/ability to participate. Households in Column G should not be counted as Unwilling/Unable because those households are not income eligible, and therefore not included in the annual counts of estimated income eligible homes.								
24	3. Table contains unique counts. Households are not double counted across columns.								

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Energy Savings Assistance Program Table 5																
2	Through December 2014 - Southern California Edison																
3		Gas & Electric				Gas Only				Electric Only				Total			
4		# of	(Annual)			# of	(Annual)			# of	(Annual)			# of	(Annual)		
5	2012	Household	Therm	kWh	kW	Household	Therm	kWh	kW	Household	Therm	kWh	kW	Household	Therm	kWh	kW
6	January									4,532		1,883,416	762	4,532		1,883,416	762
7	February									9,611		4,031,496	1,571	9,611		4,031,496	1,571
8	March									19,387		6,541,079	2,495	19,387		6,541,079	2,495
9	April									26,392		9,496,546	3,583	26,392		9,496,546	3,583
10	May									32,193		11,853,310	4,441	32,193		11,853,310	4,441
11	June									38,037		14,263,200	5,316	38,037		14,263,200	5,316
12	July									44,882		17,446,308	6,589	44,882		17,446,308	6,589
13	August									51,739		20,657,195	7,899	51,739		20,657,195	7,899
14	September									57,167		23,416,256	9,015	57,167		23,416,256	9,015
15	October									63,610		26,695,314	10,304	63,610		26,695,314	10,304
16	November									67,305		29,398,494	11,233	67,305		29,398,494	11,233
17	December									76,753		32,331,693	12,346	76,753		32,331,693	12,346
18	YTD									76,753		32,331,693	12,346	76,753		32,331,693	12,346
19																	
20	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6												
2	Expenditures for Pilots and Studies												
3	Through December 2014 - Southern California Edison												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2013			% of 3-Year Budget Expended		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots												
7	Studies												
8	Impact Evaluation	\$180,000		\$180,000	\$ -		\$ -	\$ 146,809		\$ 146,809	82%		82%
9	Needs Assessment	\$210,000		\$210,000	\$ -		\$ -	\$ 209,938		\$ 209,938	100%		100%
10	Energy Education	\$ 90,000		\$ 90,000	\$ -		\$ -	\$ 73,028		\$ 73,028	81%		81%
11	Multifamily	\$120,000		\$120,000	\$ -		\$ -	\$ 119,802		\$ 119,802	100%		100%
12	Total Studies	\$600,000		\$600,000	\$ -		\$ -	\$ 549,577		\$ 549,577	92%		92%

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1												
2	CARE Program Expenses												
3	Through December 2014 - Southern California Edison												
4	CARE Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Outreach	\$ 2,613,000		\$ 2,613,000	\$ 198,208		\$ 198,208	\$ 1,864,612		\$ 1,864,612	71%		71%
7	Processing / Certification Re-certification	\$ 588,000		\$ 588,000	\$ 97,649		\$ 97,649	\$ 813,717		\$ 813,717	138%		138%
8	Post Enrollment Verification	\$ 1,423,650		\$ 1,423,650	\$ 47,067		\$ 47,067	\$ 462,401		\$ 462,401	32%		32%
9	IT Programming	\$ 1,000,000		\$ 1,000,000	\$ (213,915)		\$ (213,915)	\$ 764,630		\$ 764,630	76%		76%
10	Pilot (CHANGES)	\$ 216,000		\$ 216,000	\$ 18,554		\$ 18,554	\$ 218,223		\$ 218,223			101%
11	Cooling Centers (Not funded in SCE CARE Budget)	\$ 105,804		N/A	\$ 3,093		\$ 3,093	\$ 44,180		\$ 44,180	N/A		N/A
12	Measurement and Evaluation	\$ 50,000		\$ 50,000	\$ -		\$ -	\$ -		\$ -	0%		0%
13	Regulatory Compliance	\$ 264,000		\$ 264,000	\$ 19,413		\$ 19,413	\$ 208,078		\$ 208,078	79%		79%
14	General Administration	\$ 725,000		\$ 725,000	\$ 302,178		\$ 302,178	\$ 951,715		\$ 951,715	131%		131%
15	CPUC Energy Division	\$ 140,000		\$ 140,000	\$ 6,721		\$ 6,721	\$ 17,199		\$ 17,199	0%		12%
16													
17	SUBTOTAL MANAGEMENT COSTS	\$ 7,019,650		\$ 7,019,650	\$ 475,876		\$ 475,876	\$ 5,082,352		\$ 5,082,352	72%		72%
18													
19	CARE Rate Discount	\$ 416,800,000		\$ 416,800,000	N/A		N/A	N/A		N/A	N/A		N/A
20													
21	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ 423,819,650		\$ 423,819,650	N/A		N/A	N/A		N/A	N/A		N/A
22													
23	Other CARE Rate Benefits												
24	- DWR Bond Charge Exemption				\$ 2,972,045		\$ 2,972,045	\$ 37,878,482		\$ 37,878,482			
25	- CARE PPP Exemption [1]				\$ 3,418,141		\$ 3,418,141	\$ 41,441,316		\$ 41,441,316			
26	- California Solar Initiative Exemption				\$ 938,540		\$ 938,540	\$ 11,935,555		\$ 11,935,555			
27	- kWh Surcharge Exemption				\$ -		\$ -	\$ -		\$ -			
28	Total Other CARE Rate Benefits				\$ 7,328,726		\$ 7,328,726	\$ 91,255,352		\$ 91,255,352			
29													
30	Indirect Costs				\$ 43,288		\$ 43,288	\$ 434,825		\$ 434,825			
31													
32	[1] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the D-Care surcharge.												
33	SCE reports a fund shift into General Administration from Post Enrollment Verification.												

