

**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 MARCH 2019**

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**Dated: April 22, 2019**

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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 March 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 Rate for Energy (CARE)  
Program Monthly Report  
March 2019**

# LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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# LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

## 1. Energy Savings Assistance Program Executive Summary

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

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

Program Summary for Month			
2019	Authorized / Planning Assumptions <sup>1</sup>	Year-to-Date Actual	%
Budget	\$63,616,662	\$18,654,401	29%
Homes Treated	95,168	19,565	21%
kWh Saved	32,300,000	13,159,248	41%
kW Demand Reduced	N/A	1,825	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 February 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 March, 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 March SCE mailed nearly 87,000 letters to CARE customers who have not yet participated in the ESA program.

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

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

SCE's ESA contractors continue to enroll customers through tablet PCs (aka paperless enrollment) during the assessment process resulting in streamlined and expedited enrollments. The tablet PC eliminates the need for paper copies ensuring protection of customer data and helping protect the environment. In March, there were 309 assessors, representing 22 contractors utilizing the paperless enrollment process, enrolling 8,181 households.

ESA Multifamily Common Area Measures (CAM) Initiative will utilize new efforts targeting properties with potentially higher concentration of low income customers. SCE is continuing to test the program database enhancements to ensure there is a method to track and report multifamily projects. SCE continued to communicate and provide training for ESA contractors who would provide multifamily common area measures. Beginning in Q2-2019, SCE will work to send direct mail letters to property owners/managers who have expressed interest in the program.

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

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

For several years, SCE has provided refrigerators to contractors for installation through the Low Income Home Energy Assistance Program (LIHEAP) at no cost. SCE believes this approach enables contractors to utilize measures and services from both LIHEAP and the ESA Program to better serve SCE's customers.

SCE continues to work with the California Department of Community Services and Development (CSD) to complete contract and agreement terms necessary to leverage the ESA program funds with the Multifamily Low-Income Weatherization Program (MF LIWP).

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

#### **1.5.1. Please summarize efforts to improve and expand Energy Savings Assistance Program workforce education and training. Describe steps taken to hire and train low**

**income workers and how such efforts differ from prior program years.**

In March, 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 32 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 789 jobs that support SCE’s ESA Program, including executive, clerical and other ancillary positions. In March, twelve (12) new jobs were added.

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

**2.1. CARE Program Summary**

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

<b>CARE Budget Categories</b>	<b>Authorized Budget</b>	<b>Expenses Year-to-Date</b>	<b>% of 2018 Budget Spent</b>
Outreach	\$2,684,843	\$379,592	14%
Processing / Certification Re-certification <sup>1</sup>	\$800,000	\$177,137	22%
Post Enrollment Verification (PEV) <sup>1</sup>	\$600,000	\$120,106	20%
IT Programming	\$,600,000	\$89,233	15%
Cooling Centers	\$44,562	\$2,864	6%
Pilot (CHANGES)	\$525,000	\$133,244	25%
Studies	\$150,000	\$0	0%
Regulatory Compliance	\$542,704	\$120,610	22%
General Administration	\$704,529	\$168,148	24%
CPUC Energy Division Staff	\$140,000	\$8,776	6%
<b>Total Expenses</b>	<b>\$6,791,638</b>	<b>\$1,199,710</b>	<b>18%</b>
<b>Subsidies and Benefits</b>	<b>\$487,221,423</b>	<b>\$82,966,634</b>	<b>17%</b>
<b>Total Program Costs &amp; Discounts</b>	<b>\$494,013,061</b>	<b>\$84,166,344</b>	<b>17%</b>



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

<b>CARE Penetration</b>		
<b>Participants</b>	<b>Estimated Eligible Participants</b>	<b>Year-to-Date Penetration Rate</b>
1,204,124	1,337,092	90%

**2.2. Outreach**

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

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

When appropriate, SCE's Customer Contact Center (CCC) continues to utilize the online enrollment application at [sce.com](http://sce.com) to directly enroll customers in the CARE Program during incoming calls. If requested, the Customer Service Representative may alternately send a paper Rate Discount Application to the customer. During the month of March, SCE enrolled 5,473 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 March, capitation contractors and outbound calling efforts successfully enrolled 16 new customers in the CARE Program. Current and ongoing campaign strategies and efforts include:

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

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

Last month, SCE participated in three community/outreach events to celebrate Earth Day and Cherry Blossom Festival. SCE also partnered with the Department of Child and Family Services to participate at the Los Angeles County Ride & Drive event. SCE spoke with more than 500 attendees who learned about our low income programs – such as CARE and ESA, and other energy efficiency programs available to them.

