

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

Application of Southern California Edison Company (U 338-E) for Approval of its 2012- 2014 California Alternate Rates for Energy (CARE) and Energy Savings Assistance Programs and Budgets.	A.11-05-017 (Filed May 16, 2011)
Application of Southern California Gas Company (U 904-G) for Approval of Low-Income Assistance Program and Budgets for Program Years 2012-2014.	A.11-05-018 (Filed May 16, 2011)
Application of Pacific Gas and Electric Company for Approval of the 2012-2014 Energy Savings Assistance and California Alternate Rates for Energy Programs and Budget (U 39-M)	A.11-05-019 (Filed May 16, 2011)
Application of San Diego Gas & Electric Company (U 902-M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014	A.11-05-020 (Filed May 16, 2011)

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

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Dated: **February 21, 2014**

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

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

In addition, a revised CARE Table 10 for the prior month of December 2013 is included in this report.

Respectfully submitted,

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*/s/ Andrea L. Tozer*

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**February 21, 2014**

**Attachment**

**ESA and CARE Program Report**

**Southern California Edison Company's (SCE)**

**Energy Savings Assistance (ESA) Program**

**And**

**California Alternate Rate for Energy (CARE)**

**Program Monthly Report**

**January 2014**

# LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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# LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

## 1. Energy Savings Assistance Program Executive Summary

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

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

Program Summary for Month			
2014	Authorized / Planning Assumptions	Year-to-Date Actual	%
Budget	\$72,736,631	\$3,871,177	5%
Homes Treated	87,389	5,345	6%
kWh Saved	N/A	1,939,614	N/A
kW Demand Reduced	N/A	589	N/A
Therms Saved	N/A	N/A	N/A

### 1.2. Whole Neighborhood Approach Evaluation

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

SCE continues to enroll customers through the paperless enrollment process, which utilizes tablet PCs and portable scanners during assessment to streamline and expedite enrollments. In addition, this process eliminates the need to capture paper copies, which ensures that customer data is protected and helps the environment. This process complements the Whole Neighborhood Approach by reducing the program’s carbon footprint and maximizing efficiencies. During the month of January, eighteen (18) assessors from four (4) different service providers used the paperless enrollment process to enroll 934 customers.

Throughout the month of January, SCE continued to promote the Energy Savings Assistance (ESA) Program, California Alternate Rates for Energy (CARE) Program, Medical Baseline Program, and other assistance programs

offered by SCE through various community events within its service territory. This continued effort allows customers to interact with SCE with regard to Low Income Energy Efficiency (LIEE) and Energy Efficiency in general.

### **1.3. Energy Savings Assistance Program Customer Outreach and Enrollment Update**

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

On January 25, 2014, Home Energy Assistance Living, Inc. (HEAL) attended Monterey Park's Chinese New Year Festival hosted by World Journal (Chinese Daily News). The festival featured vendors offering unique gifts and specialty items, food booths with various types of delectable items, amusement rides, and lots of live entertainment. SCE coordinated outreach activities with HEAL, which consisted of an ESA Program information and enrollment booth where interested customers were able to schedule appointments immediately. Overall, HEAL generated over 130 potential customer leads in addition to helping spread program awareness to attending customers.

### **1.4. Leveraging Success Evaluation, Including CSD**

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

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



## **1.5. Workforce Education & Training**

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

SCE contracts with a mixture of local private contractors (LPCs), community-based organizations (CBOs), and faith-based organizations (FBOs) to provide ESA Program services. Currently, the organizations, and in particular the CBOs, most of which are situated in the low-income and disadvantaged communities they serve, provide approximately 750 jobs that support SCE's ESA Program, including executive, clerical, and other ancillary positions.

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

During the 2014 Program Year, SCE has conducted two Home Assessment Training Workshops with a total of 31 trainees receiving the updated curriculum. In addition, 28 new jobs for assessors were created to support SCE's ESA Program.

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

**2.1. CARE Program Summary**

2.1.1. Please provide CARE program summary costs

<b>CARE Budget Categories</b>	<b>Authorized Budget</b>	<b>Expenses Year-to-Date</b>	<b>% of Budget Spent</b>
Outreach	\$2,155,000	\$155,648	7%
Processing / Certification Re-certification	\$4,582,000	\$31,253	1%
Post Enrollment Verification	\$3,456,000	\$27,025	1%
IT Programming	\$1,000,000	\$56,501	6%
Cooling Centers	N/A	N/A	N/A
Measurement & Evaluation	\$90,000	\$0	0%
Regulatory Compliance	\$264,000	\$8,770	3%
General Administration	\$725,000	\$68,684	9%
CPUC Energy Division Staff	\$140,000	\$0	0%
<b>Total Expenses</b>	<b>\$12,412,000</b>	<b>\$347,882</b>	<b>3%</b>
<b>Subsidies and Benefits</b>	<b>\$416,800,000</b>	<b>\$30,720,507</b>	<b>7%</b>
<b>Total Program Costs &amp; Discounts</b>	<b>\$429,212,000</b>	<b>\$31,068,389</b>	<b>7%</b>

2.1.2. Please provide the CARE program penetration rate to date

<b>CARE Penetration</b>		
<b>Participants</b>	<b>Estimated Eligible Participants</b>	<b>Year-to-Date Penetration Rate</b>
1,324,151	1,499,830	88%

**2.2. Outreach**

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

SCE's Customer Communications Organization within SCE's Call Centers continues to utilize the online CARE enrollment application at [www.sce.com](http://www.sce.com) to directly enroll customers into the CARE Program over the phone or offer to send a CARE application to the customer. During the month of January, SCE enrolled

11,013 eligible low income customers through Call Center outreach efforts. (This includes all web enrollments performed by the Call Center and Call Center-mailed applications.)

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

During January, which experienced a decrease in outreach events due to the end of the holiday season, SCE’s CARE/FERA programs attended four outreach events, where SCE distributed CARE applications to potentially eligible customer populations throughout SCE’s service area (see table below).

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

<b>Event Name</b>	<b>Location</b>	<b>Event Date</b>	<b>Estimated # of Customers SCE Interacted With</b>	<b>Event Description</b>
Mayor’s Race and Festival	Palm Springs	1/11/2014	68	Provided information on CARE/FERA/ESA & Medical Baseline
Corona Senior Center	Corona	1/13/2014	35	Provided information on CARE/FERA/ESA & Medical Baseline

Event Name	Location	Event Date	Estimated # of Customers SCE Interacted With	Event Description
Orange Roundtable Meeting	Orange	1/28/2014	50	Provided information on CARE/FERA/ESA & Medical Baseline
Pomona Children & Family Collaborative	Pomona	1/29/2014	40	Provided information on CARE/FERA/ESA & Medical Baseline

In January, SCE provided information about programs and services to help lower electricity bills to over 175 customers. SCE representatives assisted customers in completing applications, answered questions, and provided a personal contact between the customer and the utility.

SCE continued to take advantage of social media efforts and “posted” information about CARE and FERA on Facebook and Twitter.

The CARE/FERA Capitation Fee Program team is continuing its efforts to re-engage existing Capitation agencies while strategically registering additional contractors to overcome enrollment barriers, including language, culture, and special needs, as a means of enrolling the hardest-to-reach customers. As a result of these efforts, the Capitation Fee Program continues to show increased enrollments from agencies that were previously inactive. In January, capitation contractors successfully enrolled 293 new customers in the CARE Program.

Current and ongoing campaign strategies and efforts include the following:

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

- Leverage existing channels to develop creative approaches for agencies to conduct CARE/FERA outreach, including employment information workshops, faith- and community- based publications, school events, retail shopping malls, and community fairs.

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

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

SCE coordinates CARE enrollment with other income-qualified programs, such as ESA, LIHEAP, Southern California Gas Company, and certain water utilities. ESA participants are automatically enrolled in CARE each month, and LIHEAP participants are automatically enrolled in CARE quarterly. In January, 2,798 eligible customers were enrolled in CARE through data sharing with LIHEAP, ESA, Southern California Gas Company, water utilities, and SCE's EAF Program. The CARE Program continuously integrates its efforts and messaging with the ESA Program at all outreach events, communications, and marketing campaigns.

### **2.3. Recertification Complaints**

SCE received no recertification complaints in January 2014.

