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 JULY 2013

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Dated: **August 21, 2013**

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MONTHLY REPORT OF SOUTHERN CALIFORNIA EDISON COMPANY (U 338-E) ON LOW INCOME ASSISTANCE PROGRAMS FOR JULY 2013

Southern California Edison Company (SCE) hereby submits the attached Low Income Assistance Programs Monthly Report for July 2013. The information contained in this report supersedes all prior reports submitted by SCE.

Respectfully submitted,

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August 21, 2013

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

July 2013

LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

TABLE OF CONTENTS

Title **Page**

1. Energy Savings Assistance Program Executive Summary ..... - 1 -

1.1. Energy Savings Assistance (formerly referred to as Low Income Energy Efficiency or LIEE) Program Overview ..... - 1 -
1.2. Whole Neighborhood Approach Evaluation ..... - 1 -
1.3. Energy Savings Assistance Program Customer Outreach and Enrollment Update ..... - 2 -
1.4. Leveraging Success Evaluation, Including CSD ..... - 2 -
1.5. Workforce Education & Training ..... - 3 -

2. California Alternate Rates for Energy (CARE) Executive Summary ..... - 4 -

2.1. CARE Program Summary ..... - 4 -
2.2. Outreach ..... - 4 -
2.3. Recertification Complaints ..... - 8 -

Appendix A: Energy Savings Assistance Program and CARE Tables ..... - 9 -

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			
2013	Authorized / Planning Assumptions	Year-to-Date Actual	%
Budget	$72,640,016	$ 30,504,480	42%
Homes Treated	87,389	39,182	45%
kWh Saved	N/A	17,631,134	N/A
kW Demand Reduced	N/A	5,210	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 Initiative, which utilizes tablet PCs and portable scanners during assessment to streamline and expedite the enrollment process. The Paperless Enrollment Initiative 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 July, twelve (12) assessors from four (4) different service providers used the paperless enrollment process to enroll 1,079 customers.

Throughout the month of July, SCE continued to promote the 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 the ESA Program 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 July 10 - July 18, SCE launched a Direct Connect campaign targeting over 9,400 customers within the cities of Cerritos, Norwalk, La Mirada, Bellflower and Artesia. Over 5,100 customers received the automated message and 412 of those customers were successfully connected with an assigned service provider for immediate assistance to enroll in the ESA Program.

On July 11- July 25, SCE launched another Direct Connect campaign targeting over 8,000 customers within the city of Desert Hot Springs. Over 3,900 customers received the automated message and 243 of those customers were successfully connected with an assigned service provider for immediate assistance to enroll in the ESA Program.

On July 25th, SCE's Local Public Affairs hosted a Community Engagement Forum within the City of Pico Rivera. Over 100 customers consisting of business partners and local non-profit organizations attended the forum where program information was presented and discussed. The Income Qualified Programs (IQP) Team participated on the discussion panel, set up a booth, and provided further information on its available programs.

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 will enable contractors to utilize measures and services from both LIHEAP and the ESA program to better serve its 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, provide approximately 750 jobs that support SCE's LIEE Program, including executive, clerical and other ancillary positions.

During the 2013 Program Year, SCE has conducted 18 Home Assessment Training workshops, 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. With this in mind, SCE has conducted 18 Home Assessment Training Workshops with a total of 303 trainees receiving the updated curriculum. In addition, 59 new jobs for assessors were created to support SCE's ESA Program.

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

2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs

CARE Budget Categories	Authorized Budget	Expenses Year-to-Date	% of Budget Spent
Outreach	$2,100,000	$843,699	40%
Processing / Certification Re-certification	$4,553,000	$462,796	10%
Post Enrollment Verification	$3,456,000	$304,095	9%
IT Programming	$950,000	$238,716	25%
Cooling Centers	N/A	N/A	N/A
Measurement & Evaluation	$90,000	$161,534	179%
Regulatory Compliance	$265,000	$42,880	16%
General Administration	$702,000	$368,812	53%
CPUC Energy Division Staff	$140,000	$0	0%
Total Expenses	**$12,256,000**	**$2,422,532**	**20%**
Subsidies and Benefits	**$376,900,000**	**$199,243,085**	**53%**
Total Program Costs & Discounts	**$389,156,000**	**$201,665,617**	**52%**

2.1.2. Please provide the CARE program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	Year-to-Date Penetration Rate
1,356,467	1,417,157	96%

2.2. Outreach

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

SCE's Customer Communications Organization within SCE's Call Centers continues to utilize the online CARE enrollment application at www.sce.com to directly enroll customers in the CARE program over the phone or offer the option to send a CARE application to the customer. In July, 9,006 eligible low income

customers were enrolled through Call Center outreach efforts. (This includes all web enrollments 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, Speakers Bureau, 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 July, SCE's CARE/FERA programs attended ten outreach events and distributed CARE applications to potentially eligible customers throughout SCE's service area (see table below). At many of these events, eligible customers had the opportunity to enroll or recertify for CARE via the real time online enrollment form at www.sce.com and learn about the programs directly from a CARE/FERA subject matter expert. Such events provide SCE with the opportunity to uphold a presence in the community, continue to educate the public about the programs, and enroll eligible customers.

Event Name	**Location**	**Event Date**	**Estimated # of Customers SCE Interacted With**	**Event Description**
City of Orange 3rd of July	Orange	7/3/2013	160	Provided information on CARE/FERA/ESA P & Medical Baseline
Westside Center for Independent Living	West Los Angeles	7/5/2013	150	Provided information on CARE/FERA/ESA P & Medical Baseline

Summer Readiness Mall Tour	Orange	7/6/2013	57	Provided information on CARE/FERA/ESAP & Medical Baseline
San Gabriel Valley Disabilities Collaborative	West Covina	7/11/2013	40	Provided information on CARE/FERA/ESAP & Medical Baseline
Summer Readiness Mall Tour	Westminster	7/13/2013	160	Provided information on CARE/FERA/ESAP & Medical Baseline
Southern California Rehabilitation Services	Downey	7/15/2013	50	Provided information on CARE/FERA/ESAP & Medical Baseline
Summer Readiness Mall Tour	City of Industry	7/20/2013	72	Provided information on CARE/FERA/ESAP & Medical Baseline
“Helping Our Customers Succeed” SCE Community Forum	Pico Rivera	7/25/2013	150	Provided information on CARE/FERA/ESAP/EAF & Medical Baseline

Summer Readiness Mall Tour	West Covina	7/27/2013	186	Provided information on CARE/FERA/ESAP & Medical Baseline
Seminar at Orange Senior Center	Orange	7/31/13	50	Provided information on CARE/FERA/ESAP & Medical Baseline

On July 25th, CARE Program Management participated in the "Helping Our Customers Succeed" SCE Community Forum in Pico Rivera. The purpose of this forum was to create, renew, and strengthen relationships through networking and ongoing partnerships between SCE and nonprofit organizations working with low income customers and underserved communities. SCE's CARE Program Management presented and described the CARE, FERA, ESA, and Energy Assistance Fund (EAF) programs along with potential contracting opportunities for these organizations through the Capitation Fee Program to more than 100 business leaders.

The CARE/FERA Capitation Fee Program team is continuing its efforts to re-engage existing Capitation partners 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. Due to these efforts, the Capitation Fee Program continues to show increased enrollments from agencies that had been previously inactive. In July, capitation contractors enrolled 375 new eligible customers in the CARE program.

Current campaign strategies and efforts include the following:

- Leverage events sponsored by communities, such as food distributions and cultural celebrations, to reach eligible populations that may enroll in the CARE program.

- Partner with SCE personnel to leverage existing SCE partnerships with faith based organizations (FBOs), CBOs, and local governments.

- Leverage existing channels to develop creative approaches for agencies to conduct CARE/FERA outreach, including clothing distribution events,

employment information workshops, farmers' markets, faith- and community- based publications, school events, 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 also enrolls new CARE customers through the EAF, a program which provides utility payment assistance through voluntary customer and employee, and SCE shareholder donations. The income guidelines are the same as CARE.

CARE enrollment is coordinated with other low income programs such as ESA, LIHEAP, Southern California Gas Company, and certain water utilities. Each month, ESA participants are automatically enrolled in CARE, and each quarter, LIHEAP participants are automatically enrolled in CARE. In July, a total of 2,824 eligible customers were enrolled in CARE as a result of the data sharing with LIHEAP, ESA, Southern California Gas Company, water utilities, and SCE's EAF Program. The CARE Program continuously integrates its efforts and messaging with the ESA program at all outreach events, communications, and marketing campaigns.

2.3. Recertification Complaints

SCE received one recertification complaint in July 2013. A customer stated that required recertification paperwork was submitted to SCE, however SCE never received it. The customer was removed from the CARE rate for one month until the customer re-enrolled on CARE. No retroactive billing will be performed.

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	**Energy Savings Assistance Program Table 1**												
	Energy Savings Assistance Program Expenses												
2	**Through July 2013 - Southern California Edison**												
3		**Authorized Budget [1]**			**Current Month Expenses**			**Year to Date Expenses**			**% of Budget Spent YTD**		
4	**ESA Program:**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
5	**Energy Efficiency**												
6	Appliances	$ 21,019,806		$ 21,019,806	$ 1,471,632		$ 1,471,632	$ 8,528,134		$ 8,528,134	41%		41%
7	Domestic Hot Water	$ 51,071		$ 51,071	$ 709		$ 709	$ 7,983		$ 7,983	16%		16%
8	Enclosure	$ 268,975		$ 268,975	$ 4,867		$ 4,867	$ 40,355		$ 40,355	15%		15%
9	HVAC	$ 27,293,630		$ 27,293,630	$ 2,322,251		$ 2,322,251	$ 13,225,437		$ 13,225,437	48%		48%
10	Maintenance	$ 233,333		$ 233,333	-		$ -	-		$ -	0%		0%
11	Lighting	$ 3,273,102		$ 3,273,102	$ 252,336		$ 252,336	$ 1,310,149		$ 1,310,149	40%		40%
12	Miscellaneous	$ 4,726,931		$ 4,726,931	$ 361,519		$ 361,519	$ 1,666,204		$ 1,666,204	35%		35%
13	Customer Enrollment	$ 5,614,437		$ 5,614,437	$ 542,860		$ 542,860	$ 2,878,505		$ 2,878,505	51%		51%
14	In Home Education	$ 1,246,139		$ 1,246,139	$ 68,445		$ 68,445	$ 379,305		$ 379,305	30%		30%
15	Pilot	$ -		$ -			$ -	-		$ -	0%		0%
16	**Energy Efficiency TOTAL**	**$ 63,727,426**		**$ 63,727,426**	**$ 5,024,619**		**$ 5,024,619**	**$ 28,036,072**		**$ 28,036,072**	**44%**		**44%**
17													
18	Training Center	$ 347,285		$ 347,285	$ 1,852		$ 1,852	$ 99,880		$ 99,880	29%		29%
19	Inspections	$ 1,508,305		$ 1,508,305	$ 59,646		$ 59,646	$ 413,248		$ 413,248	27%		27%
20	Marketing and Outreach	$ 1,414,000		$ 1,414,000	$ 7,063		$ 7,063	$ 47,442		$ 47,442	3%		3%
21	Statewide Marketing Education and Outreach	$ 120,000		$ 120,000	$ -		$ -	$ 14,935		$ 14,935	12%		12%
22	Measurement and Evaluation Studies	$ 200,000		$ 200,000	$ 267,541		$ 267,541	$ 413,655		$ 413,655	207%		207%
23	Regulatory Compliance	$ 594,000		$ 594,000	$ 16,973		$ 16,973	$ 107,874		$ 107,874	18%		18%
24	General Administration	$ 4,669,000		$ 4,669,000	$ 342,441		$ 342,441	$ 1,371,374		$ 1,371,374	29%		29%
25	CPUC Energy Division	$ 60,000		$ 60,000	-		$ -	-		$ -	0%		0%
26													
27	**TOTAL PROGRAM COSTS**	**$ 72,640,016**		**$ 72,640,016**	**$ 5,720,135**		**$ 5,720,135**	**$ 30,504,480**		**$ 30,504,480**	**42%**		**42%**
28	**Funded Outside of ESA Program Budget**												
29	Indirect Costs				$ 67,383		$ 67,383	$ 376,190		$ 376,190			
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 fund-shifting activity occurred, date of fund-shifting request and related approval is applicable.												
33													

