

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

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

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

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Dated: July 22, 2019

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ON LOW INCOME ASSISTANCE PROGRAMS FOR JUNE 2019**

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

Respectfully submitted,

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Attachment

ESA and CARE Program Report

**Southern California Edison Company's (SCE)
Energy Savings Assistance (ESA) Program
and
California Alternate Rates for Energy (CARE) Program
Monthly Report
June 2019**

LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

TABLE OF CONTENTS

Title	Page
1. Energy Savings Assistance Program Executive Summary	1
1.1. Energy Savings Program Overview	1
1.2. Whole Neighborhood Approach Evaluation	2
1.3. Customer Enrollment and Outreach 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	3
2.1. CARE Program Summary	4
2.2. Outreach	4
2.3. Recertification Complaints	6

LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

This monthly report complies with the low-income reporting requirements established in Decision (D.)16-11-022/D.17-12-009, and with all reporting and program evaluation requirements previously established for the California Alternate Rates for Energy (CARE) and Energy Savings Assistance (ESA) Programs and provides information on CARE and ESA Program accomplishments and expenditures through 2019 to June 30, 2019.

1. Energy Savings Assistance Program Executive Summary

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

1.1. Energy Savings Program Overview

1.1.1. Provide a summary of the Energy Savings Assistance Program elements as approved in Decision (D.) 16-11-022 and as modified by D.17-12-009:

Program Summary for Month			
2019	Authorized / Planning Assumptions ¹	Year-to-Date Actual	%
Budget	\$63,616,662	\$39,508,569	62%
Homes Treated	95,168	43,572	46%
kWh Saved	32,300,000	28,418,110	88%
kW Demand Reduced	N/A	3,964	N/A
Therms Saved	N/A	N/A	N/A

[1] Reflects the authorized 2019 budget in D.16-11-022 and updated via Resolution E-4885 addressing conforming AL 3585-E and supplemental AL 3585-E-A. Total authorized budget in 2019 is \$81,481,677; the total amount of \$63,616,662 excludes the total authorized unspent funds of \$17,865,015 captured in ESA Table 1A. The recently authorized budget approved in SCE's Mid-Cycle Update AL 3824-E on January 4, 2019 has not been incorporated into the June Monthly report.

1.2. Whole Neighborhood Approach Evaluation

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

During the month of June, SCE continued to increase its efforts to contact customers to enroll them in the ESA program. SCE contacts customers receiving the CARE rate discount to enroll them in the ESA program. Each letter provides customers with the name and contact phone number for their local SCE ESA program contractor, allowing contractors to directly receive information for interested customers. This streamlined process creates efficiencies for both customer and contractor. In June SCE mailed nearly 100,000 letters to CARE customers who have not yet participated in the ESA program.

1.3. Customer Enrollment and Outreach Update

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

SCE’s ESA contractors continue to enroll customers through tablet PCs (aka paperless enrollment) during the assessment process resulting in streamlined and expedited enrollments. The tablet PC eliminates the need for paper copies ensuring protection of customer data and helping protect the environment. In June there were 317 assessors, representing 22 contractors utilizing the paperless enrollment process, enrolling 10,343 households. SCE is currently facing challenges enrolling first-touch households into the program. To overcome this barrier SCE is utilizing new customer analytics to identify eligible customers. SCE may also consider increasing the number of outreach-type contractors who could identify and enroll first-touch ESA households.

In June, SCE Multifamily Common Area Measures (MF-CAM) contractors continued to outreach to the 76 non-deed restricted properties identified as potential leads for Multifamily (MF) low income customers. Some of the properties visited suggest that there is low potential for MF CAM services because the properties have small common areas. However, these properties’ tenants may still be eligible for the ESA program and there are potential opportunities for tenants to enroll. Furthermore, SCE is looking to add lighting measures to improve its measure offerings for MF CAM.

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?

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

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

1.5. Workforce Education & Training

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

In June, SCE's contractors continued to conduct self-guided training to new staff on the policies and procedures associated with ESA home assessment. The training provides participants with comprehensive instruction on income documentation, customer and measure eligibility, and hands-on exercises, plus an extensive discussion of energy education-related topics and demonstrations used to gauge the participants' understanding of the material. SCE conducts bi-weekly testing for prospective program representatives which they must pass prior to being authorized to conduct a home assessment. This month SCE tested 44 prospective representatives.

SCE contracts with a mixture of local private contractors (LPCs), community-based organizations (CBOs) and faith-based organizations (FBOs) to provide ESA program services. The organizations, many of which are in low-income and disadvantaged communities, have provided 814 jobs that support SCE's ESA Program, including executive, clerical and other ancillary positions. In June, seventeen (17) new jobs were added.

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

The CARE program is a low-income energy rate program that provides a monthly discount of 30-35% on energy rates to low-income households with incomes at or below 200% of the Federal Poverty Guidelines.¹ Income qualified customers

¹ Public Utilities Code §739.1 (a).

include residential single-family households as well as in sub-metered residential facilities, nonprofit group living facilities, agricultural employee housing facilities, and migrant housing farm workers.

2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs

CARE Budget Categories	Authorized Budget	Expenses Year-to-Date	% of 2019 Budget Spent
Outreach	\$2,684,843	\$1,397,165	52%
Processing / Certification Re-certification	\$800,000	\$264,901	33%
Post Enrollment Verification (PEV)	\$600,000	\$279,060	46%
IT Programming	\$600,000	\$92,529	15%
Cooling Centers	\$44,562	\$14,826	33%
Pilot (CHANGES)	\$525,000	\$223,199	43%
Studies	\$150,000	\$0	0%
Regulatory Compliance	\$542,704	\$196,351	36%
General Administration	\$704,529	\$352,764	50%
CPUC Energy Division Staff	\$140,000	\$41,543	30%
Total Expenses	\$6,791,638	\$2,862,319	42%
Subsidies and Benefits	\$487,221,423	\$154,061,356	32%
Total Program Costs & Discounts	\$494,013,061	\$156,923,675	32%

2.1.2. Please provide the CARE program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	Year-to-Date Penetration Rate
1,189,421	1,337,092	89%

2.2. Outreach

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

California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA) outreach efforts and communications to SCE's in-language and underpenetrated areas continue to be a priority. SCE's CARE/FERA

programs partner with internal departments such as Local Public Affairs (LPA), Consumer Affairs, Marketing, Corporate Communications, Strategic Engagement, Business Solutions, and the Mobile Energy Unit (MEU), and various chambers, foundations, faith-based and community-based organizations in outreach activities that target SCE’s hard-to-reach customer base.

When appropriate, SCE’s Customer Contact Center (CCC) continues to utilize the online enrollment application at sce.com to directly enroll customers in the CARE Program during incoming calls. If requested, the Customer Service Representative may alternately send a paper Rate Discount Application to the customer. During the month of June, SCE enrolled 3,770 eligible customers through CCC outreach efforts including web, phone, and mail-in enrollments.