## Appendix A: Energy Savings Assistance Program and CARE Tables

Program	Table	Title
Energy Savings Assistance Program	Table 1	Energy Savings Assistance Program Expenses
Energy Savings Assistance Program	Table 2	Expenses and Energy Savings by Measures Installed
Energy Savings Assistance Program	Table 3	Average Bill Savings per Treated Home
Energy Savings Assistance Program	Table 4A	Homes Treated
Energy Savings Assistance Program	Table 4B	Homes Unwilling/Unable to Participate
Energy Savings Assistance Program	Table 5	Customer Summary
Energy Savings Assistance Program	Table 6	Expenditures for Pilots and Studies
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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 1</b>												
2	<b>Through January 2014 - Southern California Edison</b>												
3		<b>Authorized Budget [1]</b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
4	<b>ESA Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
5	<b>Energy Efficiency</b>												
6	Appliances	21,018,838		21,018,838	1,068,659		1,068,659	1,068,659		1,068,659	5%		5%
7	Domestic Hot Water	51,405		51,405	441		441	441		441	1%		1%
8	Enclosure	267,540		267,540	4,552		4,552	4,552		4,552	2%		2%
9	HVAC	27,306,615		27,306,615	1,513,330		1,513,330	1,513,330		1,513,330	6%		6%
10	Maintenance	233,333		233,333	260		260	260		260	0%		0%
11	Lighting	3,272,401		3,272,401	147,869		147,869	147,869		147,869	5%		5%
12	Miscellaneous	4,726,931		4,726,931	289,307		289,307	289,307		289,307	6%		6%
13	Customer Enrollment	5,613,669		5,613,669	295,814		295,814	295,814		295,814	5%		5%
14	In Home Education	1,245,405		1,245,405	35,235		35,235	35,235		35,235	3%		3%
15	Pilot	-		-	-		-	-		-	0%		0%
16	<b>Energy Efficiency TOTAL</b>	<b>63,736,137</b>		<b>63,736,137</b>	<b>3,355,466</b>		<b>3,355,466</b>	<b>3,355,466</b>		<b>3,355,466</b>	<b>5%</b>		<b>5%</b>
17													
18	Training Center	325,955		325,955	8,788		8,788	8,788		8,788	3%		3%
19	Inspections	1,579,538		1,579,538	72,171		72,171	72,171		72,171	5%		5%
20	Marketing and Outreach	1,373,000		1,373,000	248		248	248		248	0%		0%
21	Statewide Marketing Education and Outreach	120,000		120,000	-		-	-		-	0%		0%
22	Measurement and Evaluation Studies [2]	200,000		200,000	165,256		165,256	165,256		165,256	83%		83%
23	Regulatory Compliance	606,000		606,000	24,192		24,192	24,192		24,192	4%		4%
24	General Administration	4,736,000		4,736,000	245,056		245,056	245,056		245,056	5%		5%
25	CPUC Energy Division	60,000		60,000	-		-	-		-	0%		0%
26													
27	<b>TOTAL PROGRAM COSTS</b>	<b>\$ 72,736,630</b>		<b>72,736,630</b>	<b>3,871,177</b>		<b>3,871,177</b>	<b>3,871,177</b>		<b>3,871,177</b>	<b>5%</b>		<b>5%</b>
28	<b>Funded Outside of ESA Program Budget</b>												
29	Indirect Costs				67,216		67,216	67,216		67,216			
30	NGAT Costs												
31													
32	[1] Please indicate whether authorized budget includes shifted funds from previous years and/or prior program cycles. (Yes or No ) If yes, please specify amount, date												
33	fund-shifting activity occurred, date of fund-shifting request and related approval is applicable.												
34	[2] SCE is the project manager of the Needs Assessment and Energy Education studies and responsible to pay consultant invoices. SCE will invoice PG&E, SCG, and SDG&E for their shares of the studies. When cross-billing occurs, SCE's study expenditures will be under 100% of authorized budget for the 3-year study period.												

	A	B	C	D	E	F	G	H
1	<b>Energy Savings Assistance Program Table 2</b>							
2	<b>Through January 2014 - Southern California Edison</b>							
3			<b>Year-To-Date Completed &amp; Expensed Installation</b>					
4	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh [4] (Annual)</b>	<b>kW [4] (Annual)</b>	<b>Therms (Annual)</b>	<b>Expenses [5] (\$)</b>	<b>% of Expenditure</b>
5	<b>Appliances</b>							
6	High Efficiency Clothes Washer	Each						
7	Refrigerators	Each	1,011	710,104	121		865,475	29%
8	Microwaves [6]	Each						
9	<b>Domestic Hot Water</b>							
10	Water Heater Blanket	Home	3	72	0		139	0%
11	Low Flow Shower Head	Home	8	192	0		219	0%
12	Water Heater Pipe Insulation	Home	2	48	0		35	0%
13	Faucet Aerator	Home	5	120	0		48	0%
14	Water Heater Repair/Replacement	Each						0%
15	Thermostatic Shower Valve	Each						
16	<b>Enclosure</b>							
17	Air Sealing / Envelope [1]	Home	40	1,387	-		4,552	0%
18	Attic Insulation	Home						0%
19	<b>HVAC</b>							
20	FAU Standing Pilot Conversion	Each						
21	Furnace Repair/Replacement	Each						
22	Room A/C Replacement	Each	44	3,940	5		32,956	1%
23	Central A/C replacement	Each	199	36,548	36		775,511	26%
24	Heat Pump Replacement	Each	2	1,833	1		5,596	0%
25	Evaporative Cooler (Replacement)	Each						
26	Evaporative Cooler (Installation)	Each	698	337,220	157		623,314	21%
27	Duct Testing and Sealing	Home	196	100,780	126		41,300	1%
28	<b>Maintenance</b>							
29	Furnace Clean and Tune	Home						
30	Central A/C Tune up	Home	2	408	0		260	0%
31	<b>Lighting</b>							
32	Compact Fluorescent Lights (CFL)	Each	14,260	355,851	43		96,885	3%
33	Interior Hard wired CFL fixtures	Each						
34	Exterior Hard wired CFL fixtures	Each	42	3,299	0		3,570	0%
35	Torchiere	Each	311	59,401	6		16,483	1%
36	Occupancy Sensor	Each						
37	LED Night Lights	Each						
38	<b>Miscellaneous</b>							
39	Pool Pumps	Each	163	274,818	86		142,625	5%
40	Smart Power Strips	Each	1,826	53,593	7		58,737	2%
41	<b>New Measures</b>							
42								
43	<b>Pilots</b>							
44								
45	<b>Customer Enrollment</b>							
46	Outreach & Assessment	Home	4,153				295,814	10%
47	In-Home Education	Home	3,541				35,235	1%
48								
49	<b>Total Savings/Expenditures</b>			<b>1,939,614</b>	<b>589</b>		<b>2,998,754</b>	
50								
51	Households Weatherized [2]		40					
52								
53	<b>Households Treated</b>							
54	- Single Family Households Treated	Home	4,034					
55	- Multi-family Households Treated	Home	994					
56	- Mobile Homes Treated	Home	317					
57	<b>Total Number of Households Treated</b>	Home	<b>5,345</b>					
58	<b># Eligible Households to be Treated for PY [3]</b>	Home	87,389					
59	<b>% of Households Treated</b>	%	6%					
60	- Master-Meter Households Treated	Home	104					
61								
62	[1] "Air Sealing / Envelope" may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and							
63	[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs							
64	[3] Based on Attachment H of D.12-08-044							
65	[4] All savings are calculated based on the "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final							
66	[5] Costs exclude support costs that are included in Table 1.							



	A	B
1	<b>Energy Savings Assistance Program Table 3</b>	
2	<b>Through January 2014 - Southern California Edison</b>	
3	<b>Year-to-Date Installations - Expensed</b>	
4	Annual kWh Savings	1,939,614
5	Annual Thermo Savings	-
6	Lifecycle kWh Savings	24,066,001
7	Lifecycle Therm Savings	-
8	Current kWh Rate	0.13
9	Current Therm Rate	-
10	Number of Treated Households	5,345
11	Average 1st Year Bill Savings / Treated households	<b>45.87</b>
12	Average Lifecycle Bill Savings / Treated Household	<b>569.12</b>

	A	B	C	D	E	F	G
1	<b>Energy Savings Assistance Program Table 4A</b>						
2	<b>Through January 2014 - Southern California Edison</b>						
3		<b>Eligible Households</b>			<b>Households Treated YTD</b>		
4	<b>County</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
5	Fresno	-	482	<b>482</b>	-	-	-
6	Imperial	241	-	<b>241</b>	-	-	-
7	Inyo	1,824	7	<b>1,831</b>	-	-	-
8	Kern	18,026	12,656	<b>30,681</b>	25	53	<b>78</b>
9	Kings	8,915	-	<b>8,915</b>	15	-	<b>15</b>
10	Los Angeles	3,426	619,895	<b>623,320</b>	3	1,961	<b>1,964</b>
11	Madera	-	4	<b>4</b>	-	-	-
12	Mono	3,377	1	<b>3,378</b>	-	-	-
13	Orange	1	214,205	<b>214,206</b>	-	538	<b>538</b>
14	Riverside	106,779	109,037	<b>215,816</b>	399	599	<b>998</b>
15	San Bernardino	45,440	216,446	<b>261,885</b>	377	1,114	<b>1,491</b>
16	San Diego	2	-	<b>2</b>	-	-	-
17	Santa Barbara	-	19,024	<b>19,024</b>	-	5	<b>5</b>
18	Tulare	48,381	14,306	<b>62,686</b>	98	15	<b>113</b>
19	Ventura	2,633	67,627	<b>70,260</b>	-	143	<b>143</b>
20	<b>Total</b>	<b>239,043</b>	<b>1,273,688</b>	<b>1,512,732</b>	<b>917</b>	<b>4,428</b>	<b>5,345</b>

