

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

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

**MONTHLY REPORT OF SOUTHERN CALIFORNIA EDISON COMPANY (U 338-E)  
ON LOW INCOME ASSISTANCE PROGRAMS FOR DECEMBER 2018**

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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 2018**

# 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.) 16-11-022 and as modified by D.17-12-009:

Program Summary for Month			
2018	Authorized / Planning Assumptions <sup>1</sup>	Year-to-Date Actual	%
Budget	\$61,919,683	\$63,354,132	102%
Homes Treated	93,251	82,574	89%
kWh Saved	30,800,000	47,311,686	154%
kW Demand Reduced	N/A	6,391	N/A
Therms Saved	N/A	N/A	N/A

[1] Resolution E-4885 approving SCE's Authorized CARE and ESA Programs Conforming AL 3585-E and Supplemental AL 3585-E-A filed in compliance with D.16-11-022. Total authorized budget in 2018 is \$79,106,455; the total amount captured in ESA Table 1 is \$61,919,683, which excludes the total authorized unspent funds of \$17,186,772 captured in ESA Table 1A.

#### 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).

During the month of December, SCE continued to increase its efforts to contact customers to enroll them in the ESA program. SCE contacts customers receiving the CARE rate discount to enroll them in the ESA program. Each letter provides customers with the name and contact phone number for their local SCE ESA program contractor, allowing contractors to directly receive information for interested customers. This streamlined process creates efficiencies for both customer and contractor.

This past month, even as customers focused on the holidays and year-end, SCE mailed more than 300 letters to these CARE customers who have not yet participated in the ESA program in various counties of SCE’s service territory. The mailer also provides information on energy-saving benefits, available ESA

program measures, and incorporates a link to the ESA program page on SCE.com.

### **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.**

SCE's ESA contractors continue to enroll customers through tablet PCs (aka paperless enrollment) during the assessment process resulting in streamlined and expedited enrollments. The tablet PC eliminates the need for paper copies ensuring protection of customer data and helping protect the environment. In December, there were 493 assessors, representing 22 contractors utilizing the paperless enrollment process, enrolling 5,640 households.

ESA Multifamily Common Area Measures (CAM) Initiative is expected to roll-out in Q4 and utilize new efforts targeting properties with potentially higher concentration of low income customers. SCE is continuing to test the program database enhancements to ensure there is a method to track and report multifamily projects. Last month, SCE continued to communicate and provide training for ESA contractors who would provide multifamily common area measures. Beginning in January 2019, SCE will work to send direct mail letters to property owners/managers who have expressed interest in the program.

### **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 several years, SCE has provided refrigerators to contractors for installation through the Low Income Home Energy Assistance Program (LIHEAP) at no cost. 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 (CSD) to complete contract and agreement terms necessary to leverage the ESA program funds with the Multifamily Low-Income Weatherization Program (MF LIWP).

### **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.**

In December, SCE’s contractors continued to conduct self-guided training to new staff on the policies and procedures associated with ESA home assessment. The training provides participants with comprehensive instruction on income documentation, customer and measure eligibility, and hands-on exercises, plus an extensive discussion of energy education-related topics and demonstrations used to gauge the participants’ understanding of the material. SCE conducts bi-weekly testing for prospective program representatives which they must pass prior to being authorized to conduct a home assessment. This month SCE tested 11 prospective representatives.

SCE contracts with a mixture of local private contractors (LPCs), community-based organizations (CBOs) and faith-based organizations (FBOs) to provide ESA program services. The organizations, many of which are in low-income and disadvantaged communities, have provided 757 jobs that support SCE’s ESA Program, including executive, clerical and other ancillary positions. In December, thirty (30) new jobs were added.

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

**2.1. CARE Program Summary**

**2.1.1. Please provide CARE program summary costs**

<b>CARE Budget Categories</b>	<b>Authorized Budget</b>	<b>Expenses Year-to-Date</b>	<b>% of 2018 Budget Spent</b>
Outreach	\$2,684,843	\$3,026,935	113%
Processing / Certification Re-certification <sup>1</sup>	\$1,150,402	\$904,038	79%
Post Enrollment Verification (PEV) <sup>1</sup>	\$348,310	\$815,749	234%
IT Programming	\$1,150,000	\$1,002,194	87%
Cooling Centers	\$43,264	\$24,749	57%
Pilot (CHANGES)	\$525,000	\$554,891	106%
Studies	\$0	\$0	0%
Regulatory Compliance	\$281,800	\$325,969	116%
General Administration	\$684,009	\$609,509	89%
CPUC Energy Division Staff	\$140,000	\$73,815	53%
<b>Total Expenses</b>	<b>\$7,007,628</b>	<b>\$7,337,847</b>	<b>103%</b>
<b>Subsidies and Benefits</b>	<b>\$482,397,449</b>	<b>\$376,226,811</b>	<b>82%</b>
<b>Total Program Costs &amp; Discounts</b>	<b>\$489,405,077</b>	<b>\$383,564,658</b>	<b>82%</b>



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

<b>CARE Penetration</b>		
<b>Participants</b>	<b>Estimated Eligible Participants</b>	<b>Year-to-Date Penetration Rate</b>
1,205,539	1,422,225	84.8%

**2.2. Outreach**

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

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

When appropriate, SCE's Customer Contact Center (CCC) continues to utilize the online enrollment application at [sce.com](http://sce.com) to directly enroll customers in the CARE Program during incoming calls. If requested, the Customer Service Representative may alternately send a paper Rate Discount Application to the customer. During the month of December, SCE enrolled 3,851 eligible customers through CCC outreach efforts including web, phone, and mail-in enrollments.

The CARE/FERA Capitation Fee Program team is continuing its efforts to engage existing Capitation agencies while strategically registering additional contractors to overcome enrollment barriers, including language, culture, and special needs, to enroll the hardest-to-reach customers. Because of these efforts, the Capitation Fee Program continues to show enrollments from agencies previously inactive.

In December, capitation contractors and outbound calling efforts successfully enrolled 6 new customers in the CARE Program. Current and ongoing campaign strategies and efforts include:

- Leveraging events sponsored by communities and cultural celebrations to reach populations that may be eligible to enroll in the CARE Program.
- Partnering with SCE personnel to leverage existing SCE relationships with FBOs, CBOs, and local governments.

- Utilizing existing channels to develop creative approaches for agencies to conduct CARE/FERA outreach, including community-based outreach events and fairs.

Last month, with families focusing on holiday parties at home, there were fewer community events that SCE participated in. SCE joined two community/outreach events where more than 500 residents learned about our low income programs, and other energy efficiency programs available to them.

Event Date	Event Name	Location	Estimated Customer Interactions
12/8	Festival of Winter	Fontana	265
12/8	Adulting 101	San Bernardino	250

**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.

SCE coordinates CARE enrollment with other income-qualified programs, such as ESA, LIHEAP, and other low income-qualified programs offered through SoCalGas and certain water utilities. ESA participants are automatically enrolled in CARE each month, and LIHEAP participants are automatically enrolled in CARE quarterly. In December, SCE enrolled 4,562 eligible customers in CARE through data sharing with LIHEAP, ESA, SoCalGas, and water utilities. 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**

In December 2018, SCE received no Recertification complaints.