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

In June, capitation contractors and outbound calling efforts successfully enrolled 121 new customers in the CARE Program. Current and ongoing campaign strategies and efforts include:

- Leveraging events sponsored by communities and cultural celebrations to reach populations that may be eligible to enroll in the CARE Program.
- Partnering with SCE personnel to leverage existing SCE relationships with FBOs, CBOs, and local governments.
- Utilizing existing channels to develop creative approaches for agencies to conduct CARE/FERA outreach, including community-based outreach events and fairs.

In June, SCE participated in three community/outreach events. Two of which included the Youth Action Summer Project in the City of San Bernardino and The Power of Play which took place at Belvedere Park in the City of Los Angeles. SCE also hosted the Faith & Nonprofit Business Summit at SCE’s Energy Education Center. There were more than 365 event attendees who learned about SCE’s low-income programs – such as CARE and ESA, and other energy efficiency programs available to them.

Event Date	Event Name	City	Estimated Customer Interactions
6/1/2019	The Power of Play	Los Angeles	240
6/15/2019	Youth Action Project Summer Explosion	San Bernardino	50

6/21/2019	Faith & Nonprofit Business Summit	Irwindale	75
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2.2.2. Describe the efforts taken to reach and coordinate the CARE program with other related low income programs to reach eligible customers.

SCE enrolls new CARE customers through the Energy Assistance Fund (EAF), a program that provides utility payment assistance through voluntary customer, employee, and SCE shareholder donations.

SCE coordinates CARE enrollment with other income-qualified programs, such as ESA, LIHEAP, and other low income-qualified programs offered through SoCalGas and certain water utilities. ESA participants are automatically enrolled in CARE each month, and LIHEAP participants are automatically enrolled in CARE quarterly. In June SCE enrolled 3455 eligible customers in CARE through data sharing with LIHEAP, ESA, SoCalGas, and water utilities. The CARE Program continuously integrates its efforts and messaging with the ESA Program at all outreach events, communications, and marketing campaigns.

2.3. Recertification Complaints

SCE did not receive any recertification complaints in June.

Appendix A: Energy Savings Assistance Program and CARE Tables

Program	Table	Title
ESA – Intensified Efforts in Response to the Aliso Canyon Natural Gas Leak Emergency	Table 1	Intensified ESA Activity in the Impacted Area Pursuant to D.16-04-040
ESA	Table 1	ESA Program Expenses
ESA	Table 1A	Expenses Funded From 2009-2016 Unspent ESA Program Funds
ESA	Table 2, 2A & 2B	Expenses and Energy Savings by Measures Installed
ESA	Table 3	Average Bill Savings per Treated Home
ESA	Table 4A	Homes Treated
ESA	Table 4B	Homes Unwilling/Unable to Participate

Program	Table	Title
ESA	Table 5	Customer Summary
ESA	Table 6	Expenditures for Pilots and Studies
ESA	Table 7	Measures (Refrigerators and In Home Energy Education)
CARE	Table 1	CARE Program Expenses
CARE	Table 2	CARE Enrollment, Recertification, Attrition, and Penetration
CARE	Table 3A&B	CARE Post-Enrollment Verification Results
CARE	Table 4	CARE Self-Certification and Re-Certification Applications
CARE	Table 5	Enrollment by County
CARE	Table 6	Recertification Results
CARE	Table 7	Capitation Contractors
CARE	Table 8	Participants as of Month End
CARE	Table 9	CHANGES Expenditures
CARE	Table 10	CHANGES One-On-One Assistance Reporting Period February 2018
CARE	Table 11	CHANGES Group Assistance Sessions November through January 2018

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

Reporting Month/Year – June 2019			
1. Total Homes Eligible:		1,322,388	
2. Total Homes Visited in Aliso Canyon Territory:		251,821	
2a. “Go-Back” Homes:		165,477	
2b. First Touch Homes:		86,344	
3. Percent of treated homes prioritized due to “High Usage”:		1.58%	
4. Percent of treated “Multi-Family” units prioritized:		33.42%	
5. Percent of homes jointly treated by SCE and SoCalGas:		45.13%	
6. Average Per Home Savings for Homes Treated as a result of suspended program rules:		418.79 kWh / 0.056 kW	
7. Number of homes in the pipeline:		1,750	
8. Installed Measures by SoCalGas		9. Installed Measures by SCE	
HE Clothes Washers:	N/A	CFLs:	416,616
Water Heater Blankets:	N/A	Fluorescent Torchiere Lamps:	10,334
Low Flow Showerheads	N/A	LED A-Lamps:	271,537
Water Heater Pipe Insulation:	N/A	LED Torchiere and LED Reflector Lamps:	44,154
Faucet Aerator:	N/A	Tier 1 and Tier 2 Smart Power Strips:	216,773
Thermostatic Shower Valve:	N/A	Energy Education	198,152
Air Sealing/Envelope:	N/A	Refrigerator Replacement:	23,139
Attic Insulation:	N/A	Room A/C Replacement:	714
Duct Testing & Sealing:	N/A	Evaporative Cooler Installation:	14,385
Furnace Clean & Tune:	N/A	Pool Pump Replacement:	2,931
		Central A/C & Heat Pump Replacement:	14
Therms Saved:	N/A	kWh Saved:	76,881,005
		kW Saved:	10,310
Total Expenses:	N/A	Total Expenses:	\$291,953,702

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

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

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

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

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

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

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

- b. Please also discuss your progress in achieving the 10 percent savings increase.** Since April 28, 2016, 76,881,005 kWh and 10,310 kW have been saved in the Aliso Canyon area, for an average of 2,077,865 kWh and 278 kW per month, which continues to exceed the 10 percent savings.