Event Date	Event Name	City	Estimated Customer Interactions
3/9/2019	Earth Walk	Lakewood	200
3/16/2019	Cherry Blossom Festival	West Covina	300
3/20/2019	LA County Employee Ride & Drive	Los Angeles	75

**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 March SCE enrolled 4,964 eligible customers in CARE through data sharing with LIHEAP, ESA, SoCalGas, and water utilities. The CARE Program continuously integrates its efforts and messaging with the ESA Program at all outreach events, communications, and marketing campaigns.

**2.3. Recertification Complaints**

In March SCE received two recertification complaints.

SCE worked with a customer who was removed from CARE program for failing to complete recertification process. With help from SCE customer service customer was able to recertify via the VRU and was re-established on CARE. Customer

requested to receive retroactive billing for three months not on the program, however his request was denied. Customer is back on CARE and has not contacted SCE again.

A customer was removed from CARE after failing to respond to several recertification requests. The customer called SCE the following month after being removed from the program claiming income documentation had been provided for CARE recertification. SCE notified customer income documentation was unnecessary for recertification and that customer could recertify online. The customer completed online recertification after four months from being removed from the program. Customer contacted SCE requesting a retroactive billing adjustment for the months not on CARE and was denied. Customer is back on program and has not contacted SCE again.

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

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

<b>Program</b>	<b>Table</b>	<b>Title</b>
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**

<b>Reporting Month/Year – March 2019</b>			
1. Total Homes Eligible:		1,322,388	
2. Total Homes Visited in Aliso Canyon Territory:		229,215	
2a. “Go-Back” Homes:		150,166	
2b. First Touch Homes:		79,049	
3. Percent of treated homes prioritized due to “High Usage”:		1.56%	
4. Percent of treated “Multi-Family” units prioritized:		31.93%	
5. Percent of homes jointly treated by SCE and SoCalGas:		47.71%	
6. Average Per Home Savings for Homes Treated as a result of suspended program rules:		289.97 kWh / 0.039 kW	
7. Number of homes in the pipeline:		1,142	
<b>8. Installed Measures by SoCalGas</b>		<b>9. Installed Measures by SCE</b>	
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:	787,555
Water Heater Pipe Insulation:	N/A	LED Torchiere Lamps	32,618
Faucet Aerator:	N/A	Smart Power Strips:	182,627
Thermostatic Shower Valve:	N/A	Energy Education	178,924
Air Sealing/Envelope:	N/A	Refrigerator Replacement:	22,079
Attic Insulation:	N/A	Room A/C Replacement:	686
Duct Testing & Sealing:	N/A	Evaporative Cooler Installation:	13,561
Furnace Clean & Tune:	N/A	Pool Pump Replacement:	2,858
		Central A/C & Heat Pump Replacement:	0
Therms Saved:	N/A	kWh Saved:	66,465,280
		kW Saved:	8,913
Total Expenses:	N/A	Total Expenses:	\$259,099,801