Appendix A: Energy Savings Assistance Program and CARE Tables

<b>Program</b>	<b>Table</b>	<b>Title</b>
Energy Savings Assistance Program – Intensified Efforts in Response to the Aliso Canyon Natural Gas Leak Emergency	Table 1	Intensified ESA Activity in the Impacted Area Pursuant to D.16-04-040
Energy Savings Assistance Program	Table 1	Energy Savings Assistance Program Expenses
Energy Savings Assistance Program	Table 1A	Expenses Funded From 2009-2016 Unspent ESA Program Funds
Energy Savings Assistance Program	Table 2, 2A & 2B	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
Energy Savings Assistance Program	Table 4B	Homes Unwilling/Unable to Participate
Energy Savings Assistance Program	Table 5	Customer Summary
Energy Savings Assistance Program	Table 6	Expenditures for Pilots and Studies
Energy Savings Assistance Program	Table 7	Measures (Refrigerators and In Home Energy Education)
CARE	Table 1	CARE Program Expenses
CARE	Table 2	CARE Enrollment, Recertification, Attrition, and Penetration
CARE	Table 3A&B	CARE Post-Enrollment Verification Results
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 Reporting Period February 2018

Program	Table	Title
CARE	Table 11	CHANGES Group Assistance Sessions November through January 2018

**Table 1: Intensified ESA Activity in the Impacted Area Pursuant to D.16-04-040**

<b>Reporting Month/Year – December 2018</b>			
1. Total Homes Eligible:		1,322,388	
2. Total Homes Visited in Aliso Canyon Territory:		210,100	
2a. “Go-Back” Homes:		137,408	
2b. First Touch Homes:		72,692	
3. Percent of treated homes prioritized due to “High Usage”:		1.4%	
4. Percent of treated “Multi-Family” units prioritized:		32.88%	
5. Percent of homes jointly treated by SCE and SoCalGas:		46.44%	
6. Average Per Home Savings for Homes Treated as a result of suspended program rules:		279 kWh / 0.037 kW	
7. Number of homes in the pipeline:		1,531	
<b>8. Installed Measures by SoCalGas</b>		<b>9. Installed Measures by SCE</b>	
HE Clothes Washers:	N/A	CFLs:	416,597
Water Heater Blankets:	N/A	Fluorescent Torchiere Lamps:	10,333
Low Flow Showerheads	N/A	LED A-Lamps:	626,827
Water Heater Pipe Insulation:	N/A	LED Torchiere Lamps	24,072
Faucet Aerator:	N/A	Smart Power Strips:	154,213
Thermostatic Shower Valve:	N/A	Energy Education	162,642
Air Sealing/Envelope:	N/A	Refrigerator Replacement:	21,750
Attic Insulation:	N/A	Room A/C Replacement:	676
Duct Testing & Sealing:	N/A	Evaporative Cooler Installation:	13,299
Furnace Clean & Tune:	N/A	Pool Pump Replacement:	2,832
		Central A/C & Heat Pump Replacement:	0
Therms Saved:	N/A	kWh Saved:	58,572,219
		kW Saved:	7,883
Total Expenses:	N/A	Total Expenses:	\$245,439,378

**10. SCE and SoCalGas are to prioritize near-term electric and natural gas savings respectively.**

**a. Which measures have been identified as providing the highest near-term savings, and how are they being prioritized?**

SCE has identified refrigerator replacements and pool pump replacements as “Go Back” targets due to their large near term, and enduring long term, energy savings. SCE analyzed data from assessed homes that did not previously qualify for replacement of these measures to identify homes most likely to qualify for replacement of these two high impact and cost-effective measures.

**11. SCE and SoCalGas should target a minimum average energy savings increase of 10 percent in the affected region as compared to pre-emergency savings for the duration of the emergency time period.**

- a. Please provide your methodology for establishing pre-emergency baselines and comparing average energy savings achieved in the affected regions indicate and whether any automated measurement and verification tools are being utilized or considered.**

A pre-emergency baseline was established from the 2015 program year. The 2015 total kWh and kW savings in the affected region was divided by 12 to obtain an average monthly savings number of 704,000 kWh and 97kW. From this baseline, the monthly savings goal in the Aliso Canyon area will be approximately 774,000 kWh and 107 kW. The estimated monthly targets are based on previous metered consumption analysis of an average treated home.

SCE may validate the achieved savings using a bill comparison methodology as is consistently used for the ESA program for all IOUs. The pre- and post-treatment comparison of AMI consumption data for treated homes is based on the standard metered data-based measurement and verification protocols for measuring savings for ESA treated homes. The validation of achieved savings may use a combination of automated metered consumption and/or planned impact evaluation depending on the timing of data needs. The needed lag in metered consumption data analysis necessitates use of existing estimates for the required monthly reporting of program accomplishments.

- b. Please also discuss your progress in achieving the 10 percent savings increase.** Since April 28, 2016, 58,572,219 kWh and 7,883 kW have been saved in the Aliso Canyon area, for an average of 1,830,382 kWh and 246 kW per month, which continues to exceed the 10 percent savings.

**12. SCE's and SoCalGas' suspension of the "3MM" and "Go-Back" rules should help capture significant savings of at least 4 and 3 percent respectively on average.**

- a. Please provide your methodology for calculating average kWh saved for homes made eligible through the aforementioned rule-suspensions and indicate whether any automated measurement and verification tools are being utilized or considered.**

SCE has determined 501 kWh per month baseline kWh usage of homes in the impacted area by averaging a sample of homes on CARE in Los Angeles, Orange, Riverside, San Bernardino, and Ventura counties, an area which approximates the impacted area. SCE will strive to attain 4% savings over this baseline, while still providing *all* eligible and feasible measures to qualified homes in the identified impacted area.

See response to #11a above regarding automated measurement and verification tools.

**13. SCE and SoCalGas should provide the treatment of the most energy-intensive single- and multi-family properties and target high energy using households first.**

- a. **Please explain your strategy and progress identifying and targeting multi-family and high-usage homes.**

SCE continues to leverage information determined via the CARE High Usage Verification process to identify and target energy intensive single-family, multi-family and mobile home households in the impacted area. Letters are sent to customers with the name and contact phone number for their local-area ESA program contractor, allowing interested customers to receive program information and a more direct ESA enrollment. Approximately 2% of the homes treated in Aliso Canyon area are CARE high usage customers.

**14. SCE and SoCalGas are to leverage program offerings outside of the ESA Program portfolio that could also achieve energy savings (such as demand response or deployment of solar thermal water heaters).**

- a. **Please discuss your strategy for encouraging customer participation in other demand response programs.**

The CSI Thermal program had low participation rates and no longer has funding. SCE has ceased marketing the program.

In addition, SCE's contractor's Program Representatives continue to review the ESA Program Customer Energy Education and Resource Guide with each program enrollee at time of in-home enrollment. This Energy Education focuses on no-cost actions these low income customers can take to save energy and reduce their bills. Included in this education is instruction on how to sign up for My Account, which provides them with additional time and money savings tools and opportunities to participate in residential energy efficiency rebate programs.

**Energy Savings Assistance Program Table 1 - Expenses**

**Southern California Edison**

**Through December 2018**

ESA Program:	Authorized Budget [1]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
<b>Energy Efficiency</b>												
Appliances	\$20,600,293		\$20,600,293	\$ 869,160		\$ 869,160	\$ 12,861,278		\$12,861,278	62%		62%
Domestic Hot Water	\$ 29,612		\$ 29,612	\$ 704		\$ 704	\$ 11,005		\$ 11,005	37%		37%
Enclosure	\$ 206,446		\$ 206,446	\$ 5,806		\$ 5,806	\$ 53,251		\$ 53,251	26%		26%
HVAC	\$23,701,595		\$23,701,595	\$ 1,939,991		\$ 1,939,991	\$ 25,107,980		\$25,107,980	106%		106%
Maintenance	\$ 96,417		\$ 96,417	\$ -		\$ -	\$ -		\$ -	0%		0%
Lighting	\$ 1,929,586		\$ 1,929,586	\$ 674,625		\$ 674,625	\$ 6,498,750		\$ 6,498,750	337%		337%
Miscellaneous	\$ 2,508,593		\$ 2,508,593	\$ 515,026		\$ 515,026	\$ 4,656,702		\$ 4,656,702	186%		186%
Customer Enrollment	\$ 4,275,486		\$ 4,275,486	\$ 504,284		\$ 504,284	\$ 6,583,985		\$ 6,583,985	154%		154%
In Home Education	\$ 1,388,162		\$ 1,388,162	\$ 93,680		\$ 93,680	\$ 1,140,335		\$ 1,140,335	82%		82%
Pilot	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	0%		0%
<b>Energy Efficiency TOTAL</b>	<b>\$54,736,190</b>		<b>\$54,736,190</b>	<b>\$ 4,603,275</b>		<b>\$ 4,603,275</b>	<b>\$ 56,913,285</b>		<b>\$56,913,285</b>	<b>104%</b>		<b>104%</b>
Training Center	\$ 516,064		\$ 516,064	\$ 26,122		\$ 26,122	\$ 194,534		\$ 194,534	0%		0%
Inspections	\$ 1,100,363		\$ 1,100,363	\$ 129,139		\$ 129,139	\$ 1,118,116		\$ 1,118,116	102%		102%
Marketing and Outreach [3]	\$ 950,000		\$ 950,000	\$ 74,294		\$ 74,294	\$ 908,803		\$ 908,803	96%		96%
Statewide Marketing Education and Outreach	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	0%		0%
Measurement and Evaluation Studies	\$ 91,250		\$ 91,250	\$ (12,660)		\$ (12,660)	\$ 150,274		\$ 150,274	165%		165%
Regulatory Compliance	\$ 464,382		\$ 464,382	\$ 26,902		\$ 26,902	\$ 406,050		\$ 406,050	87%		87%
General Administration	\$ 4,001,434		\$ 4,001,434	\$ 342,082		\$ 342,082	\$ 3,631,436		\$ 3,631,436	91%		91%
CPUC Energy Division	\$ 60,000		\$ 60,000	\$ -		\$ -	\$ 31,635		\$ 31,635	53%		53%
<b>TOTAL PROGRAM COSTS [2]</b>	<b>\$ 61,919,683</b>		<b>\$61,919,683</b>	<b>\$ 5,189,153</b>		<b>\$ 5,189,153</b>	<b>\$ 63,354,132</b>		<b>\$63,354,132</b>	<b>102%</b>		<b>102%</b>