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

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

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

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

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

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

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

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

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

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

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

Energy Savings Assistance Program Table 1 - Expenses

Southern California Edison

Through June 2019

ESA Program:	Authorized Budget [1]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Appliances	\$21,628,600		\$21,628,600	\$ 933,793		\$ 933,793	\$ 7,457,648		\$ 7,457,648	34%		34%
Domestic Hot Water	\$ 31,348		\$ 31,348	\$ 1,516		\$ 1,516	\$ 11,130		\$ 11,130	36%		36%
Enclosure	\$ 218,022		\$ 218,022	\$ 5,087		\$ 5,087	\$ 54,235		\$ 54,235	25%		25%
HVAC	\$24,897,305		\$24,897,305	\$ 2,233,869		\$ 2,233,869	\$ 15,551,896		\$ 15,551,896	62%		62%
Maintenance	\$ 100,220		\$ 100,220	\$ -		\$ -	\$ -		\$ -	0%		0%
Lighting	\$ 1,013,054		\$ 1,013,054	\$ 721,645		\$ 721,645	\$ 4,776,488		\$ 4,776,488	471%		471%
Miscellaneous	\$ 2,631,912		\$ 2,631,912	\$ 419,571		\$ 419,571	\$ 3,005,771		\$ 3,005,771	114%		114%
Customer Enrollment	\$ 4,489,283		\$ 4,489,283	\$ 579,988		\$ 579,988	\$ 3,586,994		\$ 3,586,994	80%		80%
In Home Education	\$ 1,457,578		\$ 1,457,578	\$ 166,420		\$ 166,420	\$ 978,310		\$ 978,310	67%		67%
Pilot	\$ -		\$ -				\$ 14,862		\$ 14,862			
Energy Efficiency TOTAL	\$56,467,322		\$56,467,322	\$ 6,320,533		\$ 6,320,533	\$ 35,437,333		\$ 35,437,333	63%		63%
Training Center	\$ 539,344		\$ 539,344	\$ 12,478		\$ 12,478	\$ 74,647		\$ 74,647	14%		14%
Inspections	\$ 1,151,406		\$ 1,151,406	\$ 112,547		\$ 112,547	\$ 557,493		\$ 557,493	48%		48%
Marketing and Outreach [3]	\$ 950,000		\$ 950,000	\$ 817,777		\$ 817,777	\$ 1,060,220		\$ 1,060,220	112%		112%
Statewide Marketing Education and Outreach	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -			
Measurement and Evaluation Studies	\$ 91,250		\$ 91,250	\$ -		\$ -	\$ 95,517		\$ 95,517	105%		105%
Regulatory Compliance	\$ 478,313		\$ 478,313	\$ 45,626		\$ 45,626	\$ 280,478		\$ 280,478	59%		59%
General Administration	\$ 3,879,027		\$ 3,879,027	\$ 211,883		\$ 211,883	\$ 1,922,663		\$ 1,922,663	50%		50%
CPUC Energy Division	\$ 60,000		\$ 60,000	\$ 76,458		\$ 76,458	\$ 80,219		\$ 80,219	134%		134%
TOTAL PROGRAM COSTS [2]	\$63,616,662		\$63,616,662	\$ 7,597,302		\$ 7,597,302	\$ 39,508,569		\$ 39,508,569	62%		62%
Funded Outside of ESA Program Budget												
Indirect Costs				\$ 96,380		\$ 96,380	\$ 600,666		\$ 600,666			
NGAT Costs												
<p>[1] Reflects the authorized 2019 budget in D.16-11-022 and updated via Resolution E-4885 addressing conforming AL 3585-E and supplemental AL 3585-E-A. Total authorized budget in 2019 is \$81,481,677; the total amount of \$63,616,662 excludes the total authorized unspent funds of \$17,865,015 captured in ESA Table 1A. The recently authorized budget approved in SCE's Mid-Cycle Update AL 3824-E on January 4, 2019 has not been incorporated into the May Monthly report.</p> <p>[2] Financial data for Energy Efficiency total monthly and year-to-date expenses are obtained from EMAPS; financial data for Training Center, Inspections, Marketing & Outreach, Measurement & Evaluation Studies, Regulatory Compliance, General Administration, and CPUC Energy Division monthly and year-to-date expenses are obtained from SAP. Expenses for categories authorized to utilize unspent funds are not included in the table, refer to ESA Table 1A.</p> <p>[X] Please indicate whether authorized budget includes shifted funds from previous years and/or prior program cycles. (Yes or No) If yes, please specify amount, date fund-shifting activity occurred, date of fund-shifting request and related approval is applicable.</p> <p>[3] Financial data for Marketing and Outreach includes a credit received as accounting adjustments in May.</p> <p>Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.</p>												

**Energy Savings Assistance Program Table 1A - Expenses Funded From 2009-2016 Unspent ESA Program Funds
Southern California Edison
Through June 2019**

ESA Program:	Authorized Budget [1]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Additional Regulatory Compliance Costs	\$ 93,750		\$ 93,750	\$ -		\$ -			\$ -	0%		0%
Leveraging - CSD	\$ 1,000,000		\$ 1,000,000	\$ -		\$ -	\$ -		\$ -	0%		0%
Climate Zone 13 Central AC and AC related measures	\$ 6,666,260		\$ 6,666,260	\$ 1,059,308		\$ 1,059,308	\$ 4,233,899		\$ 4,233,899	64%		64%
HE Clothes Washer	\$ 3,318,844		\$ 3,318,844	\$ -		\$ -	\$ -		\$ -	0%		0%
Multi-Family Common Area Measures	\$ 4,500,000		\$ 4,500,000	\$ -		\$ -	\$ -		\$ -	0%		0%
Powerstrip Tier II	\$ 2,286,161		\$ 2,286,161	\$ 202,232		\$ 202,232	\$ 1,270,379		\$ 1,270,379	56%		56%
TOTAL UNSPENT PROGRAM COSTS [2]	\$ 17,865,015		\$ 17,865,015	\$ 1,261,541		\$ 1,261,541	\$ 5,504,278		\$ 5,504,278	31%		31%

[1] Reflects the authorized 2019 budget for unspent categories (i.e. new ESA program measures and directives) in D.16-11-022 and updated via Resolution E-4885 addressing conforming AL 3585-E and supplemental AL 3585-E.