	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																								
2	Enrollment, Recertification, Attrition, & Penetration																								
3	Through December 2014 - Southern California Edison																								
4		New Enrollment								Recertification ⁽¹⁾					Attrition (Drop Offs)				Enrollment				Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)
5		Automatic Enrollment				Self-Certification (Income or Categorical)				Capitation	Total New Enrollment (E+H+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)			
6	2013	Inter-Utility ⁽¹⁾	Intra-Utility ⁽²⁾	Leveraging ⁽³⁾	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)														Total New Enrollment (E+H+J)	Scheduled	Non-Scheduled (Duplicates)
7	January	2,365	406	0	2,771	4,560	6,538	8,380	19,478	293	22,542	22,058	14,616	0	36,674	9,479	103	1,095	23,321	33,998	59,216	-11,456	1,324,151	1,499,830	88.3%
8	February	2,487	630	0	3,117	3,405	5,587	6,862	15,854	223	19,194	16,352	15,477	0	31,829	10,174	79	735	718	11,706	51,023	7,488	1,331,639	1,499,830	88.8%
9	March	3,373	269	0	3,642	3,803	8,207	6,763	18,773	243	22,858	18,511	41,206	0	59,717	8,623	130	821	23,090	32,664	82,375	-10,006	1,321,633	1,499,830	88.1%
10	April	4,117	168	0	4,285	3,282	7,854	6,125	17,261	331	21,877	22,777	12,189	0	34,966	7,240	138	770	20,472	28,620	56,843	-6,743	1,314,890	1,499,830	87.7%
11	May	2,840	1,414	0	4,254	3,636	6,790	5,791	16,217	406	20,877	22,737	12,498	0	35,235	4,746	111	998	17,406	23,261	56,112	-2,384	1,312,506	1,499,830	87.5%
12	June	6,511	592	0	7,103	4,786	14,082	6,513	25,381	324	32,808	18,841	19,119	0	37,980	3,387	117	978	21,757	26,239	70,768	6,569	1,319,075	1,499,830	87.9%
13	July	3,789	1,062	0	4,851	5,940	11,442	8,001	25,383	251	30,485	18,857	16,297	0	34,954	9,189	78	797	18,275	28,339	65,439	2,148	1,321,221	1,499,830	88.1%
14	August	3,031	676	0	3,707	6,105	7,706	9,121	22,932	320	26,959	19,399	18,062	0	37,382	10,753	89	706	14,076	25,624	64,341	1,335	1,322,556	1,499,830	88.2%
15	September	6,836	686	0	7,522	5,847	9,420	9,321	24,588	224	32,334	17,784	32,403	0	47,704	15,274	87	867	5,246	21,474	80,038	10,860	1,333,416	1,499,830	88.9%
16	October	3,842	579	0	4,421	4,587	7,542	7,353	19,482	261	24,164	16,389	14,056	0	25,350	11,500	125	619	16,013	28,257	49,514	-4,093	1,329,323	1,499,830	88.6%
17	November	3,508	82	0	3,590	3,439	8,798	4,963	17,200	142	20,932	11,674	9,728	0	13,069	7,177	59	617	20,940	28,793	34,001	-7,861	1,321,462	1,499,830	88.1%
18	December	2,288	459	0	2,747	3,987	7,813	6,154	17,954	231	20,932	2,877	16,928	0	19,805	11,758	247	699	8,228	20,932	40,737	0	1,311,210	1,499,830	87.4%
19	YTD Total	44,987	7,023	-	52,010	53,377	101,779	85,347	240,503	3,249	295,762	208,056	222,579	-	414,645	109,300	1,363	9,702	160,374	309,907	710,407	-14,145	1,311,210	1,499,830	87.4%
20	⁽¹⁾ Enrollments via data sharing between the IOUs.																								
21	⁽²⁾ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																								
22	⁽³⁾ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																								
23	⁽⁴⁾ Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to respond.																								
24	⁽⁵⁾ Numbers are not tied to month initiated but are operational and reflect customer enrollment status changes that were triggered that month; these numbers differ from the tied to month initiated numbers provided elsewhere in this report.																								
25	⁽⁶⁾ No response includes no response to both Recertification and Verification.																								
26	⁽⁷⁾ Includes customers who were previously categorized as "Other Sources" since there is no "Other Sources" column (which total about 2336 from hard to classify enrollments).																								
27	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								
2	Post-Enrollment Verification Results (Model)								
	Through December 2014 - Southern California Edison								
3	2013	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
4	January	1,324,151	2,586	0.20%	1,553	39	1,592	61.56%	0.12%
5	February	1,331,639	4,482	0.34%	2,605	75	2,680	59.79%	0.20%
6	March	1,321,633	4,909	0.37%	2,870	79	2,949	60.07%	0.22%
7	April	1,314,890	6,209	0.47%	3,870	85	3,955	63.70%	0.30%
8	May	1,312,506	6,450	0.49%	4,005	84	4,089	63.40%	0.31%
9	June	1,319,075	10,311	0.78%	6,768	94	6,862	66.55%	0.52%
10	July	1,321,221	8,000	0.61%	4,843	104	4,947	61.84%	0.37%
11	August	1,322,556	4,877	0.37%	3,754	22	3,776	77.42%	0.29%
12	September	1,333,416	243	0.02%	158	1	159	65.43%	0.01%
13	October	1,329,323	5,416	0.41%	129	43	172	3.18%	0.01%
14	November	1,321,462	1,887	0.14%	35	10	45	2.38%	0.00%
15	December	1,311,210	83	0.01%	7	0	7	8.43%	0.00%
16	YTD Total	1,311,210	55,453	4.23%	30,597	636	31,233	56.32%	2.38%
17									
18	^[1] Includes customers verified as over income or who requested to be de-enrolled.								
19	^[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.								
20	Note: Any required corrections/adjustments are reported herein and supersede								
21	results reported in prior months and may reflect YTD adjustments.								
22	CARE Table 3B								
23	Post-Enrollment Verification Results (High Usage)								
	Through December 2014 - Southern California Edison								
24	2013	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
25	January	1,324,151	4,161	0.31%	3,842	54	3,896	93.63%	0.29%
26	February	1,331,639	2,407	0.18%	2,090	67	2,157	89.61%	0.16%
27	March	1,321,633	2,099	0.16%	1,810	58	1,868	88.99%	0.14%
28	April	1,314,890	697	0.05%	598	13	611	87.66%	0.05%
29	May	1,312,506	471	0.04%	415	7	422	89.60%	0.03%
30	June	1,319,075	793	0.06%	714	9	723	91.17%	0.05%
31	July	1,321,221	683	0.05%	615	8	623	91.22%	0.05%
32	August	1,322,556	2,470	0.19%	2,183	56	2,239	90.65%	0.17%
33	September	1,333,416	0	0.00%	0	0	0	0.00%	0.00%
34	October	1,329,323	2,921	0.22%	2,500	61	2,561	0.00%	0.19%
35	November	1,321,462	14,919	1.13%	5,146	195	5,341	0.00%	0.40%
36	December	1,311,210	6,375	0.49%	0	0	0	0.00%	0.00%
37	YTD Total	1,311,210	37,996	2.90%	19,913	528	20,441	53.80%	1.56%
38									
39	^[1] Includes customers verified as over income or who requested to be de-enrolled.								
40	^[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.								
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
1	CARE Table 4						
2	CARE Self-Certification and Self-Recertification Applications Through December 2014 - Southern California Edison						
3		Provided ^[2]	Received	Approved	Denied ^[4]	Pending/Never Completed ^[5]	Duplicates
4	Total (Y-T-D) ^[1]	1,071,108	869,266	709,877	38,699	158,822	100,411
5	Percentage ^[3]	N/A	100%	82%	4%	18%	9%
6							
7	^[1] Includes sub-metered customers.						
8	^[2] Includes number of applications SCE provided for all direct mailing campaigns, customer calls						
9	^[3] Percent of received applications.						
10	^[4] Includes all applications received and not approved.						
11	^[5] Includes pending recertification responses.						

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5									
2	Enrollment by County									
	Through December 2014 - Southern California Edison									
3	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
4		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
5	Fresno	481	0	481	52	0	52	11%	0%	11%
6	Imperial	0	238	238	0	54	54	0%	23%	23%
7	Inyo	7	1,820	1,827	0	1,016	1,016	0%	56%	56%
8	Kern	12,624	17,953	30,577	9,467	14,187	23,654	75%	79%	77%
9	Kings	0	8,895	8,895	0	9,190	9,190	0%	103%	103%
10	Los Angeles	611,467	3,420	614,887	562,527	1,740	564,267	92%	51%	92%
11	Madera	4	0	4	0	0	0	0%	0%	0%
12	Mono	1	3,368	3,369	0	679	679	0%	20%	20%
13	Orange	212,480	1	212,481	168,147	0	168,147	79%	0%	79%
14	Riverside	108,618	106,596	215,214	85,072	97,429	182,501	78%	91%	85%
15	San Bernardino	215,667	45,382	261,049	198,535	38,690	237,225	92%	85%	91%
16	San Diego	0	2	2	0	1	1	0%	50%	50%
17	Santa Barbara	18,500	0	18,500	9,683	0	9,683	52%	0%	52%
18	Tulare	14,256	48,275	62,531	12,317	45,405	57,722	86%	94%	92%
19	Ventura	67,168	2,607	69,775	55,104	1,915	57,019	82%	73%	82%
20	Total	1,261,273	238,557	1,499,830	1,100,904	210,306	1,311,210	87%	88%	87%

	A	B	C	D	E	F	G	H
1	CARE Table 6							
2	Recertification Results							
	Through December 2014 - Southern California Edison							
3	2012	Total CARE Households	Households Requested to Recertify	% of Households Total (C/B)	Households Recertified ^[1]	Households De-enrolled ^[2]	Recertification Rate % (E/C)	% of Total Households De-enrolled (F/B)
4	January	1,324,151	35,110	2.7%	22,058	13,047	62.8%	1.0%
5	February	1,331,639	26,236	2.0%	16,352	9,879	62.3%	0.7%
6	March	1,321,633	29,406	2.2%	18,511	10,834	62.9%	0.8%
7	April	1,314,890	36,477	2.8%	22,777	13,535	62.4%	1.0%
8	May	1,312,506	37,656	2.9%	22,737	14,750	60.4%	1.1%
9	June	1,319,075	29,486	2.2%	18,841	10,641	63.9%	0.8%
10	July	1,321,221	30,710	2.3%	18,657	12,050	60.8%	0.9%
11	August	1,322,556	33,116	2.5%	19,399	13,709	58.6%	1.0%
12	September	1,333,416	32,162	2.4%	17,784	13,962	55.3%	1.0%
13	October	1,329,323	29,181	2.2%	16,389	2,039	56.2%	0.2%
14	November	1,321,462	27,095	2.1%	11,674	1,186	43.1%	0.1%
15	December	1,311,210	28,675	2.2%	2,877	311	10.0%	0.0%
16	YTD	1,311,210	375,310	28.6%	208,056	115,943	55.4%	8.8%
17								
18	^[1] Counts have been updated to exclude existing CARE participants who re-enrolled before their							
19	^[2] Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to respond.							