	A	B	C	D	E	F	G	H	I
1	<b>Energy Savings Assistance Program Table 4B</b>								
2	<b>Through January 2014 - Southern California Edison</b>								
3		<b>Reason Provided</b>							
4	<b>County</b>	<b>Customer Declined Program Measures or is Non-Responsive</b>	<b>Customer Unavailable - Scheduling Conflicts</b>	<b>Hazardous Environment (unsafe/unclean)</b>	<b>Insufficient feasible Measures</b>	<b>Ineligible Dwelling - Prior Program Participation</b>	<b>Household Income Exceeds Allowable Limits</b>	<b>Unable to Provide Required Documentation</b>	<b>Other</b>
5	Fresno	0	0	0	0	0	0	0	0
6	Imperial	0	0	0	0	0	0	0	0
7	Inyo	0	0	0	4	0	1	0	16
8	Kern	0	13	1	69	494	7	52	291
9	Kings	2	8	0	28	205	7	23	743
10	Los Angeles	170	219	33	1,319	12,282	466	3,142	18,446
11	Madera	0	0	0	0	0	0	0	0
12	Mono	0	0	0	1	0	0	1	0
13	Orange	8	31	1	328	2,476	112	494	4,171
14	Riverside	74	64	1	662	4,075	257	761	5,738
15	San Bernardino	172	133	2	1,178	4,160	294	1,822	6,539
16	Sandiego	0	0	0	0	0	0	0	0
17	Santa Barbara	0	0	0	4	6	4	0	52
18	Tulare	22	38	1	160	1,294	30	85	2,731
19	Ventura	0	11	2	87	316	72	137	794
20	<b>Total</b>	<b>448</b>	<b>517</b>	<b>41</b>	<b>3,840</b>	<b>25,308</b>	<b>1,250</b>	<b>6,517</b>	<b>39,521</b>

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	<b>Energy Savings Assistance Program Table 5</b>																
2	<b>Through January 2014 - Southern California Edison</b>																
3		<b>Gas &amp; Electric</b>				<b>Gas Only</b>				<b>Electric Only</b>				<b>Total</b>			
4		<b># of</b>	<b>(Annual)</b>			<b># of</b>	<b>(Annual)</b>			<b># of</b>	<b>(Annual)</b>			<b># of</b>	<b>(Annual)</b>		
5	<b>2012</b>	<b>Household</b>	<b>Therm</b>	<b>kWh</b>	<b>kW</b>	<b>Household</b>	<b>Therm</b>	<b>kWh</b>	<b>kW</b>	<b>Household</b>	<b>Therm</b>	<b>kWh</b>	<b>kW</b>	<b>Household</b>	<b>Therm</b>	<b>kWh</b>	<b>kW</b>
6	January									5,345		1,939,614	589	5,345		1,939,614	589
7	February													-		-	-
8	March													-		-	-
9	April													-		-	-
10	May													-		-	-
11	June													-		-	-
12	July													-		-	-
13	August													-		-	-
14	September													-		-	-
15	October													-		-	-
16	November													-		-	-
17	December													-		-	-
18	<b>YTD</b>									<b>5,345</b>		<b>1,939,614</b>	<b>589</b>	<b>5,345</b>		<b>1,939,614</b>	<b>589</b>
19																	
20	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1</b>												
2	<b>CARE Program Expenses</b>												
3	<b>Through January 2014 - Southern California Edison</b>												
4		<b>Authorized Budget</b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
5	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Outreach	\$ 2,155,000		\$ 2,155,000	\$ 155,648		\$ 155,648	\$ 155,648		\$ 155,648	7%		7%
7	Processing / Certification Re-certification	\$ 4,582,000		\$ 4,582,000	\$ 31,253		\$ 31,253	\$ 31,253		\$ 31,253	1%		1%
8	Post Enrollment Verification	\$ 3,456,000		\$ 3,456,000	\$ 27,025		\$ 27,025	\$ 27,025		\$ 27,025	1%		1%
9	IT Programming	\$ 1,000,000		\$ 1,000,000	\$ 56,501		\$ 56,501	\$ 56,501		\$ 56,501	6%		6%
10	Cooling Centers	N/A		N/A	\$ 1,963		\$ 1,963	\$ 1,963		\$ 1,963	N/A		N/A
11	Measurement and Evaluation	\$ 90,000		\$ 90,000	-		-	-		-	0%		0%
12	Regulatory Compliance	\$ 264,000		\$ 264,000	\$ 8,770		\$ 8,770	\$ 8,770		\$ 8,770	3%		3%
13	General Administration	\$ 725,000		\$ 725,000	\$ 68,684		\$ 68,684	\$ 68,684		\$ 68,684	9%		9%
14	CPUC Energy Division	\$ 140,000		\$ 140,000	-		-	-		-	0%		0%
15													
16	<b>SUBTOTAL MANAGEMENT COSTS</b>	<b>\$ 12,412,000</b>		<b>\$ 12,412,000</b>	<b>\$ 347,882</b>		<b>\$ 347,882</b>	<b>\$ 347,882</b>		<b>\$ 347,882</b>	<b>3%</b>		<b>3%</b>
17													
18	CARE Rate Discount	\$ 416,800,000		\$ 416,800,000	\$ 30,720,507		\$ 30,720,507	\$ 30,720,507		\$ 30,720,507	7%		7%
19													
20	<b>TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS</b>	<b>\$ 429,212,000</b>		<b>\$ 429,212,000</b>	<b>\$ 31,068,389</b>		<b>\$ 31,068,389</b>	<b>\$ 31,068,389</b>		<b>\$ 31,068,389</b>	<b>7%</b>		<b>7%</b>
21													
22	Other CARE Rate Benefits												
23	- DWR Bond Charge Exemption				\$ 3,274,425		\$ 3,274,425	\$ 3,274,425		\$ 3,274,425			
24	- CARE PPP Exemption [1]				\$ 3,363,786		\$ 3,363,786	\$ 3,363,786		\$ 3,363,786			
25	- California Solar Initiative Exemption				\$ 1,027,646		\$ 1,027,646	\$ 1,027,646		\$ 1,027,646			
26	- kWh Surcharge Exemption				-		-	-		-			
27	Total Other CARE Rate Benefits				\$ 7,665,857		\$ 7,665,857	\$ 7,665,857		\$ 7,665,857			
28													
29	Indirect Costs				\$ 39,543		\$ 39,543	\$ 39,543		\$ 39,543			
30													
31	[1] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the D-Care surcharge.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	
1	<b>CARE Table 2</b>																									
2	<b>Enrollment, Recertification, Attrition, &amp; Penetration</b>																									
3	<b>Through January 2014 - Southern California Edison</b>																									
4		New Enrollment							Recertification <sup>(4)</sup>							Attrition (Drop Offs)				Enrollment						
5		Automatic Enrollment			Self-Certification (Income or Categorical)																					
6	2013	Inter-Utility <sup>(1)</sup>	Intra-Utility <sup>(2)</sup>	Leveraging <sup>(3)</sup>	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)	Capitation	Total New Enrollment (E+I+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)	
7	January	2,365	406	0	2,771	5,937	5,161	8,380	19,478	293	22,542	5,130	14,616	0	19,746	11,103	103	1,095	21,697	33,998	42,288	-11,456	1,324,151	1,499,830	88.3%	
8	February																									
9	March																									
10	April																									
11	May																									
12	June																									
13	July																									
14	August																									
15	September																									
16	October																									
17	November																									
18	December																									
19	YTD Total	2,365	406	-	2,771	5,937	5,161	8,380	19,478	293	22,542	5,130	14,616	-	19,746	11,103	103	1,095	21,697	33,998	42,288	-11,456	1,324,151	1,499,830	88.3%	
20	<sup>(1)</sup> Enrollments via data sharing between the IOUs.																									
21	<sup>(2)</sup> Enrollments via data sharing between departments and/or programs within the utility.																									
22	<sup>(3)</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																									
23	<sup>(4)</sup> Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to respond.																									
24	<sup>(5)</sup> Numbers are not tied to month initiated but are operational and reflect customer enrollment status changes that were triggered that month; these numbers differ from the tied to month initiated numbers provided elsewhere in this report.																									
25	<sup>(6)</sup> No response includes no response to both Recertification and Verification.																									
26	<sup>(7)</sup> Includes customers who were previously categorized as "Other Sources" since there is no "Other Sources" column (which total about 2336 from hard to classify enrollments).																									
27	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																									