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

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Energy Savings Assistance Program Table 2A														
2	Southern California Edison														
3	Through June 2019														
4															
5	ESA Program (Summary) Total								ESA Program - CSD Leveraging						
6	Year-To-Date Completed & Expensed Installation								Year-To-Date Completed & Expensed Installation						
7	Measures	Units	Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses (\$)	% of Expenditure	Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses (\$)	% of Expenditure	
8	Appliances														
9	High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%						0.0%	
10	Refrigerators	Each	7,070	4,060,178	489	-	\$ 7,457,648	18.2%						0.0%	
11	Microwaves	Each	-	-	-	-	\$ -	0.0%						0.0%	
12	Domestic Hot Water														
13	Water Heater Blanket	Home	2	352	0	-	\$ 102	0.0%						0.0%	
14	Low Flow Shower Head	Home	201	35,052	4	-	\$ 8,522	0.0%						0.0%	
15	Water Heater Pipe Insulation	Home	13	1,925	0	-	\$ 381	0.0%						0.0%	
16	Faucet Aerator	Home	185	32,197	4	-	\$ 2,126	0.0%						0.0%	
17	Water Heater Repair/Replacement	Each	-	-	-	-	\$ -	0.0%						0.0%	
18	Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%						0.0%	
19	New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%						0.0%	
20	New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%						0.0%	
21	New - Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%						0.0%	
22	New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%						0.0%	
23	Enclosure														
24	Air Sealing / Envelope [1]	Home	369	(143,989)	(62)	-	\$ 44,254	0.1%						0.0%	
25	Caulking	Home	-	-	-	-	\$ -	0.0%						0.0%	
26	Attic Insulation	Home	5	-	-	-	\$ 9,981	0.0%						0.0%	
27	HVAC														
28	FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%						0.0%	
29	Furnace Repair/Replacement	Each	-	-	-	-	\$ -	0.0%						0.0%	
30	Room A/C Replacement	Each	425	(130,390)	(20)	-	\$ 378,335	0.9%						0.0%	
31	Central A/C replacement	Each	2,826	1,059,154	141	-	\$ 12,755,520	31.2%						0.0%	
32	Heat Pump Replacement	Each	112	144,942	65	-	\$ 437,354	1.1%						0.0%	
33	Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%						0.0%	
34	Evaporative Cooler (Installation)	Each	5,254	3,173,775	490	-	\$ 5,577,576	13.6%						0.0%	
35	Duct Testing and Sealing	Home	2,717	62,047	1	-	\$ 637,010	1.6%						0.0%	
36	New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%						0.0%	
37	New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%						0.0%	
38	New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%						0.0%	
39	New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%						0.0%	
40	Maintenance														
41	Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%						0.0%	
42	Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%						0.0%	
43	Lighting														
44	Compact Fluorescent Lights (CFL) [7]	Each	114	1,877	0	-	\$ 825	0.0%						0.0%	
45	Torchiere [7]	Each	1	96	0	-	\$ 56	0.1%						0.0%	
46	Exterior Hard wired CFL fixtures [7]	Each	11	385	0	-	\$ 990	0.0%						0.0%	
47	Exterior Hard wired LED fixtures	Each	264	5,601	0	-	\$ 22,905	0.0%						0.0%	
48	Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%						0.0%	
49	LED Night Lights	Each	-	-	-	-	\$ -	0.0%						0.0%	
50	New - LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	\$ -	0.1%						0.0%	
51	New - LED Reflector Bulb	Each	6,307	133,758	16	-	\$ 52,658	0.0%						0.0%	
52	New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	9.1%						0.0%	
53	New - LED A-Lamps	Each	401,314	15,570,070	1,881	-	\$ 3,703,903							0.0%	
54	New - LED Torchiere	Each	15,522	1,087,982	126	-	\$ 995,151	2.4%						0.0%	
55	Miscellaneous														
56	Pool Pumps	Each	981	1,109,697	349	-	\$ 1,181,682	2.9%						0.0%	
57	Smart Power Strips - Tier 1	Each	44,474	(770,849)	(105)	-	\$ 1,824,089	4.5%						0.0%	
58	New - Smart Power Strips - Tier 2	Each	21,624	2,984,251	584	-	\$ 1,270,379	3.1%						0.0%	
59	Ancillary Services														
60	Commissioning	Home	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
61	Audit	Home	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
62	Administration	Home	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
63	Pilots														
64															
65	Customer Enrollment														
66	Outreach & Assessment	Home	47,153				\$ 3,586,994	8.8%					\$ -	0.0%	
67	In-Home Education	Home	40,094				\$ 978,310	2.4%					\$ -	0.0%	
68															
69	Total Savings/Expenditures			28,418,110	3,964		40,926,750						\$ -	0.0%	
70															
71	Total Households Weatherized [2]	Home	368												
72															
73	Households Treated		Total												
74	- Single Family Households Treated	Home	29,515												
75	- Multi-family Households Treated	Home	11,010												
76	- Mobile Homes Treated	Home	3,047												
77	Total Number of Households Treated	Home	43,572												
78	# Eligible Households to be Treated for PY [3]	Home	95,168												
79	% of Households Treated	%	46%												
80	- Master-Meter Households Treated	Home	6,446												
81															
82	[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.														
83	[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs														
84	[3] Based on Resolution E-4885 approving SCE's Authorized CARE and ESA Programs Conforming AL 3585-E and Supplemental AL 3585-E-A filed in compliance with D.16-11-022.														
85	[4] All savings are calculated based on Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013														
86	[5] Costs exclude support costs that are included in Table 1; excludes costs for common area measures, refer to ESA Table 2B.														
87	[6] Data for Aliso Canyon includes "First Touches and Re-Treatments".														
88	[7] Expenses for fluorescent lighting reflect installations completed on or before December 31, 2017 and invoiced in 2018.														
89															
90	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.														

Energy Savings Assistance Program Table 2B
Southern California Edison
Through June 2019

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

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

[2] Per D.16-11-022 at p.210, the CPUC imposes a cap of 10% of ESA Program funds for administrative activities and a ceiling of 20% for direct implementation non-incentive costs.

[3] Refers to optimizing the installation of the measure installed such as retrofitting pipes, etc.

[4] All savings are calculated based on Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013

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

[6] Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022 where 65% of tenants are income eligible based on CPUC income requirements of at or below 200% of the Federal Poverty Guidelines.

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

**Energy Savings Assistance Program Table 3
Energy Savings and Average Bill Savings per Treated Home/Common Area
Southern California Edison
Through June 2019**

ESA Program	
Annual kWh Savings	28,418,110
Annual Therm Savings	
Lifecycle kWh Savings	382,813,774
Lifecycle Therm Savings	
Current kWh Rate	0.130
Current Therm Rate	
Average 1st Year Bill Savings / Treated households	\$84.78
Average Lifecycle Bill Savings / Treated Household	\$1,142.10
ESA Program - CSD Leveraging	
Annual kWh Savings	
Annual Therm Savings	
Lifecycle kWh Savings	
Lifecycle Therm Savings	
Current kWh Rate	\$ -
Current Therm Rate	\$ -
Average 1st Year Bill Savings / Treated Households	\$ -
Average Lifecycle Bill Savings / Treated Household	\$ -
ESA Program - Multifamily Common Area	
Annual kWh Savings	7,504,185
Annual Therm Savings	
Lifecycle kWh Savings	102,898,460
Lifecycle Therm Savings	
Current kWh Rate	\$ 0.13
Current Therm Rate	
Average 1st Year Bill Savings / Treated Buildings	\$ 90.00
Average Lifecycle Bill Savings / Treated Buildings	\$ 1,234.14
Summary - ESA Program/CSD Leveraging/ Multifamily Common Area	
Annual kWh Savings	
Annual kW Savings	
Annual Therm Savings	
Lifecycle kWh Savings	
Lifecycle Therm Savings	
Current kWh Rate	\$ -
Current Therm Rate	\$ -
Average 1st Year Bill Savings / Treated households and Buildings	\$ -
Average Lifecycle Bill Savings / Treated Household and Buildings	\$ -
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

**Energy Savings Assistance Program Table 4A - Homes/Buildings Treated
Southern California Edison
Through June 2019**

ESA Program						
	Eligible Households*			Households Treated YTD		
County	Rural [1]	Urban	Total	Rural	Urban	Total
FRESNO	0	520	520	0	0	0
IMPERIAL	188	0	188	0	0	0
INYO	1,271	5	1,276	4	0	4
KERN	17,281	13,069	30,350	771	1	772
KINGS	8,357	0	8,357	184	0	184
LOS ANGELES	3,064	541,092	544,156	222	18,527	18,749
MADERA	0	3	3	0	0	0
MONO	1,568	0	1,568	1	0	1
ORANGE	0	201,377	201,377	0	5,242	5,242
RIVERSIDE	93,008	97,623	190,631	1,150	6,070	7,220
SAN BERNARDINO	36,377	189,139	225,516	1,115	8,223	9,338
SAN DIEGO	1	0	1	0	0	0
SANTA BARBARA	0	18,004	18,004	0	31	31
TULARE	45,643	13,443	59,086	1,026	576	1,602
TUOLUMNE	0	0	0	0	0	0
VENTURA	2,581	63,378	65,959	28	403	431
Total	209,340	1,137,652	1,346,992	4,501	39,073	43,574

ESA Program - CSD Leveraging						
				Households Treated YTD		
County				Rural	Urban	Total
						0
						0
Total				0	0	0

ESA Program - Multifamily Common Area						
				Buildings Treated YTD		
County				Rural	Urban	Total
						0
						0
Total				0	0	0

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

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

* Estimated eligible households is updated using Athens Research dataset provided in March 2019.

