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	Application 14-11-009 Application 14-11-010 Application 14-11-011

MONTHLY REPORT OF SOUTHERN CALIFORNIA EDISON COMPANY (U 338-E) ON LOW INCOME ASSISTANCE PROGRAMS FOR DECEMBER 2019

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Dated: January 21, 2020

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE

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MONTHLY REPORT OF SOUTHERN CALIFORNIA EDISON COMPANY (U 338-E) ON LOW INCOME ASSISTANCE PROGRAMS FOR DECEMBER 2019

In accordance with Ordering Paragraph 113 of Decision (D.) 16-11-022, Southern California Edison Company (SCE) hereby submits the attached monthly status report on its Energy Savings Assistance (ESA) and California Alternate Rate for Energy (CARE) program efforts. This report represents year-to-date ESA and CARE program results and expenditures through December 2019, and includes SCE's report on intensified ESA activity in the Aliso Canyon impacted area pursuant to D.16-04-040.

Respectfully submitted,

ANNA VALDBERG
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Dated: January 21, 2020

Attachment

ESA and CARE Program Report

Southern California Edison Company's (SCE)

Energy Savings Assistance (ESA) Program

and

California Alternate Rates for Energy (CARE) Program

Monthly Report

December 2019

LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

This monthly report complies with the low income reporting requirements established in Decision (D.)16-11-022/D.17-12-009, and with all reporting and program evaluation requirements established for the California Alternate Rates for Energy (CARE) and Energy Savings Assistance (ESA) Programs and provides information on CARE and ESA Program accomplishments and expenditures from January 2019 throughout December 31, 2019.

1. Energy Savings Assistance Program Executive Summary

The objective of SCE's Energy Savings Assistance (ESA) Program is to help income-qualified customers reduce their energy consumption and costs while increasing their health, comfort, and safety at no cost to them. Through the ESA Program, SCE offers a number of energy-efficient appliances to income-qualified customers, including energy-efficient refrigerators and air conditioners, and home efficiency solutions like weatherization that can help customers save energy and money. The ESA Program is available to income-qualified customers living in single-family, multifamily, and mobile homes, including homeowners and renters. To be eligible for the program, customers must meet the program's income guidelines, which are established by the California Public Utilities Commission (CPUC) and updated annually. Specific measures are authorized according to criteria observed in each home for existing appliances and feasibility of installation.

1.1. Energy Savings Program Overview

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

Program Summary for Month			
2019	Authorized / Planning Assumptions[1]	Year-to-Date Actual	%
Budget	$63,616,662	$75,672,717	119%
Homes Treated	103,621	95,406	92%
kWh Saved	32,300,000	47,430,364	147%
kW Demand Reduced	N/A	6,683	N/A
Therms Saved	N/A	N/A	N/A

[1] Reflects the authorized 2019 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 AL3824-E, AL 3743-E, and supple AL 3824-E-A and 3743-E-A and 3743-E-B. Total authorized budget in 2019 is $83,272,261; the total amount of $63,616,662 excludes the total authorized unspent funds of $19,655,599 captured in ESA Table 1A.

1.2. Energy Savings Assistance Program Customer Enrollment and Outreach Update

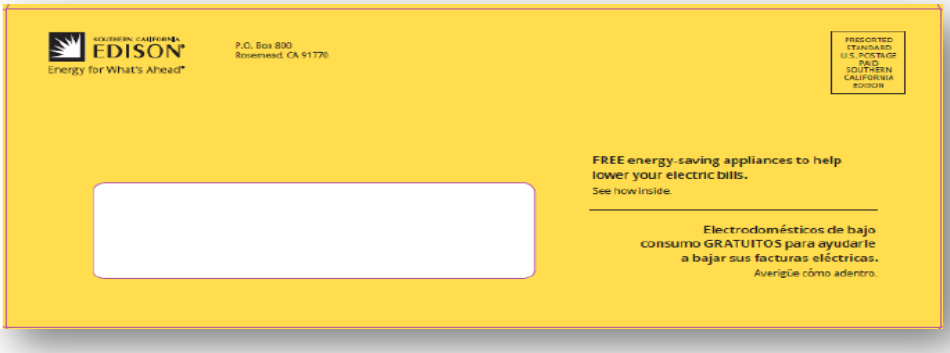
SCE's outreach efforts in conjunction with the ESA program contractors utilize numerous channels and innovative approaches to inform and enroll customers. The following section describes some of the methods SCE implements on a monthly basis to enroll customers and conduct outreach activities to inform customers about the ESA program.

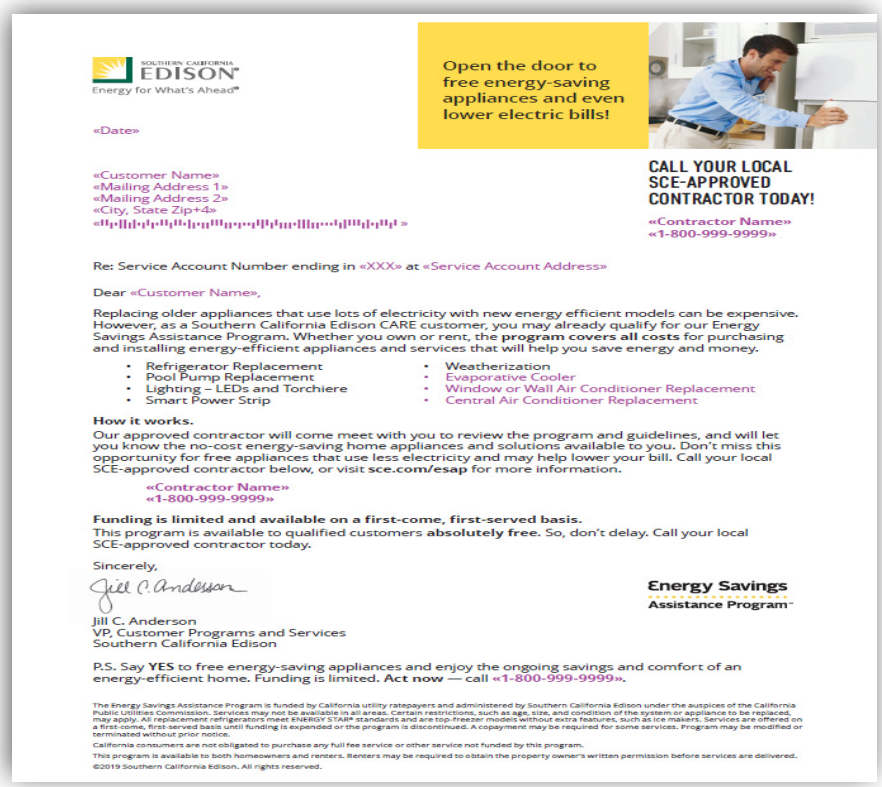
1.2.1 Provide a summary of the Energy Savings Assistance program enrollment and outreach strategies deployed this month.

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 299 assessors, representing 22 contractors utilizing the paperless enrollment process, enrolling 6,128 households.

Direct Mailers

In December, SCE sent approximately 45,500 direct mailers to new and existing CARE customers. The letters targeted customers who have not participated in the ESA program and included messaging about the ESA program and directed customers to ESA program website. Each letter also provides customers with the name and 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. Additionally, SCE refreshed the content of the direct mail letter and deployed two versions of a redesigned outer envelope in the Q.3 2019 direct mail marketing campaign. Revising the language in the letter provided more clarity to customers regarding the ESA enrollment process. SCE continues to track which version of the outer envelope performed best to test the success of the redesigned creative. The campaign's creative is shown below.





SOUTHERN CALIFORNIA EDISON
Energy for What's Ahead℠

Open the door to free energy-saving appliances and even lower electric bills!

«Date»

«Customer Name»
«Mailing Address 1»
«Mailing Address 2»
«City, State Zip+4»

CALL YOUR LOCAL SCE-APPROVED CONTRACTOR TODAY!

«Contractor Name»
«1-800-999-9999»

Re: Service Account Number ending in «XXX» at «Service Account Address»

Dear «Customer Name»,

Replacing older appliances that use lots of electricity with new energy efficient models can be expensive. However, as a Southern California Edison CARE customer, you may already qualify for our Energy Savings Assistance Program. Whether you own or rent, the **program covers all costs** for purchasing and installing energy-efficient appliances and services that will help you save energy and money.

- Refrigerator Replacement
- Pool Pump Replacement
- Lighting – LEDs and Torchiere
- Smart Power Strip
- Weatherization
- Evaporative Cooler
- Window or Wall Air Conditioner Replacement
- Central Air Conditioner Replacement

How it works.
Our approved contractor will come meet with you to review the program and guidelines, and will let you know the no-cost energy-saving home appliances and solutions available to you. Don't miss this opportunity for free appliances that use less electricity and may help lower your bill. Call your local SCE-approved contractor below, or visit **sce.com/esap** for more information.

«Contractor Name»
«1-800-999-9999»

Funding is limited and available on a first-come, first-served basis.
This program is available to qualified customers **absolutely free.** So, don't delay. Call your local SCE-approved contractor today.

Sincerely,

Jill C. Anderson
VP, Customer Programs and Services
Southern California Edison

Energy Savings Assistance Program℠

P.S. Say **YES** to free energy-saving appliances and enjoy the ongoing savings and comfort of an energy-efficient home. Funding is limited. **Act now** — call «1-800-999-9999».

The Energy Savings Assistance Program is funded by California utility ratepayers and administered by Southern California Edison under the auspices of the California Public Utilities Commission. Services may not be available in all areas. Certain restrictions, such as age, size, and condition of the system or appliance to be replaced, may apply. All replacement refrigerators meet ENERGY STAR® standards and are top-freezer models without extra features, such as ice makers. Services are offered on a first-come, first-served basis until funding is expended or the program is discontinued. A copayment may be required for some services. Program may be modified or terminated without prior notice.

California consumers are not obligated to purchase any full fee service or other service not funded by this program.

This program is available to both homeowners and renters. Renters may be required to obtain the property owner's written permission before services are delivered.

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REPLACE OLD APPLIANCES WITH NEW ENERGY-EFFICIENT MODELS ABSOLUTELY FREE.

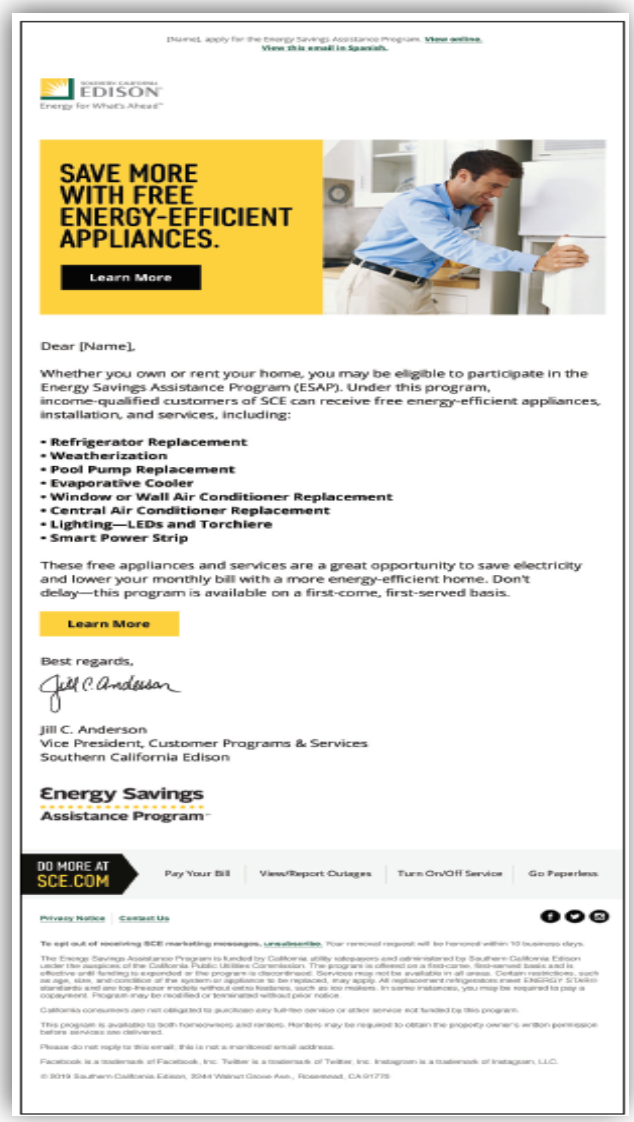
Cambie los electrodomésticos antiguos por modelos nuevos de consumo energético eficiente sin costo alguno.