**Funded Outside of ESA Program Budget**

Indirect Costs				\$ 58,732		\$ 58,732	\$ 941,314		\$ 941,314			
NGAT Costs												

[1] Reflects the authorized 2018 budget in D.16-11-022 and updated via Resolution E-4885 addressing conforming AL 3585-E and supplemental AL 3585-E-A. Total authorized budget in 2018 is \$79,106,455; the total amount of \$61,919,683 excludes the total authorized unspent funds of \$17,186,772 captured in ESA Table 1A.

[2] Financial data for Energy Efficiency total monthly and year-to-date expenses are obtained from EMAPS; financial data for Training Center, Inspections, Marketing & Outreach, Measurement & Evaluation Studies, Regulatory Compliance, General Administration, and CPUC Energy Division monthly and year-to-date expenses are obtained from SAP. Expenses for categories authorized to utilize unspent funds are not included in the table, refer to ESA Table 1A.

[X] 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 fund-shifting activity occurred, date of fund-shifting request and related approval is applicable.

[3] Financial data for Marketing and Outreach includes a credit received as accounting adjustments in May.

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



**Energy Savings Assistance Program Table 1A - Expenses Funded From 2009-2016 Unspent ESA Program Funds  
Southern California Edison  
Through December 2018**

ESA Program:	Authorized Budget [1]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
<b>Energy Efficiency</b>												
Additional Regulatory Compliance Costs	\$ -		\$ -	\$ -		\$ -	\$ 95,501		\$ 95,501	0%		0%
Leveraging - CSD	\$ 1,000,000		\$ 1,000,000	\$ -		\$ -	\$ -		\$ -	0%		0%
Climate Zone 13 Central AC and AC related measures	\$ 6,348,570		\$ 6,348,570	\$ 462,632		\$ 462,632	\$ 1,517,974		\$ 1,517,974	24%		24%
HE Clothes Washer	\$ 3,160,850		\$ 3,160,850	\$ -		\$ -	\$ -		\$ -	0%		0%
Multi-Family Common Area Measures	\$ 4,500,000		\$ 4,500,000	\$ -		\$ -	\$ 122,320		\$ 122,320	3%		3%
Powerstrip Tier II	\$ 2,177,352		\$ 2,177,352	\$ 155,333		\$ 155,333	1,388,022		\$ 1,388,022	64%		64%
<b>TOTAL UNSPENT PROGRAM COSTS [2]</b>	\$ 17,186,772		\$ 17,186,772	\$ 617,965		\$ 617,965	\$ 3,123,817		\$ 3,123,817	18%		18%

[1] Reflects the authorized 2018 budget for unspent categories (i.e. new ESA program measures and directives) in D.16-11-022 and updated via Resolution E-4885 addressing conforming AL 3585-E

[2] Financial data for monthly and year-to-date expenses for Additional Regulatory Compliance Costs category are obtained from SAP; financial data for monthly and year-to-date expenses for

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



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	<b>Energy Savings Assistance Program Table 2A</b>														
2	<b>Southern California Edison</b>														
3	<b>Through December 2018</b>														
4															
5	<b>ESA Program (Summary) Total</b>														
6	<b>Year-To-Date Completed &amp; Expensed Installation</b>								<b>ESA Program - CSD Leveraging</b>						
7	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh [4] (Annual)</b>	<b>kW [4] (Annual)</b>	<b>Therms [4] (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>	<b>Quantity Installed</b>	<b>kWh [4] (Annual)</b>	<b>kW [4] (Annual)</b>	<b>Therms [4] (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>	
8	<b>Appliances</b>														
9	High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%						0.0%	
10	Refrigerators	Each	12,676	9,806,555	1,178	-	\$ 12,861,278	21.5%						0.0%	
11	Microwaves	Each	-	-	-	-	\$ -	0.0%						0.0%	
12	<b>Domestic Hot Water</b>														
13	Water Heater Blanket	Home	2	175	0	-	\$ 97	0.0%						0.0%	
14	Low Flow Shower Head	Home	236	25,937	3	-	\$ 8,137	0.0%						0.0%	
15	Water Heater Pipe Insulation	Home	43	3,665	0	-	\$ 849	0.0%						0.0%	
16	Faucet Aerator	Home	171	28,244	3	-	\$ 1,922	0.0%						0.0%	
17	Water Heater Repair/Replacement	Each	-	-	-	-	\$ -	0.0%						0.0%	
18	Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%						0.0%	
19	New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%						0.0%	
20	New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%						0.0%	
21	New - Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%						0.0%	
22	New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%						0.0%	
23	<b>Enclosure</b>														
24	Air Sealing / Envelope [1]	Home	484	143,377	38	-	\$ 50,771	0.1%						0.0%	
25	Caulking	Home	-	-	-	-	\$ -	0.0%						0.0%	
26	Attic Insulation	Home	2	-	-	-	\$ 2,480	0.0%						0.0%	
27	<b>HVAC</b>														
28	FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%						0.0%	
29	Furnace Repair/Replacement	Each	-	-	-	-	\$ -	0.0%						0.0%	
30	Room A/C Replacement	Each	960	60,684	9	-	\$ 789,777	1.3%						0.0%	
31	Central A/C replacement	Each	3,335	526,659	95	-	\$ 13,280,959	22.2%						0.0%	
32	Heat Pump Replacement	Each	181	125,752	57	-	\$ 649,059	1.1%						0.0%	
33	Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%						0.0%	
34	Evaporative Cooler (Installation)	Each	10,849	4,819,165	744	-	\$ 11,159,938	18.7%						0.0%	
35	Duct Testing and Sealing	Home	3,219	85,938	14	-	\$ 746,220	1.2%						0.0%	
36	New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%						0.0%	
37	New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%						0.0%	
38	New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%						0.0%	
39	New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%						0.0%	
40	<b>Maintenance</b>														
41	Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%						0.0%	
42	Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%						0.0%	
43	<b>Lighting</b>														
44	Compact Fluorescent Lights (CFL) [7]	Each	3,795	62,799	8	-	\$ 27,348	0.0%						0.0%	
45	Torchiere [7]	Each	13	1,174	0	-	\$ 812	0.1%						0.0%	
46	Exterior Hard wired CFL fixtures [7]	Each	88	3,080	0	-	\$ 7,935	0.0%						0.0%	
47	Exterior Hard wired LED fixtures	Each	891	75,735	8	-	\$ 80,118	0.0%						0.0%	
48	Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%						0.0%	
49	LED Night Lights	Each	-	-	-	-	\$ -	0.0%						0.0%	
50	New - LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	\$ -	0.1%						0.0%	
51	New - LED Reflector Bulb	Each	5,400	92,765	10	-	\$ 45,444	0.0%						0.0%	
52	New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	9.1%						0.0%	
53	New - LED A-Lamps	Each	588,445	23,004,661	2,512	-	\$ 5,427,582							0.0%	
54	New - LED Torchiere	Each	14,195	552,177	60	-	\$ 909,511	1.5%						0.0%	
55	<b>Miscellaneous</b>														
56	Pool Pumps	Each	1,834	3,196,525	1,005	-	\$ 2,201,262	3.7%						0.0%	
57	Smart Power Strips - Tier 1	Each	61,638	1,497,317	203	-	\$ 2,455,439	4.1%						0.0%	
58	New - Smart Power Strips - Tier 2	Each	24,624	3,199,300	443	-	\$ 1,388,022	2.3%						0.0%	
59	<b>Ancillary Services</b>														
60	Commissioning	Home	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
61	Audit	Home	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
62	Administration	Home	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
63	<b>Pilots</b>														
64															
65	<b>Customer Enrollment</b>														
66	Outreach & Assessment	Home	92,041				\$ 6,583,985	11.0%						\$ -	0.0%
67	In-Home Education	Home	75,999				\$ 1,140,335	1.9%						\$ -	0.0%
68															
69	<b>Total Savings/Expenditures</b>			47,311,686	6,391		59,819,280							\$ -	0.0%
70															
71	Total Households Weatherized [2]	Home	484												
72															
73	<b>Households Treated</b>		<b>Total</b>						<b>CSD MF Buildings Treated</b>	<b>Total</b>					
74	- Single Family Households Treated	Home	58,884												
75	- Multi-family Households Treated	Home	16,423						- Multifamily						
76	- Mobile Homes Treated	Home	7,267												
77	<b>Total Number of Households Treated</b>	Home	82,574												
78	<b># Eligible Households to be Treated for PY [3]</b>	Home	93,251												
79	<b>% of Households Treated</b>	%	89%												
80	- Master-Meter Households Treated	Home	11,965												
81															
82	[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.														
83	[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs														
84	[3] Based on Resolution E-4885 approving SCE's Authorized CARE and ESA Programs Conforming AL 3585-E and Supplemental AL 3585-E-A filed in compliance with D.16-11-022.														
85	[4] All savings are calculated based on Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013														
86	[5] Costs exclude support costs that are included in Table 1; excludes costs for common area measures, refer to ESA Table 2B.														
87	[6] Data for Aliso Canyon includes "First Touches and Re-Treatments".														
88	[7] Expenses for fluorescent lighting reflect installations completed on or before December 31, 2017 and invoiced in 2018.														
89															
90	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 2B  
Southern California Edison  
Through December 2018**