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 3A</b>								
2	<b>Post-Enrollment Verification Results (Model)</b>								
	<b>Through January 2014 - Southern California Edison</b>								
3	<b>2013</b>	<b>Total CARE Households Enrolled</b>	<b>Households Requested to Verify</b>	<b>% of CARE Enrolled Requested to Verify Total</b>	<b>CARE Households De-enrolled (Due to no response)</b>	<b>CARE Households De-enrolled (Verified as Ineligible) <sup>[1]</sup></b>	<b>Total Households De-enrolled <sup>[2]</sup></b>	<b>% De-enrolled through Post Enrollment Verification</b>	<b>% of Total CARE Households De-enrolled</b>
4	January	1,324,151	2,586	0.20%	1	0	1	0.04%	0.00%
5	February								
6	March								
7	April								
8	May								
9	June								
10	July								
11	August								
12	September								
13	October								
14	November								
15	December								
16	<b>YTD Total</b>	<b>1,324,151</b>	<b>2,586</b>	<b>0.20%</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0.04%</b>	<b>0.00%</b>
17									
18	<sup>[1]</sup> Includes customers verified as over income or who requested to be de-enrolled.								
19	<sup>[2]</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
21									
22	<b>CARE Table 3B</b>								
23	<b>Post-Enrollment Verification Results (High Usage)</b>								
	<b>Through January 2014 - Southern California Edison</b>								
24	<b>2013</b>	<b>Total CARE Households Enrolled</b>	<b>Households Requested to Verify</b>	<b>% of CARE Enrolled Requested to Verify Total</b>	<b>CARE Households De-enrolled (Due to no response)</b>	<b>CARE Households De-enrolled (Verified as Ineligible) <sup>[1]</sup></b>	<b>Total Households De-enrolled <sup>[2]</sup></b>	<b>% De-enrolled through Post Enrollment Verification</b>	<b>% of Total CARE Households De-enrolled</b>
25	January	1,324,151	4,161	0.31%	0	0	0	0.00%	0.00%
26	February								
27	March								
28	April								
29	May								
30	June								
31	July								
32	August								
33	September								
34	October								
35	November								
36	December								
37	<b>YTD Total</b>	<b>1,324,151</b>	<b>4,161</b>	<b>0.31%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>
38									
39	<sup>[1]</sup> Includes customers verified as over income or who requested to be de-enrolled.								
40	<sup>[2]</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
41	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G
1	<b>CARE Table 4</b>						
2	<b>CARE Self-Certification and Self-Recertification Applications Through January 2014 - Southern California Edison</b>						
3		<b>Provided <sup>[2]</sup></b>	<b>Received</b>	<b>Approved</b>	<b>Denied <sup>[4]</sup></b>	<b>Pending/Never Completed <sup>[5]</sup></b>	<b>Duplicates</b>
4	Total (Y-T-D) <sup>[1]</sup>	26,546	24,133	22,044	637	N/A	1,461
5	Percentage <sup>[3]</sup>	N/A	100.00%	91.34%	2.64%	22.00%	6.05%
6							
7	<sup>[1]</sup> Includes sub-metered customers.						
8	<sup>[2]</sup> Includes number of applications SCE provided for all direct mailing campaigns, customer calls						
9	<sup>[3]</sup> Percent of received applications.						
10	<sup>[4]</sup> Includes all applications received and not approved.						
11	<sup>[5]</sup> Includes pending recertification responses.						



	A	B	C	D	E	F	G	H	I	J
1	<b>CARE Table 5</b>									
2	<b>Enrollment by County</b>									
3	<b>Through January 2014 - Southern California Edison</b>									
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	481	0	<b>481</b>	51		<b>51</b>	11%	0%	<b>11%</b>
7	Imperial	0	238	<b>238</b>		53	<b>53</b>	0%	22%	<b>22%</b>
8	Inyo	7	1,820	<b>1,827</b>		1,009	<b>1,009</b>	0%	55%	<b>55%</b>
9	Kern	12,624	17,953	<b>30,577</b>	9,481	14,431	<b>23,912</b>	75%	80%	<b>78%</b>
10	Kings	0	8,895	<b>8,895</b>		9,142	<b>9,142</b>	0%	103%	<b>103%</b>
11	Los Angeles	611,467	3,420	<b>614,887</b>	573,878	1,830	<b>575,708</b>	94%	54%	<b>94%</b>
12	Madera	4	0	<b>4</b>			<b>0</b>	0%	0%	<b>0%</b>
13	Mono	1	3,368	<b>3,369</b>		734	<b>734</b>	0%	22%	<b>22%</b>
14	Orange	212,480	1	<b>212,481</b>	172,331		<b>172,331</b>	81%	0%	<b>81%</b>
15	Riverside	108,618	106,596	<b>215,214</b>	83,409	97,758	<b>181,167</b>	77%	92%	<b>84%</b>
16	San Bernardino	215,667	45,382	<b>261,049</b>	197,487	38,613	<b>236,100</b>	92%	85%	<b>90%</b>
17	San Diego	0	2	<b>2</b>		2	<b>2</b>	0%	108%	<b>108%</b>
18	Santa Barbara	18,500	0	<b>18,500</b>	10,058		<b>10,058</b>	54%	0%	<b>54%</b>
19	Tulare	14,256	48,275	<b>62,531</b>	12,373	44,424	<b>56,797</b>	87%	92%	<b>91%</b>
20	Ventura	67,168	2,607	<b>69,775</b>	55,221	1,866	<b>57,087</b>	82%	72%	<b>82%</b>
21	<b>Total</b>	<b>1,261,273</b>	<b>238,557</b>	<b>1,499,830</b>	<b>1,114,289</b>	<b>209,862</b>	<b>1,324,151</b>	<b>88%</b>	<b>88%</b>	<b>88%</b>

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6</b>							
2	<b>Recertification Results</b>							
	<b>Through January 2014 - Southern California Edison</b>							
3	<b>2012</b>	<b>Total CARE Households</b>	<b>Households Requested to Recertify</b>	<b>% of Households Total (C/B)</b>	<b>Households Recertified <sup>[1]</sup></b>	<b>Households De-enrolled <sup>[2]</sup></b>	<b>Recertification Rate % (E/C)</b>	<b>% of Total Households De-enrolled (F/B)</b>
4	January	1,395,782	35,110	2.5%	5,130	509	14.6%	0.0%
5	February		-		-	-		
6	March		-		-	-		
7	April		-		-	-		
8	May		-		-	-		
9	June		-		-	-		
10	July		-		-	-		
11	August		-		-	-		
12	September		-		-	-		
13	October		-		-	-		
14	November		-		-	-		
15	December		-		-	-		
16	<b>YTD</b>	<b>1,395,782</b>	<b>35,110</b>	<b>2.5%</b>	<b>5,130</b>	<b>509</b>	<b>14.6%</b>	<b>0.0%</b>
17								
18	<sup>[1]</sup> Counts have been updated to exclude existing CARE participants who re-enrolled before their							
19	<sup>[2]</sup> Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to respond.							

	A	B	C	D	E	F	G
1	<b>CARE Table 7</b>						
2	<b>Capitation Contractors</b>						
	<b>Through January 2014 - Southern California Edison</b>						
3		<b>Contractor Type</b> (Check one or more if applicable)				<b>Current Month</b> <sup>[2]</sup>	<b>Year-to-Date</b> <sup>[2]</sup>
4	<b>Contractor</b> <sup>[1]</sup>	<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>		
5	A&PI OLDER ADULTS TASK FORCE		x			-	-
6	ACCESS CALIFORNIA SERVICES		x			-	-
7	ALPHA ENTERPRISE	x				-	586
8	ALTADENA COMM IMPROVEMENT CTR		x			-	-
9	ALTAMED HEALTH SVCS CORP		x			-	-
10	AMERICAN RED CROSS- ANTELO VLY		x			-	-
11	AMERICAN-RUSSIAN BUS COUNCIL		x			-	-
12	ANOTHER HURRICANE PROJECT, INC		x			-	-
13	ANTELOPE VLY BOYS & GIRLS CLUB		x			-	-
14	APAC SERVICE CENTER		x			28	263
15	ASIAN AMERICAN DRUG ABUSE PROG		x			-	1
16	ASIAN AMERICAN RESOURCE CENTER		x			2	6
17	ASIAN PAC. HLTH CARE VENTURE		x			-	-
18	ASIAN PACIF AM DISPUTE RES CTR		x			-	-
19	ASIAN REHABILITATION SVCS INC.		x			-	-
20	ASIAN YOUTH CENTER		x			-	3
21	ATLANTIC COMM ECON DEV CORP	x				-	-
22	B&D SECURITY, INC.	x				-	-
23	BAPAC		x			-	-
24	BELL GARDENS COMM SVC CENTER		x			-	-
25	BELLFLOWER USD/CARING CONN.	x				-	-
26	BEST BUY STORES LP (102)	x				-	-
27	BEST BUY CO., INC (102)	x				-	-
28	BEST BUY STORES LP (103)	x				-	-
29	BEST BUY STORES LP (111)	x				-	-
30	BEST BUY CO., INC. (111)	x				-	1
31	BEST BUY STORES LP (1018)	x				-	-
32	BEST BUY CO., INC (1018)	x				-	-
33	BEST BUY STORES LP (119)	x				-	-
34	BEST BUY STORES LP (1782)	x				-	-
35	BEST BUY CO., INC (1782)	x				-	-
36	BEST PARTNERS	x				-	701
37	BETHEL BAPTIST CHURCH		x			1	3
38	BISHOP PAIUTE TRIBE		x			-	14
39	BOY SCOUTS - OC COUNCIL		x			-	-
40	BOYS & GIRLS CLUB MOUNT COM		x			-	-
41	BOYS & GIRLS CLUB OF SAN BERN		x			-	-
42	BOYS & GIRLS CLUB OF SANTA BAR		x			-	-
43	BOYS&GIRLS CLUB OF SAN GABRIEL		x			-	-
44	BRIDGES OF HOPE		x			-	-
45	BURGERS INC DBA ENERGYSAVE	x				-	-
46	CAP OF SAN BERNARDINO CTY		x		x	1	40
47	CAREGIVERS VOLUNTEERS ELDERLY		x			-	-
48	CASA CARDENAS COUNSELING CTR		x			-	-
49	CASA RAMONA, INCORPORATED		x			-	-
50	CATHEDRAL CITY SENIOR CENTER		x			-	-
51	CATHEDRAL OF PRAISE		x			-	-
52	CATHOLIC CHARITIES GOOD NEWS		x			-	-
53	CATHOLIC CHARITIES OF LA INC		x			-	-
54	CATHOLIC CHARITIES OF ORANGE C		x			-	-
55	CATHOLIC CHARITIES-SB/RIVERSID		x			-	-
56	CATHOLIC CHARITIES-VENTURA		x			-	-
57	CATHOLIC EDUCATION FNDTN LA		x			-	-
58	CB INVESTMENT		x			-	-
59	CENTRO C.H.A., INC.		x			-	-
60	CENTRO SHALOM		x			-	-
61	CHARO COMMUNITY DEVELOPMENT CO		x			-	-
62	CHILDREN'S BUREAU OF SO CAL		x			-	-
63	CHINATOWN SERVICE CENTER		x			-	-
64	CHINESE CHRISTIAN HERALD CRUS.		x			3	17
65	CHINO NEIGHBORHOOD HOUSE		x			-	-