**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, 66,465,280 kWh and 8,913 kW have been saved in the Aliso Canyon area, for an average of 1,899,008 kWh and 254 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 March 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
<b>Energy Efficiency</b>												
Appliances	\$21,628,600		\$21,628,600	\$ 1,686,599		\$ 1,686,599	\$ 3,825,819		\$ 3,825,819	18%		18%
Domestic Hot Water	\$ 31,348		\$ 31,348	\$ 2,172		\$ 2,172	\$ 5,024		\$ 5,024	16%		16%
Enclosure	\$ 218,022		\$ 218,022	\$ 9,872		\$ 9,872	\$ 24,747		\$ 24,747	11%		11%
HVAC	\$24,897,305		\$24,897,305	\$ 2,778,754		\$ 2,778,754	\$ 7,294,817		\$ 7,294,817	29%		29%
Maintenance	\$ 100,220		\$ 100,220	\$ -		\$ -	\$ -		\$ -	0%		0%
Lighting	\$ 1,013,054		\$ 1,013,054	\$ 920,809		\$ 920,809	\$ 2,139,030		\$ 2,139,030	211%		211%
Miscellaneous	\$ 2,631,912		\$ 2,631,912	\$ 586,634		\$ 586,634	\$ 1,381,118		\$ 1,381,118	52%		52%
Customer Enrollment	\$ 4,489,283		\$ 4,489,283	\$ 712,462		\$ 712,462	\$ 1,617,514		\$ 1,617,514	36%		36%
In Home Education	\$ 1,457,578		\$ 1,457,578	\$ 187,260		\$ 187,260	\$ 432,575		\$ 432,575	30%		30%
Pilot	\$ -		\$ -	\$ 4,052.00		\$ 4,052	\$ 11,082.00		\$ 11,082.00			
<b>Energy Efficiency TOTAL</b>	<b>\$56,467,322</b>		<b>\$56,467,322</b>	<b>\$ 6,888,614</b>		<b>\$ 6,888,614</b>	<b>\$ 16,731,725</b>		<b>\$16,731,725</b>	<b>30%</b>		<b>30%</b>
Training Center	\$ 539,344		\$ 539,344	\$ 9,409		\$ 9,409	\$ 30,313		\$ 30,313	6%		6%
Inspections	\$ 1,151,406		\$ 1,151,406	\$ 60,246		\$ 60,246	\$ 232,064		\$ 232,064	20%		20%
Marketing and Outreach [3]	\$ 950,000		\$ 950,000	\$ 35,689		\$ 35,689	\$ 151,790		\$ 151,790	16%		16%
Statewide Marketing Education and Outreach	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -			
Measurement and Evaluation Studies	\$ 91,250		\$ 91,250	\$ 40,122		\$ 40,122	\$ 98,311		\$ 98,311	108%		108%
Regulatory Compliance	\$ 478,313		\$ 478,313	\$ 69,016		\$ 69,016	\$ 149,389		\$ 149,389	31%		31%
General Administration	\$ 3,879,027		\$ 3,879,027	\$ 536,655		\$ 536,655	\$ 1,257,048		\$ 1,257,048	32%		32%
CPUC Energy Division	\$ 60,000		\$ 60,000	\$ 3,761		\$ 3,761	\$ 3,761		\$ 3,761	6%		6%
<b>TOTAL PROGRAM COSTS [2]</b>	<b>\$63,616,662</b>		<b>\$63,616,662</b>	<b>\$ 7,643,512</b>		<b>\$ 7,643,512</b>	<b>\$ 18,654,401</b>		<b>\$18,654,401</b>	<b>29%</b>		<b>29%</b>
<b>Funded Outside of ESA Program Budget</b>												
Indirect Costs				\$ 104,856		\$ 104,856	\$ 290,627		\$ 290,627			
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 January 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 &amp; Outreach, Measurement &amp; 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 March 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
<b>Energy Efficiency</b>												
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	\$ 643,298		\$ 643,298	\$ 1,418,328		\$ 1,418,328	21%		21%
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	\$ 284,397		\$ 284,397	529,712		\$ 529,712	23%		23%
<b>TOTAL UNSPENT PROGRAM COSTS [2]</b>	<b>\$ 17,865,015</b>		<b>\$ 17,865,015</b>	<b>\$ 927,695</b>		<b>\$ 927,695</b>	<b>\$ 1,948,040</b>		<b>\$ 1,948,040</b>	<b>11%</b>		<b>11%</b>