ESA Program - Multifamily Common Area [6]							
Measures	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses (\$)	% of Expenditure
<b>Appliances</b>							
High Efficiency Clothes Washer	Each						
Refrigerators	Each						
Microwaves	Each						
<b>Domestic Hot Water</b>							
Water Heater Blanket	Home						
Low Flow Shower Head	Home						
Water Heater Pipe Insulation	Home						
Faucet Aerator	Home						
Water Heater Repair/Replacement	Each						
Thermostatic Shower Valve	Each						
New - Combined Showerhead/TSV	Each						
New - Heat Pump Water Heater	Each						
New - Tub Diverter/ Tub Spout	Each						
New - Thermostat-controlled Shower Valve	Each						
<b>Enclosure</b>							
Air Sealing / Envelope [1]	Home						
Caulking	Home						
Attic Insulation	Home						
<b>HVAC</b>							
FAU Standing Pilot Conversion	Each						
Furnace Repair/Replacement	Each						
Room A/C Replacement	Each						
Central A/C replacement	Each						
Heat Pump Replacement	Each						
Evaporative Cooler (Installation)	Each						
Duct Testing and Sealing	Home						
New - Energy Efficient Fan Control	Home						
New - Prescriptive Duct Sealing	Home						
New - High Efficiency Forced Air Unit (HE FAU)	Home						
New - A/C Time Delay	Home						
<b>Maintenance</b>							
Furnace Clean and Tune	Home						
Central A/C Tune up	Home						
<b>Lighting</b>							
Occupancy Sensor	Each						
LED Night Lights	Each						
New - LED Diffuse Bulb (60W Replacement)	Each						
New - LED Reflector Bulb	Each						
New - LED Reflector Downlight Retrofit Kits	Each						
New - LED A-Lamps	Each						
<b>Miscellaneous</b>							
Pool Pumps	Each						
Smart Power Strips - Tier 1	Each						
New - Smart Power Strips - Tier 2	Each						
<b>Ancillary Services</b>							
Administration [2]	Home						
Audit	Home						
Commissioning [3]	Home						
<b>Pilots</b>							
<b>Customer Enrollment</b>							
Outreach & Assessment	Home				\$ -		
In-Home Education	Home				\$ -		
<b>Total Savings/Expenditures</b>			-	-	-	\$ -	
Total Multifamily Buildings Weatherized [5]							
<b>Multifamily Buildings Treated</b>							
- Multifamily	<b>Total</b>						

[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.  
 [2] Per D.16-11-022 at p.210, the CPUC imposes a cap of 10% of ESA Program funds for administrative activities and a ceiling of 20% for direct implementation non-incentive costs.  
 [3] Refers to optimizing the installation of the measure installed such as retrofitting pipes, etc.  
 [4] All savings are calculated based on Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013  
 [5] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs  
 [6] Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022 where 65% of tenants are income eligible based on CPUC income requirements of at or below 200% of the Federal Poverty Guidelines.

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 3  
Energy Savings and Average Bill Savings per Treated Home/Common Area  
Southern California Edison  
Through December 2018**

<b>ESA Program</b>	
Annual kWh Savings	47,311,686
Annual Therm Savings	
Lifecycle kWh Savings	628,390,792
Lifecycle Therm Savings	
Current kWh Rate	0.130
Current Therm Rate	
Average 1st Year Bill Savings / Treated households	<b>\$74.48</b>
Average Lifecycle Bill Savings / Treated Household	<b>\$989.20</b>

<b>ESA Program - CSD Leveraging</b>	
Annual kWh Savings	
Annual Therm Savings	
Lifecycle kWh Savings	
Lifecycle Therm Savings	
Current kWh Rate	\$ -
Current Therm Rate	\$ -
Average 1st Year Bill Savings / Treated Households	\$ -
Average Lifecycle Bill Savings / Treated Household	\$ -

<b>ESA Program - Multifamily Common Area</b>	
Annual kWh Savings	
Annual Therm Savings	
Lifecycle kWh Savings	
Lifecycle Therm Savings	
Current kWh Rate	\$ -
Current Therm Rate	\$ -
Average 1st Year Bill Savings / Treated Buildings	\$ -
Average Lifecycle Bill Savings / Treated Buildings	\$ -

<b>Summary - ESA Program/CSD Leveraging/ Multifamily Common Area</b>	
Annual kWh Savings	
Annual kW Savings	
Annual Therm Savings	
Lifecycle kWh Savings	
Lifecycle Therm Savings	
Current kWh Rate	\$ -
Current Therm Rate	\$ -
Average 1st Year Bill Savings / Treated households and Buildings	\$ -
Average Lifecycle Bill Savings / Treated Household and Buildings	\$ -

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 - Homes/Buildings Treated  
Southern California Edison  
Through December 2018**

<b>ESA Program</b>						
<b>County</b>	<b>Eligible Households</b>			<b>Households Treated YTD</b>		
	<b>Rural [1]</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
FRESNO	0	302	302	0	0	0
IMPERIAL	209	0	209	0	0	0
INYO	1,889	5	1,894	24	0	24
KERN	16,194	15,078	31,272	1,393	4	1,397
KINGS	7,663	0	7,663	278	0	278
LOS ANGELES	7,293	582,389	589,682	687	28,675	29,362
MADERA	0	3	3	0	0	0
MONO	2,307	0	2,307	0	0	0
ORANGE	1	197,522	197,523	0	9,674	9,674
RIVERSIDE	97,468	101,771	199,239	1,502	14,558	16,060
SAN BERNARDINO	35,204	216,415	251,619	2,923	18,832	21,755
SANDIEGO	1	0	1	0	0	0
SANTA BARBARA	0	21,221	21,221	0	32	32
TULARE	46,466	13,962	60,428	1,841	597	2,438
TUOLUMNE	0	0	0	0	0	0
VENTURA	3,535	66,073	69,608	109	1,454	1,563
<b>Total</b>	<b>218,229</b>	<b>1,214,742</b>	<b>1,432,971</b>	<b>8,757</b>	<b>73,826</b>	<b>82,583</b>

<b>ESA Program - CSD Leveraging</b>						
<b>County</b>				<b>Households Treated YTD</b>		
				<b>Rural</b>	<b>Urban</b>	<b>Total</b>
						0
						0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

<b>ESA Program - Multifamily Common Area</b>						
<b>County</b>				<b>Buildings Treated YTD</b>		
				<b>Rural</b>	<b>Urban</b>	<b>Total</b>
						0
						0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.