	A	B	C	D	E	F	G
1	CARE Table 7						
2	Capitation Contractors						
	Through December 2014 - Southern California Edison						
3		Contractor Type (Check one or more if applicable)				Current Month ^[2]	Year-to-Date ^[2]
4	Contractor ^[1]	Private	CBO	WMDVBE	LIHEAP		
5	A&PI OLDER ADULTS TASK FORCE		x			-	-
6	ACCESS CALIFORNIA SERVICES		x			-	-
7	ALPHA ENTERPRISE	x				-	-
8	ALTADENA COMM IMPROVEMENT CTR		x			-	-
9	ALTAMED HEALTH SVCS CORP		x			-	-
10	AMERICAN RED CROSS- ANTELO VLY		x			-	-
11	AMERICAN-RUSSIAN BUS COUNCIL		x			-	-
12	ANOTHER HURRICANE PROJECT, INC		x			-	-
13	ANTELOPE VLY BOYS & GIRLS CLUB		x			-	-
14	APAC SERVICE CENTER		x			1	60
15	ASIAN AMERICAN DRUG ABUSE PROG		x			-	26
16	ASIAN AMERICAN RESOURCE CENTER		x			-	5
17	ASIAN PAC. HLTH CARE VENTURE		x			-	-
18	ASIAN PACIF AM DISPUTE RES CTR		x			-	-
19	ASIAN REHABILITATION SVCS INC.		x			-	-
20	ASIAN YOUTH CENTER		x			-	1
21	ATLANTIC COMM ECON DEV CORP	x				-	-
22	B&D SECURITY, INC.	x				-	-
23	BAPAC		x			-	-
24	BELL GARDENS COMM SVC CENTER		x			-	-
25	BELLFLOWER USD/CARING CONN.	x				-	-
26	BEST BUY STORES LP (102)	x				-	-
27	BEST BUY CO., INC (102)	x				-	-
28	BEST BUY STORES LP (103)	x				-	-
29	BEST BUY STORES LP (111)	x				-	-
30	BEST BUY CO., INC. (111)	x				-	-
31	BEST BUY STORES LP (1018)	x				-	-
32	BEST BUY CO., INC (1018)	x				-	-
33	BEST BUY STORES LP (119)	x				-	-
34	BEST BUY STORES LP (1782)	x				-	-
35	BEST BUY CO., INC (1782)	x				-	-
36	BEST PARTNERS	x				43	904
37	BETHEL BAPTIST CHURCH		x			-	-
38	BISHOP PAIUTE TRIBE		x			-	11
39	BOY SCOUTS - OC COUNCIL		x			-	-
40	BOYS & GIRLS CLUB MOUNT COM		x			-	-
41	BOYS & GIRLS CLUB OF SAN BERN		x			-	-
42	BOYS & GIRLS CLUB OF SANTA BAR		x			-	-
43	BOYS&GIRLS CLUB OF SAN GABRIEL		x			-	-
44	BRIDGES OF HOPE		x			-	-
45	BURGERS INC DBA ENERGYSAVE	x				-	-
46	CAP OF SAN BERNARDINO CTY		x		x	-	-
47	CAREGIVERS VOLUNTEERS ELDERLY		x			-	-
48	CASA CARDENAS COUNSELING CTR		x			-	-
49	CASA RAMONA, INCORPORATED		x			-	-
50	CATHEDRAL CITY SENIOR CENTER		x			-	-
51	CATHEDRAL OF PRAISE		x			-	-
52	CATHOLIC CHARITIES GOOD NEWS		x			-	-
53	CATHOLIC CHARITIES OF LA INC		x			-	-
54	CATHOLIC CHARITIES OF ORANGE C		x			-	-
55	CATHOLIC CHARITIES-SB/RIVERSID		x			-	-
56	CATHOLIC CHARITIES-VENTURA		x			-	-
57	CATHOLIC EDUCATION FNDTN LA		x			-	-
58	CB INVESTMENT		x			-	-
59	CENTRO C.H.A., INC.		x			-	-
60	CENTRO SHALOM		x			-	-
61	CHARO COMMUNITY DEVELOPMENT CO		x			-	-
62	CHILDREN'S BUREAU OF SO CAL		x			-	-
63	CHINATOWN SERVICE CENTER		x			-	-
64	CHINESE CHRISTIAN HERALD CRUS.		x			-	14
65	CHINO NEIGHBORHOOD HOUSE		x			-	-

	A	B	C	D	E	F	G
1	CARE Table 7						
2	Capitation Contractors						
	Through December 2014 - Southern California Edison						
3		Contractor Type (Check one or more if applicable)				Current Month ^[2]	Year-to-Date ^[2]
4	Contractor ^[1]	Private	CBO	WMDVBE	LIHEAP		
66	CHINO VLY CHAMBER OF COMMERCE		x			-	-
67	CHRIST UNITY CENTER		x			-	-
68	CITIHOUSING REAL ESTATE SERVICES		x			-	-
69	CITRUS VALLEY HEALTH PARTNERS		x			-	-
70	CITY OF BEAUMONT SENIOR CENTER	x				-	1
71	CITY OF LA QUINTA SENIOR CTR		x			-	-
72	CITY OF REFUGE RESCUE OUTREACH		x			-	-
73	COACHELLA VALLEY HSG COALITION		x			-	-
74	COMM ACT COMM STA B COUNTY		x			-	-
75	COMM ACTION OF VENTURA COUNTY		x			-	-
76	COMM ACTION PARTNERSHIP OF OC		x		x	-	-
77	COMM ASSIST PROGRAM MORENO VLY		x			-	-
78	COMM CENTER AT TIERRA DEL SOL		x			-	-
79	COMM SVC & EMPLOYMENT TRAINING		x			-	-
80	COMMUNITY ENHANCEMENT SERV		x			-	-
81	COMMUNITY PANTRY		x			-	-
82	COMMUNITY SETTLEMENT ASSOC.		x			-	-
83	CORONA NORCO FAMILY YMCA		x			-	5
84	COR COMM. DEVELOPMENT CORP.		x			-	-
85	COSTA MESA COMM FOUNDATION		x			-	-
86	COUNCIL ON AGING-ORANGE COUNTY		x			-	-
87	COVE COMM SENIOR ASSOC		x			-	-
88	CRISIS MINISTRY CHURCH OF VLY		x			-	-
89	CROSSROADS CHRISTIAN CHURCH		x			-	-
90	CRYSTAL STAIRS, INC.		x			-	-
91	DENTECH CONSULTING SERVICE		x			-	-
92	DESERT ARC		x			-	4
93	DESERT MANNA MINISTRIES INC		x			-	-
94	DISABLED RESOURCES CTR, INC		x			1	3
95	DOVE ENTERPRISES		x			-	-
96	DUARTE COMMUNITY SVC COUNCIL		x			-	-
97	D'VEAL CORPORATION INC.	x				-	-
98	EAST LA BOYS & GIRLS CLUB		x			-	-
99	ECCLESIAS ECON-COMM DEV COLLAB		x			-	-
100	ECONOMIC & EMPLOYMENT DVLP CTR	x				-	-
101	EL CONCILIO DEL CONDADO DE		x			-	1
102	EL SOL SCIENCE & ARTS ACADEMY		x			-	-
103	ENERGY CONSERV CONSULTANTS INC		x			-	-
104	FAMILY SERVICE ASSOCIATION	x				-	-
105	ESCUELA DE LA RAZA UNIDA		x			-	-
106	FAIR HOUSING COUNCIL RIVERSIDE		x			-	-
107	FAITH GRACE CHINESE CHURCH		x			-	-
108	FAME ASSISTANCE CORPORATION		x			-	-
109	FAMILIES - COSTA MESA		x			-	-
110	FAMILIES FORWARD		x			-	-
111	FAMILY HEALTHCARE NETWORK		x			-	-
112	FAMILY SVC ASSOC - W RIVERSIDE		x			-	-
113	FAMILY SVC ASSOC OF REDLANDS		x			-	5
114	FCI MANAGEMENT CONSULTANTS	x				-	-
115	FELLOWSHIP OF HOPE, INC.		x			-	-
116	FIRST STEP TRANSITIONAL LIVING		x			-	-
117	FOOD SHARE		x			-	2
118	FOUNDATION FOR COMM & FAM HLTH		x			-	-
119	FRIENDSHIP MISSIONARY BAPTIST		x			-	-
120	GARVEY SCHOOL DISTRICT	x				-	-
121	GO THE CALENDAR STOP		x			175	2,094
122	GOD PROVIDES MINISTRY, INC		x			-	-
123	GOLD STAR MEDIA GROUP		x			-	-
124	GOODWILL INDUSTRIES OF SO CAL		x			-	-
125	GOODWILL OF ORANGE COUNTY CA		x			-	-
126	HANNA'S HOUSE		x			-	-