[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	<b>Energy Savings Assistance Program Table 2A</b>														
2	<b>Southern California Edison</b>														
3	<b>Through March 2019</b>														
4															
5	<b>ESA Program (Summary) Total</b>							<b>ESA Program - CSD Leveraging</b>							
6	<b>Year-To-Date Completed &amp; Expensed Installation</b>							<b>Year-To-Date Completed &amp; Expensed Installation</b>							
7	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh [4] (Annual)</b>	<b>kW [4] (Annual)</b>	<b>Therms [4] (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>	<b>Quantity Installed</b>	<b>kWh [4] (Annual)</b>	<b>kW [4] (Annual)</b>	<b>Therms [4] (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>	
8	<b>Appliances</b>														
9	High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%						0.0%	
10	Refrigerators	Each	3,631	2,104,911	254	-	\$ 3,825,819	20.5%						0.0%	
11	Microwaves	Each	-	-	-	-	\$ -	0.0%						0.0%	
12	<b>Domestic Hot Water</b>														
13	Water Heater Blanket	Home	2	352	0	-	\$ 102	0.0%						0.0%	
14	Low Flow Shower Head	Home	92	15,340	2	-	\$ 3,734	0.0%						0.0%	
15	Water Heater Pipe Insulation	Home	8	1,045	0	-	\$ 213	0.0%						0.0%	
16	Faucet Aerator	Home	87	15,047	2	-	\$ 975	0.0%						0.0%	
17	Water Heater Repair/Replacement	Each	-	-	-	-	\$ -	0.0%						0.0%	
18	Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%						0.0%	
19	New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%						0.0%	
20	New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%						0.0%	
21	New - Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%						0.0%	
22	New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%						0.0%	
23	<b>Enclosure</b>														
24	Air Sealing / Envelope [1]	Home	187	(41,076)	(19)	-	\$ 21,450	0.1%						0.0%	
25	Caulking	Home	-	-	-	-	\$ -	0.0%						0.0%	
26	Attic Insulation	Home	2	-	-	-	\$ 3,297	0.0%						0.0%	
27	<b>HVAC</b>														
28	FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%						0.0%	
29	Furnace Repair/Replacement	Each	-	-	-	-	\$ -	0.0%						0.0%	
30	Room A/C Replacement	Each	164	(51,183)	(8)	-	\$ 150,646	0.8%						0.0%	
31	Central A/C replacement	Each	1,223	389,354	60	-	\$ 5,412,989	29.0%						0.0%	
32	Heat Pump Replacement	Each	47	53,032	24	-	\$ 174,089	0.9%						0.0%	
33	Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%						0.0%	
34	Evaporative Cooler (Installation)	Each	2,530	1,516,326	234	-	\$ 2,696,182	14.4%						0.0%	
35	Duct Testing and Sealing	Home	1,174	28,432	1	-	\$ 279,240	1.5%						0.0%	
36	New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%						0.0%	
37	New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%						0.0%	
38	New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%						0.0%	
39	New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%						0.0%	
40	<b>Maintenance</b>														
41	Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%						0.0%	
42	Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%						0.0%	
43	<b>Lighting</b>														
44	Compact Fluorescent Lights (CFL) [7]	Each	23	375	0	-	\$ 167	0.0%						0.0%	
45	Torchiere [7]	Each	1	96	0	-	\$ 56	0.0%						0.0%	
46	Exterior Hard wired CFL fixtures [7]	Each	-	-	-	-	\$ -	0.0%						0.0%	
47	Exterior Hard wired LED fixtures	Each	102	3,165	0	-	\$ 9,277	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	3,175	66,521	8	-	\$ 26,536	0.0%						0.0%	
52	New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	9.1%						0.0%	
53	New - LED A-Lamps	Each	184,925	7,198,512	863	-	\$ 1,704,029							0.0%	
54	New - LED Torchiere	Each	6,225	428,453	50	-	\$ 398,965	2.1%						0.0%	
55	<b>Miscellaneous</b>														
56	Pool Pumps	Each	438	509,511	160	-	\$ 528,684	2.8%						0.0%	
57	Smart Power Strips - Tier 1	Each	20,820	(321,634)	(44)	-	\$ 852,435	4.6%						0.0%	
58	New - Smart Power Strips - Tier 2	Each	9,046	1,242,670	238	-	\$ 529,712	2.8%						0.0%	
59	<b>Ancillary Services</b>														
60	Commissioning	Home	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
61	Audit	Home	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
62	Administration	Home	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
63	<b>Pilots</b>														
64															
65	<b>Customer Enrollment</b>														
66	Outreach & Assessment	Home	21,528				\$ 1,617,514	8.7%						\$ -	0.0%
67	In-Home Education	Home	18,254				\$ 432,575	2.3%						\$ -	0.0%
68															
69	<b>Total Savings/Expenditures</b>			13,159,248	1,825		18,668,683							\$ -	0.0%
70															
71	Total Households Weatherized [2]	Home	187												
72															
73	<b>Households Treated</b>		<b>Total</b>						<b>CSD MF Buildings Treated</b>	<b>Total</b>					
74	- Single Family Households Treated	Home	12,909												
75	- Multi-family Households Treated	Home	5,017						- Multifamily						
76	- Mobile Homes Treated	Home	1,639												
77	<b>Total Number of Households Treated</b>	Home	19,565												
78	<b># Eligible Households to be Treated for PY [3]</b>	Home	95,168												
79	<b>% of Households Treated</b>	%	21%												
80	- Master-Meter Households Treated	Home	3,032												
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 March 2019**