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Energy Savings Assistance Program Table 4B - Homes Unwilling / Unable to Participate

Southern California Edison

Through June 2019

ESA Program							
	Reason Provided						
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/ Ineligible
Fresno	0	0	0	0	0	0	0
Imperial	0	0	0	0	0	0	0
Inyo	0	0	0	0	0	4	10
Kern	1	5	0	45	9	94	276
Kings	3	1	0	3	4	8	156
Los Angeles	21	45	1	959	142	2,143	8,478
Madera	0	0	0	0	0	0	0
Mono	0	0	0	2	0	0	0
Orange	7	20	0	203	50	464	3,361
Riverside	43	64	0	368	84	385	2,379
San Bernardino	61	483	0	569	89	816	4,234
Sandiego	0	0	0	0	0	0	0
Santa Barbara	0	0	0	0	3	0	36
Tulare	14	33	0	11	9	58	911
Tuolumne	0	0	0	0	0	0	0
Ventura	0	4	0	18	19	25	280
Total	150	655	1	2,178	409	3,997	20,121
<p>Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.</p>							

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

Southern California Edison

Through June 2019

ESA Program

Month	Gas & Electric				Gas Only				Electric Only				Total			
	# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
January									4,490		3,556,742	488	4,490		3,556,742	488
February									10,839		7,504,185	1,034	10,839		7,504,185	1,034
March									19,565		13,159,248	1,825	19,567		13,159,248	1,825
April									23,856		15,990,007	2,215	23,858		15,990,007	2,215
May									36,395		24,177,599	3,356	36,397		24,177,599	3,356
June									43,572		28,418,110	3,964	43,572		28,418,110	3,964
July																
August																
September																
October																
November																
December																
YTD	-	-	-	-	-	-	-	-	43,572		28,418,110	3,964	43,572		28,418,110	3,964

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2.

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

ESA Program - CSD Leveraging

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

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2A.

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

ESA Program - Multifamily Common Area

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

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2B.

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

Energy Savings Assistance Program Table 7						
Southern California Edison						
Through June 2019						
Measures	Units	Received Refrigerator	Not eligible for Refrigerator due to Less than Six Occupants			
Second Refrigerators	Each					
Measures	Units	Households that Only Received Energy Education [1]				
In-Home Energy Education	Home	3,799				
Households for My Energy/My Account Platform [1]						
Opt-Out	Enrolled	Opt-In				
48,876	1,856	804				
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

CARE Table 1 - CARE Program Expenses

Southern California Edison

Through June 2019

CARE Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses ^{[4][5]}			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Outreach	\$ 2,684,843		\$ 2,684,843	\$ 737,792		\$ 737,792	\$ 1,397,165		\$ 1,397,165	52%		52%
Processing / Certification Re-certification	\$ 800,000		\$ 800,000	\$ 66,260		\$ 66,260	\$ 264,901		\$ 264,901	33%		33%
Post Enrollment Verification	\$ 600,000		\$ 600,000	\$ 39,346		\$ 39,346	\$ 279,060		\$ 279,060	47%		47%
IT Programming	\$ 600,000		\$ 600,000	\$ 2,010		\$ 2,010	\$ 92,529		\$ 92,529	15%		15%
Cooling Centers	\$ 44,562		\$ 44,562	\$ 4,612		\$ 4,612	\$ 14,826		\$ 14,826	33%		33%
Pilots/CHANGES Program [1]	\$ 525,000		\$ 525,000	\$ 120,203		\$ 120,203	\$ 223,199		\$ 223,199	43%		43%
Studies [2]	\$ 150,000		\$ 150,000	\$ -		\$ -	\$ -		\$ -	0%		0%
Regulatory Compliance	\$ 542,704		\$ 542,704	\$ 21,934		\$ 21,934	\$ 196,351		\$ 196,351	36%		36%
General Administration	\$ 704,529		\$ 704,529	\$ 58,056		\$ 58,056	\$ 352,746		\$ 352,746	50%		50%
CPUC Energy Division	\$ 140,000		\$ 140,000	\$ -		\$ -	\$ 41,543		\$ 41,543	30%		30%
SUBTOTAL MANAGEMENT COSTS [3]	\$ 6,791,638		\$ 6,791,638	\$ 1,050,214		\$ 1,050,214	\$ 2,862,319		\$ 2,862,319	42%		42%
CARE Rate Discount	\$ 487,221,423		\$ 487,221,423	\$ 25,474,823		\$ 25,474,823	\$ 154,061,356		\$ 154,061,356	32%		32%
TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 494,013,061		\$ 494,013,061	\$ 26,525,037		\$ 26,525,037	\$ 156,923,675		\$ 156,923,675	32%		32%
Other CARE Rate Benefits												
- DWR Bond Charge Exemption				\$ 1,617,731		\$ 1,617,731	\$ 10,540,394		\$ 10,540,394			
- CARE PPP Exemption				\$ 1,775,323		\$ 1,775,323	\$ 11,295,357		\$ 11,295,357			
- California Solar Initiative Exemption				\$ -		\$ -	\$ 964,539		\$ 964,539			
- kWh Surcharge Exemption				\$ -		\$ -	\$ -		\$ -			
Total Other CARE Rate Benefits				\$ 3,393,054		\$ 3,393,054	\$ 22,800,290		\$ 22,800,290			
Indirect Costs				\$ 68,463		\$ 68,463	\$ 464,033		\$ 464,033			

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

[2] Reflects the Annual Eligibility Estimates prepared by Athens Research on behalf of the utilities. This efforts was formerly referenced in Measurement and Evaluation.

[3] Reflects the authorized funding per year in D.16-11-022 and updated via Resolution [E-4885] addressing Conforming AL [3585-E] and Supplemental Conforming AL [3585-E-A].

[4] Monthly and year-to-date expenses data was obtained from SAP database. Subtotal Management Costs for 2017 include Cooling Centers total costs.

[5] Total costs settled to prior cycle CARE accounting are not addressed in CARE Table 1.