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

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**Energy Savings Assistance Program Table 4B - Homes Unwilling / Unable to Participate  
Southern California Edison  
Through December 2018**

<b>ESA Program</b>							
<b>Reason Provided</b>							
<b>County</b>	<b>Customer Unwilling/Declined Program Measures</b>	<b>Customer Unavailable - Scheduling Conflicts</b>	<b>Hazardous Environment (unsafe/unclean)</b>	<b>Landlord Refused to Authorize Participation</b>	<b>Household Exceeds Allowable Limits</b>	<b>Unable to Provide Required Documentation</b>	<b>Other Infeasible/ Ineligible</b>
Fresno	0	0	0	0	0	0	0
Imperial	0	0	0	0	0	0	0
Inyo	1	1	0	1	2	5	31
Kern	5	7	0	37	10	39	313
Kings	5	15	0	21	5	10	163
Los Angeles	68	131	1	2,100	283	3,085	12,639
Madera	0	0	0	0	0	0	0
Mono	0	0	0	0	1	2	3
Orange	25	46	0	342	92	926	7,866
Riverside	92	138	0	2,236	152	1,239	5,901
San Bernardino	175	223	0	1,553	176	1,867	8,703
Sandiego	0	0	0	0	0	0	0
Santa Barbara	2	1	0	2	5	0	222
Tulare	35	54	0	144	14	158	1,094
Tuolumne	0	0	0	0	0	0	0
Ventura	22	43	1	142	44	277	1,917
<b>Total</b>	<b>430</b>	<b>659</b>	<b>2</b>	<b>6,578</b>	<b>784</b>	<b>7,608</b>	<b>38,852</b>

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

**Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary**

**Southern California Edison  
Through December 2018**

<b>ESA Program</b>																
Month	# of Household Treated by Month	Gas & Electric			# of Household Treated by Month	Gas Only			# of Household Treated by Month	Electric Only			# of Household Treated by Month	Total		
		(Annual)				(Annual)				(Annual)				(Annual)		
		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
January								5,788		2,258,030	343	5,788		2,258,030	343	
February								12,702		4,990,405	722	12,702		4,990,405	722	
March								19,201		7,989,676	1,130	19,201		7,989,676	1,130	
April								26,426		12,672,280	1,742	26,426		12,672,280	1,742	
May								35,577		17,490,210	2,391	35,577		17,490,210	2,391	
June								42,899		21,411,672	2,912	42,899		21,411,672	2,912	
July								51,305		26,220,501	3,544	51,305		26,220,501	3,544	
August								58,671		30,416,592	4,089	58,671		30,416,592	4,089	
September								66,545		35,035,172	4,703	66,545		35,035,172	4,703	
October								74,287		39,375,971	5,293	74,287		39,375,971	5,293	
November								79,421		42,941,625	5,797	79,421		42,941,625	5,797	
December								82,574		47,311,686	6,391	82,583		47,311,686	6,391	
YTD	-	-	-	-	-	-	-	82,574		47,311,686	6,391	82,583		47,311,686	6,391	

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

<b>ESA Program - CSD Leveraging</b>																
Month	# of Buildings	Gas & Electric			# of Household	Gas Only			# of Household	Electric Only			# of Household	Total		
		(Annual)				(Annual)				(Annual)				(Annual)		
		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
January																
February																
March																
April																
May																
June																
July																
August																
September																
October																
November																
December																
YTD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	

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

<b>ESA Program - Multifamily Common Area</b>																
Month	# of Buildings	Gas & Electric			# of Buildings	Gas Only			# of Buildings	Electric Only			# of Buildings	Total		
		(Annual)				(Annual)				(Annual)				(Annual)		
		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
January																
February																
March																
April																
May																
June																
July																
August																
September																
October																
November																
December																
YTD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	

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





<b>Energy Savings Assistance Program Table 7</b>						
<b>Southern California Edison</b>						
<b>Through December 2018</b>						
<b>Measures</b>	<b>Units</b>	<b>Received Refrigerator</b>	<b>Not eligible for Refrigerator due to Less than Six Occupants</b>			
Second Refrigerators	Each					
<b>Measures</b>	<b>Units</b>	<b>Households that Only Received Energy Education</b>				
In-Home Energy Education	Home	11,236				
<b>Households for My Energy/My Account Platform</b>						
<b>Opt-Out</b>	<b>Already Enrolled</b>	<b>Opt-In</b>				
50,994	37,778	1,841				
<b>Note:</b> 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**

**Southern California Edison**

**Through December 2018**

	New Enrollment										Recertification[4]				Attrition (Drop Offs) [5]					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)	
	Automatic Enrollment				Self-Certification (Income or Categorical)						Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response [6]	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)				Net Adjusted (K-T)
	Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)																
<b>January</b>	3,138	543	0	3,681	4,790	8,129	7,437	10	20,366	24,047	14,139	15,249	12,347	41,735	12,347	126	570	8,908	21,951	65,782	2,096	1,224,623	1,422,225	86.1%	
<b>February</b>	2,849	1,048	0	3,897	4,060	5,323	6,905	10	16,298	20,195	14,876	15,669	12,861	43,406	12,861	114	560	16,632	30,167	63,601	-9,972	1,214,651	1,422,225	85.4%	
<b>March</b>	5,357	697	0	6,054	4,511	7,290	7,281	14	19,096	25,150	14,600	21,907	11,274	47,781	11,274	122	575	3,129	15,100	72,931	10,050	1,224,701	1,422,225	86.1%	
<b>April</b>	6,179	918	0	7,097	4,103	8,861	12,396	14	25,374	32,471	13,239	21,892	9,769	44,900	9,769	114	516	15,672	26,071	77,371	6,400	1,231,101	1,422,225	86.6%	
<b>May</b>	5,670	999	0	6,669	3,859	7,135	5,216	10	16,220	22,889	17,565	18,032	12,287	47,884	12,287	197	725	13,098	26,307	70,773	-3,418	1,227,683	1,422,225	86.3%	
<b>June</b>	5,427	312	0	5,739	4,313	7,290	5,587	4	17,194	22,933	17,166	17,072	13,032	47,270	13,032	149	817	7,007	21,005	70,203	1,928	1,229,611	1,422,225	86.5%	
<b>July</b>	5,298	153	0	5,451	6,801	9,411	10,328	72	26,612	32,063	17,387	16,812	14,610	48,809	14,610	90	757	10,266	25,723	80,872	6,340	1,235,951	1,422,225	86.9%	
<b>August</b>	4,513	216	0	4,729	11,169	8,613	10,930	87	30,799	35,528	16,172	17,772	16,829	50,773	16,829	76	637	10,466	28,008	86,301	7,520	1,243,471	1,422,225	87.4%	
<b>September</b>	4,411	257	0	4,668	7,545	9,496	8,087	111	25,239	29,907	12,924	20,760	13,054	46,738	13,054	97	524	12,776	26,451	76,645	3,456	1,246,926	1,422,225	87.7%	
<b>October</b>	5,066	279	0	5,345	4,573	8,652	6,531	115	19,871	25,216	10,216	17,013	14,471	41,700	14,471	75	448	22,457	37,451	66,916	-12,235	1,234,611	1,422,225	86.8%	
<b>November</b>	3,705	329	0	4,034	3,633	9,511	4,435	52	17,631	21,665	13,556	16,277	11,152	40,985	11,152	65	515	32,238	43,970	62,650	-22,305	1,212,306	1,422,225	85.2%	
<b>December</b>	4,153	409	0	4,562	3,579	6,543	3,851	6	13,979	18,541	16,034	16,297	10,725	43,056	10,725	9	569	14,005	25,308	61,597	-6,767	1,205,539	1,422,225	84.8%	
<b>YTD Total</b>	<b>55,766</b>	<b>6,160</b>	<b>0</b>	<b>61,926</b>	<b>62,936</b>	<b>96,254</b>	<b>88,984</b>	<b>505</b>	<b>248,679</b>	<b>310,605</b>	<b>177,874</b>	<b>214,752</b>	<b>152,411</b>	<b>545,037</b>	<b>152,411</b>	<b>1,234</b>	<b>7,213</b>	<b>166,654</b>	<b>327,512</b>	<b>855,642</b>	<b>-16,907</b>	<b>1,205,539</b>	<b>1,422,225</b>	<b>84.8%</b>	