	A	B	C	D	E	F	G
1	<b>CARE Table 7</b>						
2	<b>Capitation Contractors</b>						
	<b>Through January 2014 - Southern California Edison</b>						
3		<b>Contractor Type</b> (Check one or more if applicable)				<b>Current Month</b> <sup>[2]</sup>	<b>Year-to-Date</b> <sup>[2]</sup>
4	<b>Contractor</b> <sup>[1]</sup>	<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>		
66	CHINO VLY CHAMBER OF COMMERCE		x			-	-
67	CHRIST UNITY CENTER		x			-	-
68	CITIHOUSING REAL ESTATE SERVICES		x			-	-
69	CITRUS VALLEY HEALTH PARTNERS		x			13	81
70	CITY OF BEAUMONT SENIOR CENTER	x				-	3
71	CITY OF LA QUINTA SENIOR CTR		x			-	-
72	CITY OF REFUGE RESCUE OUTREACH		x			-	1
73	COACHELLA VALLEY HSG COALITION		x			-	-
74	COMM ACT COMM STA B COUNTY		x			-	-
75	COMM ACTION OF VENTURA COUNTY		x			1	9
76	COMM ACTION PARTNERSHIP OF OC		x		x	-	-
77	COMM ASSIST PROGRAM MORENO VLY		x			-	-
78	COMM CENTER AT TIERRA DEL SOL		x			-	-
79	COMM SVC & EMPLOYMENT TRAINING		x			-	-
80	COMMUNITY ENHANCEMENT SERV		x			-	-
81	COMMUNITY PANTRY		x			-	17
82	COMMUNITY SETTLEMENT ASSOC.		x			-	-
83	CORONA NORCO FAMILY YMCA		x			-	23
84	COR COMM. DEVELOPMENT CORP.		x			-	-
85	COSTA MESA COMM FOUNDATION		x			-	9
86	COUNCIL ON AGING-ORANGE COUNTY		x			-	2
87	COVE COMM SENIOR ASSOC		x			-	-
88	CRISIS MINISTRY CHURCH OF VLY		x			1	8
89	CROSSROADS CHRISTIAN CHURCH		x			-	-
90	CRYSTAL STAIRS, INC.		x			-	-
91	DENTECH CONSULTING SERVICE		x			-	-
92	DESERT ARC		x			-	7
93	DESERT MANNA MINISTRIES INC		x			1	7
94	DISABLED RESOURCES CTR, INC		x			-	-
95	DOVE ENTERPRISES		x			-	-
96	DUARTE COMMUNITY SVC COUNCIL		x			-	-
97	D'VEAL CORPORATION INC.	x				-	-
98	EAST LA BOYS & GIRLS CLUB		x			-	-
99	ECCLESIAS ECON-COMM DEV COLLAB		x			-	-
100	ECONOMIC & EMPLOYMENT DVLP CTR	x				-	-
101	EL CONCILIO DEL CONDADO DE		x			-	2
102	EL SOL SCIENCE & ARTS ACADEMY		x			-	-
103	ENERGY CONSERV CONSULTANTS INC		x			96	151
104	FAMILY SERVICE ASSOCIATION	x				-	1
105	ESCUELA DE LA RAZA UNIDA		x			-	-
106	FAIR HOUSING COUNCIL RIVERSIDE		x			-	-
107	FAITH GRACE CHINESE CHURCH		x			-	-
108	FAME ASSISTANCE CORPORATION		x			-	-
109	FAMILIES - COSTA MESA		x			-	-
110	FAMILIES FORWARD		x			-	-
111	FAMILY HEALTHCARE NETWORK		x			-	-
112	FAMILY SVC ASSOC - W RIVERSIDE		x			-	-
113	FAMILY SVC ASSOC OF REDLANDS		x			-	3
114	FCI MANAGEMENT CONSULTANTS	x				-	-
115	FELLOWSHIP OF HOPE, INC.		x			-	-
116	FIRST STEP TRANSITIONAL LIVING		x			-	-
117	FOOD SHARE		x			-	2
118	FOUNDATION FOR COMM & FAM HLTH		x			-	-
119	FRIENDSHIP MISSIONARY BAPTIST		x			-	-
120	GARVEY SCHOOL DISTRICT	x				-	-
121	GO THE CALENDAR STOP		x			46	1,732
122	GOD PROVIDES MINISTRY, INC		x			-	-
123	GOLD STAR MEDIA GROUP		x			-	-
124	GOODWILL INDUSTRIES OF SO CAL		x			-	-
125	GOODWILL OF ORANGE COUNTY CA		x			-	-
126	HANNA'S HOUSE		x			-	-