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

**Southern California Edison
Through June 2019**

	New Enrollment										Recertification ^[4]				Attrition (Drop Offs) ^[5]					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)	
	Automatic Enrollment			Self-Certification (Income or Categorical)							Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response ^[6]	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)				Net Adjusted (K-T)
	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)																
January	3,751	216	0	3,967	5,159	4,912	5,473	9	15,553	19,520	16,742	12,718	0	29,460	10,416	3	725	10,441	21,585	48,980	-2,065	1,203,474	1,337,092	90.0%	
February	4,118	231	0	4,349	5,641	3,889	5,200	36	14,766	19,115	14,185	12,703	0	26,888	9,436	26	612	7,205	17,279	46,003	1,836	1,205,310	1,337,092	90.1%	
March	4,800	164	0	4,964	5,561	2,509	5,473	16	13,559	18,523	10,215	16,165	0	26,380	8,326	18	466	10,899	19,709	44,903	-1,186	1,204,124	1,337,092	90.1%	
April	3,951	311	0	4,262	4,571	2,605	4,493	28	11,697	15,959	9,854	13,652	0	23,506	8,791	120	457	18,328	27,696	39,465	-11,737	1,192,387	1,337,092	89.2%	
May	3,936	222	0	4,158	4,476	6,658	3,796	47	14,977	19,135	13,253	14,199	0	27,452	8,569	168	539	10,705	19,981	46,587	-846	1,191,541	1,337,092	89.1%	
June	3,212	243	0	3,455	4,706	6,889	3,770	121	15,486	18,941	11,925	12,616	0	24,541	10,334	98	528	10,101	21,061	43,482	-2,120	1,189,421	1,337,092	89.0%	
July																									
August																									
September																									
October																									
November																									
December																									
YTD Total	23,768	1,387	0	25,155	30,114	27,462	28,205	257	86,038	111,193	76,174	82,053	0	158,227	55,872	433	3,327	67,679	127,311	269,420	-16,118	1,189,421	1,337,092	89.0%	

¹ Enrollments via data sharing between the IOUs.

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

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

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

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

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

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

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

Southern California Edison

Through June 2019

Month	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) [1]	Total Households De-enrolled [2]	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
January	1,203,474	5,273	0.44%	3,617	84	3,701	70.19%	0.31%
February	1,205,310	43	0.00%	17	0	17	39.53%	0.00%
March	1,204,124	6,152	0.51%	2,672	95	2,767	44.98%	0.23%
April	1,192,387	7,089	0.59%	41	69	110	1.55%	0.01%
May	1,191,541	8,285	0.70%	31	46	77	0.93%	0.01%
June	1,189,421	7,976	0.67%	23	0	23	0.29%	0.00%
July								
August								
September								
October								
November								
December								
YTD Total	1,189,421	34,818	2.93%	6,401	294	6,695	19.23%	0.56%

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

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

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

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

Southern California Edison

Through June 2019

Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ²	Total Households De-enrolled ³	% De-enrolled through HUV Post Enrollment Verification	% of Total CARE Households De-enrolled
January	1,203,474	3,126	0.26%	2,979	9	2,988	95.59%	0.25%
February	1,205,310	0	0.00%	0	0	0	0	0.00%
March	1,204,124	10,684	0.89%	9,815	95	9910	92.76%	0.82%
April	1,192,387	1,430	0.12%	1,207	12	1219	85.24%	0.10%
May	1,191,541	189	0.02%	0	0	0	0.00%	0.00%
June	1,189,421	467	0.04%	0	0	0	0.00%	0.00%
July								
August								
September								
October								
November								
December								
YTD Total	1,189,421	15,896	1.34%	14,001	116	14,117	88.81%	1.19%

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

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

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

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

CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹**Southern California Edison****Through June 2019**

	Provided [2]	Received	Approved	Denied [4]	Pending/Never Completed [5]	Duplicates
Total (Y-T-D)	517,448	419,758	252,842	43,143	69,786	123,773
Percentage [3]	N/A	100%	60%	10%	N/A	29%

¹ Includes sub-metered customers.

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

³ Percent of received applications.

⁴ Includes all applications received and not approved.

⁵ Includes pending recertification responses.

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

CARE Table 5 - Enrollment by County
Southern California Edison
Through June 2019

County	Estimated Eligible Households*			Total Households Enrolled			Penetration Rate		
	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
Fresno	520	0	520	39	0	39	8%	0%	8%
Imperial	0	185	185	0	66	59	0%	36%	32%
Inyo	5	1,269	1,274	0	961	961	0%	76%	75%
Kern	13,028	17,209	30,237	8,647	13,759	22,303	66%	80%	74%
Kings	0	8,346	8,346	0	8,874	8,798	0%	106%	105%
Los Angeles	534,621	3,060	537,681	497,727	1,530	498,048	93%	50%	93%
Madera	3	0	3	0	0	0	0%	0%	0%
Mono	0	1,565	1,565	0	745	743	0%	48%	47%
Orange	199,929	0	199,929	149,560		148,914	75%	0%	74%
Riverside	97,341	92,884	190,225	78,884	89,231	166,323	81%	96%	87%
San Bernardino	188,658	36,341	224,999	184,307	36,450	219,595	98%	100%	98%
San Diego	0	1	1	0	1	1	0%	100%	100%
Santa Barbara	17,543	0	17,543	9,396		9,346	54%	0%	53%
Tulare	13,397	45,559	58,956	12,168	43,170	55,298	91%	95%	94%
Ventura	63,060	2,568	65,628	52,145	1,761	53,666	83%	69%	82%
Total	1,128,104	208,988	1,337,092	992,873	196,548	1,189,421	88%	94%	89%

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

* Estimated eligible households is updated using Athens Research dataset provided in March 2019.

CARE Table 6 - Recertification Results

Southern California Edison

Through June 2019

Month	Total CARE Households	Households Requested to Recertify ¹	% of Households Total (C/B)	Households Recertified ²	Households De-enrolled ³	Recertification Rate % ⁴ (E/C)	% of Total Households De-enrolled (F/B)
January	1,203,474	22,267	1.9%	12,995	9,120	58.36%	0.76%
February	1,205,310	17,512	1.5%	9,977	7,394	56.97%	0.61%
March	1,204,124	21,519	1.8%	11,881	8,138	55.21%	0.68%
April	1,192,387	20,311	1.7%	10,245	1,433	50.44%	0.12%
May	1,191,541	24,102	2.0%	8,910	956	36.97%	0.08%
June	1,189,421	23,775	2.0%	3,336	504	14.03%	0.04%
July							
August							
September							
October							
November							
December							
YTD	1,189,421	129,486	10.89%	57,344	27,545	44.29%	2.32%

¹ Excludes count of customers recertified through the probability model.

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

³ Includes customers who did not respond or who requested to be de-enrolled.