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

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

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

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

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

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

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

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

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

<b>ESA Program</b>	
Annual kWh Savings	13,159,248
Annual Therm Savings	
Lifecycle kWh Savings	179,570,135
Lifecycle Therm Savings	
Current kWh Rate	0.130
Current Therm Rate	
Average 1st Year Bill Savings / Treated households	<b>\$87.43</b>
Average Lifecycle Bill Savings / Treated Household	<b>\$1,193.04</b>

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

<b>ESA Program - Multifamily Common Area</b>	
Annual kWh Savings	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

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

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

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

<b>ESA Program</b>						
<b>County</b>	<b>Eligible Households*</b>			<b>Households Treated YTD</b>		
	<b>Rural [1]</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
FRESNO	0	520	520	0	0	0
IMPERIAL	188	0	188	0	0	0
INYO	1,271	5	1,276	2	0	2
KERN	17,281	13,069	30,350	283	0	283
KINGS	8,357	0	8,357	72	0	72
LOS ANGELES	3,064	541,092	544,156	89	8,294	8,383
MADERA	0	3	3	0	0	0
MONO	1,568	0	1,568	1	0	1
ORANGE	0	201,377	201,377	0	2,206	2,206
RIVERSIDE	93,008	97,623	190,631	551	2,877	3,428
SAN BERNARDINO	36,377	189,139	225,516	646	3,669	4,315
SAN DIEGO	1	0	1	0	0	0
SANTA BARBARA	0	18,004	18,004	0	14	14
TULARE	45,643	13,443	59,086	397	256	653
TUOLUMNE	0	0	0	0	0	0
VENTURA	2,581	63,378	65,959	16	194	210
<b>Total</b>	<b>209,340</b>	<b>1,137,652</b>	<b>1,346,992</b>	<b>2,057</b>	<b>17,510</b>	<b>19,567</b>

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

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

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

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

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**Energy Savings Assistance Program Table 4B - Homes Unwilling / Unable to Participate  
Southern California Edison  
Through March 2019**

<b>ESA Program</b>							
<b>Reason Provided</b>							
<b>County</b>	<b>Customer Unwilling/Declined Program Measures</b>	<b>Customer Unavailable - Scheduling Conflicts</b>	<b>Hazardous Environment (unsafe/unclean)</b>	<b>Landlord Refused to Authorize Participation</b>	<b>Household Exceeds Allowable Limits</b>	<b>Unable to Provide Required Documentation</b>	<b>Other Infeasible/ Ineligible</b>
Fresno	0	0	0	0	0	0	0
Imperial	0	0	0	0	0	0	0
Inyo	0	0	0	0	0	1	1
Kern	0	0	0	9	4	79	116
Kings	0	0	0	0	2	5	35
Los Angeles	1	5	1	285	59	1,301	3,301
Madera	0	0	0	0	0	0	0
Mono	0	0	0	2	0	0	0
Orange	0	0	0	64	23	198	1,296
Riverside	6	12	0	148	30	188	894
San Bernardino	7	16	0	181	38	378	1,705
Sandiego	0	0	0	0	0	0	0
Santa Barbara	0	0	0	0	1	0	10
Tulare	0	1	0	5	4	19	253
Tuolumne	0	0	0	0	0	0	0
Ventura	0	0	0	10	12	11	96
<b>Total</b>	<b>14</b>	<b>34</b>	<b>1</b>	<b>704</b>	<b>173</b>	<b>2,180</b>	<b>7,707</b>

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

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

**Southern California Edison  
Through March 2019**

**ESA Program**

Month	# of Household Treated by Month	Gas & Electric			# of Household Treated by Month	Gas Only			# of Household Treated by Month	Electric Only			# of Household Treated by Month	Total		
		(Annual)				(Annual)				(Annual)				(Annual)		
		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
January								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																
May																
June																
July																
August																
September																
October																
November																
December																
<b>YTD</b>	-	-	-	-	-	-	-	-	19,565	13,159,248	1,825	19,567		13,159,248	1,825	

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	# of Buildings	Gas & Electric			# of Household	Gas Only			# of Household	Electric Only			# of Household	Total		
		(Annual)				(Annual)				(Annual)				(Annual)		
		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
January																
February																
March																
April																
May																
June																
July																
August																
September																
October																
November																
December																
<b>YTD</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	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	# of Buildings	Gas & Electric			# of Buildings	Gas Only			# of Buildings	Electric Only			# of Buildings	Total		
		(Annual)				(Annual)				(Annual)				(Annual)		
		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
January																
February																
March																
April																
May																
June																
July																
August																
September																
October																
November																
December																
<b>YTD</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	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 March 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	1,978			
<b>Households for My Energy/My Account Platform [1]</b>					
<b>Opt-Out</b>	<b>Already Enrolled</b>	<b>Opt-In</b>			
12,350	10,751	209			
<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.					



**CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration**  
**Southern California Edison**  
**Through March 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 <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)															
<b>January</b>	3,751	216	0	3,967	5,159	4,912	5,473	9	15,553	19,520	16,525	12,935	0	29,460	10,416	3	725	10,441	21,585	48,980	-2,065	1,203,474	1,337,092	90.0%
<b>February</b>	4,118	231	0	4,349	5,641	3,889	5,200	36	14,766	19,115	13,910	12,978	0	26,888	9,436	26	612	7,205	17,279	46,003	1,836	1,205,310	1,337,092	90.1%
<b>March</b>	4,800	164	0	4,964	5,561	2,509	5,473	16	13,559	18,523	9,707	16,673	0	26,380	8,326	18	466	10,899	19,709	44,903	-1,186	1,204,124	1,337,092	90.1%
<b>April</b>																								
<b>May</b>																								
<b>June</b>																								
<b>July</b>																								
<b>August</b>																								
<b>September</b>																								
<b>October</b>																								
<b>November</b>																								
<b>December</b>																								
<b>YTD Total</b>	<b>12,669</b>	<b>611</b>	<b>0</b>	<b>13,280</b>	<b>16,361</b>	<b>11,310</b>	<b>16,146</b>	<b>61</b>	<b>43,878</b>	<b>57,158</b>	<b>40,142</b>	<b>42,586</b>	<b>0</b>	<b>82,728</b>	<b>28,178</b>	<b>47</b>	<b>1,803</b>	<b>28,545</b>	<b>58,573</b>	<b>139,886</b>	<b>-1,415</b>	<b>1,204,124</b>	<b>1,337,092</b>	<b>90.1%</b>

<sup>1</sup> Enrollments via data sharing between the IOUs.  
<sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.  
<sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.

**CARE Table 3A - Post-Enrollment Verification Results (Model)**  
**Southern California Edison**  
**Through March 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%	0	0	0	0.00%	0.00%
February	1,205,310	43	0.00%	0	0	0	0.00%	0.00%
March	1,204,124	6,152	0.51%	5	0	5	0.08%	0.00%
April								
May								
June								
July								
August								
September								
October								
November								
December								
<b>YTD Total</b>	<b>1,204,124</b>	<b>11,468</b>	<b>0.95%</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>0.04%</b>	<b>0.00%</b>

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

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

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

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

Month	Total CARE Households Enrolled	Households Requested to Verify <sup>1</sup>	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) <sup>2</sup>	Total Households De-enrolled <sup>3</sup>	% De-enrolled through HUV Post Enrollment Verification	% of Total CARE Households De-enrolled
January	1,203,474	3,126	0.26%	2,687	8	2,695	86.21%	0.22%
February	1,205,310	0	0.00%	0	0	0	0	0.00%
March	1,204,124	10,684	0.89%	6	0	6	0.06%	0.00%
April								
May								
June								
July								
August								
September								
October								
November								
December								
<b>YTD Total</b>	<b>1,204,124</b>	<b>13,810</b>	<b>1.15%</b>	<b>2,693</b>	<b>8</b>	<b>2,701</b>	<b>19.56%</b>	<b>0.22%</b>

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

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

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

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

**CARE Table 4 - CARE Self-Certification and Self-Recertification Applications<sup>1</sup>**  
**Southern California Edison**  
**Through March 2019**

	Provided [2]	Received	Approved	Denied [4]	Pending/Never Completed [5]	Duplicates
Total (Y-T-D)	257,807	204,463	121,665	20,461	39,254	62,337
Percentage [3]	N/A	100%	60%	10%	N/A	30%