	A	B	C	D	E	F	G	H
1	**Energy Savings Assistance Program Table 2**							
2	**Program Expenses and Energy Savings by Measures Installed Through July 2013 - Southern California Edison**							
3			**Year-To-Date Completed & Expensed Installation**					
4	**Measures**	**Units**	**Quantity Installed**	**kWh [4] (Annual)**	**kW [4] (Annual)**	**Therms (Annual)**	**Expenses [5] ($)**	**% of Expenditure**
5	**Appliances**							
6	High Efficiency Clothes Washer	Each						
7	Refrigerators	Each	9,889	6,881,534	1,173		8,465,481	31%
8	Microwaves [6]	Each						
9	**Domestic Hot Water**							
10	Water Heater Blanket	Home	27	648	0		1,203	0%
11	Low Flow Shower Head	Home	155	3,720	2		4,339	0%
12	Water Heater Pipe Insulation	Home	34	816	0		587	0%
13	Faucet Aerator	Home	162	3,888	2		1,855	0%
14	Water Heater Repair/Replacement	Each						0%
15	Thermostatic Shower Valve	Each						
16	**Enclosure**							
17	Air Sealing / Envelope [1]	Home	302	14,096	-		37,364	0%
18	Attic Insulation	Home	4				2,991	0%
19	**HVAC**							
20	FAU Standing Pilot Conversion	Each						
21	Furnace Repair/Replacement	Each						
22	Room A/C Replacement	Each	334	26,339	31		250,351	1%
23	Central A/C replacement	Each	1,702	248,697	290		6,719,978	24%
24	Heat Pump Replacement	Each	35	24,480	11		102,680	0%
25	Evaporative Cooler (Replacement)	Each						
26	Evaporative Cooler (Installation)	Each	6,799	3,288,283	1,436		6,070,160	22%
27	Duct Testing and Sealing	Home	1,618	857,626	1,167		350,300	1%
28	**Maintenance**							
29	Furnace Clean and Tune	Home						
30	Central A/C Tune up	Home						0%
31	**Lighting**							
32	Compact Fluorescent Lights (CFL)	Each	141,993	3,538,147	426		964,197	3%
33	Interior Hard wired CFL fixtures	Each						
34	Exterior Hard wired CFL fixtures	Each	364	28,589	3		30,940	0%
35	Torchiere	Each	2,998	572,618	60		158,894	1%
36	Occupancy Sensor	Each						
37	LED Night Lights	Each						
38	**Miscellaneous**							
39	Pool Pumps	Each	1,058	1,783,788	561		925,750	3%
40	Smart Power Strips	Each	12,193	357,865	48		275,115	1%
41	**New Measures**							
42								
43	**Pilots**							
44								
45	**Customer Enrollment**							
46	Outreach & Assessment	Home	44,142				2,878,505	10%
47	In-Home Education	Home	36,057				379,305	1%
48								
49	**Total Savings/Expenditures**			**17,631,134**	**5,210**		**$ 27,619,993**	
50								
51	Households Weatherized [2]		279					
52								
53	**Households Treated**							
54	- Single Family Households Treated	Home	29,706					
55	- Multi-family Households Treated	Home	7,223					
56	- Mobile Homes Treated	Home	2,253					
57	**Total Number of Households Treated**	Home	**39,182**					
58	**# Eligible Households to be Treated for PY [3]**	Home	**87,389**					
59	**% of Households Treated**	%	**45%**					
60	- Master-Meter Households Treated	Home	1,043					
61								
62	[1] "Air Sealing / Envelope" 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.							
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 Report." June 16, 2011, when data are available, and other sources as described in Attachment A-2 of SCE's Testimony in Support of Application for Approval of Low Income Programs and Budgets for Program Years 2012 - 2014, filed May 16, 2011.							
66	[5] Costs exclude support costs that are included in Table 1.							

	A	B
1	**Energy Savings Assistance Program Table 3**	
	Average Bill Savings per Treated Home	
2	**Through July 2013 - Southern California Edison**	
3	**Year-to-Date Installations - Expensed**	
4	Annual kWh Savings	17,631,134
5	Annual Thermo Savings	-
6	Lifecycle kWh Savings	219,855,664
7	Lifecycle Therm Savings	-
8	Current kWh Rate	$ 0.126
9	Current Therm Rate	$ -
10	Number of Treated Households	39,182
11	**Average 1st Year Bill Savings / Treated households**	**$ 56.88**
12	**Average Lifecycle Bill Savings / Treated Household**	**$ 709.25**

	A	B	C	D	E	F	G
1	**Energy Savings Assistance Program Table 4A**						
2	**Energy Savings Assistance Program Homes Treated Through July 2013 - Southern California Edison**						
3		**Eligible Households**			**Households Treated YTD**		
4	**County**	**Rural**	**Urban**	**Total**	**Rural**	**Urban**	**Total**
5	Fresno	-	343	**343**	-	-	-
6	Imperial	214	-	**214**	-	-	**-**
7	Inyo	1,803	4	**1,807**	1	-	**1**
8	Kern	17,942	12,396	**30,338**	523	94	**617**
9	Kings	8,161	-	**8,161**	237	-	**237**
10	Los Angeles	2,908	595,515	**598,423**	24	16,809	**16,833**
11	Madera	-	3	**3**	-	-	**-**
12	Mono	3,043	0	**3,043**	-	-	**-**
13	Orange	0	207,363	**207,363**	-	3,523	**3,523**
14	Riverside	98,630	95,596	**194,226**	4,222	2,838	**7,060**
15	San Bernardino	40,948	201,906	**242,854**	1,255	7,815	**9,070**
16	San Diego	2	-	**2**	-	-	**-**
17	Santa Barbara	-	18,974	**18,974**	-	53	**53**
18	Tulare	45,776	13,796	**59,571**	1,131	115	**1,246**
19	Ventura	2,354	62,000	**64,355**	16	526	**542**
20	**Total**	221,782	1,207,897	**1,429,678**	7,409	31,773	**39,182**

	A	B	C	D	E	F	G	H	I
1	**Energy Savings Assistance Program Table 4B**								
2	**Homes Unwilling / Unable to Participate**								
	Through July 2013 - Southern California Edison								
3		**Reason Provided**							
4	**County**	**Customer Declined Program Measures or is Non-Responsive**	**Customer Unavailable - Scheduling Conflicts**	**Hazardous Environment (unsafe/ unclean)**	**Insufficient feasible Measures**	**Ineligible Dwelling - Prior Program Participation**	**Household Income Exceeds Allowable Limits**	**Unable to Provide Required Documentation**	**Other**
5	Fresno								
6	Imperial								
7	Inyo				2	307			7
8	Kern	6	1		5	185	5	1	325
9	Kings	4			5		6	1	597
10	Los Angeles	143	124	11	156	8,435	294	37	16,181
11	Madera								
12	Mono								1
13	Orange	16	4	2	11	1,465	57	6	1,892
14	Riverside	39	39	3	100	3,121	143	5	3,404
15	San Bernardino	63	81	6	314	2,609	163	84	4,659
16	San Diego								
17	Santa Barbara	1				5	4		40
18	Tulare	16	9	1	47	1,038	25		1,747
19	Ventura	2			3	60	37		252
20	**Total**	**290**	**258**	**23**	**643**	**17,225**	**734**	**134**	**29,105**
21									

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	**Energy Savings Assistance Program Table 5**																
	Energy Savings Assistance Program Customer Summary																
2	**Through July 2013 - Southern California Edison**																
3		**Gas & Electric**				**Gas Only**				**Electric Only**				**Total**			
4		**# of Household Treated by Month**	**(Annual)**			**# of Household Treated by Month**	**(Annual)**			**# of Household Treated by Month**	**(Annual)**			**# of Household Treated by Month**	**(Annual)**		
5	**2012**		**Therm**	**kWh**	**kW**		**Therm**	**kWh**	**kW**		**Therm**	**kWh**	**kW**		**Therm**	**kWh**	**kW**
6	January									4,885		1,564,852	441	4,885		1,564,852	441
7	February									9,859		3,466,944	1,012	9,859		3,466,944	1,012
8	March									16,010		5,994,458	1,722	16,010		5,994,458	1,722
9	April									22,194		8,153,805	2,339	22,194		8,153,805	2,339
10	May									28,208		10,880,509	3,185	28,208		10,880,509	3,185
11	June									35,916		14,192,958	4,157	35,916.00		14,192,958	4,157
12	July									39,182		17,631,134	5,210	39,182.00		17,631,134	5,210
13	August													-		-	-
14	September													-		-	-
15	October													-		-	-
16	November													-		-	-
17	December													-		-	-
18	**YTD**									**39,182**		**17,631,134**	**5,210**	**39,182**		**17,631,134**	**5,210**
19																	
20	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in ESA Table 2. Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	**Energy Savings Assistance Program Table 6**												
	Expenditures for Pilots and Studies												
2	**Through July 2013 - Southern California Edison**												
3		**Authorized 3-Year Budget**			**Current Month Expenses**			**Expenses Since Jan. 1, 2013**			**% of 3-Year Budget Expensed**		
4		**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
5	**Pilots**												
6													
7	**Studies**												
8	Impact Evaluation	$ 180,000		$ 180,000	$ -		$ -	$ -		$ -	0%		0%
9	Needs Assessment	$ 210,000		$ 210,000	$ -		$ -	$ -		$ -	0%		0%
10	Energy Education	$ 90,000		$ 90,000	$ -		$ -	$ -		$ -	0%		0%
11	Multifamily	$ 120,000		$ 120,000	$ -		$ -	$ -		$ -	0%		0%
12	**Total Studies**	**$ 600,000**		**$ 600,000**	**$ -**		**$ -**	**$ -**		**$ -**	**0%**		**0%**