(double-sided English/Spanish)

D.19-07-004[2] mandated that SCE target up to an additional 300,000 CARE and FERA eligible customers located within hot climate zones to increase awareness and enrollments into the program. As of December 31, 2019, SCE has met this compliance mandate by sending a total of 300,299 additional direct mailers to customers within hot climate zones. This number is above and beyond the total 949,500 direct mailers that were also distributed within hot climate zones as part of CARE and FERA's regular program marketing and outreach plan for 2019

[2] Decision (D.)19-07-004 Phase IIB Decision Addressing Residential Default Time-of-Use Rate Design Proposals and Transition Implementation

Sample creative for the email:



[Name], apply for the Energy Savings Assistance Program. View online.
View this email in Spanish.

EDISON
Energy for What's Ahead

SAVE MORE WITH FREE ENERGY-EFFICIENT APPLIANCES.

Learn More

Dear [Name],

Whether you own or rent your home, you may be eligible to participate in the Energy Savings Assistance Program (ESAP). Under this program, income-qualified customers of SCE can receive free energy-efficient appliances, installation, and services, including:

- **Refrigerator Replacement**
- **Weatherization**
- **Pool Pump Replacement**
- **Evaporative Cooler**
- **Window or Wall Air Conditioner Replacement**
- **Central Air Conditioner Replacement**
- **Lighting—LEDs and Torchiere**
- **Smart Power Strip**

These free appliances and services are a great opportunity to save electricity and lower your monthly bill with a more energy-efficient home. Don't delay—this program is available on a first-come, first-served basis.

Learn More

Best regards,

Jill C. Anderson
Vice President, Customer Programs & Services
Southern California Edison

Energy Savings Assistance Program

DO MORE AT SCE.COM | Pay Your Bill | View/Report Outages | Turn On/Off Service | Go Paperless

Privacy Notice | Contact Us

To opt out of receiving SCE marketing messages, unsubscribe. Your removal request will be honored within 10 business days.

The Energy Savings Assistance Program is funded by California utility ratepayers and administered by Southern California Edison under the auspices of the California Public Utilities Commission. The program is offered on a first-come, first-served basis and is effective until funding is expended or the program is discontinued. Services may not be available in all areas. Certain restrictions, such as age, size, and condition of the system or appliance to be replaced, may apply. All replacement refrigerators meet ENERGY STAR® standards and are top-freezer models without extra features, such as ice makers. In some instances, you may be required to pay a copayment. Program may be modified or terminated without prior notice.

California consumers are not obligated to purchase any full-fee service or other service not funded by this program.

This program is available to both homeowners and renters. Renters may be required to obtain the property owner's written permission before services are delivered.

Please do not reply to this email; this is not a monitored email address.

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Digital Media

For the month of December, SCE targeted 415 unique zip codes as part of the digital and social mass media plan. Digital Banner and Social Media ads are utilized for their geo-targeting capabilities to reinforce ESA messaging with eligible customers during key periods in specific zip codes when those areas will be serviced by ESA contractors.

Outbound Calls

In Q2 2019, SCE commenced a pilot outreach campaign to provide customer leads directly to the ESA Program contractors for outbound calls. SCE targets the customers that receive the direct mailers each month focusing on customers who have not

previously participated in the ESA Program. For the month of December, SCE provided approximately 850 outbound calling leads to multiple ESA contractors who elected to participate in the pilot campaign.

Inbound Calls

Customers who call SCE's customer service center are informed and referred to the ESA Program. Customers are assigned to a contractor in their service territory. The ESA contractor will then follow up on the lead and contact the customer to assess eligibility and enrollment in the ESA Program. In the month of December SCE received 200 ESA related calls.

Innovative Strategies

SCE is cognizant about staying current to address the needs of our customers. When an unexpected event takes place such as an earthquake or wildfire SCE will develop disaster relief communication to SCE customers who may have been impacted or to provide them important consumer protections that are available to them in the event they are affected by a natural disaster. ESA contractors will provide disaster relief information to distribute to the community when conducting outreach. In December 2019 SCE developed disaster relief support information to distribute to customers.[3] Sample creative is shown below.

Community Events

ESA Program contractors participate in community events to interact with customers and provide them with information about the ESA program and other Low-Income programs available to them. ESA contractor will also assist the customer with the enrollment process.

Specialized Efforts to Increase Participation

SCE is currently implementing and enhancing the below on-going efforts to reach first touch homes that have not participated in the ESA program. These efforts will be mainly conducted in our hard to reach communities.

[3] *See* section 2.4 for more information on SCE disaster relief efforts

- Additional ESA Enrollment contractors –SCE is currently onboarding new contractors that will focus on non-English speaking communities. SCE is also, preparing to launch an outreach initiative to the deaf community that and will work with the same company who completed this on behalf of Detroit Energy.
- Implementing new contractor strategies to increase enrollment – SCE is aligning marketing efforts with contractors' outreach schedule to better convert customer appointments to enrollments.
- Leverage other programs and identify co-marketing opportunities – SCE is currently engaging with SOMAH and DAC SASH implementers to co-market the programs and better integrate the referral process.
- Target enrollment in specified communities – SCE is working to enroll communities of customers who reside on military bases and in Catalina. SCE is leveraging best practices with enrolling the Tribal Communities.

1.3. Leveraging Success Evaluation, Including CSD

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

SCE and the California Department of Community Services and Development (CSD) continue to employ a leveraging framework to increase participation from the Low Income Home Energy Assistance Program (LIHEAP) agencies that are also ESA Program providers and to record installations of measures common to both ESA and LIHEAP.

A contract agreement with SCE and the CSD to leverage the ESA program funds with the Multifamily Low-Income Weatherization Program (MF LIWP) includes a list of projects within SCE's territory that are currently reserved for CSD leveraging. In addition, SCE and the IOUs continue to meet with CSD staff regularly to discuss future leveraging efforts.

SCE is also working with the SOMAH and DAC-SASH implementers to review enrollment process and collaborate when possible. A referral process is already in place for both programs. SCE continues to work with SOMAH and the DAC-SASH implementers to launch collaboration activities that will help increase program enrollments.

1.4. Workforce Education & Training

1.4.1. 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 weekly online testing for prospective program representatives which they must pass with a score of 80% or higher prior to being authorized to conduct a home assessment. This month SCE successfully tested 33 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, to date have provided 818 active jobs that support SCE's ESA Program. In December (16) new jobs were added of which (11) were SCE ESA Representatives (4) Installers and (1) Program Manager. The table provides a list of active personnel that support the ESA Program.

Active Personnel by Job Role	Active #
Electrician	1
ESA Program Rep - SCE	200
ES Program Rep - SCE and SoCalGas	214
Inspector	23
Installer	186
Office Staff	128
Program Manager	46
Supervisor	15
Total	**813**

1.5. Miscellaneous

1.5.1. Tribal Penetration and Outreach Efforts

SCE continues to conduct its on-going outreach efforts to serve Tribal Communities and is committed to a new era of relationships with Tribal Nations to build stronger, more mutually rewarding relationships with the Tribal Nations in our service territory.

Currently, two tribal communities have been treated, the Chemehuevi Indian Tribe and the Death Valley Timbisha Shoshone Tribe. Three tribes, Twenty-Nine Palms Band of Mission Indians, Agua Caliente Band of Cahuilla Indians and San Manuel Band of Mission Indians, advised their residents were not income qualified to participate in ESA per the Federal Poverty Guidelines.[4] Pechanga no longer receives their electrical service from SCE.

In Q4 2019 SCE met with Morongo TANF Department to discuss ESA program. An interest list of categorically income qualified members will be provided to SCE to help increase ESA enrollments. ESA also provided TANF program marketing material to distribute at their next scheduled tribal event.

[4] Cal. Pub. Util. Code §739.1 (a).

SCE will continue to offer the ESA program to the remaining tribes within SCE's service territory and is committed to stay on track to meet the intent of D.17-12-009 to confer with every tribal community in SCE's service territory by 2020 to inform them about the ESA program.

Below is a list of the thirteen (13) tribes identified in SCE's service territory and a current status of our efforts:

Tribal Nations in SCE's Territory: Outreach Status	Treated	Ineligible	No longer served by SCE	In progress
Timbisha Shoshone	X			
Chemehuevi	X			
San Manual Band of Mission Indians		X		
Agua Caliente Band of Cahuilla Indians		X		
Twenty-Nine Palms Band of Mission Indians		X		
Pechanga			X	
Benton Paiute				X
Bishop Paiute				X
Bridgeport Indian Colony				X
CRIT				X
Morongo				X
Soboba				X
Tule River				X

1.5.2. Multifamily Common Area Measures (CAM)

In the month of December SCE continued to see the benefits of the relaunch of Master Agreement that was implemented in September 2019 to streamline the enrollment process. With this improvement service providers no longer use paper forms to complete portions of the enrollment process and can now utilize ESA Mobile to complete the assessment, installation and inspection portions of an enrollment for In-Unit (IU). Updated year to date CAM efforts are included below:

No. of CAM Projects	IU/CAM/Both*	No. of In-Unit	Status
33	Both	1759	In Progress
1	Both	16	Completed[5]
28	Both	TBD	Pipeline

*Whole building is being served

[5] All work and billing completed.

Additionally, SCE continues to search for ways to improve the challenges of enrolling first-touch households into the program. To help address some of the enrollment challenges SCE added an additional Single Point of Contact (SPOC) to augment outreach by our contractors to increase enrollment and the number of projects for MF CAM.

In December SCE visited over 20 customers residing the cities of Santa Ana, Ventura, Goleta, Victorville and Rancho Cucamonga to promote CAM/ESA programs. Some of these customers were in SCE's hard to reach areas. SCE discussed measures that are offered as part of the ESA program, as well as EE measures such as exterior lighting, pool pump and refrigerator replacement that are available as part of the CAM program. Information program material was provided to customers and SCE will conduct a follow up to pursue program interest.

Non-CAM Service providers created 11 Master Agreements for market-rate (non-deed restricted) properties for a total of 693 in-unit to be served.

1.5.3. Programmable Communication Thermostat Pilot

D.17-12-009, Ordering Paragraph (OP) 147 directed the electric IOUs to implement a pilot with the goal of exploring and evaluating whether using Programmable Communicating Thermostat (PCT) paired with a mobile phone application will affect the behavior of low income, high-energy-usage customers in hot climate zones while on a Time Of Use (TOU) rate. In compliance with this directive, on March 1, 2018, SCE filed a Tier 2 Advice Letter (3753-E) proposing an implementation plan and supporting budget. On March 27, 2018, The Energy Division (ED) suspended the Advice Letter. On April 14, 2018, at the direction of the ED, SCE filed a supplement to the Advice Letter to clarify SCE's proposed budget. The ED also directed the electric IOUs to jointly hire one consultant to evaluate the pilot. The IOUs requested an extension of time to implement the pilot, which was approved, changing a June 2018 launch date to October 2018. In October the electric IOUs filed a request to extend the start of the Pilot from October 31, 2018 to January 1, 2019 which was approved by the ED on November 1, 2018.

In July 2018, on behalf of the electric IOUs Pacific Gas & Electric (PG&E) released a Request For Proposal (RFP) for the statewide evaluator who was successfully retained on October 2, 2018. SCE continued implementing the pilot plan and by the end of 2018 completed all planned activities on time including identifying 172 initial customers who agreed to participate in the pilot as part of either a Treatment or Control group. All participants were switched to TOU on their meter read dates in January 2019.

In Q3, the PCT vendor, Ecobee, notified the IOUs that the smart thermostats installed as part of the PCT pilot were not operating with the Peak Relief functionality designed to help customers optimize TOU rates. While issues were identified during the installation of the thermostats, resolutions appeared to be identified and SCE believed the thermostats were operating with Peak Relief, as intended. However, in mid-July, Ecobee determined that there were additional issues and Ecobee pushed request to customers to update thermostat firmware to Eco+. The notification occurred through the thermostats and through email

notifications. Additional notifications were sent in August to customers who had not upgraded their devices with the new firmware. As of August, 35 of the 39 thermostats installed for SCE Pilot participants had been updated with the Eco+ firmware, and 33 of those customers also approved the automated TOU rate functionality.

SCE and the IOUs worked with the pilot evaluator to make changes to revise the surveys and the research plan to adjust for this unexpected event. The modified survey was sent to pilot participants in December 2019. Preliminary response counts for SCE are 14 respondents from the treatment group and 19 from control group. SCE will continue to monitor responses to survey.