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

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

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

**CARE Table 3A - Post-Enrollment Verification Results (Model)**

**Southern California Edison**

**Through December 2018**

Month	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) [1]	Total Households De-enrolled [2]	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
January	1,224,623	4,743	0.39%	3,235	72	3,307	69.72%	0.27%
February	1,214,651	3,987	0.33%	2,634	87	2,721	68.25%	0.22%
March	1,224,701	7,468	0.61%	5,084	135	5,219	69.88%	0.43%
April	1,231,101	6,929	0.56%	4,872	118	4,990	72.02%	0.41%
May	1,227,683	7,955	0.65%	5,896	120	6,016	75.63%	0.49%
June	1,229,611	6,861	0.56%	5,209	75	5,284	77.02%	0.43%
July	1,235,951	7,691	0.62%	5,866	107	5,973	77.66%	0.48%
August	1,243,471	160	0.01%	101	1	102	63.75%	0.01%
September	1,246,926	126	0.01%	57	0	57	45.24%	0.00%
October	1,234,611	65	0.01%	41	0	41	63.08%	0.00%
November	1,212,306	10	0.00%	9	0	9	90.00%	0.00%
December	1,205,539	1	0.00%	0	0	0	0.00%	0.00%
<b>YTD Total</b>	<b>1,205,539</b>	<b>45,996</b>	<b>3.82%</b>	<b>33,004</b>	<b>715</b>	<b>33,719</b>	<b>73.31%</b>	<b>2.80%</b>

[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

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

**CARE Table 3B Post-Enrollment Verification Results (Electric only High Usage)**

**Southern California Edison**

**Through December 2018**

Month	Total CARE Households Enrolled	Households Requested to Verify <sup>1</sup>	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) <sup>2</sup>	Total Households De-enrolled <sup>3</sup>	% De-enrolled through HUV Post Enrollment Verification	% of Total CARE Households De-enrolled
January	1,224,623	2,492	0.20%	2,284	30	2314	92.86%	0.19%
February	1,214,651	3,510	0.29%	3,217	39	3256	92.76%	0.27%
March	1,224,701	1,054	0.09%	959	11	970	92.03%	0.08%
April	1,231,101	1,861	0.15%	1,710	19	1729	92.91%	0.14%
May	1,227,683	803	0.07%	726	8	734	91.41%	0.06%
June	1,229,611	1,926	0.16%	1,797	19	1816	94.29%	0.15%
July	1,235,951	976	0.08%	928	1	929	95.18%	0.08%
August	1,243,471	11,449	0.92%	10,969	53	11022	96.27%	0.89%
September	1,246,926	16,622	1.33%	16,051	31	16082	96.75%	1.29%
October	1,234,611	21,773	1.76%	20,802	40	20842	95.72%	1.69%
November	1,212,306	887	0.07%	0	0	0	0.00%	0.00%
December	1,205,539	1,205	0.10%	0	0	0	0.00%	0.00%
<b>YTD Total</b>	<b>1,205,539</b>	<b>64,558</b>	<b>5.36%</b>	<b>59,443</b>	<b>251</b>	<b>59,694</b>	<b>92.47%</b>	<b>4.95%</b>

<sup>1</sup> Includes all participants who were selected for high usage verification process. Closed accounts will not be tracked in Ineligible or De-enrolled data.

<sup>2</sup> Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.

<sup>3</sup> Verification results are tied to the month initiated and the high usage verification process allows customers 90 days to respond to the verification process. Each utility may have a different de-enrollment date due to billing cycle or other contributing factors.

**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<sup>1</sup>****Southern California Edison****Through December 2018**

	Provided [2]	Received	Approved	Denied [4]	Pending/Never Completed [5]	Duplicates
Total (Y-T-D)	1,318,425	1,099,159	695,339	101,942	147,635	301,878
Percentage [3]	N/A	100%	63%	9%	N/A	27%

<sup>1</sup> Includes sub-metered customers.

<sup>2</sup> Includes number of applications SCE provided for all direct mailing campaigns, customer calls made to the call center, and other outreach methods. Because there are other means by which customers obtain applications which are not counted, this number is only an approximation.

<sup>3</sup> Percent of received applications.

**CARE Table 5 - Enrollment by County  
Southern California Edison  
Through December 2018**

County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
Fresno	302	0	302	40	0	40	13%	0%	13%
Imperial	0	206	206	0	72	72	0%	35%	35%
Inyo	7	1,886	1,893	0	1,012	1,012	0%	54%	53%
Kern	13,480	17,682	31,162	8,979	14,003	22,982	67%	79%	74%
Kings	0	7,652	7,652	0	8,990	8,990	0%	117%	117%
Los Angeles	578,948	3,661	582,609	505,126	1,500	506,626	87%	41%	87%
Madera	3	0	3	0	0	0	0%	0%	0%
Mono	0	2,302	2,302	0	788	788	0%	34%	34%
Orange	196,110	1	196,111	150,906	0	150,906	77%	0%	77%
Riverside	101,899	96,883	198,782	80,090	90,388	170,478	79%	93%	86%
San Bernardino	209,336	41,653	250,989	186,745	36,619	223,364	89%	88%	89%
San Diego	0	1	1	0	1	1	0%	100%	100%
Santa Barbara	20,684	0	20,684	9,788	0	9,788	47%	0%	47%
Tulare	13,794	46,498	60,292	12,192	43,695	55,887	88%	94%	93%
Ventura	66,621	2,616	69,237	52,839	1,766	54,605	79%	68%	79%
<b>Total</b>	<b>1,201,185</b>	<b>221,040</b>	<b>1,422,225</b>	<b>1,006,705</b>	<b>198,834</b>	<b>1,205,539</b>	<b>84%</b>	<b>90%</b>	<b>85%</b>

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

**CARE Table 6 - Recertification Results**

**Southern California Edison**

**Through December 2018**

Month	Total CARE Households	Households Requested to Recertify <sup>1</sup>	% of Households Total (C/B)	Households Recertified <sup>2</sup>	Households De-enrolled <sup>3</sup>	Recertification Rate % <sup>4</sup> (E/C)	% of Total Households De-enrolled (F/B)
January	1,224,623	27,553	2.2%	16,227	11,278	58.89%	0.92%
February	1,214,651	18,719	1.5%	10,262	8,395	54.82%	0.69%
March	1,224,701	26,006	2.1%	14,699	11,169	56.52%	0.91%
April	1,231,101	27,881	2.3%	16,321	11,547	58.54%	0.94%
May	1,227,683	29,651	2.4%	17,603	11,987	59.37%	0.98%
June	1,229,611	30,080	2.4%	18,139	11,882	60.30%	0.97%
July	1,235,951	27,648	2.2%	16,595	11,046	60.02%	0.89%
August	1,243,471	23,095	1.9%	12,744	10,336	55.18%	0.83%
September	1,246,926	26,677	2.1%	14,577	10,970	54.64%	0.88%
October	1,234,611	26,309	2.1%	12,711	1,623	48.31%	0.13%
November	1,212,306	29,369	2.4%	10,349	1,149	35.24%	0.09%
December	1,205,539	23,713	2.0%	2,356	524	9.94%	0.04%
<b>YTD</b>	<b>1,205,539</b>	<b>316,701</b>	<b>26.27%</b>	<b>162,583</b>	<b>101,906</b>	<b>51.34%</b>	<b>8.45%</b>

<sup>1</sup> Excludes count of customers recertified through the probability model.

<sup>2</sup> Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.

<sup>3</sup> Includes customers who did not respond or who requested to be de-enrolled.

<sup>4</sup> Percentage of customers recertified compared to the total participants requested to recertify in that month.