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

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

CARE Table 7 - Capitation Contractors¹

Southern California Edison

Through June 2019

Contractor [1]	Contractor Type (Check one or more if applicable)				Total Enrollments	
	Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date [2]
	ALPHA ENTERPRISES		x			-
APAC SERVICE CENTER	x				-	7
ARMENIAN RELIEF SOCIETY	x				-	-
ASIAN AMERICAN DRUG ABUSE PROG	x				1	6
ASIAN AMERICAN RESOURCE CENTER	x		x		-	-
ASIAN YOUTH CENTER	x				-	-
BEST PARTNERS	x				107	185
DELHI CENTER	x				-	7
BETHEL BAPTIST CHURCH	x				-	-
BISHOP PAIUTE TRIBE	x				-	-
C.O.R. COMM DEVELOPMENT CORP	x				-	-
CAREGIVERS VOLUNTEERS ELDERLY		x			-	-
CHINESE CHRISTIAN HERALD CRUS.	x				-	-
CHINO NEIGHBORHOOD HOUSE		x			-	-
CITIHOUSING REAL ESTATE SERVIC		x			-	-
CITY IMPACT	x				-	-
CITY OF BEAUMONT SENIOR CENTER		x	x		-	-
COMMUNITY HEALTH INITIATIVE of OC (AKA: Volunteer Center of Gre		x			-	-
CORONA NORCO FAMILY YMCA	x				-	-
DESERT ARC	x				-	-
DESERT MANNA MINISTRIES INC	x				-	-
DISABLED RESOURCES CTR, INC		x	x		2	3
EL CONCILIO DEL CONDADO DE	x		x		-	-
FAMILY SVC ASSOC OF REDLANDS	x				-	-
FOOD SHARE	x				-	-
GO THE CALENDAR		x			-	-
HELP OF OJAI, INC.	x				-	-
HOUSING AUTHORITY OF KINGS CO	x		x		-	-
KERNVILLE UNION SCHOOL DISTRIC	x				-	-
KINGS COMMUNITY ACTION ORG	x				-	-
KINGS CTY COMMISSION ON AGING	x				-	-
LA COUNTY HOUSING AUTHORITY		x			-	-
LEAGUE OF CALIF HOMEOWNERS	x				-	-
LTSC COMM. DEVEL. CORP	x				2	5
MENIFEE VALLEY CHAMBER		x			-	-
MEXICAN AMERICAN OPPORTUNITY		x	x		-	-
MTN COMM FAM RESOURCE CNTR	x				-	5
NEW GREATER CIR. MISSION, INC	x				-	-
NEW HOPE VILLAGE, INC	x				-	1
NEW HORIZONS CAREGIVERS GROUP		x			-	2
OCCC	x				-	1
OPERATION GRACE	x				-	-
OUR COMMUNITY WORKS	x				7	23
PACIFIC ISLANDER HLTH (PIHP)	x				-	-
PACIFIC PRIDE FOUNDATION	x				-	-
RIVERSIDE DEPT COMM ACTION		x	x	x	2	12
SALVATION ARMY SANTA FE SPGS	x				-	-
SALVATION ARMY VISALIA CORPS	x				-	-
SANTA ANITA FAMILY SERVICE	x				-	-
SENIOR ADVOCATES OF THE DESERT	x				-	-
SHARE OUR SELVES	x				-	-
SMILES FOR SENIORS FOUND.	x				-	-
SOUTHEAST CITIES SERVICE CTR.		x			-	-
SOUTHEAST COMMUNITY DEVELOPMEN	x				-	-
ST VINCENT DE PAUL		x			-	-
THE CAMBODIAN FAMILY	x				-	-
UNITED CAMBODIAN COMMUNITY INC		x			-	-
VICTOR VALLEY COMM SVC COUNCIL	x				-	-
VIETNAMESE COMMUNITY OF OC INC	x				-	-
VOLUTNEERS OF EAST LOS ANGELES	x		x		-	-
XFINITI SOLUTIONS, LLC		x			-	-
Total Enrollments					121	257

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

^[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.

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

**CARE Table 8 - Households as of Month-End
Southern California Edison
Through June 2019**

Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts [1]
January			1,203,474	1,203,474	1,337,092	90.0%	0.0%	4,432,776
February			1,205,310	1,205,310	1,337,092	90.1%	0.0%	4,432,049
March			1,204,124	1,204,124	1,337,092	90.1%	0.0%	4,432,454
April			1,192,387	1,192,387	1,337,092	89.2%	0.0%	4,432,454
May			1,191,541	1,191,541	1,337,092	89.1%	0.0%	4,437,452
June			1,189,421	1,189,421	1,337,092	89.0%	0.0%	4,435,897
July								
August								
September								
October								
November								
December								
YTD			1,189,421	1,189,421	1,337,092	89.0%	0.0%	4,435,897

[1] Data represents total residential electric and gas households. This includes submetered households.

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

CARE Program Table 9 - Expenditures for Pilots/CHANGES Program

Southern California Edison

Through June 2019

2018	Authorized 2018 Budget	Current Month Expenses	Expenses Since Jan. 1, 2018	% of 2018 Budget Expended
Pilots				
CHANGES Program	\$ 525,000	\$ 120,203	\$ 223,199	43%
Total	\$ 525,000	\$ 120,203	\$ 223,199	43%