	A	B	C	D	E	F	G
1	CARE Table 7						
2	Capitation Contractors						
	Through December 2014 - Southern California Edison						
3		Contractor Type (Check one or more if applicable)				Current Month ^[2]	Year-to-Date ^[2]
4	Contractor ^[1]	Private	CBO	WMDVBE	LIHEAP		
127	HARVEST TIME MINISTRIES		x			-	-
128	HEART OF COMPASSION		x			-	-
129	HELP OF OJAI, INC.		x			-	1
130	HELPING HANDS OF MT ZION		x			-	-
131	HIGH DESERT TRANS. LIVNG. CONN.		x			-	-
132	HIGH DESERT D.V. PROG., INC.		x			-	-
133	HIGH DESERT YOUTH CENTER		x			-	-
134	HNGTN PK-ADULT SCHOOL GAGE BR	x				-	-
135	HOLLON MARKETING SYSTEM		x			-	-
136	HOSANNA COMMUNITY CHURCH		x			-	-
137	HOUSING AUTH.-SAN BUENAVENTURA		x			-	-
138	HOUSING AUTHORITY OF KINGS CO		x			-	1
139	HOUSING WITH HEART INC		x			-	-
140	HUB CITIES CAREER WORKSOURCE		x			-	-
141	HUMAN SERVICES ASSOCIATION		x			-	-
142	IECAAC		x			-	-
143	KERNVILLE UNION SCHOOL DISTRIC	x				-	1
144	KING/DREW'S SUPPORTERS, INC.		x			-	-
145	KINGS COMMUNITY ACTION ORG		x			9	42
146	KINGS CTY COMMISSION ON AGING		x			-	-
147	KNIGHTS OF COLUMBUS - 12834		x			-	-
148	KOREAN AM SENIORS ASSOC OF OC		x			-	-
149	KOREAN AMERICAN FMLY SVC CTR		x			-	-
150	KOREAN CHURCHES COMM DEV- KCCD		x			-	-
151	KOREAN COMMUNITY SERVICES		x			-	-
152	LA COUNTY HOUSING AUTHORITY	x				-	-
153	LALI MOHENO & ASSOCIATES		x			-	-
154	LATINO HEALTH ACCESS		x			-	-
155	LEAP THROUGH THE FIRE FTH MIN.		x			-	-
156	LIBERTY TAX SERVICE	x				-	-
157	LIGHTHOUSE LEARNING RES CTR	x				-	-
158	LITTLE TOKYO SERVICE CENTER		x			-	-
159	LONG BCH LESBIAN AND GAY PRIDE		x			-	-
160	LOS ANGELES MUSIC/ART SCHOOL	x				-	-
161	LOS ANGELES URBAN LEAGUE		x			-	-
162	LOS SERRANOS ELEM SCHOOL PTA		x			-	-
163	LOVELAND CHURCH JUBILEE PARTY		x			-	-
164	LTSC COMM. DEVEL. CORP		x			-	7
165	LUTHERAN SOCIAL SVC OF SO CAL		x			-	-
166	LUTHERAN SOCIAL SVCS OF SO CA		x			-	-
167	LYNWOOD UNIFIED SCHOOL DIST	x				-	-
168	MARAVILLA FOUNDATION		x		x	-	-
169	MAYWOOD CHAMBER OF COMMERCE	x				-	-
170	MEALS ON WHEELS WEST		x			-	-
171	MENTAL HEALTH ASSOCIATION		x			-	-
172	MERCI MINISTRY		x			-	-
173	MEXICAN AMERICAN OPPORTUNITY		x			-	5
174	MISION EBENEZER FAMILY CHURCH		x			-	-
175	MITZELL SENIOR CENTER		x			-	-
176	MONTCLAIR/ONTARIO JR WMS. CLUB		x			-	-
177	MONTEBELLO HOUSING DEVELOPMENT		x			-	-
178	MOORPARK SENIOR CITIZENS INC		x			-	-
179	MOUNTAIN VIEW COMMUNITY CHURCH		x			-	-
180	MTN. COMMUNITIES HEALTHY START		x			-	-
181	MULTICULTURAL CIV ASSOC MOR VL		x			-	-
182	NEHEMIAH MINISTRIES		x			-	-
183	NEW DIRECTION COMMUNITY CHURCH		x			-	-
184	NEW HORIZONS CAREGIVERS GROUP		x			1	2
185	NEW GREATER CIR. MISSION, INC	x				-	-
186	NEW HOPE VILLAGE, INC		x			-	1
187	NOW AND FOREVER BODY OF CHRIST		x			-	-

	A	B	C	D	E	F	G
1	CARE Table 7						
2	Capitation Contractors						
	Through December 2014 - Southern California Edison						
3		Contractor Type (Check one or more if applicable)				Current Month ^[2]	Year-to-Date ^[2]
4	Contractor ^[1]	Private	CBO	WMDVBE	LIHEAP		
188	NORCO SNR CTR PET RELIEF FUND		x			-	-
189	OC BLACK CHAMBER OF COMMERCE		x			-	-
190	OCCC	x				-	6
191	ONEOC		x			-	-
192	OPERATION GRACE		x			-	1
193	ORNGE CO CONGREGATION COMM ORG		x			-	-
194	OUR COMMUNITY WORKS		x			-	25
195	OUR LADY OF HOPE CATH COMM INC		x			-	-
196	OUR LADY OF LOURDES SCHOOL		x			-	-
197	OXNARD/HUENEME SALVATION ARMY		x			-	-
198	PACIFIC ISLANDER HLTH (PIHP)		x			-	-
199	PACIFIC ASIAN CONSORTIUM EMPLO		x		x	-	-
200	PACIFIC PRIDE FOUNDATION		x			-	-
201	PERRIS COMMUNITY PARTNERSHIP		x			-	-
202	PAVING THE WAY FOUNDATION		x			-	-
203	PIONEER FINANCIAL GROUP CORP.	x				-	-
204	POMONA MINISTRY OF ECONOMICS		x			-	-
205	PRIME TIME SCHOOL		x			-	-
206	PREMIER REALTY		x			-	-
207	PROJECT DVRSN ALT FOR YOUTHS		x			-	-
208	PROTEUS, INC.		x		x	-	-
209	QUINN COMMUNITY OUTREACH CORP.		x			-	-
210	REACH OUT 29		x			-	-
211	REBUILDING TOGETHER CHRISTMAS		x			-	-
212	REDONDO BEACH UNIFIED SCH DIST	x				-	-
213	RESTORE TO HOPE		x			-	-
214	RIALTO CHAMBER OF COMMERCE	x				-	-
215	RIVERSIDE DEPT COMM ACTION		x		x	1	13
216	ROP VIRTUAL ENTERPRISE CLASS		x			-	-
217	RSVP OF SOUTH BAY		x			-	-
218	SALVATION ARMY (SO. CAL DIV)		x			-	-
219	SALVATION ARMY SANTA FE SPRINGS		x			-	-
220	SALVATION ARMY SOUTHEAST CORPS		x			-	-
221	SAMARITAN'S HELPING HAND	x				-	-
222	SAN GRIGORNIO PASS HISP CHAMBE	x				-	-
223	SANTA ANITA FAMILY SERVICE		x			-	-
224	SANTA CLARITA ATHLETIC ASSCTN		x			-	-
225	SANTA CLARITA VLY COMM AGING		x			-	-
226	SANTIAGO COMPOSTELA CATHOLIC		x			-	-
227	SB CNTY SEXUAL ASSAULT SERVICE		x			-	-
228	SEARCH TO INVOLVE FILIPINO		x			-	-
229	SENIOR ADVOCATES OF THE DESERT		x			-	-
230	SERVING PEOPLE IN NEED (SPIN)		x			-	-
231	SGUSD/SAN GABRIEL FAMILY CTR	x				-	-
232	SHARE OUR SELVES		x			-	3
233	SOCIETY OF ST VINCENT DE PAUL		x			-	-
234	SO. ANTELOPE VLY EMERGENCY SVC		x			-	-
235	S COAST CHINESE CULTURAL ASSOC.		x			-	-
236	SMILES FOR SENIORS FOUND.		x			-	-
237	SOMEBODY CARES-- RANCHO CUCAMO		x			-	-
238	SOMEBODY CARES SOUTHLAND		x			-	-
239	SONRISE COMMUNITY OUTREACH INC		x			-	-
240	SOUTHEAST CITIES SERVICE CTR.		x			-	2
241	SOUTHEAST COMMUNITY DEVELOPMEN		x			-	-
242	SOUTHEAST RIOVISTA FAMILY YMCA		x			-	-
243	SOUTHWEST MIN EC DVLP ASSOC.		x			-	-
244	SOWING SEEDS FOR LIFE		x			-	-
245	SPECIAL SVC FOR GROUPS		x			-	-
246	SPIRIT OF THE EAGLE FOUNDATION		x			-	-
247	ST ANNE SCHOOL		x			-	-
248	ST EMYDIUS CHURCH		x			-	-