2. California Alternate Rates for Energy Program Executive Summary

The CARE program is a low-income energy rate program that provides a monthly discount to qualifying households in SCE's service territory. To qualify for CARE household income must be at or below the 200% Federal Poverty Guidelines. Through CARE customers can save 30-35% a month on their electric bill. Income qualified customers include residential single-family households and customers in sub-metered residential facilities, nonprofit group living facilities, agricultural employee housing facilities, and migrant housing farm workers.

2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs

CARE Budget Categories	Authorized Budget	Expenses Year-to-Date	% of 2019 Budget Spent
Outreach	$2,684,843	$2,964,235	110%
Processing / Certification Re-certification	$800,000	$811,320	101%
Post Enrollment Verification (PEV)	$600,000	$581,473	97%
IT Programming	$600,000	$103,094	17%
Cooling Centers	$44,562	$28,488	64%
Pilot (CHANGES)	$525,000	$375,043	68%
Studies	$150,000	-	0%
Regulatory Compliance	$542,704	$364,378	67%
General Administration	$704,529	$722,943	103%
CPUC Energy Division Staff	$140,000	$122,234	87%
Total Expenses	**$6,791,638**	**6,155,745**	**91%**
Subsidies and Benefits	**$487,221,423**	**$365,302,843**	**75%**
Total Program Costs & Discounts	**$494,013,061**	**$ 371,458,588**	**75%**

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

CARE Penetration		
Participants	Estimated Eligible Participants	Year-to-Date Penetration Rate
1,185,146	1,337,092	89%

2.2. Outreach

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

The 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). SCE also conducts external outreach efforts with various chambers, foundations, faith-based and community-based organizations in different activities that target SCE's hard-to-reach customer base. Below are some of the internal and external outreach efforts SCE conducts monthly.

Internal Outreach

SCE's Customer Contact Center (CCC) continues to utilize various enrollment methods to directly enroll customers in the CARE Program during incoming calls to the center. CARE is offered on all new customer turn-on request and when a customer expresses a need for help with their bill or has expressed financial hardship. CARE representatives will first offer to take the enrollment over the phone or if requested by the customer, be directly transferred to the Information Voice Response (IVR) system. The IVR allows customers who prefer a self-service option to enroll via sce.com. Additionally, if requested, the Customer Service Representative may alternately send a paper Rate Discount Application to the customer. These enrollment options provide customers with choices and maximize their opportunity to enroll in CARE program. During the month of December, SCE enrolled 3,679 eligible customers through CCC outreach efforts including web, phone, and mail-in enrollments.

In December, SCE continued to implement its a "Rapid Results" 100-day initiative with the express goals of:

- Helping increase CARE and FERA enrollment numbers
- Reducing program cost by $150,000 in Q.1 2020
- Maintaining CARE enrollments at 85% or better
- Increasing FERA enrollments to 12%

- Maintaining and/or increasing customer satisfaction scores

During the second month of the initiative, SCE successfully reclassified 'marketing' emails to 'transactional' removing the 'opt-in' requirement so all e-mail addresses can receive the CARE message. SCE also began discussions about the June Rate Discount Application insert and tracking customers' escalated calls to SCE's Customer Contact Center. Strategic planning and execution of the Rapid Results initiatives will continue through Q.1 2020.

Direct Mailers

In December, SCE sent more than 340,000 direct mailers and approximately 150,000 targeted emails to non-CARE customers who may be eligible to enroll in the rate-discount program.

The letters targeted customers who, based on advanced customer data analytics of existing CARE participants, may have a higher likelihood to be eligible to enroll in CARE. Each targeted mailer includes a letter showing the CARE income qualifications to enroll, a self-addressed, postage-paid return envelope, and a Rate Discount Application that has been pre-filled with the customer's information to make applying easier. The current campaign's creative is shown below.

Sample Direct Mail (English/Spanish):

SOUTHERN CALIFORNIA EDISON
Energy for What's Ahead®

GET A DISCOUNT OF ABOUT 30% ON YOUR ELECTRIC BILL EVERY MONTH.

«Date»

«Customer Name»
«Mailing Address 1»
«Mailing Address 2»
«City, State Zip+4»

Service Account Number ending in «XXXX»

Dear Valued Customer,

We understand everyday expenses can change and how these changes can affect some households more than others. That's why rates like our California Alternate Rates for Energy (CARE) can help make a difference.

LOWER YOUR ELECTRIC BILL BY ABOUT 30% EVERY MONTH!

If your household meets the current income requirements shown below or someone in your household participates in any of the public assistance programs listed on the enclosed Rate Discount Application, we encourage you **to apply for CARE today**.

Remember, your **CARE discount of about 30%** will be applied to your electric bill month after month, so the savings really add up.

IT'S EASY TO APPLY AND ONLY TAKES A FEW MINUTES.

Simply use one of three methods listed below to apply.

- Complete and return the enclosed application in the postage-paid envelope provided.
- **sce.com/care** (You'll need to have your account number handy)
- **1-800-798-5723** (TTY 1-800-352-8580)

YOU MAY ALSO QUALIFY FOR FREE APPLIANCES AND MORE.

With our Energy Savings Assistance Program, you may also be eligible to receive **a new replacement energy-efficient refrigerator**, smart power strip, lighting, and other energy-saving services for free. To apply or learn more, visit us at **sce.com/esap**.

Don't delay. Take advantage of CARE and other programs that can help you save energy and lower your monthly electric bill.

Sincerely,

Jill C. Anderson
VP, Customer Programs and Services, Southern California Edison

Maximum Household Income
Effective June 1, 2019

Number of Persons in Household	Total Combined Annual Income[1] CARE
1 – 2	Up to $33,820
3	Up to $42,660
4	Up to $51,500
5	Up to $60,340
6	Up to $69,180
7	Up to $78,020
8	Up to $86,860
Each additional person	$8,840

[1] Current gross (before taxes) household income from all sources. Households of three or more persons with higher incomes that do not qualify for CARE, may qualify for the Family Electric Rate Assistance program.

The California Alternate Rates for Energy program is funded by California utility customers and administered by Southern California Edison under the auspices of the California Public Utilities Commission. This program will continue until funding is exhausted or the program is terminated, whichever comes first. Program is subject to change without notice. Terms and conditions apply.

The Energy Savings Assistance Program is funded by California utility ratepayers and administered by Southern California Edison under the auspices of the California Public Utilities Commission. The program is offered on a first-come, first-served basis and is effective until funding is expended or the program is discontinued. Services may not be available in all areas. Certain restrictions, such as age, size, and condition of the system or appliance to be replaced may apply. In some instances, you may be required to pay a copayment. California consumers are not obligated to purchase any full fee service or other service not funded by this program. This program is available to both homeowners and renters. Renters may be required to obtain the property owner's written permission before services are delivered.

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Vinnie, get a CARE discount of about 30% when you qualify. View online.
Ver este mensaje en español.

SOUTHERN CALIFORNIA EDISON
Energy for What's Ahead®

LOWER YOUR ENERGY BILL BY ABOUT 30%.

Learn More

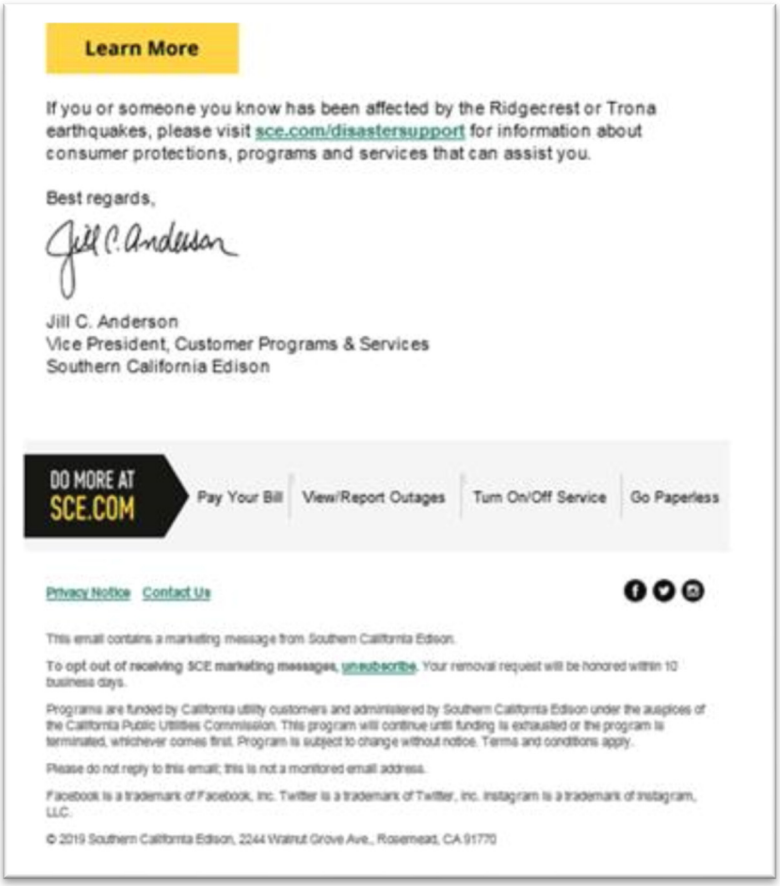
Dear Vinnie,

We understand that everyday expenses can have an impact on your household. That's why we offer some helpful ways to lower your monthly bill and conserve energy. You could get about 30% off your energy bill with the California Alternate Rates for Energy (CARE) program, or you may qualify for the Family Electric Rate Assistance (FERA) program.

If your household meets the current income requirements, or if someone in your household participates in any of the listed public assistance programs, you are qualified and can apply now.

CARE and FERA are just some of the many ways we are dedicated to providing affordable and reliable electricity for your home.

It's easy to find out if you qualify and apply online today.



Learn More

If you or someone you know has been affected by the Ridgecrest or Trona earthquakes, please visit sce.com/disastersupport for information about consumer protections, programs and services that can assist you.

Best regards,

Jill C. Anderson
Vice President, Customer Programs & Services
Southern California Edison

DO MORE AT SCE.COM | Pay Your Bill | View/Report Outages | Turn On/Off Service | Go Paperless

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Digital Media

For the month of December, SCE continued to target the unique zip codes where direct mail was sent to eligible households. As part of the digital and social mass media plan, Digital Banner and Social Media ads are utilized for their geo-targeting capabilities to reinforces CARE messaging with eligible customers during key periods in specific zip codes when those areas where the mailers will be received.

During the month of December, approximately 150,000 emails were deployed to customers with a "high probability" of being eligible for CARE, consistent with Direct Mail recipient targeting. The email featured CARE program information and directed interested customers to the CARE pages of SCE.com to enroll.

Capitation Fee Program

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.

SCE currently has 61 CARE Capitation Agencies who help income qualified customer gain assistance through the CARE and FERA program. In December, capitation contractors and outbound calling efforts successfully enrolled 102 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.

External Outreach

In December, SCE participated in the three community/outreach events listed below. One of which was the second annual Filipino Festival which provided SCE the opportunity to interact with over 150 attendees who expressed interested in learning about SCE's low-income programs available to them. Another event was the Impact Street Fair in the City of Los Angeles. This church sponsored event was very well organized and highly attended by many low income families and children. In total there were over 495 event attendees who were provided information about SCE's ESA and CARE programs, other energy efficiency programs available to them, as well as ways to save on their electric bills.

Date	Event Name	City	Estimated Interactions
12/7/2019	Norwalk Community Connect	Norwalk	95
12/14/2019	Making a Strong Impact	Los Angeles	250
12/15/2019	Long Beach Filipino Festival	Long Beach	150

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's enrolls new CARE customers through the Energy Assistance Fund (EAF) program which is an income-qualified program to help residential households pay their electric bill. EAF is funded through voluntary donations from SCE employees, shareholders and customers. EAF partners with the United Way of Greater Los Angeles and 80 community-based organizations to process EAF assistance request and 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 4,278 eligible customers in CARE through data sharing with LIHEAP, ESA, SoCalGas, and water utilities.

As described in this report, the CARE Program continuously makes efforts to integrate messaging with the ESA Program at outreach events, communications, and marketing campaigns to inform attendees about the ESA and CARE program that are available to qualifying customers.

2.3. Recertification Complaints

SCE did not receive any recertification complaints in December 2019.

2.4 Miscellaneous

CPUC Resolution M-4835 and D.19-07-015[6] established a permanent set of emergency disaster customer protection measures that the utilities are mandated to implement in the event of a declared emergency. In response to the mandated customer protections, SCE has implemented a CARE post-enrollment (PEV) freeze to low income customers impacted by the California emergencies/events for a period of one year commencing from the date the Governor of California issued an emergency proclamation due to a disaster.