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	**CARE Table 1**												
	CARE Program Expenses												
2	**Through July 2013 - Southern California Edison**												
3		**Authorized Budget**			**Current Month Expenses**			**Year to Date Expenses**			**% of Budget Spent YTD**		
4	**CARE Program:**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
5	Outreach	$ 2,100,000		$ 2,100,000	$ 67,342		$ 67,342	$ 843,699		$ 843,699	40%		40%
6	Processing / Certification Re-certification	$ 4,553,000		$ 4,553,000	$ 73,575		$ 73,575	$ 462,796		$ 462,796	10%		10%
7	Post Enrollment Verification	$ 3,456,000		$ 3,456,000	$ 45,036		$ 45,036	$ 304,095		$ 304,095	9%		9%
8	IT Programming	$ 950,000		$ 950,000	$ 56,752		$ 56,752	$ 238,716		$ 238,716	25%		25%
9	Cooling Centers	N/A		N/A	N/A		N/A	N/A		N/A	N/A		N/A
10													
11	Measurement and Evaluation	$ 90,000		$ 90,000	$ 95,194		$ 95,194	$ 161,534		$ 161,534	179%		179%
12	Regulatory Compliance	$ 265,000		$ 265,000	$ 1,237		$ 1,237	$ 42,880		$ 42,880	16%		16%
13	General Administration	$ 702,000		$ 702,000	$ 131,859		$ 131,859	$ 368,812		$ 368,812	53%		53%
14	CPUC Energy Division	$ 140,000		$ 140,000	$ -		$ -	$ -		$ -	0%		0%
15													
16	**SUBTOTAL MANAGEMENT COSTS**	**$ 12,256,000**		**$ 12,256,000**	**$ 470,995**		**$ 470,995**	**$ 2,422,532**		**$ 2,422,532**	**20%**		**20%**
17													
18	CARE Rate Discount	$ 376,900,000		$ 376,900,000	$ 42,444,574		$ 42,444,574	$ 199,243,085		$ 199,243,085	53%		53%
19													
20	**TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS**	**$ 389,156,000**		**$ 389,156,000**	**$ 42,915,568**		**$ 42,915,568**	**$ 201,665,617**		**$ 201,665,617**	**52%**		**52%**
21													
22	Other CARE Rate Benefits												
23	- DWR Bond Charge Exemption				$ 4,221,246		$ 4,221,246	$ 21,616,005		$ 21,616,005			
24	- CARE PPP Exemption [1]				$ 5,205,918		$ 5,205,918	$ 31,784,956		$ 31,784,956			
25	- California Solar Initiative Exemption				$ 1,455,602		$ 1,455,602	$ 6,698,814		$ 6,698,814			
26	- kWh Surcharge Exemption												
27	Total Other CARE Rate Benefits				$ 10,882,766		$ 10,882,766	$ 60,099,775		$ 60,099,775			
28													
29	Indirect Costs				$ 54,120		$ 54,120	$ 287,233		$ 287,233			
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.												

CARE Table 2
Enrollment, Recertification, Attrition, & Penetration
Through July 2013 - Southern California Edison

	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
3		New Enrollment										Recertification [4]				Attrition (Drop Offs)					Enrollment				
4		Automatic Enrollment				Self-Certification (Income or Categorical)																			
5	2013	Inter-Utility [1]	Intra-Utility [2]	Leveraging [3]	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)
6	**January**	2,270	413	0	2,683	5,937	9,946	8,220	24,103	188	26,974	22,916	17,402	0	40,318	18,945	95	1,486	12,718	33,244	67,292	-6,270	1,395,782	1,414,772	98.7%
7	**February**	2,573	551	0	3,124	4,384	7,835	5,878	18,097	170	21,391	19,471	18,815	0	38,286	12,034	153	1,229	13,455	26,871	59,677	-5,480	1,390,302	1,414,772	98.3%
8	**March**	2,031	370	0	2,401	3,733	11,088	4,506	19,327	241	21,969	22,925	16,980	0	39,905	9,083	277	1,732	16,214	27,306	61,874	-5,337	1,384,965	1,414,772	97.9%
9	**April**	3,169	359	0	3,528	3,570	9,174	4,268	17,012	243	20,783	19,380	15,126	0	34,506	11,082	236	1,745	18,055	31,118	55,289	-10,335	1,374,630	1,417,157	97.0%
10	**May**	2,639	456	0	3,095	3,759	11,891	4,100	19,750	286	23,131	7,499	14,179	0	21,678	18,075	255	1,694	11,952	31,976	44,809	-8,845	1,365,785	1,417,157	96.4%
11	**June**	4,050	513	0	4,563	4,408	11,187	4,677	20,272	393	25,228	8,219	16,858	0	25,077	13,948	185	1,279	19,134	34,546	50,305	-9,318	1,356,467	1,417,157	95.7%
12	**July**	2,233	365	0	2,598	5,717	Not Available	6,774	Not Available	375	Not Available	8,197	14,054	0	22,251	18,078	217	1,260	Not Available	Not Available	Not Available	Not Available	1,351,239	1,416,476	95.4%
13	**August**																								
14	**September**																								
15	**October**																								
16	**November**																								
17	**December**																								
18	**YTD Total**	**18,965**	**3,027**	**-**	**21,992**	**31,508**	**61,121**	**38,423**	**131,052**	**1,896**	**154,940**	**108,607**	**113,414**	**-**	**222,021**	**101,245**	**1,418**	**10,425**	**91,528**	**204,616**	**376,961**	**-49,676**	**1,356,467**	**1,417,157**	**95.7%**

19

20 [1] Enrollments via data sharing between the IOUs.

21 [2] Enrollments via data sharing between departments and/or programs within the utility.

22 [3] Enrollments via data sharing with programs outside the IOU that serve low-income customers.

23 [4] Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to respond.

24 [5] Numbers are not tied to month initiated but are operational and reflect customer enrollment status changes that were triggered that month; these numbers differ from the tied to month initiated numbers provided eleswhere in this report.

25 [6] No response includes no response to both Recertification and Verification.

26 [7] Includes customers who were previously categorized as "Other Sources" since there is no "Other Sources" column (which total about 2336 from hard to classify enrollments).

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

CARE Table 3A
Post-Enrollment Verification Results (Model)
Through July 2013 - Southern California Edison

2013	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) [1]	Total Households De-enrolled [2]	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
January	1,395,782	7,810	0.56%	4,243	289	4,532	58.03%	0.32%
February	1,390,302	7,846	0.56%	3,925	175	4,100	52.26%	0.29%
March	1,384,965	7,741	0.56%	65	238	303	3.91%	0.02%
April	1,374,630	6,124	0.45%	64	139	203	3.31%	0.01%
May	1,365,785	5,596	0.41%	30	41	71	1.27%	0.01%
June	1,356,467	11,523	0.85%	44	3	47	0.41%	0.00%
July	1,351,239	3,913	0.29%	34	2	36	0.92%	0.00%
August								
September								
October								
November								
December								
YTD Total	**1,351,239**	**50,553**	**3.74%**	**8,405**	**887**	**9,292**	**18.38%**	**0.69%**

[1] Includes customers verified as over income or who requested to be de-enrolled.

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

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

CARE Table 3B
Post-Enrollment Verification Results (High Usage)
Through July 2013 - Southern California Edison

2013	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) [1]	Total Households De-enrolled [2]	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
January	1,395,782	0	0.00%	0	0	0	0.00%	0.00%
February	1,390,302	0	0.00%	0	0	0	0.00%	0.00%
March	1,384,965	0	0.00%	0	0	0	0.00%	0.00%
April	1,374,630	0	0.00%	0	0	0	0.00%	0.00%
May	1,365,785	0	0.00%	0	0	0	0.00%	0.00%
June	1,356,467	0	0.00%	0	0	0	0.00%	0.00%
July	1,351,239	0	0.00%	0	0	0	0.00%	0.00%
August								
September								
October								
November								
December								
YTD Total	**1,351,239**	**0**	**0.00%**	**0**	**0**	**0**	**0.00%**	**0.00%**

[1] Includes customers verified as over income or who requested to be de-enrolled.

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

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

	A	B	C	D	E	F	G
1	**CARE Table 4**						
2	**CARE Self-Certification and Self-Recertification Applications Through July 2013 - Southern California Edison**						
3		**Provided [2]**	**Received**	**Approved**	**Denied [4]**	**Pending/Never Completed [5]**	**Duplicates**
4	Total (Y-T-D) [1]	3,559,671	434,651	403,091	18,210	109,907	13,559
5	Percentage [3]	N/A	100.00%	92.92%	4.07%	N/A	3.06%
6							
7	[1] Includes sub-metered customers.						
8	[2] Includes number of applications SCE provided for all direct mailing campaigns, customer calls						
9	[3] Percent of received applications.						
10	[4] Includes all applications received and not approved.						
11	[5] Includes pending recertification responses.						

	A	B	C	D	E	F	G	H	I	J
1	**CARE Table 5**									
	Enrollment by County									
2	**Through July 2013 - Southern California Edison**									
3	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
4		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
5	Fresno	345	0	**345**	47		**47**	14%	0%	**14%**
6	Imperial	0	215	**215**		84	**84**	0%	39%	**39%**
7	Inyo	5	1,805	**1,810**	3	1,021	**1,024**	61%	57%	**57%**
8	Kern	12,378	17,924	**30,302**	9,738	14,669	**24,407**	79%	82%	**81%**
9	Kings	0	8,171	**8,171**		9,388	**9,388**	0%	115%	**115%**
10	Los Angeles	595,193	2,908	**598,101**	583,190	1,834	**585,024**	98%	63%	**98%**
11	Madera	3	0	**3**			**0**	0%	0%	**0%**
12	Mono	0	3,043	**3,043**		759	**759**	0%	25%	**25%**
13	Orange	207,223	0	**207,224**	175,486		**175,486**	85%	0%	**85%**
14	Riverside	95,594	98,672	**194,266**	88,053	99,375	**187,428**	92%	101%	**96%**
15	San Bernardino	201,734	40,945	**242,680**	201,909	39,054	**240,963**	100%	95%	**99%**
16	San Diego	0	2	**2**		1	**1**	0%	54%	**54%**
17	Santa Barbara	18,936	0	**18,936**	10,444		**10,444**	55%	0%	**55%**
18	Tulare	13,796	45,754	**59,550**	12,540	45,092	**57,632**	91%	99%	**97%**
19	Ventura	61,977	2,351	**64,327**	56,676	1,876	**58,552**	91%	80%	**91%**
20	**Total**	1,207,185	221,789	**1,428,973**	1,138,086	213,153	**1,351,239**	94%	96%	**95%**

	A	B	C	D	E	F	G	H
1	**CARE Table 6**							
2	**Recertification Results**							
	Through July 2013 - Southern California Edison							
3	**2012**	**Total CARE Households**	**Households Requested to Recertify**	**% of Households Total (C/B)**	**Households Recertified [1]**	**Households De-enrolled [2]**	**Recertification Rate % (E/C)**	**% of Total Households De-enrolled (F/B)**
4	January	1,395,782	37,019	2.7%	22,916	14,099	61.9%	1.0%
5	February	1,390,302	32,134	2.3%	19,471	12,596	60.6%	0.9%
6	March	1,384,965	39,746	2.9%	22,925	3,829	57.7%	0.3%
7	April	1,374,630	41,134	3.0%	19,380	2,390	47.1%	0.2%
8	May	1,365,785	32,902	2.4%	7,499	779	22.8%	0.1%
9	June	1,356,467	34,222	2.5%	8219	999	24.0%	0.1%
10	July	1,351,239	37,579	2.8%	8,197	865	21.8%	0.1%
11	August							
12	September							
13	October							
14	November							
15	December							
16	**YTD**	**1,351,239**	**254,736**	**18.9%**	**108,607**	**35,557**	**42.6%**	**2.6%**
17								
18	[1] Counts have been updated to exclude existing CARE participants who re-enrolled before their							
19	[2] Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to respond.							