	A	B	C	D	E	F	G
1	CARE Table 7						
2	Capitation Contractors						
	Through December 2014 - Southern California Edison						
3		Contractor Type (Check one or more if applicable)				Current Month ^[2]	Year-to-Date ^[2]
4	Contractor ^[1]	Private	CBO	WMDVBE	LIHEAP		
249	ST FRANCIS MEDICAL CTR HLTH		x			-	-
250	ST JOSEPH CHURCH		x			-	-
251	ST MARY'S CHURCH		x			-	-
252	ST PIUS V CHURCH		x			-	-
253	ST POLYCORP FAMILY SUPPORT CTR		x			-	-
254	ST VINCENT DE PAUL		x			-	2
255	ST. CLARE CHURCH		x			-	-
256	ST. HILARYS CHURCH ARCHBISHOP		x			-	-
257	ST. MATTHIAS ELEMENTARY SCHOOL	x				-	-
258	STA BARBARA HISP CHMBR OF COM	x				-	-
259	STA BARBARA NGHBRHD CLINICS		x			-	-
260	STOP VIOLENCE INCREASE PEACE		x			-	-
261	SUNSHINE YOUTH SERVICES, INC		x			-	-
262	TELACU RESIDENTIAL MGMT, INC		x			-	-
263	TEMECULA SENIOR CITIZENS CENTE		x			-	-
264	TEMPLO CALVARIO, INC.		x			-	-
265	THAI HEALTH & INFO SVCS		x			-	-
266	THE AL & DOROTHY KEEN CTR		x			-	-
267	THE CAMBODIAN FAMILY		x			-	-
268	THE GREEN TEAM		x			-	-
269	THEODORE ROOSEVELT ELEMENTARY	x				-	-
270	TODEC LEGAL CENTER, INC.		x			-	-
271	TRANSFORMING LIVES INC.		x			-	-
272	TRINITY COMMUNITY OUTREACH		x			-	-
273	TRUEVINE COMMUNITY OUTREACH		x			-	-
274	TULARE EMERGENCY AID COUNCIL		x			-	-
275	UNITED CAMBODIAN COMMUNITY INC		x			-	-
276	UNITED STEEL WKRS OF AM 2018		x			-	-
277	UNITY SHOPPE		x			-	-
278	UP CLOSE PROMOTIONS	x				-	-
279	VENTURA CITY HOUSING AUTHORITY	x				-	-
280	VETERANS IN COMMUNITY SERVICE		x		x	-	-
281	VICTOR VALLEY COMM SVC COUNCIL		x			-	-
282	VICTOR VLY COMM DENTAL SVC PRG		x			-	-
283	VIETNAMESE COMM OF SVC CAL		x			-	-
284	VIETNAMESE COMMUNITY OF OC INC		x			-	-
285	VOICES OF INDIGENOUS PEOPLE		x			-	-
286	VOLUTNEERS OF EAST LOS ANGELES		x			-	1
287	WAKE UP INCORPORATED		x			-	-
288	WALKING SHIELD AM INDIAN SOC		x			-	-
289	WBC ENTERPRISES, LLC		x			-	-
290	WEST ANGELES CDC		x			-	-
291	WESTSIDE COMM SVCS CTR		x			-	-
292	WINNING OUR WORLD		x			-	-
293	WISE SENIOR SERVICES		x			-	-
294	WORLD HARVEST FELLOWSHIP MINIS		x			-	-
295	WRAP FAMILY SERVICES		x			-	-
296	YOUTH EMPL SVC - HARBOR AREA		x			-	-
297	YWCA INTERVALE SENIOR SERVICES		x			-	-
298	TOTAL					231	3,249
299							
300	^[1] All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
301	^[2] Numbers reflect customers that have been placed on the rate YTD. Capitation payments may lag by a month or more depending on when SCE is invoiced by the contractors.						

	A	B	C	D	E	F	G	H	I
1	CARE Table 8								
2	Participants as of Month-End Through December 2014 - Southern California Edison								
3	2013	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts
4	January			1,324,151	1,324,151	1,499,830	88.3%	0.0%	4,300,023
5	February			1,331,639	1,331,639	1,499,830	88.8%	0.0%	4,300,023
6	March			1,321,633	1,321,633	1,499,830	88.1%	0.0%	4,300,023
7	April			1,314,890	1,314,890	1,499,830	87.7%	0.0%	4,300,023
8	May			1,312,506	1,312,506	1,499,830	87.5%	0.0%	4,300,023
9	June			1,319,075	1,319,075	1,499,830	87.9%	0.0%	4,300,023
10	July			1,321,221	1,321,221	1,499,830	88.1%	0.0%	4,300,023
11	August			1,322,556	1,322,556	1,499,830	88.2%	0.0%	4,300,023
12	September			1,333,416	1,333,416	1,499,830	88.9%	0.0%	4,300,023
13	October			1,329,323	1,329,323	1,499,830	88.6%	0.0%	4,300,023
14	November			1,321,462	1,321,462	1,499,830	88.1%	0.0%	4,300,023
15	December			1,311,210	1,311,210	1,499,830	87.4%	0.0%	4,300,023
16	YTD			1,311,210	1,311,210	1,499,830	87.4%	0.00%	4,300,023

	A	B	C	D	E
1	CARE Program Table 9				
2	Expenditures for CHANGES Pilot				
	Through December 2014 - Southern California Edison				
3		Authorized 2013 - 2014 Budget	Current Month Expenses	Expenses Since Jan. 1, 2013	% of 2013 - 2014 Budget Expensed
4	Pilots				
5	CHANGES	\$ 432,000	\$ 18,554	\$ 372,989	86%
6	Total Pilots	\$ 432,000	\$ 18,554	\$ 372,989	86%
7	[1] Represents \$216,000 per year.				