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

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

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

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

County	Estimated Eligible Households*			Total Households Enrolled			Penetration Rate		
	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
Fresno	520	0	520	38	0	38	7%	0%	7%
Imperial	0	185	185	0	70	70	0%	38%	38%
Inyo	5	1,269	1,274	0	996	996	0%	78%	78%
Kern	13,028	17,209	30,237	8,909	13,914	22,823	68%	81%	75%
Kings	0	8,346	8,346	0	8,950	8,950	0%	107%	107%
Los Angeles	534,621	3,060	537,681	504,591	1,545	506,136	94%	50%	94%
Madera	3	0	3	0	0	0	0%	0%	0%
Mono	0	1,565	1,565	0	812	812	0%	52%	52%
Orange	199,929	0	199,929	151,712	0	151,712	76%	0%	76%
Riverside	97,341	92,884	190,225	79,695	90,427	170,122	82%	97%	89%
San Bernardino	188,658	36,341	224,999	186,134	36,520	222,654	99%	100%	99%
San Diego	0	1	1	0	1	1	0%	100%	100%
Santa Barbara	17,543	0	17,543	9,818	0	9,818	56%	0%	56%
Tulare	13,397	45,559	58,956	12,129	43,198	55,327	91%	95%	94%
Ventura	63,060	2,568	65,628	52,874	1,791	54,665	84%	70%	83%
<b>Total</b>	<b>1,128,104</b>	<b>208,988</b>	<b>1,337,092</b>	<b>1,005,900</b>	<b>198,224</b>	<b>1,204,124</b>	<b>89%</b>	<b>95%</b>	<b>90%</b>

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

**CARE Table 6 - Recertification Results**

**Southern California Edison**

**Through March 2019**

Month	Total CARE Households	Households Requested to Recertify <sup>1</sup>	% of Households Total (C/B)	Households Recertified <sup>2</sup>	Households De-enrolled <sup>3</sup>	Recertification Rate % <sup>4</sup> (E/C)	% of Total Households De-enrolled (F/B)
January	1,203,474	22,267	1.9%	11,845	1,347	53.20%	0.11%
February	1,205,310	17,512	1.5%	6,478	686	36.99%	0.06%
March	1,204,124	21,519	1.8%	2,889	363	13.43%	0.03%
April							
May							
June							
July							
August							
September							
October							
November							
December							
<b>YTD</b>	<b>1,204,124</b>	<b>61,298</b>	<b>5.09%</b>	<b>21,212</b>	<b>2,396</b>	<b>34.60%</b>	<b>0.20%</b>

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

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

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

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

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



**CARE Table 7 - Capitation Contractors<sup>1</sup>**

**Southern California Edison**

**Through March 2019**

Contractor [1]	Contractor Type				Total Enrollments	
	(Check one or more if applicable)				Current Month	Year-to-Date [2]
	Private	CBO	WMDVBE	LIHEAP		
ALPHA ENTERPRISES		x			-	-
APAC SERVICE CENTER	x				2	5
ARMENIAN RELIEF SOCIETY	x				-	-
ASIAN AMERICAN DRUG ABUSE PROG	x				-	-
ASIAN AMERICAN RESOURCE CENTER	x		x		-	-
ASIAN YOUTH CENTER	x				-	-
BEST PARTNERS	x				5	33
DELHI CENTER	x				1	1
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		-	-
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
MENIFEE VALLEY CHAMBER		x			-	-
MEXICAN AMERICAN OPPORTUNITY		x	x		-	-
MTN COMM FAM RESOURCE CNTR	x				3	5
NEW GREATER CIR. MISSION, INC	x				-	-
NEW HOPE VILLAGE, INC	x				-	-
NEW HORIZONS CAREGIVERS GROUP		x			1	1
OCCC	x				-	1
OPERATION GRACE	x				-	-
OUR COMMUNITY WORKS	x				2	9
PACIFIC ISLANDER HLTH (PIHP)	x				-	-
PACIFIC PRIDE FOUNDATION	x				-	-
RIVERSIDE DEPT COMM ACTION		x	x	x	2	4
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			-	-
<b>Total Enrollments</b>					<b>16</b>	<b>61</b>

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

<sup>[2]</sup> Numbers reflect customers that have been placed on the rate YTD. Capitation payments may lag by a month or more depending on when SCE is invoiced by the contractors.