Per Resolution M-3835 and D.19-07-015 below is a list of affected counties currently under emergency protections.

Date of Proclamation	Disaster Name	Affected County
7/4/2019	Ridgecrest Earthquake	Kern
10/11/2019	Saddleridge, Eagle, Sandalwood, Reche, and Wolf Fires	Los Angeles and Riverside
10/25/2019	Tick Fire	Los Angeles
10/27/2019	Easy, 46, Hill and Maria Fires	All California

Appendix A: Energy Savings Assistance Program and CARE Tables

Program	Table	Title
ESA – 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
ESA	Table 1	ESA Program Expenses
ESA	Table 1A	Expenses Funded From 2009-2016 Unspent ESA Program Funds

[6] Decision Adopting an Emergency Disaster Relief Program for Electric, Natural Gas, Water and Sewer Utility Customers

Program	Table	Title
ESA	Table 2, 2A & 2B	Expenses and Energy Savings by Measures Installed
ESA	Table 3	Average Bill Savings per Treated Home
ESA	Table 4A	Homes Treated
ESA	Table 4B	Homes Unwilling/Unable to Participate
ESA	Table 5	Customer Summary
ESA	Table 6	Expenditures for Pilots and Studies
ESA	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
CARE	Table 11	CHANGES Group Assistance Sessions

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

Reporting Month/Year – December 2019			
1. Total Homes Eligible:			**1,322,388**
2. Total Homes Visited in Aliso Canyon Territory:			**288,091**
2a. "Go-Back" Homes:			**183,501**
2b. First Touch Homes:			**104,590**
3. Percent of treated homes prioritized due to "High Usage":			**1.65%**
4. Percent of treated "Multi-Family" units prioritized:			**38.40%**
5. Percent of homes jointly treated by SCE and SoCalGas:			**50.54%**
6. Average Per Home Savings for Homes Treated as a result of suspended program rules:			**314.88 kWh / 0.042 kW**
7. Number of homes in the pipeline:			**969**
8. Installed Measures by SoCalGas		9. **Installed Measures by SCE**	
HE Clothes Washers:	**N/A**	CFLs:	**416,832**
Water Heater Blankets:	**N/A**	Fluorescent Torchiere Lamps:	**10,334**
Low Flow Showerheads	**N/A**	LED A-Lamps:	**526,895**
Water Heater Pipe Insulation:	**N/A**	LED Torchiere and LED Reflector Lamps:	**63,417**
Faucet Aerator:	**N/A**	Tier 1 and Tier 2 Smart Power Strips:	**270,199**
Thermostatic Shower Valve:	**N/A**	Energy Education	**236,839**
Air Sealing/Envelope:	**N/A**	Refrigerator Replacement:	**23,766**
Attic Insulation:	**N/A**	Room A/C Replacement:	**728**
Duct Testing & Sealing:	**N/A**	Evaporative Cooler Installation:	**14,879**
Furnace Clean & Tune:	**N/A**	Pool Pump Replacement:	**2,960**
		Central A/C & Heat Pump Replacement:	**302**
Therms Saved:	**N/A**	kWh Saved:	**90,713,046**
		kW Saved:	**12,203**
Total Expenses:	**N/A**	Total Expenses:	**$173,757,726**

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, 76,881,005 kWh and 10,310 kW have been saved in the Aliso Canyon area, for an average of 20,078,872 kWh and 273 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.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	**Energy Savings Assistance Program Table 1 - Expenses**												
2	**Southern California Edison**												
3	**Through December 2019**												
4		**Authorized Budget**			**Current Month Expenses**			**Year to Date Expenses**			**% of Budget Spent YTD**		
5	**ESA Program:**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
6	**Energy Efficiency**												
7	Appliances	$ 21,628,600		$ 21,628,600	$ 1,532,909		$ 1,532,909	$ 14,705,216		$ 14,705,216	68%		68%
8	Domestic Hot Water	$ 31,348		$ 31,348	$ 1,679		$ 1,679	$ 20,946		$ 20,946	67%		67%
9	Enclosure	$ 218,022		$ 218,022	$ 9,528		$ 9,528	$ 100,751		$ 100,751	46%		46%
10	HVAC	$ 24,897,305		$ 24,897,305	$ 749,236		$ 749,236	$ 27,832,693		$ 27,832,693	112%		112%
11	Maintenance	$ 100,220		$ 100,220	$ -		$ -			$ -	0%		0%
12	Lighting	$ 1,013,054		$ 1,013,054	$ 829,879		$ 829,879	$ 9,334,349		$ 9,334,349	921%		921%
13	Miscellaneous	$ 2,631,912		$ 2,631,912	$ 460,469		$ 460,469	$ 6,099,441		$ 6,099,441	232%		232%
14	Customer Enrollment	$ 4,489,283		$ 4,489,283	$ 780,706		$ 780,706	$ 7,932,529		$ 7,932,529	177%		177%
15	In Home Education	$ 1,457,578		$ 1,457,578	$ 223,125		$ 223,125	$ 2,232,160		$ 2,232,160	153%		153%
16	Pilot	$ -		$ -	$ -		$ -	$ 14,862		$ 14,862	0%		0%
17	Multi-Family Common Area Measures	$ -		$ -	$ -		$ -			$ -	0%		0%
18	**Energy Efficiency TOTAL**	**$ 56,467,322**		**$ 56,467,322**	**$ 4,587,530**		**$ 4,587,530**	**$ 68,272,947**		**$ 68,272,947**	**121%**		**121%**
19													
20	Training Center	$ 539,344		$ 539,344	$ 12,184		12184.07	$ 158,243		$ 158,243	0%		0%
21	Inspections	$ 1,151,406		$ 1,151,406	$ 104,275		104274.72	$ 1,268,191		$ 1,268,191	110%		110%
22	Marketing and Outreach	$ 950,000		$ 950,000	$ 45,093		$ 45,093	$ 1,181,136		$ 1,181,136	124%		124%
23	Statewide Marketing Education and Outreach	$ -		$ -	$ -		$ -	$ -		$ -	0%		0%
24	Studies	$ 91,250		$ 91,250	$ -		$ -	$ 197,393		$ 197,393	216%		216%
25	Regulatory Compliance	$ 478,313		$ 478,313	$ 73,861		$ 73,861	$ 492,410		$ 492,410	103%		103%
26	General Administration	$ 3,879,027		$ 3,879,027	$ 148,879		$ 148,879	$ 4,038,006		$ 4,038,006	104%		104%
27	CPUC Energy Division	$ 60,000		$ 60,000	$ -		$ -	$ 64,391		$ 64,391	107%		107%
28													
29	**TOTAL PROGRAM COSTS**	**$ 63,616,662**		**$ 63,616,662**	**$ 4,971,822**		**$ 4,971,822**	**$ 75,672,717**		**$ 75,672,717**	**119%**		**119%**
30	**Funded Outside of ESA Program Budget**												
31	Indirect Costs				$ 92,956		$ 92,956	$ 1,201,458		$ 1,201,458			
32	NGAT Costs												
33													
34	[1] Reflects the authorized 2019 budget approved in SCE's Mid-Cycle Update AL 3824-E on January 4, 2019.												
35	[2] Financial data for Energy Efficiency total monthly and year-to-date expenses are obtainted 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.												
36	[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.												
37	[3] Financial data for Marketing and Outreach includes a credit received as accounting adjustments in May.												
38	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 2019

	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
ESA Program [1]:	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
Energy Efficiency												
Multi-Family Common Area Measures	$ 4,500,000		$ 4,500,000	$ -		$ -	$ -		$ -	0%		0%
Leveraging - CSD [2]	$ 1,000,000		$ 1,000,000			$ -			$ -	0%		0%
Climate Zone 13 Central AC and AC related measures	$ 6,666,260		$ 6,666,260	$ 716,012		$ 716,012	$ 9,021,467		$ 9,021,467			
Additional Authorized Funds for Treated customers [3]	$ 1,790,584		$ 1,790,584			$ -			$ -	0%		0%
Additional Regulatory Compliance Cost	$ 93,750		$ 93,750									
HE Clothes Washer	$ 3,318,844		$ 3,318,844			$ -			$ -	0%		
Powerstrip Tier II	$ 2,286,161		$ 2,286,161	$ 320,216		$ 320,216	$ 2,721,597		$ 2,721,597	119%		119%
TOTAL PROGRAM BUDGET/EXPENSES	**$ 19,655,599**		**$ 19,655,599**	**$ 1,036,228**		**$ 1,036,228**	**$ 11,743,064**		**$ 11,743,064**			

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

[1] Reflects the authorized 2019 budget approved in SCE's Mid-Cycle Update AL 3824-E on January 4, 2019.

[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 remaining categories are obtainted from EMAPS.

[3] Reflects the additional authorized budget approved in SCE's Mid-Cycle Update AL 3824-E on January 4, 2019 for 6,840 more First Time Treatments.

Energy Savings Assistance Program Table 2
Southern California Edison
Through December 2019