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	
1	CARE Table 10 CHANGES One-On-One Customer Assistance Sessions																
2	Southern California Edison - Reporting Period November 1, 2014 through November 30, 2014																
3	Date ^[3] [4][5]	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) ^[2]	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			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 ^[1]	
4					# ^[6]	How Enrolled	CARE	FERA	Medical Baseline	# ^[7]	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used			
5											1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used		
6	10/5/2014	Chinese/Cantonese	HEAP/LiHeap Application Assistance Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation	Not Available	1	SCE Outreach	0	0	0	0	0	0	Meeting with client.	0			
7	#####	Korean	ESAP Application Assistance Educated on CARE/FERA	Not Available	1	Capitation Agency	0	0	0	0	0	0	Meeting with client.	0			
8	#####	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Educated on Energy Efficiency/ Conservation Stop Disconnection	Not Available	1	SCE Outreach	0	0	0	0	0	0	Meeting with client.	0			
9	#####	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs Stop Disconnection	Not Available	1	SCE Outreach	0	0	0	0	0	0	Meeting with client.	0			
10	#####	Vietnamese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	Not Available	0	N/A					0	0	Meeting with client.	0			
11	#####	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Bill Education	Not Available	1	SCE.com	0	0	0	0	0	0	Meeting with client.	0			
12	#####	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Assistance Programs	Not Available	1	SCE Outreach	0	0	0	0	0	0	Meeting with client.	0			

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	
1	CARE Table 10 CHANGES One-On-One Customer Assistance Sessions																
2	Southern California Edison - Reporting Period November 1, 2014 through November 30, 2014																
3	Date ^[3] [4][5]	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) ^[2]	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			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 ^[1]	
4					# ^[6]	How Enrolled	CARE	FERA	Medical Baseline	# ^[7]	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used			
5											1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used		
13	11/3/2014	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Stop Disconnection	Not Available	1	Direct Mail	0	0	0	0	0	0	0	0			
14	11/4/2014	English	HEAP/LiHeap Application Assistance	Not Available	1	Call Center	0	0	0	0	0	0	0	0			
15	11/4/2014	Vietnamese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	Not Available	1	Call Center	0	0	0	0	0	0	0	0			
16	11/4/2014	Vietnamese	HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	Not Available	1	External Data Share	0	0	0	0	0	0	0	0			
17	11/7/2014	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	Not Available	1	Call Center	0	0	0	0	0	0	0	0			
18	#####	Spanish	HEAP/LiHeap Application Assistance	Not Available	1	SCE Outreach	0	0	0	0	0	0	0	0			
19	#####	Spanish	HEAP/LiHeap Application Assistance	Not Available	0*	N/A	0	0	0	0	0	0	0	0			
20	#####	Vietnamese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	Not Available	1	Call Center	0	0	0	0	0	0	0	0			

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	CARE Table 10 CHANGES One-On-One Customer Assistance Sessions															
2	Southern California Edison - Reporting Period November 1, 2014 through November 30, 2014															
3	Date ^[3] [4][5]	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) ^[2]	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			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 ^[1]
4					# ^[4]	How Enrolled	CARE	FERA	Medical Baseline	# ^[7]	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used		
5											1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
21	#####	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	Not Available	0	N/A				0	0	Meeting with client.				
22	#####	Spanish	HEAP/LiHeap Application Assistance Stop Disconnection	Not Available	1	External Data Share	0	0	0	0	0	User did not specify if 1-800 number is used when calling the IOU.	0			
23	#####	Vietnamese	HEAP/LiHeap Application Assistance	Not Available	1	SCE Outreach	0	0	0	0	0	Meeting with client.	0			
24	#####	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Educated on Energy Efficiency/ Conservation	Not Available	1	Call Center	0	0	0	0	0	Meeting with client.	0			
25	#####	English	HEAP/LiHeap Application Assistance Energy Assistance Fund Application	Not Available	1	External Data Share	0	0	0	0	0	Meeting with client.	0			
26	#####	Spanish	Set Up/Change Payment Extension Stop Disconnection	Not Available	1	Capitation Agency	0	0	0	0	0	This call was to my client.	0			
27	#####	Vietnamese	HEAP/LiHeap Application Assistance	Not Available	1	Call Center	0	0	0	0	0	Meeting with client.	0			
28	#####	Vietnamese	HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	Not Available	1	Call Center	0	0	0	0	0	Meeting with client.	0			
29	#####	Vietnamese	HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	Not Available	1	Outreach	0	0	0	0	0	Meeting with client.	0			

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	
1	CARE Table 10 CHANGES One-On-One Customer Assistance Sessions																
2	Southern California Edison - Reporting Period November 1, 2014 through November 30, 2014																
3	Date ^[3] [4][5]	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) ^[2]	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			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 ^[1]	
4					# ^[4]	How Enrolled	CARE	FERA	Medical Baseline	# ^[7]	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used			
5											1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used		
30	#####	Vietnamese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	Not Available	1	Outreach	0	0	0	0	0	0	0	0	0	0	
31	#####	Vietnamese	HEAP/LiHeap Application Assistance	Not Available	1	Call Center	0	0	0	0	0	0	0	0	0	0	
32	#####	Vietnamese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	Not Available	1	Outreach	0	0	0	0	0	0	0	0	0	0	
33	#####	English	HEAP/LiHeap Application Assistance	Not Available	1	Call Center	0	0	0	0	0	0	0	0	0	0	
34	#####	Korean	HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	Not Available	1	Direct Mail	0	0	0	0	0	0	0	0	0	0	
35	#####	Chinese/Cantonese	HEAP/LiHeap Application Assistance Energy Assistance Fund Application	Not Available	1	Outreach	0	0	0	0	0	0	0	0	0	0	
36	#####	Chinese/Cantonese	HEAP/LiHeap Application Assistance Energy Assistance Fund Application	Not Available	1*	SCE Outreach	0	0	0	0	0	0	0	0	0	0	
37	#####	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Educated on Energy Efficiency/ Conservation Stop Disconnection	Not Available	1	Call Center	0	0	0	0	0	0	0	0	0	0	
38	Current Month Total				29		0	0	0	0			0			7	
39	Year-to-Date Total				206		0	0	0	51			3			133	
40	[1] Total calls placed to 800# recorded by SCE from November 1, 2014 through November 30, 2014 is 7. Data on calls per each one-on-one session not available.																

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	CARE Table 10 CHANGES One-On-One Customer Assistance Sessions															
2	Southern California Edison - Reporting Period November 1, 2014 through November 30, 2014															
3	Date ^[3] [4][5]	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) ^[2]	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			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 ^[1]
4					# ^[6]	How Enrolled	CARE	FERA	Medical Baseline	# ^[7]	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used		
5					1 = Yes 0 = No	Reason 800 # Not Used	#	1 = Yes 0 = No	Reason 800 # Not Used							
41					[2] For column C, this data 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 SCE tables.											
42	[3] Dates listed are one-on-one case open dates as provided by CHANGES contractor. Dates do not necessarily coincide with the date of the session.															
43	[4] Rows 1-7 are entries from October provided by CHANGES contractor for the month of November.															
44	[5] The accounts in Rows 10 and 21 could not be verified.															
45	[6] Entries listed with an asterisk (*) indicate the status of the customer being on or off CARE at the time of the interaction. The asterisk on each entry also indicates that the number was changed from what was originally provided by the CHANGES contractor. i.e., 0* was originally "1" or "N/A" and 1* was originally "0" or "N/A."															
46	[7] The entry in Row 26 indicates a payment extension or arrangement was made; however, the account does not reflect any payment extension or payment arrangement.															
47																