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

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

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

Date ^[1]	CHANGES Participants' self-identified language of preference	Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) ^[2]	Description of each contact made with that customer's utility until a solution is reached.	If on CARE, Enter How Initially Enrolled		Number of Enrollment through CHANGES CBO's Assistance Confirmed by IOU			Customer Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.		Customer Receiving Assistance with Utility Bill Disputes, including bill modifications, by the CHANGES CBOs.		Calls to Dedicated 800 # Recorded by IOU ^[3]				
				#	How Enrolled	CARE	FERA	Medical Baseline	Dedicated Toll-Free Number		Dedicated Toll-Free Number						
									#	1 = Yes 0 = No	Reason 800 # Not Used	#		1 = Yes 0 = No	Reason 800 # Not Used		
2018-05-02	Chinese/Cantonese	Educated on Energy Efficiency/ Conservation	Educated on Energy Assistance Programs	Not applicable	1	Recertification and Verification Processing	0	0	1	1	0	Not Applicable	1	0	Not Applicable		
2018-05-23	Vietnamese	Educated on Energy Assistance Programs	Educated on Energy Assistance Programs	Not applicable	1	Data Sharing	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-22	Korean	HEAP/Lineup Application Assistance	HEAP/Lineup Application Assistance	Not applicable	1	Data Sharing	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-23	Korean	HEAP/Lineup Application Assistance	HEAP/Lineup Application Assistance	Not applicable	1	Recertification and Verification Processing	0	0	0	1	0	Meeting with client.	0	1	Not Applicable		
2018-05-23	Spanish	HEAP/Lineup Application Assistance	Set Up/Change Payment Plan	Not applicable	1	Internet Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-16	Chinese/Cantonese	Energy Assistance Fund Application	Educated on Energy Efficiency/ Conservation	Not applicable	1	VRU Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-11	Spanish	Medical Baseline Application Assistance	Educated on Medical Baseline	Not applicable	1	Internet Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-03	Spanish	Educated on CARE/FERA	Changes to Account	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	1	1	Not Applicable		
2018-05-15	Vietnamese	Bill Education	Educated on Energy Assistance Programs	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-02	Spanish	Educated on CARE/FERA	Changes to Account	Not applicable	1	Capitation Agency	0	0	0	1	0	Meeting with client.	0	0	Not Applicable		
2018-05-07	Vietnamese	Bill Education	Educated on Energy Assistance Programs	Not applicable	1	Special Projects	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-22	Vietnamese	Bill Education	Educated on Energy Assistance Programs	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-04	Spanish	ESAP Application Assistance	ESAP Application Assistance	Not applicable	1	Internet Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-03	English	Set Up/Change Payment Plan	Set Up/Change Payment Plan	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-18	Chinese/Cantonese	HEAP/Lineup Application Assistance	Educated on Energy Efficiency/ Conservation	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	0	0	Not Applicable		
2018-05-10	Saman	Set Up/Change Payment Plan	Set Up/Change Payment Plan	Not applicable	0	Not Applicable	0	0	0	1	1	Not Applicable	0	0	Not Applicable		
2018-05-08	English	Set Up/Change Payment Extension	Set Up/Change Payment Extension	Not applicable	0	Not Applicable	0	0	0	1	1	Not Applicable	0	0	Not Applicable		
2018-05-14	Vietnamese	HEAP/Lineup Application Assistance	Educated on Medical Baseline	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-22	English	Energy Assistance Fund Application	Educated on Energy Efficiency/ Conservation	Not applicable	1	Capitation Agency	0	0	0	1	0	Meeting with client.	1	0	Not Applicable		
10/1900	0	Set Up/Change Payment Extension	Set Up/Change Payment Plan	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-14	Spanish	Set Up/Change Payment Plan	Set Up/Change Payment Plan	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-16	Spanish	Changes to Account	Changes to Account	Not applicable	1	Call Center	0	0	0	1	1	Not Applicable	0	0	Not Applicable		
2018-05-30	Spanish	Set Up/Change Payment Extension	Set Up/Change Payment Plan	Not applicable	1	Capitation Agency	0	0	0	0	1	Not Applicable	0	0	Not Applicable		
2018-05-02	Chinese/Cantonese	HEAP/Lineup Application Assistance	Educated on Energy Efficiency/ Conservation	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	1	0	Not Applicable		
2018-05-14	Korean	HEAP/Lineup Application Assistance	HEAP/Lineup Application Assistance	Not applicable	0	Not Applicable	0	0	0	1	0	Meeting with client.	0	0	Not Applicable		
10/1900	0	Set Up/Change Payment Extension	Set Up/Change Payment Plan	Not applicable	1	Special Projects	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-22	Korean	HEAP/Lineup Application Assistance	HEAP/Lineup Application Assistance	Not applicable	1	Special Projects	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-30	Vietnamese	HEAP/Lineup Application Assistance	HEAP/Lineup Application Assistance	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	1	0	Not Applicable		
2018-05-14	Spanish	ESAP Application Assistance	ESAP Application Assistance	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	0	0	Not Applicable		
2018-05-14	Spanish	Medical Baseline Application Assistance	Educated on Medical Baseline	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	0	0	Not Applicable		
2018-05-15	Chinese/Cantonese	Energy Assistance Fund Application	Educated on Energy Efficiency/ Conservation	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	1	0	Not Applicable		
2018-05-18	Spanish	ESAP Application Assistance	Educated on CARE/FERA	Not applicable	1	Internet Enrollments	0	0	0	0	1	Not Applicable	0	0	Not Applicable		
2018-05-23	Spanish	ESAP Application Assistance	Set Up/Change Payment Extension	Not applicable	1	Internet Enrollments	0	0	0	0	1	Not Applicable	0	0	Not Applicable		
2018-05-09	Spanish	HEAP/Lineup Application Assistance	HEAP/Lineup Application Assistance	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-15	Spanish	Set Up/Change Payment Extension	Set Up/Change Payment Plan	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-21	Vietnamese	HEAP/Lineup Application Assistance	HEAP/Lineup Application Assistance	Not applicable	0	Not Applicable	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-25	Spanish	Set Up/Change Payment Plan	Set Up/Change Payment Plan	Not applicable	1	Call Center	0	0	0	0	1	Not Applicable	0	0	Not Applicable		
2018-05-25	Spanish	ESAP Application Assistance	ESAP Application Assistance	Not applicable	1	Capitation Agency	0	0	0	0	1	Not Applicable	0	0	Not Applicable		
2018-05-16	Spanish	Changes to Account	Changes to Account	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-09	Spanish	ESAP Application Assistance	ESAP Application Assistance	Not applicable	1	Call Center	0	0	1	0	0	Meeting with client.	1	0	Not Applicable		
2018-05-10	Vietnamese	Educated on Avoiding Disconnection	Educated on Energy Assistance Programs	Not applicable	1	Data sharing	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-04-30	English	Set Up/Change Payment Plan	Set Up/Change Payment Plan	Not applicable	1	VRU Enrollments	0	0	0	1	0	Meeting with client.	0	0	Not Applicable		
2018-05-01	Chinese/Cantonese	Educated on Energy Efficiency/ Conservation	Educated on Energy Assistance Programs	Not applicable	0	Not Applicable	0	0	0	1	0	Not Applicable	0	1	Not Applicable		
2018-05-01	English	HEAP/Lineup Application Assistance	HEAP/Lineup Application Assistance	Not applicable	0	Not Applicable	0	0	0	1	0	Meeting with client.	0	0	Not Applicable		
2018-05-08	English	Changes to Account	Changes to Account	Not applicable	1	Special Projects	0	0	0	1	0	Meeting with client.	0	1	Not Applicable		
2018-04-17	English	Energy Assistance Fund Application	Energy Assistance Fund Application	Not applicable	0	Not Applicable	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-03	Chinese/Cantonese	HEAP/Lineup Application Assistance	Educated on Energy Efficiency/ Conservation	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	0	0	Not Applicable		
2018-05-25	English	Medical Baseline Application Assistance	Educated on Medical Baseline	Not applicable	0	Not Applicable	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-04	Vietnamese	HEAP/Lineup Application Assistance	HEAP/Lineup Application Assistance	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-10	Chinese/Cantonese	HEAP/Lineup Application Assistance	Educated on Energy Efficiency/ Conservation	Not applicable	0	Not Applicable	0	0	0	0	0	Meeting with client.	1	0	Not Applicable		
2018-05-25	Chinese/Cantonese	HEAP/Lineup Application Assistance	Educated on Energy Efficiency/ Conservation	Not applicable	1	VRU Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-04	Chinese/Cantonese	HEAP/Lineup Application Assistance	Educated on Energy Efficiency/ Conservation	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-05-03	Vietnamese	HEAP/Lineup Application Assistance	HEAP/Lineup Application Assistance	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable		
2018-04-25	English	HEAP/Lineup Application Assistance	HEAP/Lineup Application Assistance	Not applicable	1	Other Source	0	0	0	1	0	Meeting with client.	0	0	Not applicable		
2018-04-02	Mandarin	Energy Assistance Fund Application	Energy Assistance Fund Application	Not applicable	1	Special Projects	0	0	0	1	0	Meeting with client.	1	0	Not applicable		
2018-04-10	Spanish	Medical Baseline Application Assistance	Medical Baseline Application Assistance	Not applicable	1	Internet Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not applicable		
2018-04-27	Spanish	Changes to Account	Changes to Account	Not applicable	1	Internet Enrollments	0	0	0	0	1	Not Applicable	0	0	Not applicable		
Current Month					48		0	0	2	20	9			9	4		26
Total																	
Year-to-Date Total					578		9	0	21	257	40		88	22		73	

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

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

[3] Dates listed are one-on-one case open dates as provided by CHANGES contractor. Dates do not necessarily coincide with the date of the session.

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

[1] Contractor states all sessions at least 30 minutes

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

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

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