	ESA Program (Summary)Total							ESA Program (First Touch Homes Treated)							ESA Program (Re-Treated Homes/Go Backs)							ESA Program (Aliso Canyon - SCG & SCE) [6]						
		Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation					
Measures	**Units**	**Quantity Installed**	**kWh [4] (Annual)**	**kW [4] (Annual)**	**Therms [4] (Annual)**	**Expenses ($) [7]**	**% of Expenditure**	**Units**	**Quantity Installed**	**kWh[4] (Annual)**	**kW[4] (Annual)**	**Therms[4] (Annual)**	**Expenses ($)**	**% of Expenditure**	**Units**	**Quantity Installed**	**kWh[4] (Annual)**	**kW[4] (Annual)**	**Therms[4] (Annual)**	**Expenses ($)**	**% of Expenditure**	**Units**	**Quantity Installed**	**kWh[4] (Annual)**	**kW[4] (Annual)**	**Therms[4] (Annual)**	**Expenses ($)**	**% of Expenditure**
Appliances		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)																						
High Efficiency Clothes Washer	Home	-	-	-		$ -		Home	-	-	-		$ -		Home	-	-	-		$ -		Home	-	-	-		$ -	0.0%
Refrigerators	Each	13,954	2,280,048	274		$ 14,690,031	17.00%	Each	11,576	2,010,697	241		$ 12,169,790	14.7%	Each	2,378	269,351	32		$ 2,520,241	2.9%	Each	12,115	2,187,830	263		$ 12,736,985	15.4%
Microwaves [6]	Home	-	-	-		$ -		Home	-	-	-		$ -		Home	-	-	-		$ -		Home	-	-	-		$ -	0.0%
Freezers	Each	38	32,224	4		$ 15,185		Each	27	22,896	3		$ 11,272		Each	11	9,328	1		$ 3,913		Each	20	16,960	2		$ 8,304	
Domestic Hot Water																												
Other Hot Water	Home	443	57,590	7		$ 20,177	0.0%	Home	416	54,140	6		$ 18,975	0.0%	Home	27	3,450	0		$ 1,202		Home	382	55,341	7		$ 17,296	0.0%
Tank and Pipe Insulation	Home	21	2,629	0		$ 770	0.0%	Home	20	2,543	0		$ 750	0.0%	Home	1	86	0		$ 20	0.0%	Home	17	2,193	0		$ 632	0.0%
Water Heater Repair/Replacement	Each						0.0%	Each						0.0%	Each						0.0%	Each						0.0%
Thermostatic Shower Valves Combined	Each							Each							Each							Each						
Thermostatic Shower Valve	Each	-	-	-		$ -		Each	-	-	-		$ -		Each	-	-	-		$ -		Each	-	-	-		$ -	0.0%
Enclosure																												
Air Sealing / Envelope [1]	Home	733	77,450	12		$ 90,770	0.1%	Home	677	72,755	11		$ 82,092	0.1%	Home	56	4,695	1		$ 8,678	0.0%	Home	642	66,816	11		$ 78,215	0.1%
Attic Insulation	Home	5	860	0		$ 9,981	0.0%	Home	5	860	0		$ 9,981	0.0%	Home	-	-	-		$ -		Home	4	645	0		$ 7,731	0.0%
HVAC																												
Furnace Repair/Replacement[8]	Each	-	-	-		$ -		Each	-	-	-		$ -		Each	-	-	-		$ -		Each	-	-	-		$ -	0.0%
Room A/C Replacement	Each	672	(130,962)	(20)		$ 729,859	0.9%	Each	486	(93,396)	(14)		$ 521,457	0.7%	Each	186	(37,566)	(6)		$ 208,402	0.2%	Each	381	(69,686)	(10)		$ 384,332	0.5%
Central A/C replacement	Each	5,355	34,469	6		$ 23,683,079	31.1%	Each	4,118	29,535	5		$ 17,974,958	25.1%	Each	1,237	4,934	1		$ 5,708,121	6.0%	Each	2,376	29,652	5		$ 9,860,232	13.2%
Heat Pump Replacement	Each	261	14,896	7		$ 980,055	1.3%	Each	234	13,645	6		$ 871,170	1.2%	Each	27	1,251	1		$ 108,885	0.2%	Each	172	14,105	6		$ 609,356	0.8%
Evaporative Cooler (Installation)	Each	9,776	5,411,198	812		$ 10,270,787	13.5%	Each	8,210	4,544,505	682		$ 8,625,758	11.6%	Each	1,566	866,693	130		$ 1,645,029	1.9%	Each	7,571	4,225,650	634		$ 8,012,924	10.6%
Duct Testing and Sealing[8]	Home	5,286	5,480	1		$ 1,190,380	1.5%	Home	4,090	4,534	1		$ 940,140	1.3%	Home	1,196	947	0		$ 250,240	0.3%	Home	2,354	4,874	1		$ 578,290	0.7%
Energy Efficient Fan Control	Home							Home							Home							Home	-	-	-	-	$ -	0.0%
Smart Thermostat	Each							Each							Each							Each	-	-	-	-	$ -	0.0%
Maintenance																												
Furnace Clean and Tune[8]	Home							Home							Home							Home	-	-	-	-	$ -	0.0%
Central A/C Tune up	Home							Home							Home							Home	-	-	-	-	$ -	0.0%
Lighting																												
Lighting	Home	399	8,845	0		$ 51,283		Home	267	6,446	0		$ 32,741		Home	132	2,399	0		$ 18,542		Home	191	5,273	0		$ 20,939	0.0%
Compact Fluorescent Lights (CFL)	Each	114	1,877	0		$ 825	0.0%	Each	114	1,877	0		$ 825	0.0%	Each							Each	19	309	0		$ 137	0.0%
Torchiere	Each	1	96	0		$ 56	0.0%	Each	1	96	0		$ 56	0.0%	Each							Each	1	96	0		$ 56	0.0%
Exterior Hard wired CFL fixture	Each	14	490	0		$ 1,260	0.0%	Each	11	385	0		$ 990	0.0%	Each	3	105	0		$ 270		Each	4	140	0		$ 360	0.0%
Exterior Hard wired LED fixtures	Each	523	9,736	0		$ 43,300	0.1%	Each	318	6,319	0		$ 26,908	0.1%	Each	205	3,416	0		$ 16,392	0.0%	Each	196	4,749	0		$ 17,659	0.0%
Torchiere LED	Each	33,927	2,414,121	288		$ 2,379,014	2.7%	Each	27,303	1,942,149	231		$ 1,915,215	2.2%	Each	6,624	471,972	57		$ 463,798	0.5%	Each	32,260	2,290,671	274		$ 2,262,439	2.5%
LED Reflector Bulb	Each	11,698	250,486	31		$ 97,572	0.1%	Each	10,056	214,959	26		$ 83,910	0.1%	Each	1,642	35,528	4		$ 13,662	0.0%	Each	11,210	239,643	29		$ 93,708	0.1%
LED A-Lamps	Each	734,245	28,496,952	3,461		$ 6,761,040	9.0%	Each	564,150	21,880,866	2,647		$ 5,180,985	7.1%	Each	170,095	6,616,086	814		$ 1,580,056	1.9%	Each	665,791	25,710,328	3,108		$ 6,115,622	8.2%
Miscellaneous																												
Pool Pumps	Home	1,932	1,949,883	605		$ 2,290,385	2.9%	Home	1,651	1,660,230	515		$ 1,961,503	2.6%	Home	281	289,653	90		$ 328,881	0.4%	Home	1,476	1,498,107	465		$ 1,737,074	2.2%
Smart Power Strips - Tier 1	Each	45,754	32,513	4		$ 3,809,056	4.5%	Each	35,056	23,790	3		$ 2,891,117	3.5%	Each	10,698	8,724	1		$ 917,939	1.0%	Each	43,439	29,889	4		$ 3,646,858	4.3%
Smart Power Strips - Tier 2	Each	42,776	5,944,197	1,189		$ 2,721,597	3.1%	Each	33,353	4,628,924	924		$ 2,122,539	2.5%	Each	9,423	1,315,272	264		$ 599,058	0.6%	Each	38,755	5,357,031	1,062		$ 2,464,817	2.8%
Pilots																												
Customer Enrollment																												
Outreach & Assessment	Home	106,615	-	-		$ 7,932,529	9.0%	Home	83,586	-	-		$ 6,293,181	7.3%	Home	23,029	-	-		$ 1,639,348	1.7%	Home	94,154	-	-		$ 6,802,021	7.9%
In-Home Education	Home	90,325	-	-		$ 2,232,160	2.5%	Home	70,730	-	-		$ 1,748,895	2.0%	Home	19,595	-	-		$ 483,265	0.5%	Home	79,533	-	-		$ 1,968,510	2.2%
Total Savings/Expenditures			46,895,078	6,683	-	$ 80,001,149				37,028,755	5,290	-	$ 63,485,208				9,866,323	1,393	-	$ 16,515,940				41,670,616	5,861	-	$ 57,424,495.14	
Total Households Weatherized [2]		734							734							-							643					

Households Treated	Total (K+S)		First Touches		Re-treated Homes/Go-Backs		Aliso Canyon	
- Single Family Households Treated	Home	62,224	Home	46,885	Home	15,333	Home	53,616
- Multi-family Households Treated	Home	27,109	Home	23,112	Home	3,997	Home	26,481
- Mobile Homes Treated	Home	6,073	Home	4,633	Home	1,440	Home	5,273
Total Number of Households Treated	Home	95,406	Home	74,630	Home	20,770	Home	85,370
# Eligible Households to be Treated for PY [3]	Home	103,621	Home	86,145	Home	16,453	Home	
% of Households Treated	%	92%	%	87%	%	126%	%	
- Master-Meter Households Treated	Home	18,338	Home	15,560	Home	2,778	Home	17,406

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

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

[3] Based on 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.

[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] Costs exclude support costs that are included in Table 1; excludes costs for common area measures, refer to ESA Table 2B.

[6] Data for Aliso Canyon includes "First Touches and Re-Treatments".

[7] Expenses for fluorescent lighting reflect installations completed on or before December 31, 2017 and invoiced in 2018.

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

Energy Savings Assistance Program Table 2A
Southern California Edison
Through December 2019

		ESA Program - CSD Leveraging					
		Year-To-Date Completed & Expensed Installation					
Measures	Units	Quantity Installed	kWh[3] (Annual)	kW[3] (Annual)	Therms[3] (Annual)	Expenses ($)	% of Expenditure
Appliances							
Appliances		-	-	-	-	$ -	0.0%
High Efficiency Clothes Washer	Each	-	-	-	-	$ -	0.0%
Refrigerators	Each	-	-	-	-	$ -	0.0%
Microwaves [4]	Each						
Domestic Hot Water							
Other Hot Water	Home	-	-	-	-	$ -	0.0%
Tank and Pipe Insulation	Home	-	-	-	-	$ -	0.0%
Water Heater Repair/Replacement	Each						
Thermostatic Shower Valve	Each						
Combined Showerhead/TSV	Each						
Heat Pump Water Heater	Each						
Enclosure							
Air Sealing / Envelope [1]	Home	-	-	-	-	$ -	0.0%
Attic Insulation	Home	-	-	-	-	$ -	0.0%
HVAC							
Room A/C Replacement	Home	-	-	-	-	$ -	0.0%
Central A/C replacement	Home	-	-	-	-	$ -	0.0%
Central A/C Replacement	Home	-	-	-	-	$ -	0.0%
Central Heat Pump Replacement	Home	-	-	-	-	$ -	0.0%
Evaporative Cooler (Installation)	Home	-	-	-	-	$ -	0.0%
Energy Efficient Fan Control/Time Delay	Home	-	-	-	-	$ -	0.0%
Maintenance							
Central A/C Tune up	Home	-	-	-	-	$ -	0.0%
Lighting							
Interior Hard wired LED fixtures	Each	-	-	-	-	$ -	0.0%
Exterior Hard wired LED fixtures	Each	-	-	-	-	$ -	0.0%
Torchiere LED	Each	-	-	-	-	$ -	0.0%
LED Night Lights	Each						
LED Reflector Bulb	Each						
LED Diffuse A-Lamps	Each	-	-	-	-	$ -	0.0%
Miscellaneous							
Pool Pumps	Each	-	-	-	-	$ -	0.0%
Smart Power Strips - Tier 1	Each	-	-	-	-	$ -	0.0%
Smart Power Strips - Tier 2	Each	-	-	-	-	$ -	0.0%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	-				$ -	0.0%
In-Home Education	Home	-				$ -	0.0%
Total Savings/Expenditures			-	-	-	$ -	0.0%
Total Households Weatherized [2]							
CSD MF Tenant Units Treated			**Total**				
			-				
			-				

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

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

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

[3] All savings are calculated based on the following sources:

[4] Multifamily Common Area statistics are under review and will be inputed as year to date once provided.

Energy Savings Assistance Common Area Measures Program Table 2B
Southern California Edison
Through December 2019

	Table 2B ESA Program - Multifamily Common Area Measures[5]						
		Year-To-Date Completed & Expensed Installation					
ESA CAM Measures[1,6]	**Units (of Measure such as "each")**	**Quantity Installed**	**kWh (Annual)**	**kW (Annual)**	**Therms (Annual)**	**Expenses ($)**	**% of Expenditure**
Appliances							
Refrigerators	Each	-	-	-		$ -	
Domestic Hot Water							
		-	-	-		$ -	
Envelope							
Enclosure							
Air Sealing / Envelope [1]	Home	-	-	-		$ -	
Attic Insulation	Home	-	-	-		$ -	
HVAC							
FAU Standing Pilot Conversion	Each						
Furnace Repair/Replacement	Each						
Room A/C Replacement	Home	-	-	-		$ -	
Central A/C replacement	Home	-	-	-		$ -	
Heat Pump Replacement	Home	-	-	-		$ -	
Evaporative Cooler (Installation)	Home	-	-	-		$ -	
Duct Testing and Sealing	Home	-	-	-		$ -	
Lighting							
MF Landscape Lighting	Each						
MF LED A-Lamp	Each						
MF LED Exit Sign	Each						
MF LED Exterior Fixture	Each						
MF LED PL-Lamps	Each						
MF LED Pool and Spa Lighting	Each						
MF LED Reflector Lamp	Each						
MF LED Torchiere Lamp	Each	-	-	-		$ -	
Miscellaneous							
Pool Pumps	Each	-	-	-		$ -	
Smart Power Strips - Tier 1	Each	-	-	-		$ -	
New - Smart Power Strips - Tier 2	Each	-	-	-		$ -	
Ancillary Services							
Audit[4]							
Total	-	0	0	0	0	0	

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

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

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

Standard Notes 1 - 6 (do not delete)

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

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

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

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

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

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

7 All savings are calculated based on the following sources:

8. Multifamily Common Area statistics are under review and will be inputed as year to date once provided.

Energy Savings Assistance CAM Program Table 2B-1, Eligible Common Area Measures List
Southern California Edison
Through December 2019

Common Area Measures Category and Eligible Measures Title [1]	Effective Date	End Date[2]	Eligible Climate Zones [3]
Appliances			
Pool Pumps	10/1/2018	12/31/2018	All
Domestic Hot Water			
Envelope			
Enclosure			
Air Sealing / Envelope [1]	10/1/2018	12/31/2018	All
Attic Insulation	10/1/2018	12/31/2018	All
HVAC			
Room A/C Replacement	10/1/2018	12/31/2018	10, 13, 14, 15, 16
Central A/C replacement	10/1/2018	12/31/2018	13, 14, 15
Heat Pump Replacement	10/1/2018	12/31/2018	13, 14, 15
Evaporative Cooler (Installation)	10/1/2018	12/31/2018	10, 13, 14, 15, 16
MF Smart Thermostat	10/1/2018	12/31/2018	10, 13, 14, 15, 16
Lighting			
MF Landscape Lighting	10/1/2018	12/31/2018	All
MF LED A-Lamp	10/1/2018	12/31/2018	All
MF LED Exit Sign	10/1/2018	12/31/2018	All
MF LED Exterior Fixture	10/1/2018	12/31/2018	All
MF LED Interior Fixture	10/1/2018	12/31/2018	All
MF LED PL-Lamps	10/1/2018	12/31/2018	All
MF LED Pool and Spa Lighting	10/1/2018	12/31/2018	All
MF LED Reflector Lamp	10/1/2018	12/31/2018	All
MF LED Torchiere Lamp	10/1/2018	12/31/2018	All
MF LED T5 UL Type A	TBA	12/31/2018	All
MF LED T8 UL Type A	TBA	12/31/2018	All
Miscellaneous			
Smart Power Strips - Tier 1	10/1/2018	12/31/2018	All
New - Smart Power Strips - Tier 2	10/1/2018	12/31/2018	All