	A	B	C	D	E	F	G
1	<b>CARE Table 7</b>						
2	<b>Capitation Contractors</b>						
	<b>Through January 2014 - Southern California Edison</b>						
3		<b>Contractor Type</b> (Check one or more if applicable)				<b>Current Month</b> <sup>[2]</sup>	<b>Year-to-Date</b> <sup>[2]</sup>
4	<b>Contractor</b> <sup>[1]</sup>	<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>		
127	HARVEST TIME MINISTRIES		x			-	-
128	HEART OF COMPASSION		x			-	6
129	HELP OF OJAI, INC.		x			-	3
130	HELPING HANDS OF MT ZION		x			-	-
131	HIGH DESERT TRANS. LIVNG. CONN.		x			-	-
132	HIGH DESERT D.V. PROG., INC.		x			-	-
133	HIGH DESERT YOUTH CENTER		x			-	-
134	HNGTN PK-ADULT SCHOOL GAGE BR	x				-	-
135	HOLLON MARKETING SYSTEM		x			-	-
136	HOSANNA COMMUNITY CHURCH		x			-	-
137	HOUSING AUTH.-SAN BUENAVENTURA		x			-	-
138	HOUSING AUTHORITY OF KINGS CO		x			1	4
139	HOUSING WITH HEART INC		x			-	-
140	HUB CITIES CAREER WORKSOURCE		x			-	-
141	HUMAN SERVICES ASSOCIATION		x			-	-
142	IECAAC		x			-	-
143	KERNVILLE UNION SCHOOL DISTRIC	x				-	1
144	KING/DREW'S SUPPORTERS, INC.		x			-	-
145	KINGS COMMUNITY ACTION ORG		x			5	32
146	KINGS CTY COMMISSION ON AGING		x			-	-
147	KNIGHTS OF COLUMBUS - 12834		x			-	-
148	KOREAN AM SENIORS ASSOC OF OC		x			-	-
149	KOREAN AMERICAN FMLY SVC CTR		x			-	-
150	KOREAN CHURCHES COMM DEV- KCCD		x			-	1
151	KOREAN COMMUNITY SERVICES		x			-	-
152	LA COUNTY HOUSING AUTHORITY	x				-	-
153	LALI MOHENO & ASSOCIATES		x			-	-
154	LATINO HEALTH ACCESS		x			-	-
155	LEAP THROUGH THE FIRE FTH MIN.		x			-	-
156	LIBERTY TAX SERVICE	x				-	-
157	LIGHTHOUSE LEARNING RES CTR	x				-	-
158	LITTLE TOKYO SERVICE CENTER		x			-	-
159	LONG BCH LESBIAN AND GAY PRIDE		x			-	-
160	LOS ANGELES MUSIC/ART SCHOOL	x				-	-
161	LOS ANGELES URBAN LEAGUE		x			-	-
162	LOS SERRANOS ELEM SCHOOL PTA		x			-	-
163	LOVELAND CHURCH JUBILEE PARTY		x			-	-
164	LTSC COMM. DEVEL. CORP		x			-	1
165	LUTHERAN SOCIAL SVC OF SO CAL		x			-	-
166	LUTHERAN SOCIAL SVCS OF SO CA		x			-	-
167	LYNWOOD UNIFIED SCHOOL DIST	x				-	-
168	MARAVILLA FOUNDATION		x		x	-	-
169	MAYWOOD CHAMBER OF COMMERCE	x				-	-
170	MEALS ON WHEELS WEST		x			-	-
171	MENTAL HEALTH ASSOCIATION		x			-	-
172	MERCI MINISTRY		x			-	-
173	MEXICAN AMERICAN OPPORTUNITY		x			1	182
174	MISION EBENEZER FAMILY CHURCH		x			-	-
175	MITZELL SENIOR CENTER		x			-	-
176	MONTCLAIR/ONTARIO JR WMS. CLUB		x			-	-
177	MONTEBELLO HOUSING DEVELOPMENT		x			-	-
178	MOORPARK SENIOR CITIZENS INC		x			-	-
179	MOUNTAIN VIEW COMMUNITY CHURCH		x			-	-
180	MTN. COMMUNITIES HEALTHY START		x			-	9
181	MULTICULTURAL CIV ASSOC MOR VL		x			-	-
182	NEHEMIAH MINISTRIES		x			-	-
183	NEW DIRECTION COMMUNITY CHURCH		x			-	-
184	NEW HORIZONS CAREGIVERS GROUP		x			-	-
185	NEW GREATER CIR. MISSION, INC	x				-	2
186	NEW HOPE VILLAGE, INC		x			-	3
187	NOW AND FOREVER BODY OF CHRIST		x			-	-

	A	B	C	D	E	F	G
1	<b>CARE Table 7</b>						
2	<b>Capitation Contractors</b>						
	<b>Through January 2014 - Southern California Edison</b>						
3		<b>Contractor Type</b> (Check one or more if applicable)				<b>Current Month</b> <sup>[2]</sup>	<b>Year-to-Date</b> <sup>[2]</sup>
4	<b>Contractor</b> <sup>[1]</sup>	<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>		
188	NORCO SNR CTR PET RELIEF FUND		x			-	-
189	OC BLACK CHAMBER OF COMMERCE		x			-	-
190	OCCC	x				2	6
191	ONEOC		x			-	11
192	OPERATION GRACE		x			-	1
193	ORNGE CO CONGREGATION COMM ORG		x			-	-
194	OUR COMMUNITY WORKS		x			-	94
195	OUR LADY OF HOPE CATH COMM INC		x			-	-
196	OUR LADY OF LOURDES SCHOOL		x			-	-
197	OXNARD/HUENEME SALVATION ARMY		x			-	-
198	PACIFIC ISLANDER HLTH (PIHP)		x			-	1
199	PACIFIC ASIAN CONSORTIUM EMPLO		x		x	-	-
200	PACIFIC PRIDE FOUNDATION		x			-	-
201	PERRIS COMMUNITY PARTNERSHIP		x			-	-
202	PAVING THE WAY FOUNDATION		x			-	-
203	PIONEER FINANCIAL GROUP CORP.	x				-	-
204	POMONA MINISTRY OF ECONOMICS		x			-	-
205	PRIME TIME SCHOOL		x			-	-
206	PREMIER REALTY		x			-	-
207	PROJECT DVRSN ALT FOR YOUTHS		x			-	-
208	PROTEUS, INC.		x		x	-	1
209	QUINN COMMUNITY OUTREACH CORP.		x			-	-
210	REACH OUT 29		x			-	-
211	REBUILDING TOGETHER CHRISTMAS		x			-	-
212	REDONDO BEACH UNIFIED SCH DIST	x				-	-
213	RESTORE TO HOPE		x			-	-
214	RIALTO CHAMBER OF COMMERCE	x				-	-
215	RIVERSIDE DEPT COMM ACTION		x		x	1	28
216	ROP VIRTUAL ENTERPRISE CLASS		x			-	-
217	RSVP OF SOUTH BAY		x			-	-
218	SALVATION ARMY (SO. CAL DIV)		x			-	-
219	SALVATION ARMY SANTA FE SPRINGS		x			-	-
220	SALVATION ARMY SOUTHEAST CORPS		x			-	-
221	SAMARITAN'S HELPING HAND	x				-	-
222	SAN GRIGORNIO PASS HISP CHAMBE	x				-	-
223	SANTA ANITA FAMILY SERVICE		x			-	1
224	SANTA CLARITA ATHLETIC ASSCTN		x			-	-
225	SANTA CLARITA VLY COMM AGING		x			-	-
226	SANTIAGO COMPOSTELA CATHOLIC		x			-	-
227	SB CNTY SEXUAL ASSAULT SERVICE		x			-	-
228	SEARCH TO INVOLVE FILIPINO		x			-	-
229	SENIOR ADVOCATES OF THE DESERT		x			1	2
230	SERVING PEOPLE IN NEED (SPIN)		x			-	-
231	SGUSD/SAN GABRIEL FAMILY CTR	x				-	-
232	SHARE OUR SELVES		x			5	20
233	SOCIETY OF ST VINCENT DE PAUL		x			-	-
234	SO. ANTELOPE VLY EMERGENCY SVC		x			-	-
235	S COAST CHINESE CULTURAL ASSOC.		x			-	-
236	SMILES FOR SENIORS FOUND.		x			-	-
237	SOMEBODY CARES-- RANCHO CUCAMO		x			-	-
238	SOMEBODY CARES SOUTHLAND		x			-	-
239	SONRISE COMMUNITY OUTREACH INC		x			-	-
240	SOUTHEAST COMMUNITY DEVELOPMEN		x			-	-
241	SOUTHEAST RIOVISTA FAMILY YMCA		x			-	-
242	SOUTHWEST MIN EC DVLP ASSOC.		x			-	-
243	SOWING SEEDS FOR LIFE		x			-	-
244	SPECIAL SVC FOR GROUPS		x			-	-
245	SPIRIT OF THE EAGLE FOUNDATION		x			-	-
246	ST ANNE SCHOOL		x			-	-
247	ST EMYDIUS CHURCH		x			-	-
248	ST FRANCIS MEDICAL CTR HLTH		x			-	-