**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<sup>1</sup>**  
**Southern California Edison**  
**Through December 2018**

Contractor [1]	Contractor Type				Total Enrollments	
	(Check one or more if applicable)				Current Month	Year-to-Date [2]
	Private	CBO	WMDVBE	LIHEAP		
ALPHA ENTERPRISES		X			-	-
APAC SERVICE CENTER	X				-	33
ARMENIAN RELIEF SOCIETY	X				-	-
ASIAN AMERICAN DRUG ABUSE PROG	X				-	10
ASIAN AMERICAN RESOURCE CENTER	X		X		-	2
ASIAN YOUTH CENTER	X				-	-
BEST PARTNERS	X				4	392
BETHEL BAPTIST CHURCH	X				-	-
BISHOP PAIUTE TRIBE	X				-	-
C.O.R. COMM DEVELOPMENT CORP	X				-	-
CAREGIVERS VOLUNTEERS ELDERLY		X			-	-
CHINESE CHRISTIAN HERALD CRUS.	X				-	3
CHINO NEIGHBORHOOD HOUSE		X			-	-
CITIHOUSING REAL ESTATE SERVIC		X			-	-
CITY IMPACT	X				-	-
CITY OF BEAUMONT SENIOR CENTER		X	X		-	-
COMMUNITY HEALTH INITIATIVE of OC (AKA: Volunteer Center of Greater Orange County dba OneOC )		X			-	-
CORONA NORCO FAMILY YMCA	X				-	1
DESERT ARC	X				-	-
DESERT MANNA MINISTRIES INC	X				-	-
DISABLED RESOURCES CTR, INC		X	X		-	4
EL CONCILIO DEL CONDADO DE	X		X		-	-
FAMILY SVC ASSOC OF REDLANDS	X				-	-
FOOD SHARE	X				-	-
GO THE CALENDAR		X			-	1
HELP OF OJAI, INC.	X				-	-
HOUSING AUTHORITY OF KINGS CO	X		X		-	1
KERVILLE UNION SCHOOL DISTRICT	X				-	1
KINGS COMMUNITY ACTION ORG	X				-	-
KINGS CTY COMMISSION ON AGING	X				-	-
LA COUNTY HOUSING AUTHORITY		X			-	-
LEAGUE OF CALIF HOMEOWNERS	X				-	-
LTSC COMM. DEVEL. CORP	X				1	9
MENIFEE VALLEY CHAMBER		X			-	-
MEXICAN AMERICAN OPPORTUNITY		X	X		-	-
MTN COMM FAM RESOURCE CNTR	X				-	5
NEW GREATER CIR. MISSION, INC	X				-	-
NEW HOPE VILLAGE, INC	X				-	3
NEW HORIZONS CAREGIVERS GROUP		X			1	4
OCCC	X				-	-
OPERATION GRACE	X				-	-
OUR COMMUNITY WORKS	X				-	3
PACIFIC ISLANDER HLTH (PIHP)	X				-	-
PACIFIC PRIDE FOUNDATION	X				-	-
RIVERSIDE DEPT COMM ACTION		X	X	X	-	25
SALVATION ARMY SANTA FE SPGS	X				-	8
SALVATION ARMY VISALIA CORPS	X				-	-
SANTA ANITA FAMILY SERVICE	X				-	-
SENIOR ADVOCATES OF THE DESERT	X				-	-
SHARE OUR SELVES	X				-	-
SMILES FOR SENIORS FOUND.	X				-	-
SOUTHEAST CITIES SERVICE CTR.		X			-	-
SOUTHEAST COMMUNITY DEVELOPMEN	X				-	-
ST VINCENT DE PAUL		X			-	-
THE CAMBODIAN FAMILY	X				-	-
UNITED CAMBODIAN COMMUNITY INC		X			-	-
VICTOR VALLEY COMM SVC COUNCIL	X				-	-
VIETNAMESE COMMUNITY OF OC INC	X				-	-
VOLUTNEERS OF EAST LOS ANGELES	X		X		-	-
XFINITI SOLUTIONS, LLC		X			-	-
<b>Total Enrollments</b>					<b>6</b>	<b>505</b>

<sup>[1]</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.

<sup>[2]</sup> 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.

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

**CARE Table 8 - Households as of Month-End**

**Southern California Edison**

**Through December 2018**

Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts [1]
January			1,224,623	1,224,623	1,422,225	86.1%	0.0%	4,402,483
February			1,214,651	1,214,651	1,422,225	85.4%	0.0%	4,402,637
March			1,224,701	1,224,701	1,422,225	86.1%	0.8%	4,403,271
April			1,231,101	1,231,101	1,422,225	86.6%	0.0%	4,407,660
May			1,227,683	1,227,683	1,422,225	86.3%	0.0%	4,407,660
June			1,229,611	1,229,611	1,422,225	86.5%	0.0%	4,415,881
July			1,235,951	1,235,951	1,422,225	86.9%	0.0%	4,417,604
August			1,243,471	1,243,471	1,422,225	87.4%	0.0%	4,419,400
September			1,246,926	1,246,926	1,422,225	87.7%	0.3%	4,419,400
October			1,234,611	1,234,611	1,422,225	86.8%	0.0%	4,424,457
November			1,212,306	1,212,306	1,422,225	85.2%	0.0%	4,424,457
December			1,205,539	1,205,539	1,422,225	84.8%	0.0%	4,427,196
<b>YTD</b>			<b>1,205,539</b>	<b>1,205,539</b>	<b>1,422,225</b>	<b>84.8%</b>	<b>0.0%</b>	<b>4,427,196</b>
[1] Data represents total residential electric and gas households. This includes submetered households.								

**CARE Program Table 9 - Expenditures for Pilots/CHANGES Program**

**Southern California Edison**

**Through December 2018**

2018	Authorized 2018 Budget	Current Month Expenses	Expenses Since Jan. 1, 2018	% of 2018 Budget Expensed
<b>Pilots</b>				
CHANGES Program	\$ 525,000	\$ 386,400	\$ 554,891	106%
<b>Total</b>	<b>\$ 525,000</b>	<b>\$ 386,400</b>	<b>\$ 554,891</b>	<b>106%</b>

[1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.

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

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**CARE Table 10 CHANGES One-On-One Customer Assistance Sessions**  
**Southern California Edison**  
**Reporting Period May 1, 2018, through May 31, 2018**