	A	B	C	D	E	F	G
1	**CARE Table 7**						
2	**Capitation Contractors**						
	Through July 2013 - Southern California Edison						
3		**Contractor Type (Check one or more if applicable)**				**Current**	**Year-to-**
4	**Contractor [1]**	**Private**	**CBO**	**WMDVBE**	**LIHEAP**	**Month [2]**	**Date [2]**
5	A&PI OLDER ADULTS TASK FORCE		x			-	-
6	ACCESS CALIFORNIA SERVICES		x			-	-
7	ALPHA ENTERPRISE	x				-	-
8	ALTADENA COMM IMPROVEMENT CTR		x			-	-
9	ALTAMED HEALTH SVCS CORP		x			-	-
10	AMERICAN RED CROSS- ANTELO VLY		x			-	-
11	AMERICAN-RUSSIAN BUS COUNCIL		x			-	-
12	ANOTHER HURRICANE PROJECT, INC		x			-	-
13	ANTELOPE VLY BOYS & GIRLS CLUB		x			-	-
14	APAC SERVICE CENTER		x			17	255
15	ASIAN AMERICAN DRUG ABUSE PROG		x			-	-
16	ASIAN AMERICAN RESOURCE CENTER		x			1	3
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			-	-
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				-	2
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				190	319
37	BETHEL BAPTIST CHURCH		x			-	2
38	BISHOP PAIUTE TRIBE		x			8	13
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	2	42
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			-	-

	A	B	C	D	E	F	G
1	**CARE Table 7**						
2	**Capitation Contractors**						
	Through July 2013 - Southern California Edison						
3		**Contractor Type (Check one or more if applicable)**				**Current**	**Year-to-**
4	**Contractor [1]**	**Private**	**CBO**	**WMDVBE**	**LIHEAP**	**Month [2]**	**Date [2]**
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			1	15
65	CHINO NEIGHBORHOOD HOUSE		x			-	-
66	CHINO VLY CHAMBER OF COMMERCE		x			-	-
67	CHRIST UNITY CENTER		x			-	-
68	CITIHOUSING REAL ESTATE SERVICES		x			-	-
69	CITRUS VALLEY HEALTH PARTNERS		x			-	46
70	CITY OF BEAUMONT SENIOR CENTER	x				-	-
71	CITY OF LA QUINTA SENIOR CTR		x			-	-
72	CITY OF REFUGE RESCUE OUTREACH		x			-	-
73	COACHELLA VALLEY HSG COALITION		x			-	-
74	COMM ACT COMM STA B COUNTY		x			-	-
75	COMM ACTION OF VENTURA COUNTY		x			-	10
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			-	4
82	COMMUNITY SETTLEMENT ASSOC.		x			-	-
83	CORONA NORCO FAMILY YMCA		x			2	12
84	COR COMM. DEVELOPMENT CORP.		x			-	-
85	COVE COMM SENIOR ASSOC		x			-	-
86	CRISIS MINISTRY CHURCH OF VLY		x			-	8
87	CROSSROADS CHRISTIAN CHURCH		x			-	-
88	CRYSTAL STAIRS, INC.		x			-	-
89	DENTECH CONSULTING SERVICE		x			-	-
90	DESERT ARC		x			-	5
91	DESERT MANNA MINISTRIES INC		x			-	4
92	DISABLED RESOURCES CTR, INC		x			-	-
93	DOVE ENTERPRISES		x			-	-
94	DUARTE COMMUNITY SVC COUNCIL		x			-	-
95	D'VEAL CORPORATION INC.	x				-	-
96	EAST LA BOYS & GIRLS CLUB		x			-	-
97	ECCLESIAS ECON-COMM DEV COLLAB		x			-	-
98	ECONOMIC & EMPLOYMENT DVLP CTR	x				-	-
99	EL CONCILIO DEL CONDADO DE		x			1	5
100	EL SOL SCIENCE & ARTS ACADEMY		x			-	-
101	ENERGY CONSERV CONSULTANTS INC		x			-	302
102	ESCUELA DE LA RAZA UNIDA		x			-	-
103	FAIR HOUSING COUNCIL RIVERSIDE		x			-	-
104	FAITH GRACE CHINESE CHURCH		x			-	-
105	FAME ASSISTANCE CORPORATION		x			-	-
106	FAMILIES - COSTA MESA		x			-	-
107	FAMILIES FORWARD		x			-	-
108	FAMILY HEALTHCARE NETWORK		x			-	-

	A	B	C	D	E	F	G
1	**CARE Table 7**						
2	**Capitation Contractors**						
	Through July 2013 - Southern California Edison						
3		**Contractor Type (Check one or more if applicable)**				**Current**	**Year-to-**
4	**Contractor [1]**	**Private**	**CBO**	**WMDVBE**	**LIHEAP**	**Month [2]**	**Date [2]**
109	FAMILY SVC ASSOC - W RIVERSIDE		x			-	-
110	FAMILY SVC ASSOC OF REDLANDS		x			-	-
111	FCI MANAGEMENT CONSULTANTS	x				-	-
112	FELLOWSHIP OF HOPE, INC.		x			-	-
113	FIRST STEP TRANSITIONAL LIVING		x			-	-
114	FOOD SHARE		x			-	2
115	FOUNDATION FOR COMM & FAM HLTH		x			-	-
116	FRIENDSHIP MISSIONARY BAPTIST		x			-	-
117	GARVEY SCHOOL DISTRICT	x				-	-
118	GO THE CALENDAR STOP		x			138	1,894
119	GOD PROVIDES MINISTRY, INC		x			-	-
120	GOLD STAR MEDIA GROUP		x			-	-
121	GOODWILL INDUSTRIES OF SO CAL		x			-	-
122	GOODWILL OF ORANGE COUNTY CA		x			-	-
123	HANNA'S HOUSE		x			-	-
124	HARVEST TIME MINISTRIES		x			-	-
125	HEART OF COMPASSION		x			-	2
126	HELP OF OJAI, INC.		x			-	-
127	HELPING HANDS OF MT ZION		x			-	-
128	HIGH DESERT TRANS. LIVNG. CONN.		x			-	-
129	HIGH DESERT D.V. PROG., INC.		x			-	-
130	HIGH DESERT YOUTH CENTER		x			-	-
131	HNGTN PK-ADULT SCHOOL GAGE BR	x				-	-
132	HOLLON MARKETING SYSTEM		x			-	-
133	HOSANNA COMMUNITY CHURCH		x			-	-
134	HOUSING AUTH.-SAN BUENAVENTURA		x			-	-
135	HOUSING AUTHORITY OF KINGS CO		x			-	2
136	HOUSING WITH HEART INC		x			-	-
137	HUB CITIES CAREER WORKSOURCE		x			-	-
138	HUMAN SERVICES ASSOCIATION		x			-	-
139	IECAAC		x			-	-
140	KERNVILLE UNION SCHOOL DISTRIC	x				-	-
141	KING/DREW'S SUPPORTERS, INC.		x			-	-
142	KINGS COMMUNTITY ACTION ORG		x			2	41
143	KINGS CTY COMMISSION ON AGING		x			-	-
144	KNIGHTS OF COLUMBUS - 12834		x			-	-
145	KOREAN AM SENIORS ASSOC OF OC		x			-	-
146	KOREAN AMERICAN FMLY SVC CTR		x			-	-
147	KOREAN CHURCHES COMM DEV- KCCD		x			-	-
148	KOREAN COMMUNITY SERVICES		x			-	-
149	LA COUNTY HOUSING AUTHORITY	x				-	-
150	LALI MOHENO & ASSOCIATES		x			-	-
151	LATINO HEALTH ACCESS		x			-	-
152	LEAP THROUGH THE FIRE FTH MIN.		x			-	-
153	LIBERTY TAX SERVICE	x				-	-
154	LIGHTHOUSE LEARNING RES CTR	x				-	-
155	LITTLE TOKYO SERVICE CENTER		x			-	-
156	LONG BCH LESBIAN AND GAY PRIDE		x			-	-
157	LOS ANGELES MUSIC/ART SCHOOL	x				-	-
158	LOS ANGELES URBAN LEAGUE		x			-	-
159	LOS SERRANOS ELEM SCHOOL PTA		x			-	-
160	LOVELAND CHURCH JUBILEE PARTY		x			-	-

	A	B	C	D	E	F	G
1	**CARE Table 7**						
2	**Capitation Contractors**						
	Through July 2013 - Southern California Edison						
3		**Contractor Type (Check one or more if applicable)**				**Current**	**Year-to-**
4	**Contractor [1]**	**Private**	**CBO**	**WMDVBE**	**LIHEAP**	**Month [2]**	**Date [2]**
161	LTSC COMM. DEVEL. CORP		x			-	2
162	LUTHERAN SOCIAL SVC OF SO CAL		x			-	-
163	LUTHERAN SOCIAL SVCS OF SO CA		x			-	-
164	LYNWOOD UNIFIED SCHOOL DIST	x				-	-
165	MARAVILLA FOUNDATION		x		x	-	-
166	MAYWOOD CHAMBER OF COMMERCE	x				-	-
167	MEALS ON WHEELS WEST		x			-	-
168	MENTAL HEALTH ASSOCIATION		x			-	-
169	MERCI MINISTRY		x			-	-
170	MEXICAN AMERICAN OPPORTUNITY		x			3	43
171	MISION EBENEZER FAMILY CHURCH		x			-	-
172	MITZELL SENIOR CENTER		x			-	-
173	MONTCLAIR/ONTARIO JR WMS. CLUB		x			-	-
174	MONTEBELLO HOUSING DEVELOPMENT		x			-	-
175	MOORPARK SENIOR CITIZENS INC		x			-	-
176	MOUNTAIN VIEW COMMUNITY CHURCH		x			-	-
177	MTN. COMMUNITIES HEALTHY START		x			-	2
178	MULTICULTURAL CIV ASSOC MOR VL		x			-	-
179	NEHEMIAH MINISTRIES		x			-	-
180	NEW DIRECTION COMMUNITY CHURCH		x			-	-
181	NEW HORIZONS CAREGIVERS GROUP		x			-	-
182	NEW HOPE VILLAGE, INC		x			1	1
183	NOW AND FOREVER BODY OF CHRIST		x			-	-
184	NORCO SNR CTR PET RELIEF FUND		x			-	-
185	OC BLACK CHAMBER OF COMMERCE		x			-	-
186	OCCC	x				2	6
187	ONEOC		x			-	-
188	OPERATION GRACE		x			-	-
189	ORNGE CO CONGREGATION COMM ORG		x			-	-
190	OUR COMMUNITY WORKS		x			2	46
191	OUR LADY OF HOPE CATH COMM INC		x			-	-
192	OUR LADY OF LOURDES SCHOOL		x			-	-
193	OXNARD/HUENEME SALVATION ARMY		x			-	-
194	PACIFIC ISLANDER HLTH (PIHP)		x			-	2
195	PACIFIC ASIAN CONSORTIUM EMPLO		x		x	-	-
196	PACIFIC PRIDE FOUNDATION		x			-	-
197	PERRIS COMMUNITY PARTNERSHIP		x			-	-
198	PAVING THE WAY FOUNDATION		x			-	-
199	PIONEER FINANCIAL GROUP CORP.	x				-	-
200	POMONA MINESTRY OF ECONOMICS		x			-	-
201	PRIME TIME SCHOOL		x			-	-
202	PREMIER REALTY		x			-	-
203	PROJECT DVRSN ALT FOR YOUTHS		x			-	-
204	PROTEUS, INC.		x		x	-	2
205	QUINN COMMUNITY OUTREACH CORP.		x			-	-
206	REACH OUT 29		x			-	-
207	REBUILDING TOGETHER CHRISTMAS		x			-	-
208	REDONDO BEACH UNIFIED SCH DIST	x				-	-
209	RESTORE TO HOPE		x			-	-
210	RIALTO CHAMBER OF COMMERCE	x				-	-
211	RIVERSIDE DEPT COMM ACTION		x		x	1	16
212	ROP VIRTUAL ENTERPRISE CLASS		x			-	-
213	RSVP OF SOUTH BAY		x			-	-