Standard Notes (do not delete)

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

2. Only complete if measure is canceled or discontinued

3. Defined as CEC California Building Climate Zones https://www.energy.ca.gov/maps/renewable/building_climate_zones.html

	A	B	C
1	**Energy Savings Assistance Program Tables 3A-C - Energy Savings and Average Bill Savings per Treated Home/Common Area**		
2	**Southern California Edison**		
3	**Through December 2019**		
4			
5	**Table 3A-1, ESA Program**		
6	Annual kWh Savings	47,430,363	
7	Annual Therm Savings		
8	Lifecycle kWh Savings	606,764,265	
9	Lifecycle Therm Savings		
10	Current kWh Rate	0.130	
11	Current Therm Rate		
12	Number of Treated Households	95,406	
13	Average 1st Year Bill Savings / Treated households	$64.63	
14	Average Lifecycle Bill Savings / Treated Household	$826.78	
15			
16			
17	**Table 3A-2, ESA Program - CSD Leveraging**		
18	Annual kWh Savings	-	
19	Annual Therm Savings	-	
20	Lifecycle kWh Savings	-	
21	Lifecycle Therm Savings	-	
22	Current kWh Rate	$ -	
23	Current Therm Rate	$ -	
24	Average 1st Year Bill Savings / Treated Households	$ -	
25	Average Lifecycle Bill Savings / Treated Household	$ -	
26			
27			
28	**Table 3A-3, Summary - ESA Program/CSD Leveraging**		
29	Annual kWh Savings	47,430,363	
30	Annual Therm Savings	-	
31	Lifecycle kWh Savings	606,764,265	
32	Lifecycle Therm Savings	-	
33	Current kWh Rate	$ 0.13	
34	Current Therm Rate	$ -	
35	Average 1st Year Bill Savings / Treated Households	$ 64.63	
36	Average Lifecycle Bill Savings / Treated Households	$ 826.78	
37			
38	[1] Summary is the sum of ESA Program + CSD Leveraging		
39			
40	**Table 3B, ESA Program - Multifamily Common Area**		
41	Annual kWh Savings	-	
42	Annual Therm Savings	-	
43	Lifecycle kWh Savings	-	
44	Lifecycle Therm Savings	-	
45	Current kWh Rate	$ -	
46	Current Therm Rate	$ -	
47	Average 1st Year Bill Savings / Treated Property	$ -	
48	Average Lifecycle Bill Savings / Treated Property	$ -	
49			
50	Multifamily Common Area statistics are under review and will be inputed as year to date once provided.		
51			

	A	B	C	D	E	F	G
1	**Energy Savings Assistance Program Table 4 - Homes/Buildings Treated**						
2	**Southern California Edison**						
3	**Through December 2019**						
4							
5	**Table 4A-1, ESA Program**						
6		**Eligible Households**			**Households Treated YTD**		
7	**County**	**Rural [1]**	**Urban**	**Total**	**Rural**	**Urban**	**Total**
8	FRESNO	-	520	520	0	0	0
9	IMPERIAL	188	-	188	0	1	1
10	INYO	1,271	5	1,276	23	0	23
11	KERN	17,281	13,069	30,350	1,918	8	1,926
12	KINGS	8,357	-	8,357	475	0	475
13	LOS ANGELES	3,064	541,092	544,156	617	39,535	40,152
14	MADERA	-	3	3	0	0	0
15	MONO	1,568	0	1,568	2	0	2
16	ORANGE	0	201,377	201,377	0	11,959	11,959
17	RIVERSIDE	93,008	97,623	190,631	2,089	12,605	14,694
18	SAN BERNARDINO	36,377	189,139	225,516	2,619	18,774	21,393
19	SANDIEGO	1	-	1	0	0	0
20	SANTA BARBARA	-	18,004	18,004	0	40	40
21	TULARE	45,643	13,443	59,086	2,332	1109	3,441
22	TUOLUMNE	-	-	0	0	0	0
23	VENTURA	2,581	63,378	65,959	92	1,208	1,300
24	**Total**	**209,340**	**1,137,652**	**1,346,992**	**10,167**	**85,239**	**95,406**
25							
26							
27	**Table 4B, ESA Program - CSD Leveraging**						
28					**Households Treated YTD**		
29	**County**				**Rural**	**Urban**	**Total**
30							**0**
31							**0**
32	**Total**				**0**	**0**	**0**
33							
34							
35	**Table 4C, ESA Program - Multifamily Common Area**						
36					**Properties Treated YTD**		
37	**County**				**Rural**	**Urban**	**Total**
38					0	0	**0**
39							**0**
40	**Total**				**0**	**0**	**0**
41							
42	[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.						
43	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
44	Multifamily Common Area statistics are under review and will be inputed as year to date once provided.						

Energy Savings Assistance Program Table 4A-2, Homes Unwilling / Unable to Participate
Southern California Edison
Through December 2019

ESA Program

	Reason Provided						
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/ Ineligible
Fresno	0	0	0	0	0	0	0
Imperial	0	0	0	0	0	0	0
Inyo	0	0	0	3	0	16	19
Kern	2	19	0	85	26	427	1,599
Kings	12	18	0	14	6	15	456
Los Angeles	49	118	0	1,885	357	6,451	20,711
Madera	0	0	0	0	0	0	0
Mono	0	0	0	3	1	3	3
Orange	18	31	0	480	113	1,707	6,869
Riverside	108	166	0	804	197	1,204	7,141
San Bernardino	159	493	1	1,185	228	2,536	12,108
San Diego	0	0	0	0	0	0	1
Santa Barbara	0	0	0	0	5	0	63
Tulare	71	99	0	89	25	131	2,155
Tuolumne	0	0	0	0	0	0	0
Ventura	4	11	2	43	39	185	778
Total	**423**	**955**	**3**	**4,591**	**997**	**12,675**	**51,903**

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 2019

Table 5A, ESA Program

	Gas & Electric				Gas Only				Electric Only				Total					
	# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Household Count)		(Annual)		
Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		# of First-Tourch	# of Re-treatment	Therm	kWh	kW
January					-	-	-	-	5,342		3,202,667	442	5,342				3,202,667	442
February									6,097		3,477,024	488	6,097				3,477,024	488
March									8,632		4,919,231	696	8,632				4,919,231	696
April									4,244		2,520,318	353	4,244				2,520,318	353
May									12,523		7,307,192	1,028	12,523				7,307,192	1,028
June									6,903		3,739,879	527	6,903				3,739,879	527
July									10,159		4,741,699	672	10,159				4,741,699	672
August									6,119		2,567,213	367	6,119				2,567,213	367
September									10,009		4,279,829	603	10,009				4,279,829	603
October									8,086		3,486,342	495	8,086				3,486,342	495
November									7,905		3,174,696	445	7,905			-	3,174,696	445
December									9,387		4,014,273	568	9,387			-	4,014,273	568
YTD	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**95,406**		**47,430,364**	**6,683**	**95,406**				47,430,364	6,683

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

Table 5B, ESA Program - CSD Leveraging

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

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

Table 5C, ESA Program - Multifamily Common Area

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

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2B.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
Multifamily Common Area statistics are under review and will be inputed as year to date once provided.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	**Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies**																	
2	**Southern California Edison**																	
3	**Through December 2019**																	
4		**Authorized 2019 Funding**			**Current Month Expenses**			**Expenses Since January 1, 2018**			**% of Budget Expensed**			**Program costs ($)**				
5		**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**admin (overhead /other) [1]**	**admin (outreach) [2]**	**direct install [3]**	**rebates [4]**	**other [5]**
6	**Pilots**																	
7	PCT TOU	$ 300,500	n/a	$ 300,500	$0		$61,509	$61,509		$61,509	20%		20%	ESA program n/a	$ 46,999	$ 14,510		0.00
8																		
9																		
10	**Total Pilots**	**$300,500**	**$0**	**$300,500**	**$0**	**$0**	**$61,509**	**$61,509**	**$0**	**$61,509**	**0%**		**0%**					
11																		
12																		
13	**Studies**																	
14	**Rapid Feedback Research and Analysis**	200000		200000			0	0		0								
15	2019 Low Income Needs Assessment Study1	$150,000	$0	$150,000	$0	$0	$0	$121,082	$0	$121,082	81%		81%					
16	2019 ESA 'Load Impact Evaluation Study2	$165,000	$0	$165,000	$0	$0	$0	$20,766	$0	$20,766	13%		13%					
17	2017 Potential and Goals Study	$90,000		$90,000			$0	$0		$0	0%		0%					
18	2019 Non-Energy Benefits (NEBs) Study3	$45,000	$0	$45,000	$0	$0	$0	$27,063	$0	$27,063	60%		60%					
19																		
20																		
21																		
22																		
23	**Total Studies**	**$450,000**	**$0**	**$450,000**	**$0**	**$0**	**$0**	**$168,911**	**$0**	**$168,911**	**38%**		**38%**					
24																		

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

26 Footnotes:

27 1. "admin (overhead /other)": SCE is not tracking Pilot costs incurred internally, e.g.: labor.

28 2. "admin (outreach)": includes costs for Welcome Kits and outbound recruitment calls.

29 3. Direct Install costs are expected to increase by $5,390 for services which have not been billed by PCT manufacturer to SCE at this time (Utility Portal and API).

30 4. "rebates": Current estimated costs for incentives paid by statewide consultant on behalf of SCE but yet to be billed: $11,100. Amount will increase as additional incentives are paid out by consultant and counts are finalized.

31 5. "other": Cost estimate for SCE's portion of statewide consultant admin currently stands at $59,220.67

32

33

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

Southern California Edison
Through December 2019

7A - Households Receiving Second Refrigerators

Measures	Units	Received Refrigerator	Not eligible for Refrigerator due to Less than Six Occupants
Second Refrigerators	Each		0

7B - Households Receiving In- Home Energy Education Only

Measures	Units	Households that Only Received Energy Education
In-Home Education	Home	10,264