	A	B	C	D	E	F	G
1	<b>CARE Table 7</b>						
2	<b>Capitation Contractors</b>						
	<b>Through January 2014 - Southern California Edison</b>						
3		<b>Contractor Type</b>				<b>Current Month</b> <sup>[2]</sup>	<b>Year-to-Date</b> <sup>[2]</sup>
4	<b>Contractor</b> <sup>[1]</sup>	<b>(Check one or more if applicable)</b>					
		<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>		
249	ST JOSEPH CHURCH		x			-	-
250	ST MARY'S CHURCH		x			-	-
251	ST PIUS V CHURCH		x			-	-
252	ST POLYCORP FAMILY SUPPORT CTR		x			-	-
253	ST VINCENT DE PAUL		x			-	2
254	ST. CLARE CHURCH		x			-	-
255	ST. HILARYS CHURCH ARCHBISHOP		x			-	-
256	ST. MATTHIAS ELEMENTARY SCHOOL	x				-	-
257	STA BARBARA HISP CHMBR OF COM	x				-	-
258	STA BARBARA NGHBORHD CLINICS		x			-	-
259	STOP VIOLENCE INCREASE PEACE		x			-	-
260	SUNSHINE YOUTH SERVICES, INC		x			-	-
261	TELACU RESIDENTIAL MGMT, INC		x			2	13
262	TEMECULA SENIOR CITIZENS CENTE		x			-	1
263	TEMPLO CALVARIO, INC.		x			-	-
264	THAI HEALTH & INFO SVCS		x			-	-
265	THE AL & DOROTHY KEEN CTR		x			-	-
266	THE CAMBODIAN FAMILY		x			-	-
267	THE GREEN TEAM		x			-	-
268	THEODORE ROOSEVELT ELEMENTARY	x				-	-
269	TODEC LEGAL CENTER, INC.		x			-	-
270	TRANSFORMING LIVES INC.		x			-	-
271	TRINITY COMMUNITY OUTREACH		x			-	-
272	TRUEVINE COMMUNITY OUTREACH		x			-	-
273	TULARE EMERGENCY AID COUNCIL		x			-	-
274	UNITED CAMBODIAN COMMUNITY INC		x			-	1
275	UNITED STEEL WKRS OF AM 2018		x			-	-
276	UNITY SHOPPE		x			-	-
277	UP CLOSE PROMOTIONS	x				-	-
278	VENTURA CITY HOUSING AUTHORITY	x				-	-
279	VETERANS IN COMMUNITY SERVICE		x		x	-	-
280	VICTOR VALLEY COMM SVC COUNCIL		x			-	1
281	VICTOR VLY COMM DENTAL SVC PRG		x			-	1
282	VIETNAMESE COMM OF SVC CAL		x			-	-
283	VIETNAMESE COMMUNITY OF OC INC		x			1	4
284	VOICES OF INDIGENOUS PEOPLE		x			-	-
285	VOLUTNEERS OF EAST LOS ANGELES		x			-	3
286	WAKE UP INCORPORATED		x			-	-
287	WALKING SHIELD AM INDIAN SOC		x			-	-
288	WBC ENTERPRISES, LLC		x			-	-
289	WEST ANGELES CDC		x			-	-
290	WESTSIDE COMM SVCS CTR		x			-	-
291	WINNING OUR WORLD		x			-	-
292	WISE SENIOR SERVICES		x			-	-
293	WORLD HARVEST FELLOWSHIP MINIS		x			-	-
294	WRAP FAMILY SERVICES		x			-	-
295	YOUTH EMPL SVC - HARBOR AREA		x			-	-
296	YWCA INTERVALE SENIOR SERVICES		x			-	-
297	<b>TOTAL</b>					<b>212</b>	<b>4,128</b>
298							
299	<sup>[1]</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
300	<sup>[2]</sup> Numbers reflect customers that have been placed on the rate YTD. Capitation payments may lag by a month or more depending on when SCE is invoiced by the contractors.						

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 8</b>								
2	<b>Participants as of Month-End Through January 2014 - Southern California Edison</b>								
3	2013	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts
4	January			1,324,151	1,324,151	1,499,830	88.3%	0.0%	4,300,023
5	February								
6	March								
7	April								
8	May								
9	June								
10	July								
11	August								
12	September								
13	October								
14	November								
15	December								
16	<b>YTD</b>			<b>1,324,151</b>	<b>1,324,151</b>	<b>1,499,830</b>	<b>88.3%</b>	<b>0.00%</b>	<b>4,300,023</b>



	A	B	C	D	E
1	<b>CARE Program Table 9</b>				
2	<b>Expenditures for CHANGES Pilot</b>				
	<b>Through January 2014 - Southern California Edison</b>				
3		<b>Authorized 2013 - 2014 Budget</b>	<b>Current Month Expenses</b>	<b>Expenses Since Jan. 1, 2013</b>	<b>% of 2013 - 2014 Budget Expensed</b>
4	<b>Pilots</b>				
5	CHANGES	\$ 432,000	\$ 18,742	\$ 173,508	40%
6	<b>Total Pilots</b>	<b>\$ 432,000</b>	<b>\$ 18,742</b>	<b>\$ 173,508</b>	<b>40%</b>
7	[1] Represents \$216,000 per year.				

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	
1	<b>CARE Table 10 CHANGES One-On-One Customer Assistance Sessions</b>																
2	<b>Reporting Period December 1, 2013 through December 31, 2013</b>																
3	Date <sup>[3]</sup>	CHANGES Participants' self-identified language of preference	Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) <sup>[2]</sup>	Description of each contact made with that customer's utility until a solution is reached.	If on CARE, Enter How Initially Enrolled		Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU			Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.		Calls to Dedicated 800 # Recorded by IOU <sup>[1]</sup>		
4					#	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used			
5											1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No		Reason 800 # Not Used	
6	12/2/13	English	HEAP/LiHeap Application Assistance Energy Assistance Fund Application Educated on Energy Assistance Programs	Not Available	1	SCE.com	0	0	0	0	0	0	Meeting with client.	0			
7	12/3/13	English	HEAP/LiHeap Application Assistance Educated on CARE/FERA	Not Available	0		0	0	0	0	0	0	Meeting with client.	0			
8	12/5/13	English	Energy Assistance Fund Application Educated on Energy Assistance Programs	Not Available	1	Capitation Agency	0	0	0	1	0	0	Meeting with client.	0			
9	12/5/13	Chinese/Cantonese	Energy Assistance Fund Application Educated on Energy Assistance Programs	Not Available	1	SCE Call Center	0	0	0	0	0	0	Meeting with client.				
10	12/6/13	Arabic	Bill Education Enrolled in Demand Response Programs	Not Available	1						0		There was no answer on the designated CHANGES number so I called the regular customer service number.				
11	12/11/13	Chinese/Cantonese	Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation	Not Available	0		0	0	0	1	0	0	Meeting with client.				
12	12/12/13	Spanish	Energy Assistance Fund Application Set Up Account	Not Available	0		0	0	0	0	1	0		0			
13	12/12/13	Tagalog	Waive/Decrease Deposit	Not Available	1	SCE Outreach	0	0	0	0	0	0	This call was to my client.	0			
14	12/16/13	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Assistance Programs	Not Available	1	SCE Outreach	0	0	0	0	0	0	Meeting with client.	0			

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	<b>CARE Table 10 CHANGES One-On-One Customer Assistance Sessions</b>															
2	<b>Reporting Period December 1, 2013 through December 31, 2013</b>															
3	<b>CHANGES Participants' self- identified language of preference</b>	<b>Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)<sub>[2]</sub></b>	<b>Description of each contact made with that customer's utility until a solution is reached.</b>	<b>If on CARE, Enter How Initially Enrolled</b>		<b>Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU</b>			<b>Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.</b>			<b>Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.</b>			<b>Calls to Dedicated 800 # Recorded by IOU <sup>[1]</sup></b>	
4				<b>Date<sub>[3]</sub></b>	<b>#</b>	<b>How Enrolled</b>	<b>CARE</b>	<b>FERA</b>	<b>Medical Baseline</b>	<b>#</b>	<b>Dedicated Toll-Free Number Used</b>		<b>#</b>	<b>Dedicated Toll-Free Number Used</b>		
5											<b>1 = Yes 0 = No</b>	<b>Reason 800 # Not Used</b>		<b>1 = Yes 0 = No</b>		<b>Reason 800 # Not Used</b>
15	12/17/13	Spanish	HEAP/LiHeap Application Assistance Bill Education Schedule Energy Audit Set Up/Change Payment Extension	Not Available	1	SCE Call Center	0	0	0	0	1		0			
16	12/18/13	Vietnamese	Enrolled in DAP Program Educated on CARE/FERA Educated on Energy Assistance Programs	Not Available	1	SCE.com				0	0	This call was to my client.	0			
17	12/19/13	Vietnamese	HEAP/LiHeap Application Assistance	Not Available	1	SCE Call Center					0	Meeting with client.				
18	12/19/13	Tagalog	Request Meter Service or Testing	Not Available	0		0	0	0	0			0		User did not specify if 1-800 number is used when calling the IOU.	
19	12/20/13	English	Energy Assistance Fund Application Set Up/Change Payment Plan	Not Available	1	SCE Call Center	0	0	0	1	0	Meeting with client.	0			
20	12/20/13	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation	Not Available	1	SCE Outreach	0	0	0	0	0	Meeting with client.	0			
21	12/23/13	Spanish	Energy Assistance Fund Application	Not Available	1	SCE Direct Mail	0	0	0	0	1		0			
22	12/26/13	Vietnamese	Energy Assistance Fund Application Educated on Energy Assistance Programs	Not Available	1	SCE Outreach	0	0	0	1	0	Meeting with client.	0			
23	12/27/13	Tagalog	Enrolled in DAP Program Educated on Energy Assistance Programs	Not Available	1	External Data Sharing	0	0	0	0	1		0			

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	<b>CARE Table 10 CHANGES One-On-One Customer Assistance Sessions</b>															
2	<b>Reporting Period December 1, 2013 through December 31, 2013</b>															
3	<b>CHANGES Participants' self- identified language of preference</b>	<b>Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)<sup>[2]</sup></b>	<b>Description of each contact made with that customer's utility until a solution is reached.</b>	<b>If on CARE, Enter How Initially Enrolled</b>		<b>Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU</b>			<b>Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.</b>			<b>Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.</b>		<b>Calls to Dedicated 800 # Recorded by IOU <sup>[1]</sup></b>		
4				<b>Date<sup>[3]</sup></b>	<b>#</b>	<b>How Enrolled</b>	<b>CARE</b>	<b>FERA</b>	<b>Medical Baseline</b>	<b>#</b>	<b>Dedicated Toll-Free Number Used</b>		<b>#</b>		<b>Dedicated Toll-Free Number Used</b>	
5											<b>1 = Yes 0 = No</b>	<b>Reason 800 # Not Used</b>			<b>1 = Yes 0 = No</b>	<b>Reason 800 # Not Used</b>
24	12/27/13	English	HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	Not Available	0		0	0	0	0	0	0	0	0		
25	12/27/13	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Bill Education Educated on Energy Efficiency/ Conservation	Not Available	1	SCE Outreach				0	0	0	0	0	0	
26	12/31/13	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation	Not Available	1	External Data Sharing	0	0	0	0	0	0	0	0	0	
27	Current Month Total				16		0	0	0	4			0			17
28	Year-to-Date Total				262		0	0	1	Not Available			Not Available			68
29	[1] Total calls placed to 800# recorded by SCE from December 1, 2013 through December 31, 2013 is 17. Data on calls per each one-on-one session not available.															
30	[2] For column D, 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.															
31	[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.															
32	[4] Row 10 has an account number that needs to be validated by CHANGES contractor.															
33	[5] Calls to the dedicated toll-free number for Rows 21 and 23 could not be confirmed.															