	A	B	C	D	E	F	G
1	**CARE Table 7**						
2	**Capitation Contractors**						
	Through July 2013 - Southern California Edison						
3		**Contractor Type (Check one or more if applicable)**				**Current**	**Year-to-**
4	**Contractor [1]**	**Private**	**CBO**	**WMDVBE**	**LIHEAP**	**Month [2]**	**Date [2]**
214	SALVATION ARMY (SO. CAL DIV)		x			-	-
215	SALVATION ARMY SANTA FE SPRINGS		x			-	-
216	SALVATION ARMY SOUTHEAST CORPS		x			-	-
217	SAMARITAN'S HELPING HAND	x				-	-
218	SAN GRIGORNIO PASS HISP CHAMBE	x				-	-
219	SANTA ANITA FAMILY SERVICE		x			-	2
220	SANTA CLARITA ATHLETIC ASSCTN		x			-	-
221	SANTA CLARITA VLY COMM AGING		x			-	-
222	SANTIAGO COMPOSTELA CATHOLIC		x			-	-
223	SB CNTY SEXUAL ASSAULT SERVICE		x			-	-
224	SEARCH TO INVOLVE FILIPINO		x			-	-
225	SENIOR ADVOCATES OF THE DESERT		x			1	3
226	SERVING PEOPLE IN NEED (SPIN)		x			-	-
227	SGUSD/SAN GABRIEL FAMILY CTR	x				-	-
228	SHARE OUR SELVES		x			3	16
229	SOCIETY OF ST VINCENT DE PAUL		x			-	-
230	SO. ANTELOPE VLY EMERGENCY SVC		x			-	-
231	S COAST CHINESE CULTURAL ASSOC.		x			-	-
232	SMILES FOR SENIORS FOUND.		x			-	-
233	SOMEBODY CARES-- RANCHO CUCAMO		x			-	-
234	SOMEBODY CARES SOUTHLAND		x			-	-
235	SONRISE COMMUNITY OUTREACH INC		x			-	-
236	SOUTHEAST COMMUNITY DEVELOPMEN		x			-	-
237	SOUTHEAST RIOVISTA FAMILY YMCA		x			-	-
238	SOUTHWEST MIN EC DVLP ASSOC.		x			-	-
239	SOWING SEEDS FOR LIFE		x			-	-
240	SPECIAL SVC FOR GROUPS		x			-	-
241	SPIRIT OF THE EAGLE FOUNDATION		x			-	-
242	ST ANNE SCHOOL		x			-	-
243	ST EMYDIUS CHURCH		x			-	-
244	ST FRANCIS MEDICAL CTR HLTH		x			-	-
245	ST JOSEPH CHURCH		x			-	-
246	ST MARY'S CHURCH		x			-	-
247	ST PIUS V CHURCH		x			-	-
248	ST POLYCORP FAMILY SUPPORT CTR		x			-	-
249	ST VINCENT DE PAUL		x			-	2
250	ST. CLARE CHURCH		x			-	-
251	ST. HILARYS CHURCH ARCHBISHOP		x			-	-
252	ST. MATTHIAS ELEMENTARY SCHOOL	x				-	-
253	STA BARBARA HISP CHMBR OF COM	x				-	-
254	STA BARBARA NGHBORHD CLINICS		x			-	-
255	STOP VIOLENCE INCREASE PEACE		x			-	-
256	SUNSHINE YOUTH SERVICES, INC		x			-	-
257	TELACU RESIDENTIAL MGMT, INC		x			-	13
258	TEMECULA SENIOR CITIZENS SVC		x			-	-
259	TEMPLO CALVARIO, INC.		x			-	-
260	THAI HEALTH & INFO SVCS		x			-	-
261	THE AL & DOROTHY KEEN CTR		x			-	-
262	THE CAMBODIAN FAMILY		x			-	-
263	THE GREEN TEAM		x			-	-
264	THEODORE ROOSEVELT ELEMENTARY	x				-	-
265	TODEC LEGAL CENTER, INC.		x			-	-
266	TRANSFORMING LIVES INC.		x			-	-

	A	B	C	D	E	F	G
1	**CARE Table 7**						
2	**Capitation Contractors**						
	Through July 2013 - Southern California Edison						
3		**Contractor Type (Check one or more if applicable)**				**Current**	**Year-to-**
4	**Contractor [1]**	**Private**	**CBO**	**WMDVBE**	**LIHEAP**	**Month [2]**	**Date [2]**
267	TRINITY COMMUNITY OUTREACH		x			-	-
268	TRUEVINE COMMUNITY OUTREACH		x			-	-
269	TULARE EMERGENCY AID COUNCIL		x			-	-
270	UNITED CAMBODIAN COMMUNITY INC		x			-	-
271	UNITED STEEL WKRS OF AM 2018		x			-	-
272	UNITY SHOPPE		x			-	-
273	UP CLOSE PROMOTIONS	x				-	-
274	VENTURA CITY HOUSING AUTHORITY	x				-	-
275	VETERANS IN COMMUNITY SERVICE		x		x	-	-
276	VICTOR VLY COMM SVC COUNCIL		x			-	1
277	VICTOR VLY COMM DENTAL SVC PRG		x			-	1
278	VIETNAMESE COMM OF SVC CAL		x			-	-
279	VIETNAMESE COMMUNITY OF OC INC		x			-	5
280	VOICES OF INDIGENOUS PEOPLE		x			-	-
281	VOLUTNEERS OF EAST LOS ANGELES		x			-	2
282	WAKE UP INCORPORATED		x			-	-
283	WALKING SHIELD AM INDIAN SOC		x			-	-
284	WBC ENTERPRISES, LLC		x			-	-
285	WEST ANGELES CDC		x			-	-
286	WESTSIDE COMM SVCS CTR		x			-	-
287	WINNING OUR WORLD		x			-	-
288	WISE SENIOR SERVICES		x			-	-
289	WORLD HARVEST FELLOWSHIP MINIS		x			-	-
290	WRAP FAMILY SERVICES		x			-	-
291	YOUTH EMPL SVC - HARBOR AREA		x			-	-
292	YWCA INTERVALE SENIOR SERVICES		x			-	-
293	**TOTAL**					**375**	**3,153**
294							
295	[1] All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
296	[2] Numbers reflect customers that have been placed on the rate YTD. Capitation payments may lag by a month or more depending on when SCE is invoiced by the contractors.						

	A	B	C	D	E	F	G	H	I
1	**CARE Table 8**								
2	**Participants as of Month-End**								
	Through July 2013 - Southern California Edison								
3	**2013**	**Gas and Electric**	**Gas Only**	**Electric Only**	**Total**	**Eligible Households**	**Penetration**	**% Change**	**Total Residential Accounts**
4	January			1,395,782	1,395,782	1,414,772	98.7%	0.0%	4,383,995
5	February			1,390,302	1,390,302	1,414,772	98.3%	-0.4%	4,383,995
6	March			1,384,965	1,384,965	1,414,772	97.9%	-0.4%	4,383,995
7	April			1,374,630	1,374,630	1,417,157	97.0%	-0.7%	4,391,423
8	May			1,365,785	1,365,785	1,417,157	96.4%	-0.6%	4,391,423
9	June			1,356,467	1,356,467	1,417,157	95.7%	-0.7%	4,391,423
10	July			1,351,239	1,351,239	1,416,476	95.4%	-0.4%	4,391,423
11	August			-	-	-			
12	September			-	-	-			
13	October			-	-	-			
14	November			-	-	-			
15	December			-	-	-			
16	**YTD**			**1,351,239**	**1,351,239**	**1,416,476**	**95.4%**	**-0.66%**	**4,391,423**

	A	B	C	D	E
1	**CARE Program Table 9**				
2	**Expenditures for CHANGES Pilot**				
	Through July 2013 - Southern California Edison				
3		**Authorized 2013 - 2014 Budget**	**Current Month Expenses**	**Expenses Since Jan. 1, 2013**	**% of 2013 - 2014 Budget Expensed**
4	**Pilots**				
5	CHANGES	$ 432,000	$ 90,371	$ 117,407	27%
6	**Total Pilots**	**$ 432,000**	**$ 90,371**	**$ 117,407**	**27%**
7	[1] Represents $216,000 per year.				

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	**CARE Table 10 CHANGES One-On-One Customer Assistance Sessions**															
2	**Reporting Period January 1, 2013 through June 30, 2013 [1]**															
3					**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 [3]**
4					**#**	**How Enrolled**	**CARE**	**FERA**	**Medical Baseline**	**#**	**Dedicated Toll-Free Number Used**		**#**	**Dedicated Toll-Free Number Used**		
5	**Date**	**CHANGES Participants' self-identified language of preference [2]**	**Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)[5]**	**Description of each contact made with that customer's utility until a solution is reached.**							**1 = Yes 0 = No**	**Reason 800 # Not Used**		**1 = Yes 0 = No**	**Reason 800 # Not Used**	
6	Not Available	Not available	Enrolled in demand response programs	Not available		Not Available[4]	Not Available[4]	Not Available[4]	Not Available[4]		Not Available	Not Available		Not Available	Not Available	
7	Not Available	Not available	energy conservation/efficiency education; HEAP/LIHEAP/ESAP education; request meter test or service.	Not available		Not Available[4]	Not Available[4]	Not Available[4]	Not Available[4]		Not Available	Not Available		Not Available	Not Available	
8	Not Available	Not available	HEAP/LiHEAP application assistance; Bill Education; Verified Bill	Not available		Not Available[4]	Not Available[4]	Not Available[4]	Not Available[4]		Not Available	Not Available		Not Available	Not Available	
9	Not Available	Not available	HEAP/LiHEAP Application Assistance	Not available	1	www.sce.com enrollment form	0	0	0		Not Available	Not Available		Not Available	Not Available	
10	Not Available	Not available	Energy Assistance Fund Application; ESAP Application Assistance	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
11	Not Available	Not available	HEAP/LiHEAP Application Assistance; ESAP Application Assistance	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
12	Not Available	Not available	HEAP/LiHEAP Application Assistance; Medical Baseline Application Assistance; Educated on Medical Baseline; Educated on HEAP/LIHEAP/ESAP	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
13	Not Available	Not available	ESAP/HEAP/LiHEAP Application Assistance; Educated on Energy efficiency/Conservation	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
14	Not Available	Not available	ESAP Application Assistance	Not available	1	SCE Direct Mail	0	0	0		Not Available	Not Available		Not Available	Not Available	