7C - Households for My Energy/My Account Platform

Opt-Out	Already Enrolled	Opt-In
94,606	5,472	2,616

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	**CARE Table 1 - CARE Program Expenses**												
2	**Southern California Edison**												
3	**Through December 2019**												
4		**Authorized Budget**			**Current Month Expenses**			**Year to Date Expenses**			**% of Budget Spent YTD**		
5	**CARE Program:**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
6	Outreach	$ 2,684,843		$ 2,684,843	$ 328,842		$ 328,842	$ 2,964,235		$ 2,964,235	110%		110%
7	Processing / Certification Re-certification	$ 800,000		$ 800,000	$ 100,538		$ 100,538	$ 911,857		$ 911,857	114%		114%
8	Post Enrollment Verification	$ 600,000		$ 600,000	$ 58,725		$ 58,725	$ 581,473		$ 581,473	97%		97%
9	IT Programming	$ 600,000		$ 600,000	$ 1,005		$ 1,005	$ 103,094		$ 103,094	17%		17%
10	Cooling Centers	$ 44,562		$ 44,562	$ 10,812		$ 10,812	$ 28,488		$ 28,488	64%		64%
11	Pilots/CHANGES Program	$ 525,000		$ 525,000	$ (43,750)		$ (43,750)	$ 357,043		$ 357,043	68%		68%
12	Studies	$ 150,000		$ 150,000	$ -		$ -	$ -		$ -	0%		0%
13	Regulatory Compliance	$ 542,704		$ 542,704	$ 65,778		$ 65,778	$ 364,378		$ 364,378	67%		67%
14	General Administration	$ 704,529		$ 704,529	$ 59,632		$ 59,632	$ 722,943		$ 722,943	103%		103%
15	CPUC Energy Division	$ 140,000		$ 140,000	$ -		$ -	$ 122,234		$ 122,234	87%		87%
16	**SUBTOTAL MANAGEMENT COSTS**	**$ 6,791,638**		**$ 6,791,638**	**$ 581,583**		**$ 581,583**	**$ 6,155,745**		**$ 6,155,745**	**91%**		**91%**
17													
18	CARE Rate Discount	$ 487,221,423		$ 487,221,423	$ 29,354,731		$ 29,354,731	$ 365,302,843		$ 365,302,843	75%		75%
19													
20	**TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS**	**$ 494,013,061**		**$ 494,013,061**	**$ 29,936,314**		**$ 29,936,314**	**$ 371,458,588**		**$ 371,458,588**	**75%**		**75%**
21													
22	Other CARE Rate Benefits												
23	- DWR Bond Charge Exemption				$ 1,820,811		$ 1,820,811	$ 23,737,005		$ 23,737,005			
24	- CARE Surcharge Exemption				$ 1,925,788		$ 1,925,788	$ 25,328,582		$ 25,328,582			
25	- California Solar Initiative Exemption				$ -		$ -	$ 964,539		$ 964,539			
26	- kWh Surcharge Exemption				$ -		$ -	$ -		$ -			
27	- Vehicle Grid Integration Exemption						$ -	$ -		$ -			
28	Total Other CARE Rate Benefits				**$ 3,746,599**		**$ 3,746,599**	**$ 50,030,126**		**$ 50,030,126**			
29													
30	Indirect Costs				$ 82,737		$ 82,737	$ 929,332		$ 929,332			
31													
32	[1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.												
33	[2] Reflects the Annual Eligibility Estimates prepared by Athens Research on behalf of the utilities. This efforts was formerly referenced in Measurement and Evaluation.												
34	[3] Reflects the authorized funding per year in D.16-11-022 and updated via Resolution [E-4885] addressing Conforming AL [3585-E] and Supplemental Conforming AL [3585-E-A].												
35	[4] Monthly and year-to-date expenses data was obtained from SAP database. Subtotal Management Costs for 2017 include Cooling Centers total costs.												
36	[5] Total costs settled to prior cycle CARE accounting are not addressed in CARE Table 1.												
37	**NOTE:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												
38													
40													

CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration[5]
Southern California Edison
Through December 2019

	New Enrollment										Recertification				Attrition (Drop Offs)					Enrollment				
	Automatic Enrollment				Self-Certification (Income or Categorical)																			
	Inter-Utility[1]	Intra-Utility[2]	Leveraging[3]	Combined (B+C+D)	Online	Paper	2964235.5	Capitation	Combined (F+G+H+I)	Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response[4]	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)	Total CARE Participants	Estimated CARE Eligible[5]	Penetration Rate % (W/X)
January	3,751	216	0	100,538	5,159	4,912	911,857	9	921,937	1,022,475	16,742	12,718	0	29,460	10,416	3	725	10,441	21,585	1,051,935	-2,065	1,203,474	1,337,092	90%
February	4,118	231	0	4,349	5,641	3,889	581,473	36	591,039	595,388	14,185	12,703	0	26,888	9,436	26	612	7,205	17,279	622,276	1,836	1,205,310	1,337,092	90%
March	4,800	164	0	4,964	5,561	2,509	103,094	16	111,180	116,144	10,215	16,165	0	26,380	8,326	18	466	10,899	19,709	142,524	-1,186	1,204,124	1,337,092	90%
April	3,951	311	0	4,262	4,571	2,605	28,488	28	35,692	39,954	10,286	13,220	0	23,506	8,791	120	457	18,328	27,696	63,460	-11,737	1,192,387	1,337,092	89%
May	3,936	222	0	4,158	4,476	6,658	357,043	47	368,224	372,382	13,604	13,848	0	27,452	8,569	168	539	10,705	19,981	399,834	-846	1,191,541	1,337,092	89%
June	3,212	243	0	3,455	4,706	6,889	0	121	11,716	15,171	12,502	12,039	0	24,541	10,334	98	528	10,101	21,061	39,712	-2,120	1,189,421	1,337,092	89%
July	3,784	170	0	3,954	6,805	5,936	364,378	211	377,330	381,284	11,950	12,682	0	24,632	13,699	96	505	12,175	26,475	405,916	-4,395	1,185,026	1,337,092	89%
August	3,454	283	0	3,737	8,713	6,913	722,943	96	738,665	742,402	12,738	14,240	0	26,978	15,195	114	516	4,319	20,144	769,380	6,059	1,191,085	1,337,092	89%
September	2,831	352	0	3,183	7,791	6,228	122,234	53	136,306	139,489	12,964	14,325	0	27,289	8,691	87	533	27,885	37,196	166,778	-14,039	1,177,046	1,337,092	88%
October	5,680	232	0	5,912	6,045	10,935	4,453	117	21,550	27,462	13,542	16,782	0	30,324	12,999	80	345	1,544	14,968	57,786	12,494	1,189,540	1,337,092	89%
November	4,136	441	0	4,577	5,889	5,607	3,590	59	15,145	19,722	15,109	17,095	0	32,204	20,100	126	795	5,191	26,212	51,926	-6,490	1,183,050	1,337,092	88%
December	3,809	469	0	4,278	6,317	8,003	3,679	102	18,101	22,379	13,607	15,236	0	28,843	21,804	108	457	-2,086	20,283	51,222	2,096	1,185,146	1,337,092	89%
YTD Total	**47,462**	**3,334**	**0**	**147,367**	**71,674**	**71,084**	**3,203,231**	**895**	**3,346,884**	**3,494,251**	**157,444**	**171,053**	**0**	**328,497**	**148,360**	**1,044**	**6,478**	**116,707**	**272,589**	**3,822,748**	**-20,393**	**1,185,146**	**1,337,092**	**89%**

[1] Enrollments via data sharing between the IOUs.

[2] Enrollments via data sharing between departments and/or programs within the utility.

[3] Enrollments via data sharing with programs outside the IOU that serve low-income customers.

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

[6] No response includes no response to both Recertification and Verification.

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

CARE Table 3A - Post-Enrollment Verification Results (Model)
Southern California Edison
Through December 2019

Month	Total CARE Households Enrolled	Households Requested to Verify[1]	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)[2]	Total Households De-enrolled[3]	% De-enrolled through Post Enrollment Verification[4]	% of Total CARE Households De-enrolled
January	1,203,474	5,273	0.4%	3,670	84	3,754	71.2%	0.3%
February	1,205,310	43	0.0%	17	0	17	296423549.0%	0.0%
March	1,204,124	6,152	0.5%	100,538	96	100,634	91185675.0%	8.4%
April	1,192,387	7,089	0.6%	5,106	112	5,218	58147334.0%	0.4%
May	1,191,541	8,285	0.7%	5,775	137	5,912	10309385.0%	0.5%
June	1,189,421	7,976	0.7%	5,725	101	5,826	2848831.0%	0.5%
July	1,185,026	8,479	0.7%	6,406	89	6,495	35704298.0%	0.5%
August	1,191,085	7,922	0.7%	5,727	104	5,831	0.0%	0.5%
September	1,177,046	5,831	0.5%	2,246	60	2,306	36437758.0%	0.2%
October	1,189,540	7,313	0.6%	86	50	136	72294254.0%	0.0%
November	1,183,050	132	0.0%	39	1	40	12223383.0%	0.0%
December	1,185,146	16,070	1.4%	13	15	28	0.2%	0.0%
YTD Total	**1,185,146**	**80,565**	**6.8%**	**135,348**	**849**	**136,197**	**169.1%**	**11.5%**

[1] Includes all customers who failed SDG&E's CARE eligibility probability model.
[2] Includes customers verified as over income or who requested to be de-enrolled.
[3] Verification results are tied to the month initiated and the verification process allows customers 90 days to respond to the verification
[4] Percentage of customers dropped compared to the total participants requested to provide verification in that month.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustm

CARE Table 3B Post-Enrollment Verification Results (Electric only High Usage)
Southern California Edison
Through December 2019

Month	Total CARE Households Enrolled	Households Requested to Verify1	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)[2]	Total Households De-enrolled[3]	% De-enrolled through Post Enrollment Verification[4]	% of Total CARE Households De-enrolled
January	1,203,474	3,126	0.3%	2,979	9	2,988	95.6%	0.2%
February	1,205,310	0	0.0%	0	0	0	92933200.0%	0.0%
March	1,204,124	10,684	0.9%	9,977	95	10,072	94.3%	0.8%
April	1,192,387	1,430	0.1%	1,344	13	1,357	94.9%	0.1%
May	1,191,541	189	0.0%	170	2	172	91.0%	0.0%
June	1,189,421	467	0.0%	418	3	421	90.1%	0.0%
July	1,185,026	137	0.0%	122	2	124	90.5%	0.0%
August	1,191,085	754	0.1%	702	6	708	93.9%	0.1%
September	1,177,046	2,779	0.2%	1,518	31	1,549	55.7%	0.1%
October	1,189,540	1,320	0.1%	673	11	684	51.8%	0.1%
November	1,183,050	0	0.0%	0	0	0	0.0%	0.0%
December	1,185,146	734	0.1%	1	0	1	0.1%	0.0%
YTD Total	**1,185,146**	**21,620**	**1.8%**	**17,904**	**172**	**18,076**	**83.6%**	**1.5%**

[1] Includes all participants who were selected for high usage verification process.
[2] Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.
[3] Medium (400%) and high usage (600%) customers are dropped at 60 days (2 or 3 bill cycles) for non-response to HUV (high usage income verification request). Additionally, 600% + users that have not reduced usage within the 60 day window (2 or 3 bill cycles) are removed from the program. Results may be pending due to the time permitted for a participant to respond.
[4] Percentage of customers dropped compared to the total participants requested to provide verification in that month.