	A	B	C	D	E	F	G
1	<b>CARE Table 11 CHANGES Group Customer Assistance Sessions<sup>[2]</sup></b>						
2	<b>Reporting Period December 1, 2013 through December 31, 2013</b>						
3			Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
4	Date	Session Language		# of Sessions	Length <sup>[1]</sup> (Hours)	Number of Attendees	Description of Information / Literature Provided
5	Not Available	Japanese	Understanding Your Bill	1	0.5	8	Not Available
6	Not Available	Tagalog	Understanding Your Bill	2	0.5	100	Not Available
7	Not Available	Vietnamese	Understanding Your Bill	1	0.5	20	Not Available
8	Not Available	Tagalog	Energy Conservation	2	0.5	69	Not Available
9	Current Month Total			6		197	
10	Year-to-Date			127		2665	
11							
12	[1] Contractor states all sessions at least 30 minutes.						
13	[2] This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original version in order to have a more consistent appearance and format with existing SCE tables.						
14							

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P		
1	<b>CARE Table 10 CHANGES One-On-One Customer Assistance Sessions (Revised)</b>																	
2	<b>Reporting Period November 1, 2013 through November 30, 2013</b>																	
3	4	5	Date <sup>[3]</sup>	CHANGES Participants' self-identified language of preference	Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) <sup>[2]</sup>	Description of each contact made with that customer's utility until a solution is reached.	If on CARE, Enter How Initially Enrolled		Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU			Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.		Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.		Calls to Dedicated 800 # Recorded by IOU <sup>[1]</sup>		
							#	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#		Dedicated Toll-Free Number Used	
													1 = Yes 0 = No	Reason 800 # Not Used			1 = Yes 0 = No	Reason 800 # Not Used
6	9/27/13	Chinese/Cantonese	Energy Assistance Fund Application (SCE)	Not Available	1	SCE Outreach	0	0	0	0	0	0	1	1				
7	10/1/13	English	HEAP/LiHeap Application Assistance	Not Available	1	SCE Call Center	0	0	0	0	0	0	0		This call was to another company/organization (example: HEAP provider).			
8	10/5/13	Spanish	Educated on CARE/FERA Educated on Energy Efficiency/ Conservation	Not Available	1	External Data Sharing	0	0	0	0	0	0	0		There was no answer on the designated CHANGES number so I called the regular customer service number.			
9	10/8/13	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation	Not Available	1	SCE Call Center	0	0	0	0	0	0	0		Meeting with client.			
10	10/10/13	Spanish		Not Available	1	SCE Direct Mailing	0	0	0	0	0	0	0		User did not specify if 1-800 number is used when calling the IOU.			
11	10/11/13	Chinese/Cantonese	Energy Assistance Fund Application (SCE)	Not Available	1	Internet Enrollment	0	0	0	0	0	0	0		This call was to another company/organization (example: HEAP provider).			
12	10/11/13	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Bill Education Educated on Energy Efficiency/ Conservation	Not Available	1	SCE Call Center	0	0	0	0	0	0	0		Meeting with client.			
13	10/16/13	Spanish	Energy Assistance Fund Application (SCE)	Not Available	1	Capitation Agency	0	0	0	0	0	0	0		Meeting with client.			



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P		
1	<b>CARE Table 10 CHANGES One-On-One Customer Assistance Sessions (Revised)</b>																	
2	<b>Reporting Period November 1, 2013 through November 30, 2013</b>																	
3	4	5	Date <sup>[3]</sup>	CHANGES Participants' self-identified language of preference	Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) <sup>[2]</sup>	Description of each contact made with that customer's utility until a solution is reached.	If on CARE, Enter How Initially Enrolled			Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU			Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.		Calls to Dedicated 800 # Recorded by IOU <sup>[1]</sup>
							#	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used		
													1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
24	10/30/13	English	HEAP/LiHeap Application Assistance	Not Available	1	SCE Consumer Affairs	0	0	0	0	0	0	Meeting with client.	0				
25	11/1/13	English	HEAP/LiHeap Application Assistance Set Up/Change Payment Plan	Not Available	1	SCE.com	0	0	0	0	0	0	Meeting with client.	0				
26	11/5/13	English	HEAP/LiHeap Application Assistance Enrolled in DAP Program	Not Available	1	SCE Outreach	0	0	0	1	0	0	Meeting with client.	0				
27	11/6/13	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Bill Education Educated on Energy Efficiency/ Conservation	Not Available	1	SCE Outreach	0	0	0	0	0	0	Meeting with client.	0				
28	11/7/13	Vietnamese	Enrolled in DAP Program	Not Available	1	SCE Call Center	0	0	0	0	0	0	User did not specify if 1-800 number is used when calling the IOU.	0				
29	11/11/13	Spanish	Educated on Energy Efficiency/ Conservation	Not Available	0	Not Applicable	0	0	0	0	1	0		0				
30	11/12/13	English	HEAP/LiHeap Application Assistance Enrolled in DAP Program	Not Available	1	SCE Call Center	0	0	0	0	0	0	User did not specify if 1-800 number is used when calling the IOU.	0				
31	11/13/13	Chinese/Cantonese	Energy Assistance Fund Application (SCE) Educated on Energy Assistance Programs	Not Available	1	SCE.com	0	0	0	1	0	0	Meeting with client.	0				
32	11/15/13	Vietnamese	Enrolled in DAP Program Educated on Energy Efficiency/ Conservation	Not Available	0	Not Applicable	0	0	0	0	0	0	Meeting with client.	0				
33	11/15/13	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Bill Education	Not Available	1	SCE Direct Mailing	0	0	0	0	0	0	Meeting with client.	0				



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	<b>CARE Table 10 CHANGES One-On-One Customer Assistance Sessions (Revised)</b>															
2	<b>Reporting Period November 1, 2013 through November 30, 2013</b>															
3	<b>CHANGES Participants' self- identified language of preference</b>	<b>Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)<sub>[2]</sub></b>	<b>Description of each contact made with that customer's utility until a solution is reached.</b>	<b>If on CARE, Enter How Initially Enrolled</b>		<b>Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU</b>			<b>Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.</b>			<b>Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.</b>		<b>Calls to Dedicated 800 # Recorded by IOU <sup>[1]</sup></b>		
4				<b>Date<sub>[3]</sub></b>	<b>#</b>	<b>How Enrolled</b>	<b>CARE</b>	<b>FERA</b>	<b>Medical Baseline</b>	<b>#</b>	<b>Dedicated Toll-Free Number Used</b>		<b>#</b>		<b>Dedicated Toll-Free Number Used</b>	
5											<b>1 = Yes 0 = No</b>	<b>Reason 800 # Not Used</b>			<b>1 = Yes 0 = No</b>	<b>Reason 800 # Not Used</b>
34	11/15/13	Korean	HEAP/LiHeap Application Assistance Energy Assistance Fund Application (SCE)	Not Available	1	SCE Direct Mailing	0	0	0	1	0	User did not specify if 1-800 number is used when calling the IOU.	0			
35	11/18/13	Tagalog	HEAP/LiHeap Application Assistance	Not Available	1	SCE Call Center	0	0	0	0	1		0			
36	Current Month Total				24		0	0	0	4			3			4
37	Year-to-Date Total				246		0	0	1	Not Available			Not Available			51
38	[1] Total calls placed to 800# recorded by SCE from November 1, 2013 through November 30, 2013 is 4. Data on calls per each one-on-one session not available.															
39	[2] For column D, 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.															
40	[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.															
41	[4] Rows 19, 20, and 32 have account numbers that need to be validated by CHANGES contractor.															
42	[5] Session content for Row 10 was not provided to SCE.															
43	[6] Calls to the dedicated toll-free number for Rows 21-22 could not be confirmed. <b>Subsequently SCE confirmed these calls.</b>															
44	[7] REVISION, FEBRUARY 3, 2014: The CHANGES contractor communicated corrections to Column C, "Description of the session content identifying service provided," for rows 20, 25, 26, 28, 30, and 32.															