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	**CARE Table 10 CHANGES One-On-One Customer Assistance Sessions**															
2	**Reporting Period January 1, 2013 through June 30, 2013 [1]**															
3					**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 [3]**
4					**#**	**How Enrolled**	**CARE**	**FERA**	**Medical Baseline**	**#**	**Dedicated Toll-Free Number Used**		**#**	**Dedicated Toll-Free Number Used**		
5	**Date**	**CHANGES Participants' self-identified language of preference [2]**	**Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)[5]**	**Description of each contact made with that customer's utility until a solution is reached.**							**1 = Yes 0 = No**	**Reason 800 # Not Used**		**1 = Yes 0 = No**	**Reason 800 # Not Used**	
15	Not Available	Not available	Energy Assistance Fund Application	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
16	Not Available	Not available	ESAP Application Assistance; Request Meter Service or Testing; Verified Bill	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
17	Not Available	Not available	HEAP/LiHEAP Application Assistance; Medical Baseline education; Medical Baseline Application Assistance	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
18	Not Available	Not available	LIHEAP/HEAP application assistance; set up payment plan; stop disconnection	Not available	1	SCE Marketing Events	0	0	0	1	Not Available	Not Available		Not Available	Not Available	
19	Not Available	Not available	HEAP/LiHEAP/ESAP Application Assistance; Schedule Energy Audit; Educated on HEAP/LIHEAP/ESAP	Not available	1	SCE Direct Mail	0	0	0		Not Available	Not Available		Not Available	Not Available	
20	Not Available	Not available	Bill adjustment, request meter service or testing, stop disconnection.	Not available	1	SCE Direct Mail	0	0	0		Not Available	Not Available	1	Not Available	Not Available	
21	Not Available	Not available	HEAP/LiHEAP application assistance & LiHEAP/HEAP/ESAP education	Not available	1	External Datashare	0	0	0		Not Available	Not Available		Not Available	Not Available	
22	Not Available	Not available	Energy Assistance Fund Application	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
23	Not Available	Not available	Energy Assistance Fund Application; Request Meter Service or Testing; Verified Bill	Not available	1	External Datashare	0	0	0		Not Available	Not Available		Not Available	Not Available	

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	**CARE Table 10 CHANGES One-On-One Customer Assistance Sessions**															
2	**Reporting Period January 1, 2013 through June 30, 2013 [1]**															
3		**CHANGES Participants' self-identified language of preference [2]**	**Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)[5]**	**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 [3]**
4					**#**	**How Enrolled**	**CARE**	**FERA**	**Medical Baseline**	**#**	**Dedicated Toll-Free Number Used**		**#**	**Dedicated Toll-Free Number Used**		
5	**Date**										**1 = Yes 0 = No**	**Reason 800 # Not Used**		**1 = Yes 0 = No**	**Reason 800 # Not Used**	
24	Not Available	Not available	HEAP/LiHEAP Application Assistance; Educated on CARE/FERA; Schedule Energy Audit	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
25	Not Available	Not available	HEAP/LiHEAP Application Assistance; Educated on HEAP/LIHEAP/ESAP	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
26	Not Available	Not available	Bill Education	Not available	1	External Datashare	0	0	0		Not Available	Not Available		Not Available	Not Available	
27	Not Available	Not available	Educated on Energy efficiency/Conservation; Set Up Payment Extension	Not available	1	External Datashare	0	0	0	1	Not Available	Not Available		Not Available	Not Available	
28	Not Available	Not available	HEAP/LiHEAP application assistance.	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
29	Not Available	Not available	LIHEAP/HEAP application assistance & education; educated on all energy assistance programs.	Not available	1	External Datashare	0	0	0		Not Available	Not Available		Not Available	Not Available	
30	Not Available	Not available	HEAP/LiHEAP Application Assistance; ESAP Application Assistance	Not available	1	External Datashare	0	0	0		Not Available	Not Available		Not Available	Not Available	
31	Not Available	Not available	Educated on Energy efficiency/ Conservation; Verified Bill	Not available	1	www.sce.com enrollment form	0	0	0		Not Available	Not Available		Not Available	Not Available	
32	Not Available	Not available	HEAP/LiHEAP Application Assistance; Educated on HEAP/LIHEAP/ESAP	Not available	1	External Datashare	0	0	0		Not Available	Not Available		Not Available	Not Available	
33	Not Available	Not available	HEAP/LiHEAP Application Assistance; Add or Modify Level Pay Plan; Educated on HEAP/LIHEAP/ESAP	Not available	1	External Datashare	0	0	0	1	Not Available	Not Available		Not Available	Not Available	

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	**CARE Table 10 CHANGES One-On-One Customer Assistance Sessions**															
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4					**#**	**How Enrolled**	**CARE**	**FERA**	**Medical Baseline**	**#**	**Dedicated Toll-Free Number Used**		**#**	**Dedicated Toll-Free Number Used**		
5	**Date**	**CHANGES Participants' self-identified language of preference [2]**	**Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)[5]**	**Description of each contact made with that customer's utility until a solution is reached.**							**1 = Yes 0 = No**	**Reason 800 # Not Used**		**1 = Yes 0 = No**	**Reason 800 # Not Used**	
34	Not Available	Not available	HEAP/LiHEAP Application Assistance; Educated on HEAP/LIHEAP/ESAP	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
35	Not Available	Not available	HEAP/LiHEAP/ESAP Application Assistance; Educated on HEAP/LIHEAP/ESAP	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
36	Not Available	Not available	Energy Assistance Fund Application; Educated on HEAP/LIHEAP/ESAP	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
37	Not Available	Not available	LIHEAP/HEAP application assistance; energy conservation/efficiency education.	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
38	Not Available	Not available	HEAP/LiHEAP Application Assistance; Educated on Energy efficiency/ Conservation; Stop Disconnection	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
39	Not Available	Not available	Energy Assistance Fund Application; ESAP Application Assistance	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
40	Not Available	Not available	Education on bill & CARE/FERA	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
41	Not Available	Not available	HEAP/LiHEAP/ESAP Application Assistance; Educated on HEAP/LIHEAP/ESAP	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
42	Not Available	Not available	LIHEAP/HEAP application assistance & education	Not available	0	N/A	0	0	0		Not Available	Not Available		Not Available	Not Available	
43	Not Available	Not available	set up payment plan; energy efficiency/conservation education.	Not available	1	SCE Direct Mail	0	0	0	1	Not Available	Not Available		Not Available	Not Available	
44	Not Available	Not available	HEAP & Change Payment Plan	Not available	1	Call center request	0	0	0	1	Not Available	Not Available		Not Available	Not Available	

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	**CARE Table 10 CHANGES One-On-One Customer Assistance Sessions**															
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3					**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 [3]**
4					**#**	**How Enrolled**	**CARE**	**FERA**	**Medical Baseline**	**#**	**Dedicated Toll-Free Number Used**		**#**	**Dedicated Toll-Free Number Used**		
5	**Date**	**CHANGES Participants' self-identified language of preference [2]**	**Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)[5]**	**Description of each contact made with that customer's utility until a solution is reached.**							**1 = Yes 0 = No**	**Reason 800 # Not Used**		**1 = Yes 0 = No**	**Reason 800 # Not Used**	
45	Not Available	Not available	Educated on Energy efficiency/Conservation; Request Meter Service or Testing; Verified Bill	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
46	Not Available	Not available	HEAP/LiHEAP education & application assistance; LIHEAP/HEAP/ESAP & Medical Baseline education	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
47	Not Available	Not available	LIHEAP/HEAP application assistance & education; medical baseline education; educated on all energy assistance programs.	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
48	Not Available	Not available	Energy Assistance Fund Application; Educated on avoiding disconnection	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
49	Not Available	Not available	HEAP/LiHEAP Application Assistance; Educated on CARE/FERA; Schedule Energy Audit	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
50	Not Available	Not available	HEAP/LiHEAP application assistance, set up payment plan, stop disconnection, educated on HEAP/LIHEAP/ESAP.	Not available	1	SCE Marketing Events	0	0	0	1	Not Available	Not Available		Not Available	Not Available	
51	Not Available	Not available	Educated on HEAP/LIHEAP/ESAP; HEAP/LiHEAP Application Assistance;	Not available	1	SCE Direct Mail	0	0	0		Not Available	Not Available		Not Available	Not Available	
52	Not Available	Not available	Educated on CARE/FERA, set up payment plan	Not available	1	Call Center Request	0	0	0	1	Not Available	Not Available		Not Available	Not Available	

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
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4					**#**	**How Enrolled**	**CARE**	**FERA**	**Medical Baseline**	**#**	**Dedicated Toll-Free Number Used**		**#**	**Dedicated Toll-Free Number Used**		
5	**Date**	**CHANGES Participants' self-identified language of preference [2]**	**Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)[5]**	**Description of each contact made with that customer's utility until a solution is reached.**							**1 = Yes 0 = No**	**Reason 800 # Not Used**		**1 = Yes 0 = No**	**Reason 800 # Not Used**	
53	Not Available	Not available	energy conservation/efficiency education; request meter testing or service; verified bill.	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
54	Not Available	Not available	Educated on HEAP/LIHEAP/ESAP; HEAP/LiHEAP Application Assistance	Not available	1	SCE Direct Mail	0	0	0		Not Available	Not Available		Not Available	Not Available	
55	Not Available	Not available	Educated on HEAP/LIHEAP/ESAP; HEAP/LiHEAP Application Assistance	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
56	Not Available	Not available	Educated on Energy efficiency/ Conservation; Request Meter Service or Testing; Verified Bill; Educated on all energy assistance programs	Not available	1	External Datashare	0	0	0		Not Available	Not Available		Not Available	Not Available	
57	Not Available	Not available	HEAP/LiHEAP Application Assistance	Not available	1	SCE Direct Mail	0	0	0		Not Available	Not Available		Not Available	Not Available	
58	Not Available	Not available	Educated on HEAP/LIHEAP/ESAP; HEAP/LiHEAP Application Assistance	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
59	Not Available	Not available	HEAP/LiHEAP Application Assistance; Energy Assistance Fund Application	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
60	Not Available	Not available	bill education; CARE/FERA education; energy conservation/efficiency education; ESAP application assistance; LIHEAP/HEAP/ESAP education.	Not available	0	N/A	0	0	0		Not Available	Not Available		Not Available	Not Available	