Date <sup>[1]</sup>	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) <sup>[2]</sup>	Description of each contact made with that customer's utility until a solution is reached.	If on CARE, Enter How Initially Enrolled		Number of Enrollment through CHANGES CBO's Assistance Confirmed by IOU			Customer 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 <sup>[1]</sup>
				#	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number		#	Dedicated Toll-Free Number Used		
										1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
2018-05-02	Chinese/Cantonese	Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	Not applicable	1	Recertification and Verification Processing	0	0	1	1	0	Not Applicable	1	0	Not Applicable	
2018-05-23	Vietnamese	HEAP/LI/Heap Application Assistance Educated on Energy Assistance Programs	Not applicable	1	Data Sharing	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-22	Korean	HEAP/LI/Heap Application Assistance	Not applicable	1	Data Sharing	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-23	Korean	HEAP/LI/Heap Application Assistance	Not applicable	1	Recertification and Verification Processing	0	0	0	1	0	Meeting with client.	0	1	Not Applicable	
2018-05-23	Spanish	HEAP/LI/Heap Application Assistance Set Up/Change Payment Plan	Not applicable	1	Internet Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-16	Chinese/Cantonese	Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation	Not applicable	1	VRU Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-11	Spanish	Medical Baseline Application Assistance Educated on Medical Baseline	Not applicable	1	Internet Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-03	Spanish	Educated on CARE/FERA Changes to Account	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	1	1	Not Applicable	
2018-05-15	Vietnamese	HEAP/LI/Heap Application Assistance Bill Education Educated on Energy Assistance Programs	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-02	Spanish	Educated on CARE/FERA Changes to Account	Not applicable	1	Capitation Agency	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
2018-05-07	Vietnamese	HEAP/LI/Heap Application Assistance Bill Education Educated on Energy Assistance Programs	Not applicable	1	Special Projects	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-22	Vietnamese	HEAP/LI/Heap Application Assistance Bill Education Educated on Energy Assistance Programs	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-04	Spanish	ESAP Application Assistance	Not applicable	1	Internet Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-03	English	Set Up/Change Payment Plan	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-18	Chinese/Cantonese	HEAP/LI/Heap Application Assistance Educated on Energy Efficiency/ Conservation	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
2018-05-10	Samoan	Set Up/Change Payment Plan	Not applicable	0	Not Applicable	0	0	0	1	1	Not Applicable	0	0	Not Applicable	
2018-05-08	English	Set Up/Change Payment Extension	Not applicable	0	Not Applicable	0	0	0	1	1	Not Applicable	0	0	Not Applicable	
2018-05-14	Vietnamese	HEAP/LI/Heap Application Assistance	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-22	English	Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation	Not applicable	1	Capitation Agency	0	0	0	1	0	Meeting with client.	1	0	Not Applicable	
1/0/1900	0		Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-14	Spanish	Set Up/Change Payment Extension Set Up/Change Payment Plan	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-16	Spanish	Changes to Account	Not applicable	1	Call Center	0	0	0	1	1	Not Applicable	0	0	Not Applicable	
2018-05-30	Spanish	Set Up/Change Payment Extension	Not applicable	1	Capitation Agency	0	0	0	0	1	Not Applicable	0	0	Not Applicable	
2018-05-02	Chinese/Cantonese	HEAP/LI/Heap Application Assistance Educated on Energy Efficiency/ Conservation	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	1	0	Not Applicable	
2018-05-14	Korean	HEAP/LI/Heap Application Assistance	Not applicable	0	Not Applicable	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
1/0/1900	0		Not applicable	1	Special Projects	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-22	Korean	HEAP/LI/Heap Application Assistance	Not applicable	1	Special Projects	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-30	Vietnamese	HEAP/LI/Heap Application Assistance	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	1	0	Not Applicable	
2018-05-14	Spanish	ESAP Application Assistance	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
2018-05-14	Spanish	Medical Baseline Application Assistance Educated on Medical Baseline	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
2018-05-15	Chinese/Cantonese	Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	1	0	Not Applicable	
2018-05-18	Spanish	ESAP Application Assistance Educated on CARE/FERA	Not applicable	1	Internet Enrollments	0	0	0	0	1	Not Applicable	0	0	Not Applicable	
2018-05-23	Spanish	ESAP Application Assistance Set Up/Change Payment Extension Set Up/Change Payment Plan	Not applicable	1	Internet Enrollments	0	0	0	0	1	Not Applicable	0	0	Not Applicable	
2018-05-09	Spanish	HEAP/LI/Heap Application Assistance	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-15	Spanish	Set Up/Change Payment Extension Set Up/Change Payment Plan	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-21	Vietnamese	HEAP/LI/Heap Application Assistance	Not applicable	0	Not Applicable	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-25	Spanish	Set Up/Change Payment Plan	Not applicable	1	Call Center	0	0	0	0	1	Not Applicable	0	0	Not Applicable	
2018-05-25	Spanish	ESAP Application Assistance	Not applicable	1	Capitation Agency	0	0	0	0	1	Not Applicable	0	0	Not Applicable	
2018-05-16	Spanish	Changes to Account	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-09	Spanish	ESAP Application Assistance	Not applicable	1	Call Center	0	0	1	0	0	Meeting with client.	1	0	Not Applicable	
2018-05-10	Vietnamese	HEAP/LI/Heap Application Assistance Educated on Avoiding Disconnection Educated on Energy Assistance Programs	Not applicable	1	Data sharing	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-04-30	English	Set Up/Change Payment Plan	Not applicable	1	VRU Enrollments	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
2018-05-01	Chinese/Cantonese	Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	Not applicable	0	Not Applicable	0	0	0	1		Not Applicable	0	1	Not Applicable	
2018-05-01	English	HEAP/LI/Heap Application Assistance	Not applicable	0	Not Applicable	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
2018-05-08	English	Changes to Account	Not applicable	1	Special Projects	0	0	0	1			0	1	Not Applicable	

CARE Table 11 CHANGES Group Customer Assistance Sessions <sup>(2)(3)</sup>						
Southern California Edison						
Reporting Period May 1, 2018, through July 31, 2018						
Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Sessions Logistics			
			# of Sessions	Length <sup>(1)</sup> (Hours)	Number of Attendees (4)	Description of Information / Literature Provided
N/A	Armenian	Avoiding Disconnection	6	0.5	42	N/A
N/A	Cantonese	Avoiding Disconnection	1	0.5	17	N/A
N/A	English	Avoiding Disconnection	2	0.5	8	N/A
N/A	Japanese	Avoiding Disconnection	1	0.5	1	N/A
N/A	Korean	Avoiding Disconnection	1	0.5	16	N/A
N/A	Mandarin	Avoiding Disconnection	1	0.5	4	N/A
N/A	Spanish	Avoiding Disconnection	1	0.5	2	N/A
N/A	Vietnamese	Avoiding Disconnection	2	0.5	31	N/A
N/A	Cantonese	CARE/FERA and Other Assistance Programs	1	0.5	1	N/A
N/A	English	CARE/FERA and Other Assistance Programs	8	0.5	29	N/A
N/A	Japanese	CARE/FERA and Other Assistance Program	1	0.5	1	N/A
N/A	Korean	CARE/FERA and Other Assistance Programs	4	0.5	157	N/A
N/A	Mandarin	CARE/FERA and Other Assistance Programs	3	0.5	6	N/A
N/A	Spanish	CARE/FERA and Other Assistance Programs	8	0.5	64	N/A
N/A	Vietnamese	CARE/FERA and Other Assistance Program	2	0.5	31	N/A
N/A	Armenian	Electric and Natural Gas Safety	6	0.5	46	N/A
N/A	Cantonese	Electric and Natural Gas Safety	2	0.5	24	N/A
N/A	English	Electric and Natural Gas Safety	5	0.5	18	N/A
N/A	Korean	Electric and Natural Gas Safety	1	0.5	8	N/A
N/A	Mandarin	Electric and Natural Gas Safety	3	0.5	7	N/A
N/A	Spanish	Electric and Natural Gas Safety	6	0.5	46	N/A
N/A	Tagalog	Electric and Natural Gas Safety	3	0.5	26	N/A
N/A	Vietnamese	Electric and Natural Gas Safety	1	0.5	8	N/A
N/A	Armenian	Energy Conservation	6	0.5	37	N/A
N/A	Cantonese	Energy Conservation	2	0.5	23	N/A
N/A	English	Energy Conservation	2	0.5	7	N/A
N/A	Mandarin	Energy Conservation	3	0.5	10	N/A
N/A	Spanish	Energy Conservation	3	0.5	15	N/A
N/A	Cambodian	Gas Aggregation	1	0.5	8	Gas Aggregation Handout
N/A	English	Gas Aggregation	1	0.5	2	Gas Aggregation Handout
N/A	Mandarin	Gas Aggregation	1	0.5	1	Gas Aggregation Handout
N/A	Spanish	Gas Aggregation	3	0.5	32	Gas Aggregation Handout
N/A	Spanish	High Energy Use	1	0.5	18	High Use Handout
N/A	Cantonese	Level Pay Plan	1	0.5	14	N/A
N/A	English	Level Pay Plan	1	0.5	7	N/A
N/A	Mandarin	Level Pay Plan	1	0.5	3	N/A
N/A	Tagalog	Level Pay Plan	1	0.5	8	N/A
N/A	Vietnamese	Level Pay Plan	1	0.5	17	N/A
N/A	Arabic	Understanding Your Bill	1	0.5	5	N/A
N/A	Armenian	Understanding Your Bill	2	0.5	7	N/A
N/A	Cantonese	Understanding Your Bill	1	0.5	15	N/A
N/A	English	Understanding Your Bill	3	0.5	10	N/A
N/A	Japanese	Understanding Your Bill	2	0.5	17	N/A
N/A	Korean	Understanding Your Bill	3	0.5	25	N/A
N/A	Mandarin	Understanding Your Bill	2	0.5	4	N/A
N/A	Spanish	Understanding Your Bill	5	0.5	55	N/A
N/A	Tagalog	Understanding Your Bill	2	0.5	26	N/A
N/A	Vietnamese	Understanding Your Bill	2	0.5	35	N/A
Current Quarter Total			120		994	
Year-to-Date			1330		12690	

[1] Contractor states all sessions at least 30 minutes

[2] This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original versions in order to have a more consistent appearance and format with existing SCE tables.

[3] The numbers provided by the CHANGES contractor are for SCE and SoCal Gas **combined**, due to the combined service territory.