	A	B	C	D	E	F	G
1	CARE Table 11 CHANGES Group Customer Assistance Sessions_{[2][3]}						
	Southern California Edison						
2	Reporting Period November 1, 2014 through November 30, 2014						
3			Description of Service Provided	Session Logistics			
	Date	Session Language	(e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	# of Sessions_[4]	Length_[1] (Hours)	Number of Attendees	Description of Information / Literature Provided
4							
5	Not Available	Armenian	Understanding Your Bill	1	0.5	6	Not Available
6	Not Available	Cantonese	Understanding Your Bill	2	0.5	37	Not Available
7	Not Available	Spanish	Understanding Your Bill	9	0.5	158	Not Available
8	Not Available	Tagalog	Understanding Your Bill	15	0.5	494	Not Available
9	Not Available	Vietnamese	Understanding Your Bill	2	0.5	28	Not Available
10	Not Available	Cantonese	Safety Tips	3	0.5	58	Not Available
11	Not Available	Spanish	Safety Tips	2	0.5	24	Not Available
12	Not Available	Tagalog	Safety Tips	6	0.5	115	Not Available
13	Not Available	Cantonese	Level Pay Plan	1	0.5	18	Not Available
14	Not Available	Spanish	Level Pay Plan	2	0.5	13	Not Available
15	Not Available	Tagalog	Level Pay Plan	1	0.5	15	Not Available
16	Not Available	Armenian	Energy Conservation	1	0.5	6	Not Available
17	Not Available	Cantonese	Energy Conservation	1	0.5	23	Not Available
18	Not Available	Ilokano	Energy Conservation	2	0.5	10	Not Available
19	Not Available	Mandarin	Energy Conservation	1	0.5	2	Not Available
20	Not Available	Spanish	Energy Conservation	11	0.5	187	Not Available
21	Not Available	Tagalog	Energy Conservation	5	0.5	132	Not Available
22	Not Available	Vietnamese	Energy Conservation	1	0.5	29	Not Available
23	Not Available	Armenian	CARE/FERA and Other Assistance Programs	1	0.5	6	Not Available
24	Not Available	Cantonese	CARE/FERA and Other Assistance Programs	2	0.5	38	Not Available
25	Not Available	English	CARE/FERA and Other Assistance Programs	1	0.5	3	Not Available
26	Not Available	Ilokano	CARE/FERA and Other Assistance Programs	5	0.5	62	Not Available
27	Not Available	Korean	CARE/FERA and Other Assistance Programs	1	0.5	42	Not Available
28	Not Available	Spanish	CARE/FERA and Other Assistance Programs	5	0.5	59	Not Available
29	Not Available	Tagalog	CARE/FERA and Other Assistance Programs	18	0.5	268	Not Available
30	Not Available	Vietnamese	CARE/FERA and Other Assistance Programs	4	0.5	93	Not Available
31	Not Available	Cantonese	Avoiding Disconnection	1	0.5	15	Not Available

	A	B	C	D	E	F	G
1	CARE Table 11 CHANGES Group Customer Assistance Sessions^{[2][3]}						
	Southern California Edison						
2	Reporting Period November 1, 2014 through November 30, 2014						
3			Description of Service Provided	Session Logistics			
4	Date	Session Language	(e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	# of Sessions^[4]	Length^[1] (Hours)	Number of Attendees	Description of Information / Literature Provided
32	Not Available	Vietnamese	Avoiding Disconnection	1	0.5	20	Not Available
33	Not Available	English	High Energy Use	2	0.5	5	High Energy Use Handout
34	Not Available	Japanese	High Energy Use	1	0.5	4	High Energy Use Handout
35	Not Available	Korean	High Energy Use	5	0.5	46	High Energy Use Handout
36	Not Available	Mandarin	High Energy Use	4	0.5	33	High Energy Use Handout
37	Not Available	Spanish	High Energy Use	6	0.5	53	High Energy Use Handout
38	Not Available	Tagalog	High Energy Use	4	0.5	86	High Energy Use Handout
39	Not Available	Thai	High Energy Use	1	0.5	11	High Energy Use Handout
40	Not Available	Vietnamese	High Energy Use	1	0.5	8	High Energy Use Handout
41	Not Available	Cantonese	Gas Aggregation	4	0.5	65	Gas Aggregation Handout
42	Not Available	English	Gas Aggregation	5	0.5	12	Gas Aggregation Handout
43	Not Available	Ilokano	Gas Aggregation	1	0.5	2	Gas Aggregation Handout
44	Not Available	Japanese	Gas Aggregation	7	0.5	65	Gas Aggregation Handout
45	Not Available	Korean	Gas Aggregation	3	0.5	81	Gas Aggregation Handout
46	Not Available	Spanish	Gas Aggregation	11	0.5	78	Gas Aggregation Handout
47	Not Available	Tagalog	Gas Aggregation	8	0.5	120	Gas Aggregation Handout
48	Not Available	Thai	Gas Aggregation	1	0.5	15	Gas Aggregation Handout
49	Current Month Total			169		2,645	Not Available
50	Year-to-Date			586		8,661	Not Available
51							
52	[1] Contractor states all sessions at least 30 minutes.						
53	[2] This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from						
54	its original version in order to have a more consistent appearance and format with existing SCE tables.						
55	[3] The numbers provided by the CHANGES contractor are for SCE and SoCal Gas combined , due to the combined service territory.						
56	[4] Page 7 of the 2014 CHANGES Data Report for November 2014 show a total of 28 "Understanding Your Bill" workshops, though the						
57	number of sessions add up to 29. The report reflects a total of 168 workshops, though the number of sessions add up to 169.						
58							

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	CARE Table 10 CHANGES One-On-One Customer Assistance Sessions															
2	Southern California Edison - Reporting Period October 1, 2014 through October 31, 2014															
3	Date ^[3] [4][5]	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) ^[2]	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			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 ^[1]
4					# ^[4]	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used		
5											1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
6	9/29/2014	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation	Not Available	1	Call Center	0	0	0	0	0	Meeting with client.	0			
7	10/1/2014	Spanish	HEAP/LiHeap Application Assistance	Not Available	1	SCE.com	0	0	0	0	0	Meeting with client.	0			
8	10/1/2014	English	Set Up/Change Payment Plan	Not Available	1	Call Center	0	0	0	1	1		0			
9	10/1/2014	Spanish	Set Up/Change Payment Plan Restore Service	Not Available	1	SCE.com	0	0	0	0			0	0	I did not get the assistance I needed so I called the regular customer service number.	
10	10/1/2014	English	HEAP/LiHeap Application Assistance Energy Assistance Fund Application	Not Available	1	External Data Share	0	0	0	0	0	Meeting with client.	0			
11	10/1/2014	Chinese/Cantonese	HEAP/LiHeap Application Assistance Energy Assistance Fund Application	Not Available	1	External Data Share	0	0	0	0	0	Meeting with client.	0			
12	10/1/2014	Chinese/Cantonese	HEAP/LiHeap Application Assistance Energy Assistance Fund Application	Not Available	1	Mail	0	0	0	0	0	Meeting with client.	0			
13	10/1/2014	English	HEAP/LiHeap Application Assistance Energy Assistance Fund Application	Not Available	1	Mail	0	0	0	0	0	Meeting with client.	0			
14	10/2/2014	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Educated on Energy Efficiency/ Conservation Stop Disconnection	Not Available	1	Outreach	0	0	0	0	0	Meeting with client.	0			
15	10/3/2014	Spanish	HEAP/LiHeap Application Assistance	Not Available	1	Capitation Agency	0	0	0	0	0	Meeting with client.	0			

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	
1	CARE Table 10 CHANGES One-On-One Customer Assistance Sessions																
2	Southern California Edison - Reporting Period October 1, 2014 through October 31, 2014																
3	Date ^[3] ^{[4][5]}	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) ^[2]	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			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 ^[1]	
4					# ^[6]	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used			
5											1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used		
16	10/9/2014	Vietnamese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	Not Available	1	External Data Share	0	0	0	0	0	0	0	0			
17	#####	Vietnamese	HEAP/LiHeap Application Assistance Stop Disconnection	Not Available	1	Mail	0	0	0	0	0	0	0	0			
18	#####	Khmer	HEAP/LiHeap Application Assistance	Not Available	1	Call Center	0	0	0	0	0	0	0	0			
19	#####	English	Energy Assistance Fund Application Educated on Energy Assistance Programs	Not Available	1	Call Center	0	0	0	0	0	0	0	0			
20	#####	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Bill Education	Not Available	1	External Data Share	0	0	0	0	0	0	0	0			
21	#####	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Bill Education Stop Disconnection	Not Available	1	Call Center	0	0	0	0	0	0	0	0			
22	#####	Spanish	HEAP/LiHeap Application Assistance	Not Available	1	Call Center	0	0	0	0	0	0	0	0			
23	#####	Spanish	HEAP/LiHeap Application Assistance	Not Available	1	Mail	0	0	0	0	0	0	0	0			
24	#####	Vietnamese	HEAP/LiHeap Application Assistance	Not Available	1	Mail	0	0	0	0	0	0	0	0			
25	#####	Vietnamese	HEAP/LiHeap Application Assistance	Not Available	1*	SCE.com	0	0	0	0	0	0	0	0			
26	#####	Chinese/Cantonese	HEAP/LiHeap Application Assistance Energy Assistance Fund Application	Not Available	1	Outreach	0	0	0	0	0	0	0	0			