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4					**#**	**How Enrolled**	**CARE**	**FERA**	**Medical Baseline**	**#**	**Dedicated Toll-Free Number Used**		**#**	**Dedicated Toll-Free Number Used**		
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61	Not Available	Not available	set up payment plan	Not available	1	External Datashare	0	0	0	1	Not Available	Not Available		Not Available	Not Available	
62	Not Available	Not available	Set up account/account change	Not available	1	SCE Direct Mail	0	0	0		Not Available	Not Available		Not Available	Not Available	
63	Not Available	Not available	HEAP/LiHEAP/ESAP education & application assistance; schedule energy audit	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
64	Not Available	Not available	Energy Assistance Fund Application	Not available	1	External Datashare	0	0	0		Not Available	Not Available		Not Available	Not Available	
65	Not Available	Not available	bill education; energy conservation/efficiency education; verified bill.	Not available	1	External Datashare	0	0	0		Not Available	Not Available		Not Available	Not Available	
66	Not Available	Not available	HEAP/LiHEAP Application Assistance; ESAP Application Assistance; Educated on HEAP/LIHEAP/ESAP	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
67	Not Available	Not available	Energy Assistance Fund Application; Educated on all energy assistance programs	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
68	Not Available	Not available	Educated on HEAP/LIHEAP/ESAP; HEAP/LiHEAP Application Assistance; Set Up Payment Plan; Stop Disconnection	Not available	1	External Datashare	0	0	0	1	Not Available	Not Available		Not Available	Not Available	
69	Not Available	Not available	Energy Assistance Fund Application; Educated on avoiding disconnection	Not available	1	External Datashare	0	0	0		Not Available	Not Available		Not Available	Not Available	
70	Not Available	Not available	HEAP/LiHEAP Application Assistance; Educated on HEAP/LIHEAP/ESAP	Not available	1	SCE Direct Mail	0	0	0		Not Available	Not Available		Not Available	Not Available	
71	Not Available	Not available	Set Up Payment Plan; stop disconnection	Not available	1	Call Center Request	0	0	0	1	Not Available	Not Available		Not Available	Not Available	

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4					**#**	**How Enrolled**	**CARE**	**FERA**	**Medical Baseline**	**#**	**Dedicated Toll-Free Number Used**		**#**	**Dedicated Toll-Free Number Used**		
5	**Date**	**CHANGES Participants' self-identified language of preference [2]**	**Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)[5]**	**Description of each contact made with that customer's utility until a solution is reached.**							**1 = Yes 0 = No**	**Reason 800 # Not Used**		**1 = Yes 0 = No**	**Reason 800 # Not Used**	
72	Not Available	Not available	energy conservation/efficiency education; request meter testing or service; verified bill.	Not available	1	External Datashare	0	0	0		Not Available	Not Available		Not Available	Not Available	
73	Not Available	Not available	HEAP/LiHEAP Application Assistance; Set Up Payment Plan; Stop Disconnection	Not available	1	SCE Marketing Events	0	0	0	1	Not Available	Not Available		Not Available	Not Available	
74	Not Available	Not available	HEAP/LiHEAP Application Assistance; Set Up Account/Changes to Account	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
75	Not Available	Not available	HEAP/LiHEAP Application Assistance; Educated on HEAP/LIHEAP/ESAP	Not available	1	SCE Direct Mail	0	0	0		Not Available	Not Available		Not Available	Not Available	
76	Not Available	Not available	Educated on Energy efficiency/Conservation; ESAP Application Assistance; Sign up for 3rd Party Notification	Not available	1	SCE Direct Mail	0	0	0		Not Available	Not Available		Not Available	Not Available	
77	Not Available	Not available	HEAP/LiHEAP Application Assistance; Medical Baseline Application Assistance; Educated on Medical Baseline; Educated on HEAP/LIHEAP/ESAP	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
78	Not Available	Not available	Request Meter Service or Testing; Educated on HEAP/LIHEAP/ESAP	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
79	Not Available	Not available	HEAP/LiHEAP Application Assistance; ESAP Application Assistance; Schedule Energy Audit	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
80	Not Available	Not available	HEAP/LiHEAP Application Assistance	Not available	1	External Datashare	0	0	0		Not Available	Not Available		Not Available	Not Available	

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81	Not Available	Not available	LIHEAP/HEAP application assistance; medical baseline/LIHEAP/HEAP/ESAP Education; medical baseline education.	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
82	Not Available	Not available	HEAP/LiHEAP Application Assistance; Educated on HEAP/LIHEAP/ESAP	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
83	Not Available	Not available	Energy Assistance Fund Application; Educated on Energy efficiency/Conservation; Verified Bill	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
84	Not Available	Not available	LIHEAP/HEAP application assistance; set up account/changes to account; set up payment extension.	Not available	1	SCE Marketing Events	0	0	0	1	Not Available	Not Available		Not Available	Not Available	
85	Not Available	Not available	HEAP/LiHEAP application assistance.	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
86	Not Available	Not available	HEAP/LiHEAP, Medical Baseline, ESAP application assistance	Not available	1	SCE Direct Mail	0	0	0		Not Available	Not Available		Not Available	Not Available	
87	Not Available	Not available	Set up account/account change	Not available	1	SCE Direct Mail	0	0	0		Not Available	Not Available		Not Available	Not Available	
88	Not Available	Not available	Application Assistance; Schedule Energy Audit; Educated on	Not available	1	SCE Direct Mail	0	0	0		Not Available	Not Available		Not Available	Not Available	
89	Not Available	Not available	HEAP/LiHEAP application assistance; LIHEAP/HEAP/ESAP & education	Not available	1	SCE Direct Mail	0	0	0		Not Available	Not Available		Not Available	Not Available	

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90	Not Available	Not available	Bill education	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
91	Not Available	Not available	LIHEAP/HEAP application assistance; medical baseline/LIHEAP/HEAP/ESAP Education.	Not available	1	SCE Direct Mail	0	0	0		Not Available	Not Available		Not Available	Not Available	
92	Not Available	Not available	HEAP/LiHEAP Application Assistance; Educated on CARE/FERA; Educated on HEAP/LIHEAP/ESAP.	Not available	0	N/A	0	0	0		Not Available	Not Available		Not Available	Not Available	
93	Not Available	Not available	HEAP/LiHEAP Application Assistance; Educated on HEAP/LIHEAP/ESAP	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
94	Not Available	Not available	Energy Assistance Fund Application	Not available	1	External Datashare	0	0	0		Not Available	Not Available		Not Available	Not Available	
95	Not Available	Not available	Educated on Energy efficiency/Conservation; ESAP Application Assistance; Set Up Payment Extension	Not available	1	SCE Marketing Events	0	0	0	1	Not Available	Not Available		Not Available	Not Available	
96	Not Available	Not available	HEAP/LiHEAP application assistance.	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
97	Not Available	Not available	HEAP/LiHEAP, Medical Baseline, ESAP application assistance & schedule energy audit	Not available	0	N/A	0	0	0		Not Available	Not Available		Not Available	Not Available	
98	Not Available	Not available	Energy Assistance Fund Application;	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
99	Not Available	Not available	HEAP/LiHEAP Application Assistance; Educated on HEAP/LIHEAP/ESAP	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
100	Not Available	Not available	HEAP/LiHEAP Application Assistance; HEAP/LiHEAP/ESAP education	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	

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101	Not Available	Not available	Educated on CARE/FERA; set up level pay plan.	Not available	1	SCE Marketing Events	0	0	0	1	Not Available	Not Available		Not Available	Not Available	
102	Not Available	Not available	HEAP/LiHEAP Application Assistance; Medical Baseline Application Assistance	Not available	1	External Datashare	0	0	0		Not Available	Not Available		Not Available	Not Available	
103	Not Available	Not available	Energy Assistance Fund Application	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
104	Not Available	Not available	HEAP/LiHEAP application assistance & ESAP/LiHEAP/HEAP education	Not available	1	Call center request	0	0	0		Not Available	Not Available		Not Available	Not Available	
105	Not Available	Not available	Energy Assistance Fund Application; Educated on avoiding disconnection	Not available	0	N/A	0	0	0		Not Available	Not Available		Not Available	Not Available	
106	Not Available	Not available	Educated on HEAP/LIHEAP/ESAP; HEAP/LiHEAP Application Assistance	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
107	Not Available	Not available	LIHEAP/HEAP application assistance; energy efficiency/conservation education; set up payment extension; verified bill	Not available	1	SCE Marketing Events	0	0	0	1	Not Available	Not Available		Not Available	Not Available	
108	Not Available	Not available	Energy Assistance Fund Application	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
109	Not Available	Not available	Bill Education; Educated on CARE/FERA; Educated on Energy efficiency/Conservation; Verified Bill	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
110	Not Available	Not available	HEAP/LiHEAP Application Assistance	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	**CARE Table 10 CHANGES One-On-One Customer Assistance Sessions**															
2	**Reporting Period January 1, 2013 through June 30, 2013 [1]**															
3					**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 [3]**
4					**#**	**How Enrolled**	**CARE**	**FERA**	**Medical Baseline**	**#**	**Dedicated Toll-Free Number Used**		**#**	**Dedicated Toll-Free Number Used**		
5	**Date**	**CHANGES Participants' self-identified language of preference [2]**	**Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)[5]**	**Description of each contact made with that customer's utility until a solution is reached.**							**1 = Yes 0 = No**	**Reason 800 # Not Used**		**1 = Yes 0 = No**	**Reason 800 # Not Used**	
111	Not Available	Not available	HEAP/LiHEAP application assistance, set up payment plan	Not available	1	Call Center Request	0	0	0	1	Not Available	Not Available		Not Available	Not Available	
112	Not Available	Not available	Educated on CARE/FERA; ESAP Application Assistance; Educated on HEAP/LIHEAP/ESAP	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
113	Not Available	Not available	HEAP/LiHEAP Application Assistance; Educated on CARE/FERA	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
114	Not Available	Not available	HEAP/LiHEAP, Medical Baseline, ESAP application assistance; HEAP/LiHEAP/ESAP education.	Not available	0	N/A	0	0	0		Not Available	Not Available		Not Available	Not Available	
115	Not Available	Not available	HEAP/LiHEAP & ESAP application assistance	Not available	1	SCE VRU	0	0	0		Not Available	Not Available		Not Available	Not Available	
116	Not Available	Not available	Bill adjustment	Not available	1	SCE VRU	0	0	0		Not Available	Not Available	1	Not Available	Not Available	
117	Not Available	Not available	Set Up Payment Extension; Set Up Account/Changes to Account	Not available	1	Call Center Request	0	0	0	1	Not Available	Not Available		Not Available	Not Available	
118	Not Available	Not available	Request Meter Service or Testing; Verified Bill	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
119	Not Available	Not available	bill education	Not available	1	SCE Direct Mail	0	0	0		Not Available	Not Available		Not Available	Not Available	
120	Not Available	Not available	LIHEAP/HEAP/ESAP application assistance; medical baseline/LIHEAP/HEAP/ESAP Education.	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	**CARE Table 10 CHANGES One-On-One Customer Assistance Sessions**															
2	**Reporting Period January 1, 2013 through June 30, 2013 [1]**															
3					**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 [3]**
4					**#**	**How Enrolled**	**CARE**	**FERA**	**Medical Baseline**	**#**	**Dedicated Toll-Free Number Used**		**#**	**Dedicated Toll-Free Number Used**		
5	**Date**	**CHANGES Participants' self-identified language of preference [2]**	**Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)[5]**	**Description of each contact made with that customer's utility until a solution is reached.**							**1 = Yes 0 = No**	**Reason 800 # Not Used**		**1 = Yes 0 = No**	**Reason 800 # Not Used**	
121	Not Available	Not available	Educated on CARE/FERA; Energy Assistance Fund Application; Educated on Energy efficiency/Conservation; Educated on HEAP/LIHEAP/ESAP; Verified Bill	Not available	1	www.sce.com enrollment form	0	0	0		Not Available	Not Available		Not Available	Not Available	
122	Not Available	Not available	Bill education, CARE/FERA education, request meter service or testing.	Not available	0	N/A	0	0	0		Not Available	Not Available		Not Available	Not Available	
123	Not Available	Not available	Energy Assistance Fund Application; Set Up Payment Extension	Not available	0	N/A	0	0	0	1	Not Available	Not Available		Not Available	Not Available	
124	Not Available	Not available	HEAP/LiHEAP Application Assistance; Educated on avoiding disconnection; Bill Education; ESAP Application Assistance	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
125	Not Available	Not available	HEAP/LiHEAP Application Assistance; Educated on avoiding disconnection; Educated on Energy efficiency/Conservation	Not available	1	SCE Direct Mail	0	0	0		Not Available	Not Available		Not Available	Not Available	
126	Not Available	Not available	HEAP/LiHEAP application assistance; energy conservation/efficiency education	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
127	Not Available	Not available	HEAP/LiHEAP Application Assistance; Educated on avoiding disconnection; Bill	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
128	Not Available	Not available	HEAP/LiHEAP Application Assistance; Bill Education; Educated on Energy efficiency/Conservation	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	**CARE Table 10 CHANGES One-On-One Customer Assistance Sessions**															
2	**Reporting Period January 1, 2013 through June 30, 2013 [1]**															
3					**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 [3]**
4					**#**	**How Enrolled**	**CARE**	**FERA**	**Medical Baseline**	**#**	**Dedicated Toll-Free Number Used**		**#**	**Dedicated Toll-Free Number Used**		
5	**Date**	**CHANGES Participants' self-identified language of preference [2]**	**Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)[5]**	**Description of each contact made with that customer's utility until a solution is reached.**							**1 = Yes 0 = No**	**Reason 800 # Not Used**		**1 = Yes 0 = No**	**Reason 800 # Not Used**	
129	Not Available	Not available	HEAP/LiHEAP application assistance; energy conservation/efficiency education	Not available	1	External Datashare	0	0	0		Not Available	Not Available		Not Available	Not Available	
130	Not Available	Not available	HEAP/LiHEAP application assistance	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
131	Not Available	Not available	LiHEAP/HEAP application assistance; educated on avoiding disconnection; energy conservation/Efficinecy education.	Not available	1	External Datashare	0	0	0		Not Available	Not Available		Not Available	Not Available	
132	Not Available	Not available	HEAP/LiHEAP Application Assistance; Educated on avoiding disconnection; Bill Education; Educated on Energy efficiency/Conservation	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
133	Not Available	Not available	HEAP/LiHEAP Application Assistance; Bill Education; Educated on Energy efficiency/Conservation	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
134	Not Available	Not available	HEAP/LiHEAP application assistance; bill education; educated on avoiding disconnection; energy conservation/efficiency education.	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
135	Not Available	Not available	HEAP/LiHEAP Application Assistance; Educated on Energy efficiency/Conservation; Educated on CARE/FERA	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	**CARE Table 10 CHANGES One-On-One Customer Assistance Sessions**															
2	**Reporting Period January 1, 2013 through June 30, 2013 [1]**															
3					**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 [3]**
4					**#**	**How Enrolled**	**CARE**	**FERA**	**Medical Baseline**	**#**	**Dedicated Toll-Free Number Used**		**#**	**Dedicated Toll-Free Number Used**		
5	**Date**	**CHANGES Participants' self-identified language of preference [2]**	**Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)[5]**	**Description of each contact made with that customer's utility until a solution is reached.**							**1 = Yes 0 = No**	**Reason 800 # Not Used**		**1 = Yes 0 = No**	**Reason 800 # Not Used**	
136	Not Available	Not available	HEAP/LiHEAP application assistance; energy conservation/efficiency education; educated on avoiding disconnection.	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
137	Not Available	Not available	HEAP/LiHEAP Application Assistance; Educated on avoiding disconnection; Bill Education	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
138	Not Available	Not available	HEAP/LiHEAP Application Assistance; Educated on avoiding disconnection; Bill Education; Educated on Energy efficiency/ Conservation	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
139	Not Available	Not available	HEAP/LiHEAP application assistance; energy conservation/efficiency education; educated on avoiding disconnection.	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
140	Not Available	Not available	HEAP/LiHEAP Application Assistance; Bill Education; Educated on avoiding disconnection	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
141	Not Available	Not available	HEAP/LiHEAP Application Assistance; bill education	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
142	Not Available	Not available	HEAP/LiHEAP Application Assistance; Bill Education; Educated on Energy efficiency/Conservation;	Not available	1	SCE Marketing Events	0	0	0		Not Available	Not Available		Not Available	Not Available	
143	Not Available	Not available	HEAP/LiHEAP application assistance; energy conservation/efficiency education	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	