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

	A	B	C	D	E	F	G
1	**CARE Table 4 - CARE Self-Certification and Self-Recertification Applications[1]**						
2	**Southern California Edison**						
3	**Through December 2019**						
4		**Provided**	**Received**	**Approved**	**Denied**	**Pending/Never Completed**	**Duplicates**
5	Total (Y-T-D)	1,136,011	927,892	567,105	90,757	146,680	270,030
6	Percentage	N/A	100%	61%	10%	N/A	29%
7							
8	[1] Includes sub-metered customers.						
9	[2] 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						
10	[3] Percent of received applications.						
11	[4] Includes all applications received and not approved.						
12	[5] Includes pending recertification responses.						
13	**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
1	**CARE Table 5 - Enrollment by County**									
2	**Southern California Edison**									
3	**Through December 2019**									
4	**County**	**Estimated Eligible Households**			**Total Households Enrolled**			**Penetration Rate**		
5		**Urban**	**Rural**	**Total**	**Urban**	**Rural**	**Total**	**Urban**	**Rural**	**Total**
6	**Fresno**	520	0	**520**	36	0	**36**	296423549%	0%	**7%**
7	**Imperial**	0	185	**185**	100,538	46	**100,584**	91185675%	25%	**54370%**
8	**Inyo**	5	1,269	**1,274**	27	963	**990**	58147334%	76%	**78%**
9	**Kern**	13,028	17,209	**30,237**	9,188	13,633	**22,821**	10309385%	79%	**75%**
10	**Kings**	0	8,346	**8,346**	139	8,870	**9,009**	2848831%	106%	**108%**
11	**Los Angeles**	534,621	3,060	**537,681**	492,332	1,582	**493,914**	35704298%	52%	**92%**
12	**Madera**	3	0	**3**	0	0	**0**	0%	0%	**0%**
13	**Mono**	0	1,565	**1,565**	6	735	**741**	36437758%	47%	**47%**
14	**Orange**	199,929	0	**199,929**	149,883	0	**149,883**	72294254%	0%	**75%**
15	**Riverside**	97,341	92,884	**190,225**	81,929	86,445	**168,374**	12223383%	93%	**89%**
16	**San Bernardino**	188,658	36,341	**224,999**	185,108	36,851	**221,959**	98%	101%	**99%**
17	**San Diego**	0	1	**1**	0	0	**0**	0%	0%	**0%**
18	**Santa Barbara**	17,543	0	**17,543**	9,065	0	**9,065**	52%	0%	**52%**
19	**Tulare**	13,397	45,559	**58,956**	12,567	43,166	**55,733**	94%	95%	**95%**
20	**Ventura**	63,060	2,568	**65,628**	50,900	1,654	**52,554**	81%	64%	**80%**
21	**Total**	**1,128,104**	**208,988**	**1,337,092**	**1,091,718**	**193,945**	**1,285,663**	**97%**	**93%**	**96%**
22										
23	* Estimated eligible households is updated using Athens Research dataset provided in March 2019.									
24	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	**CARE Table 6 - Recertification Results**							
2	**Southern California Edison**							
3	**Through December 2019**							
4	**Month**	**Total CARE Households**	**Households Requested to Recertify[1]**	**% of Households Total (C/B)**	**Households Recertified[2]**	**Households De-enrolled[3]**	**Recertification Rate % [4] (E/C)**	**% of Total Households De-enrolled (F/B)**
5	January	1,203,474	22,267	1.9%	12,995	9,163	58.4%	0.8%
6	February	1,205,310	17,512	1.5%	9,977	7,440	57.0%	296423549.0%
7	March	1,204,124	21,519	1.8%	100,538	9,434	467.2%	91185675.0%
8	April	1,192,387	20,311	1.7%	11,056	9,212	54.4%	58147334.0%
9	May	1,191,541	24,102	2.0%	12,992	11,047	53.9%	10309385.0%
10	June	1,189,421	23,775	2.0%	12,783	10,969	53.8%	2848831.0%
11	July	1,185,026	24,918	2.1%	12,365	12,485	49.6%	35704298.0%
12	August	1,191,085	31,697	2.7%	16,665	14,922	52.6%	0.0%
13	September	1,177,046	26,891	2.3%	13,560	11,388	50.4%	36437758.0%
14	October	1,189,540	29,639	2.5%	13,188	1,751	44.5%	72294254.0%
15	November	1,183,050	22,367	1.9%	7,718	847	34.5%	12223383.0%
16	December	1,185,146	25,285	2.1%	2,890	208	11.4%	0.0%
17	**YTD**	**1,185,146**	**290,283**	**24.5%**	**226,727**	**98,866**	**78.1%**	**8.3%**
18								
19	[1] Excludes count of customers recertified through the probability model.							
20	[2] Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.							
21	[3] Includes customers who did not respond or who requested to be de-enrolled.							
22	[4] Percentage of customers recertified compared to the total participants requested to recertify in that month.							
23	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	**CARE Table 7 - Capitation Contractors[1]**						
2	**Southern California Edison**						
3	**Through December 2019**						
4	**Contractor**	**Contractor Type (Check one or more if applicable)**				**Total Enrollments**	
5		**Private**	**CBO**	**WMDVBE**	**LIHEAP**	**Current Month**	**Year-to-Date**
6							
7	2-1-1 ORANGE COUNTY		x		100537.8	1	2
8	ALPHA ENTERPRISES		x			-	-
9	APAC SERVICE CENTER	x				-	10
10	ARMENIAN RELIEF SOCIETY	x				-	-
11	ASIAN AMERICAN DRUG ABUSE PROG	x				2	11
12	ASIAN AMERICAN RESOURCE CENTER	x		x		1	4
13	ASIAN YOUTH CENTER	x				-	-
14	BEST PARTNERS	x				94	745
15	DELHI CENTER	x				-	7
16	BETHEL BAPTIST CHURCH	x				-	-
17	BISHOP PAIUTE TRIBE	x				-	-
18	C.O.R. COMM DEVELOPMENT CORP	x				-	-
19	CAREGIVERS VOLUNTEERS ELDERLY		x			-	-
20	CHINESE CHRISTIAN HERALD CRUS.	x				-	2
21	CHINO NEIGHBORHOOD HOUSE		x			-	-
22	CITIHOUSING REAL ESTATE SERVIC		x			-	-
23	CITY IMPACT	x				-	-
24	CITY OF BEAUMONT SENIOR CENTER		x	x		-	-
25	COMMUNITY HEALTH INITIATIVE of OC (AKA: Volunteer Center of Greater Orange County dba OneOC)		x			-	-
26	CORONA NORCO FAMILY YMCA	x				-	-
27	DESERT ARC	x				-	-
28	DESERT MANNA MINISTRIES INC	x				-	-
29	DISABLED RESOURCES CTR, INC		x	x		-	5
30	EL CONCILIO DEL CONDADO DE	x		x		-	-
31	FAMILY SVC ASSOC OF REDLANDS	x				-	-
32	FOOD SHARE	x				-	-
33	GO THE CALENDAR		x			-	-
34	HELP OF OJAI, INC.	x				-	-
35	HOUSING AUTHORITY OF KINGS CO	x		x		-	-
36	KERNVILLE UNION SCHOOL DISTRIC	x				-	-
37	KINGS COMMUNTITY ACTION ORG	x				-	-
38	KINGS CTY COMMISSION ON AGING	x				-	-
39	LA COUNTY HOUSING AUTHORITY		x			-	-
40	LEAGUE OF CALIF HOMEOWNERS	x				-	-
41	LTSC COMM. DEVEL. CORP	x				4	12
42	MENIFEE VALLEY CHAMBER		x			-	-
43	MEXICAN AMERICAN OPPORTUNITY		x	x		-	-
44	MTN COMM FAM RESOURCE CNTR	x				-	7
45	NEW GREATER CIR. MISSION, INC	x				-	-
46	NEW HOPE VILLAGE, INC	x				-	3
47	NEW HORIZONS CAREGIVERS GROUP		x			-	3
48	OCCC	x				-	1
49	OPERATION GRACE	x				-	-
50	OUR COMMUNITY WORKS	x				-	68
51	PACIFIC ISLANDER HLTH (PIHP)	x				-	-
52	PACIFIC PRIDE FOUNDATION	x				-	-
53	RIVERSIDE DEPT COMM ACTION		x	x	x	-	15
54	SALVATION ARMY SANTA FE SPGS	x				-	-
55	SALVATION ARMY VISALIA CORPS	x				-	-
56	SANTA ANITA FAMILY SERVICE	x				-	-
57	SENIOR ADVOCATES OF THE DESERT	x				-	-
58	SHARE OUR SELVES	x				-	-
59	SMILES FOR SENIORS FOUND.	x				-	-
60	SOUTHEAST CITIES SERVICE CTR.		x			-	-
61	SOUTHEAST COMMUNITY DEVELOPMEN	x				-	-
62	ST VINCENT DE PAUL		x			-	-
63	THE CAMBODIAN FAMILY	x				-	-
64	UNITED CAMBODIAN COMMUNITY INC		x			-	-
65	VICTOR VALLEY COMM SVC COUNCIL	x				-	-
66	VIETNAMESE COMMUNITY OF OC INC	x				-	-
67	VOLUTNEERS OF EAST LOS ANGELES	x		x		-	-
68	XFINITI SOLUTIONS, LLC		x			-	-
69	**Total Enrollments**					**102**	**895**
70							
71	[1] All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
72	[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.						
73	**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
74							
75							

	A	B	C	D	E	F	G	H	I
1	**CARE Table 8 - Households as of Month-End**								
2	**Southern California Edison**								
3	**Through December 2019**								
4	**Month**	**Gas and Electric**	**Gas Only**	**Electric Only**	**Total**	**Eligible Households[1]**	**Penetration**	**% Change**	**Total Residential Accounts**
5	January	N/A	N/A	1,203,474	1,203,474	1,337,092	90%	0.0%	4,432,776
6	February	N/A	N/A	1,205,310	1,205,310	1,337,092	90%	296423549.0%	4,432,049
7	March	N/A	N/A	1,204,124	100,538	1,337,092	90%	91185675.0%	4,432,454
8	April	N/A	N/A	1,192,387	1,192,387	1,337,092	89%	58147334.0%	4,432,454
9	May	N/A	N/A	1,191,541	1,191,541	1,337,092	89%	10309385.0%	4,437,452
10	June	N/A	N/A	1,189,421	1,189,421	1,337,092	89%	2848831.0%	4,435,897
11	July	N/A	N/A	1,185,026	1,185,026	1,337,092	89%	35704298.0%	4,435,748
12	August	N/A	N/A	1,191,085	1,191,085	1,337,092	89%	0.0%	4,448,496
13	September	N/A	N/A	1,177,046	1,177,046	1,337,092	88%	36437758.0%	4,399,544
14	October	N/A	N/A	1,189,540	1,189,540	1,337,092	89%	72294254.0%	4,454,104
15	November	N/A	N/A	1,183,050	1,183,050	1,337,092	88%	12223383.0%	4,457,437
16	December	N/A	N/A	1,185,146	1,185,146	1,337,092	89%	0.0%	4,455,442
17	**YTD**			**1,185,146**	**1,185,146**	**1,337,092**	**89%**	**0.0%**	**4,455,442**
18									
19	[1] Data represents total residential electric and gas households. This includes submetered households.								
20									
21	**Note**: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E
1	**CARE Program Table 9 - Expenditures for Pilots/CHANGES Program [1]**				
2	**Southern California Edison**				
3	**Through December 2019**				
4	**2019**	**Authorized 2019 Budget**	**Current Month Expenses**	**Expenses Since Jan. 1, 2019**	**% of 2019 Budget Expensed**
5		**Total**	**Total**	**Total**	**Total**
6	**Pilots**				
7	CHANGES Program	$ 525,000	$ (43,750)	$ 357,043	10053781%
8	**Total**	**$ 525,000**	**$ (43,750)**	**$ 357,043**	**10053781%**
9					
10					
11	[1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.				
12	**Note**: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.				

Per Ravinder Mangat from the CPUC, table 10 is temporarily suspended.

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

Date[3]	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 Enrollment through CHANGES CBOs' 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 [1]
										Dedicated Toll-Free Number			Dedicated Toll-Free Number Used		
				#	How Enrolled	CARE	FERA	Medical Baseline	#	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/LiHeap 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/LiHeap Application Assistance	Not applicable	1	Data Sharing	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-23	Korean	HEAP/LiHeap 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/LiHeap 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/LiHeap 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/LiHeap 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/LiHeap 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/LiHeap 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/LiHeap 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/LiHeap 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/LiHeap 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/LiHeap Application Assistance	Not applicable	1	Special Projects	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-30	Vietnamese	HEAP/LiHeap 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/LiHeap 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/LiHeap 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/LiHeap 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/LiHeap 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	
2018-04-17	English	Energy Assistance Fund Application	Not applicable	0	Not Applicable	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-03	Chinese/Cantonese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
2018-05-25	English	Medical Baseline Application Assistance Educated on Medical Baseline	Not applicable	0	Not Applicable	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-04	Vietnamese	HEAP/LiHeap Application Assistance	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-10	Chinese/Cantonese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	Not applicable	0	Not Applicable	0	0	0	0	0	Meeting with client.	1	0	Not Applicable	
2018-05-25	Chinese/Cantonese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	Not applicable	1	VRU Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-04	Chinese/Cantonese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-03	Vietnamese	HEAP/LiHeap Application Assistance	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-04-25	English	HEAP/LiHeap Application Assistance	Not applicable	1	Other Source	0	0	0	1	0	Meeting with client.	0	0	Not applicable	
2018-04-02	Mandarin	Energy Assistance Fund Application	Not applicable	1	Special Projects	0	0	0	1	0	Meeting with client.	1	0	Not applicable	
2018-04-10	Spanish	Medical Baseline Application Assistance	Not applicable	1	Internet Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not applicable	
2018-04-27	Spanish	Changes to Account	Not applicable	1	Internet Enrollments	0	0	0	0	1	Not Applicable	0	0	Not applicable	
Current Month Total				**48**		**0**	**0**	**2**	**20**	**9**		**9**	**4**		**26**
Year-to-Date Total				**578**		**9**	**0**	**21**	**257**	**40**		**88**	**22**		**73**

[1] Total calls placed to 800# recorded by SCE from May 1, 2018, through May 31, 2018, is 26. Data on calls per each one-on-one session not available.

[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.

[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.

CARE Table 11 CHANGES Group Customer Assistance Sessions						
Southern California Edison						
Reporting Period May 1, 2018, through July 31, 2018						
Date[3]	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
			# of Sessions	Length (Hours)[4]	Number of Attendees	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 Month						
Year-to-Date						

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

[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.

[4] On the Consumer Education Topic addendum of the Quarterly CHANGES Data Report of August 2018-October 2018, the number of attendees for: the Avoiding Disconnection course add up to 121, not the 119 shown on the report; CARE / FERA & Other Assistance Programs classes add up to 289, not 287 as shown on the report; Electric and Natural Gas Safety classes add up to 183, not 182 as shown on the report; Energy Conservation classes add up to 92, not 91 as shown on the report; Understanding Your Bill classes add up to 199, not 197 as shown on the report. Thus, the total shown on this table does not match the total on the Quarterly CHANGES Data Report of August 2018-October 2018.