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	
1	CARE Table 10 CHANGES One-On-One Customer Assistance Sessions																
2	Southern California Edison - Reporting Period October 1, 2014 through October 31, 2014																
3	Date ^[3] [4][5]	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) ^[2]	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			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 ^[1]	
4					# ^[4]	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used			
5											1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used		
27	#####	English	HEAP/LiHeap Application Assistance Energy Assistance Fund Application	Not Available	1	External Data Share	0	0	0	0	0	0	Meeting with client.	0			
28	#####	English	HEAP/LiHeap Application Assistance Energy Assistance Fund Application	Not Available	1	Mail	0	0	0	0	0	0	Meeting with client.	0			
29	#####	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Bill Education Stop Disconnection	Not Available	1	Mail	0	0	0	0	0	0	Meeting with client.	0			
30	#####	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Educated on Energy Efficiency/ Conservation	Not Available	1	Call Center	0	0	0	0	0	0	Meeting with client.	0			
31	#####	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation	Not Available	0*	N/A	0	0	0	0	0	0	Meeting with client.	0			
32	#####	English	HEAP/LiHeap Application Assistance	Not Available	1	Call Center	0	0	0	0	0	0	Meeting with client.	0			
33	#####	English	HEAP/LiHeap Application Assistance	Not Available	1	Call Center	0	0	0	0	0	0	Meeting with client.	0			
34	#####	Spanish	HEAP/LiHeap Application Assistance	Not Available	1	Call Center	0	0	0	0	0	0	Meeting with client.	0			
35	#####	Spanish	HEAP/LiHeap Application Assistance	Not Available	0	N/A	0	0	0	0	0	0	Meeting with client.	0			
36	#####	English	HEAP/LiHeap Application Assistance	Not Available	1*	Mail	0	0	0	0	0	0	Meeting with client.	0			
37	#####	English	HEAP/LiHeap Application Assistance	Not Available	1	Mail	0	0	0	0	0	0	Meeting with client.	0			
38	#####	English	HEAP/LiHeap Application Assistance	Not Available	1*	SCE.com	0	0	0	0	0	0	Meeting with client.	0			

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	CARE Table 10 CHANGES One-On-One Customer Assistance Sessions															
2	Southern California Edison - Reporting Period October 1, 2014 through October 31, 2014															
3	Date ^[3] [4][5]	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) ^[2]	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			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 ^[1]	
4					# ^[6]	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used		
5											1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No		Reason 800 # Not Used
39	#####	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Bill Education Stop Disconnection	Not Available	0*	N/A					0	Meeting with client.				
40	#####	Spanish	HEAP/LiHeap Application Assistance	Not Available	1	Mail	0	0	0	0	0	Meeting with client.	0			
41	#####	Chinese/Cantonese	HEAP/LiHeap Application Assistance Energy Assistance Fund Application	Not Available	1	Call Center	0	0	0	0	0	Meeting with client.	0			
42	Current Month Total				34		0	0	0	1			0			2
43	Year-to-Date Total				177		0	0	0	51			3			126
44	[1] Total calls placed to 800# recorded by SCE from October 1, 2014 through October 31, 2014 is 2. Data on calls per each one-on-one session not available. Year-to-date number has been corrected to reflect true number of calls, and future reports will also reflect this correction.															
45	[2] For column C, this data 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 SCE tables.															
46	[3] Dates listed are one-on-one case open dates as provided by CHANGES contractor. Dates do not necessarily coincide with the date of the session.															
47	[4] Row 1 is an entry from September provided by CHANGES contractor for the month of October.															
48	[5] The account in question in Row 39 could not be verified.															
49	[6] Entries listed with an asterisk (*) indicate the status of the customer being on or off CARE at the time of the interaction. The asterisk on each entry also indicates that the number was changed from what was originally provided by the CHANGES contractor. i.e., 0* was originally "1" or "N/A" and 1* was originally "0" or "N/A."															
50																
51																

	A	B	C	D	E	F	G
1	CARE Table 11 CHANGES Group Customer Assistance Sessions_{[2][3]}						
	Southern California Edison						
2	Reporting Period October 1, 2014 through October 31, 2014						
3			Description of Service Provided	Session Logistics			
	Date	Session Language	(e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	# of Sessions	Length^[1] (Hours)	Number of Attendees	Description of Information / Literature Provided
4							
5	Not Available	Cantonese	Understanding Your Bill	2	0.5	29	Not Available
6	Not Available	English	Understanding Your Bill	2	0.5	3	Not Available
7	Not Available	Korean	Understanding Your Bill	10	0.5	74	Not Available
8	Not Available	Spanish	Understanding Your Bill	9	0.5	97	Not Available
9	Not Available	Tagalog	Understanding Your Bill	7	0.5	149	Not Available
10	Not Available	Vietnamese	Understanding Your Bill	2	0.5	49	Not Available
11	Not Available	Cantonese	Safety Tips	3	0.5	48	Not Available
12	Not Available	English	Safety Tips	1	0.5	3	Not Available
13	Not Available	Mandarin	Safety Tips	1	0.5	2	Not Available
14	Not Available	Spanish	Safety Tips	1	0.5	17	Not Available
15	Not Available	Tagalog	Safety Tips	7	0.5	174	Not Available
16	Not Available	Cantonese	Level Pay Plan	2	0.5	42	Not Available
17	Not Available	Tagalog	Level Pay Plan	1	0.5	12	Not Available
18	Not Available	Cantonese	Energy Conservation	2	0.5	34	Not Available
19	Not Available	English	Energy Conservation	1	0.5	10	Not Available
20	Not Available	Japanese	Energy Conservation	3	0.5	43	Not Available
21	Not Available	Korean	Energy Conservation	1	0.5	22	Not Available
22	Not Available	Mandarin	Energy Conservation	1	0.5	2	Not Available
23	Not Available	Spanish	Energy Conservation	6	0.5	75	Not Available
24	Not Available	Tagalog	Energy Conservation	7	0.5	147	Not Available
25	Not Available	Vietnamese	Energy Conservation	2	0.5	50	Not Available
26	Not Available	Cantonese	CARE/FERA and Other Assistance Programs	1	0.5	18	Not Available
27	Not Available	English	CARE/FERA and Other Assistance Programs	1	0.5	2	Not Available
28	Not Available	Spanish	CARE/FERA and Other Assistance Programs	6	0.5	83	Not Available
29	Not Available	Vietnamese	CARE/FERA and Other Assistance Programs	2	0.5	39	Not Available
30	Not Available	Cantonese	Avoiding Disconnection	2	0.5	29	Not Available
31	Not Available	Tagalog	Avoiding Disconnection	1	0.5	17	Not Available

	A	B	C	D	E	F	G
1	CARE Table 11 CHANGES Group Customer Assistance Sessions_{[2][3]}						
2	Southern California Edison						
3	Reporting Period October 1, 2014 through October 31, 2014						
4	Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			Description of Information / Literature Provided
# of Sessions				Length ^[1] (Hours)	Number of Attendees		
32	Not Available	Vietnamese	Avoiding Disconnection	1	0.5	30	Not Available
33	Not Available	English	High Energy Use	1	0.5	6	High Energy Use Handout
34	Not Available	Korean	High Energy Use	1	0.5	24	High Energy Use Handout
35	Not Available	Spanish	High Energy Use	8	0.5	178	High Energy Use Handout
36	Not Available	Tagalog	High Energy Use	2	0.5	42	High Energy Use Handout
37	Not Available	Cantonese	Gas Aggregation	1	0.5	16	Gas Aggregation Handout
38	Not Available	Tagalog	Gas Aggregation	2	0.5	36	Gas Aggregation Handout
39	Current Month Total			100		1,602	
40	Year-to-Date			417		6,016	
41							
42	[1] Contractor states all sessions at least 30 minutes.						
43	[2] 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 SCE tables.						
44							
45	[3] The numbers provided by the CHANGES contractor are for SCE and SoCal Gas combined , due to the combined service territory.						
46							
47							
48							