CARE Table 10 CHANGES One-On-One Customer Assistance Sessions

Reporting Period January 1, 2013 through June 30, 2013 [1]

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
3		CHANGES Participants' self-identified language of preference [2]	Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)[5]	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 [3]
4					#	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used		
5	Date										1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
144	Not Available	Not available	HEAP/LiHEAP application assistance; energy conservation/efficiency education	Not available	1	External Datashare	0	0	0		Not Available	Not Available		Not Available	Not Available	
145	Not Available	Not available	LIHEAP/HEAP application assistance; energy efficiency/conservation education	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
146	Not Available	Not available	HEAP/LiHEAP application assistance; bill education; educated on avoiding disconnection; energy conservation/efficiency education.	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
147	Not Available	Not available	Educated on CARE/FERA	Not available	1	Call Center Request	0	0	0		Not Available	Not Available		Not Available	Not Available	
148	Not Available	Not available	Educated on Energy efficiency/ Conservation	Not available		Not Available[3]	Not Available[3]	Not Available[3]	Not Available [3]		Not Available	Not Available		Not Available	Not Available	
149	Not Available	Not available	HEAP/LiHEAP Application Assistance; Educated on HEAP/LIHEAP/ESAP	Not available		Not Available[3]	Not Available[3]	Not Available[3]	Not Available [3]		Not Available	Not Available		Not Available	Not Available	
150	Current Month Total				Not Avbl		Not Available	Not Available	Not Available							Not Available
151	Year-to-Date Total				131		0	0	0	18			2			27

152 [1] CARE Table 10 matches the template included in the IOUs' June 24, 2013, submittal to ALJ Kim regarding Success Criteria and Plan for Improving Community Help and Awareness with Natural Gas and Electricity Services (CHANGES)Pilot Program Tracking and Reporting. As indicated in the June 24th submittal, all data in CARE Table 10 was to be provided by CHANGES Program Contractor except Columns F, G, H, and I, and P which were to be completed by the IOUs. SCE expects the contractor to complete the contractor columns in subsequent months. For this month only, SCE developed the contractor data in this table based on multiple tables provided by CSID on behalf of the Contractor.

153 [2] Data provided by Contractor does not provide a breakdown of CHANGES participants' self-identified language of preference. For a summary of languages see Attachment A, which includes information provided by the CHANGES contractor, Self Help for the Elderly, via CSID at a summary level. Language per each one on one session is not available.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	**CARE Table 10 CHANGES One-On-One Customer Assistance Sessions**															
2	**Reporting Period January 1, 2013 through June 30, 2013 [1]**															
3		**CHANGES Participants' self-identified language of preference [2]**	**Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)[5]**	**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 [3]**
4					**#**	**How Enrolled**	**CARE**	**FERA**	**Medical Baseline**	**#**	**Dedicated Toll-Free Number Used**		**#**	**Dedicated Toll-Free Number Used**		
5	**Date**										**1 = Yes 0 = No**	**Reason 800 # Not Used**		**1 = Yes 0 = No**	**Reason 800 # Not Used**	

154 [3] Calls were not received prior to April because the contractor's 800# information did not match SCE's 800#. Total calls placed to 800# recorded by SCE from April 1st, 2013 through June 30th, 2013 is 27. Data on use of 800 number for each one on one session was not provided by contractor.

155 [4]For rows 6-8 and 148-149, SCE received faulty account numbers associated to those one on ones and cannot validate against program enrollment data. SCE is working with the Contractor to clarify.

156 [5] For column C, this data was provided by CHANGES contractor, Self Help for the Elderly, via CSID in a separate attachment. This table was edited and reformatted from its original version in order to have have a more consistent apperance and format with existing SCE tables.

	A	B	C	D	E	F	G
1	**CARE Table 11 CHANGES Group Customer Assistance Sessions[3]**						
2	**Reporting Period June 1, 2013 through June 30, 2013[4]**						
3				**Session Logistics**			
4	**Date**	**Session Language [1]**	**Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)**	**# of Sessions**	**Length [2] (Hours)**	**Number of Attendees**	**Description of Information / Literature Provided [5]**
5	Not Available		Understanding Your Bill	Not Available	0.5	25	Not Available
6	Not Available		Safety	Not Available	0.5	25	Not Available
7	Not Available		Level Pay Plan	Not Available	0.5	49	Not Available
8	Not Available		Energy Conservation	Not Available	0.5	3	Not Available
9	Not Available		CARE, FERA and Other Programs	Not Available	0.5	0	Not Available
10	Not Available		Avoiding Disconnection	Not Available	0.5	36	Not Available
11	Current Month Total			Not Available		Not Available	
12	Year-to-Date			Not Available		138	

13 [1] CARE Table 11 matches the template included in the IOUs' June 24, 2013 submittal to ALJ Kim regarding Success Criteria and Plan for Improving Community Help and Awareness with Natural Gas and Electricity Services (CHANGES)Pilot Program Tracking and Reporting. The information in the table was to have been provided by the CHANGES contractor to each utility. SCE expects the contractor to complete CARE Table 11 in subsequent months. For this month only, SCE developed the contractor data in this table based on multiple tables provided by CSID on behalf of the Contractor. For a summary of workshop session languages see Attachment B. Language per workshop session not available.

14 [2] Contractor states all sessions last at least 30 minutes. Contractor did not provide the overall description of session date, length, attendance, and information and literatures provided by workshop.

15 [3] This data 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 have a more consistent apperance and format with existing SCE tables.

16 [4] As noted in the IOUs' June 24, 2013 submittal to ALJ Kim regarding Success Criteria and Plan for Improving Community Help and Awareness with Natural Gas and Electricity Services (CHANGES)Pilot Program Tracking and Reporting, data in some fields may be unavailable in initial months as the CHANGES contractors will be required to train staff to track and report some of the required information. For this reason, data in this table is available beginning in June 2013.

17 [5] The contractor reports the CBOs only provide materials that are provided by the IOUs. The IOUs have not been able to verify the nature of these materials. Contractor states specifics will be provided in next month's report.

Attachment A [1]	
Summary of Languages from Resolved One On One Cases	
Reporting Period Jan. 1, 2013 through June 30, 2013	
Languages	**Number of SCE Cases**
Arabic	
Armenian	
Cambodian	
Cantonese	5
Cebuano	
English	29
Farsi	
Hmong	
Indonesian	1
Khmer	
Korean	2
Laotian	
Mandarin	
Persian	
Spanish	65
Tagalog	1
Vietnamese	42
Totals	145

[1]This data 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 have a more consistent apperance and format with existing SCE tables.

Attachment B CHANGES Education Workshops - SCE[1]	
Reporting Period June 1, 2013 through June 30, 2013	
Language	**Number of Attendees**
Arabic	6
Cantonese	10
Indonesian	3
Korean	2
Spanish	73
Vietnamese	48
Totals	142

[1]This data 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 have a more consistent apperance and format with existing SCE tables.