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

**CARE Table 8 - Households as of Month-End  
Southern California Edison  
Through March 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	1,422,225	84.6%	0.0%	4,432,776
February			1,205,310	1,205,310	1,422,225	84.7%	0.0%	4,432,049
March			1,204,124	1,204,124	1,337,092	90.1%	0.0%	4,432,454
April								
May								
June								
July								
August								
September								
October								
November								
December								
<b>YTD</b>			<b>1,204,124</b>	<b>1,204,124</b>	<b>1,337,092</b>	<b>90.1%</b>	<b>0.0%</b>	<b>4,432,454</b>

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

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

**Southern California Edison**

**Through March 2019**

2018	Authorized 2018 Budget	Current Month Expenses	Expenses Since Jan. 1, 2018	% of 2018 Budget Expensed
<b>Pilots</b>				
CHANGES Program	\$ 525,000	\$ 133,244	\$ 133,244	25%
<b>Total</b>	<b>\$ 525,000</b>	<b>\$ 133,244</b>	<b>\$ 133,244</b>	<b>25%</b>

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

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

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

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

CARE Table 11 CHANGES Group Customer Assistance Sessions <sup>(2)(3)</sup>						
Southern California Edison						
Reporting Period May 1, 2018, through July 31, 2018						
Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Sessions Logistics			
			# of Sessions	Length <sup>(1)</sup> (Hours)	Number of Attendees (4)	Description of Information / Literature Provided
N/A	Armenian	Avoiding Disconnection	6	0.5	42	N/A
N/A	Cantonese	Avoiding Disconnection	1	0.5	17	N/A
N/A	English	Avoiding Disconnection	2	0.5	8	N/A
N/A	Japanese	Avoiding Disconnection	1	0.5	1	N/A
N/A	Korean	Avoiding Disconnection	1	0.5	16	N/A
N/A	Mandarin	Avoiding Disconnection	1	0.5	4	N/A
N/A	Spanish	Avoiding Disconnection	1	0.5	2	N/A
N/A	Vietnamese	Avoiding Disconnection	2	0.5	31	N/A
N/A	Cantonese	CARE/FERA and Other Assistance Programs	1	0.5	1	N/A
N/A	English	CARE/FERA and Other Assistance Programs	8	0.5	29	N/A
N/A	Japanese	CARE/FERA and Other Assistance Program	1	0.5	1	N/A
N/A	Korean	CARE/FERA and Other Assistance Programs	4	0.5	157	N/A
N/A	Mandarin	CARE/FERA and Other Assistance Programs	3	0.5	6	N/A
N/A	Spanish	CARE/FERA and Other Assistance Programs	8	0.5	64	N/A
N/A	Vietnamese	CARE/FERA and Other Assistance Program	2	0.5	31	N/A
N/A	Armenian	Electric and Natural Gas Safety	6	0.5	46	N/A
N/A	Cantonese	Electric and Natural Gas Safety	2	0.5	24	N/A
N/A	English	Electric and Natural Gas Safety	5	0.5	18	N/A
N/A	Korean	Electric and Natural Gas Safety	1	0.5	8	N/A
N/A	Mandarin	Electric and Natural Gas Safety	3	0.5	7	N/A
N/A	Spanish	Electric and Natural Gas Safety	6	0.5	46	N/A
N/A	Tagalog	Electric and Natural Gas Safety	3	0.5	26	N/A
N/A	Vietnamese	Electric and Natural Gas Safety	1	0.5	8	N/A
N/A	Armenian	Energy Conservation	6	0.5	37	N/A
N/A	Cantonese	Energy Conservation	2	0.5	23	N/A
N/A	English	Energy Conservation	2	0.5	7	N/A
N/A	Mandarin	Energy Conservation	3	0.5	10	N/A
N/A	Spanish	Energy Conservation	3	0.5	15	N/A
N/A	Cambodian	Gas Aggregation	1	0.5	8	Gas Aggregation Handout
N/A	English	Gas Aggregation	1	0.5	2	Gas Aggregation Handout
N/A	Mandarin	Gas Aggregation	1	0.5	1	Gas Aggregation Handout
N/A	Spanish	Gas Aggregation	3	0.5	32	Gas Aggregation Handout
N/A	Spanish	High Energy Use	1	0.5	18	High Use Handout
N/A	Cantonese	Level Pay Plan	1	0.5	14	N/A
N/A	English	Level Pay Plan	1	0.5	7	N/A
N/A	Mandarin	Level Pay Plan	1	0.5	3	N/A
N/A	Tagalog	Level Pay Plan	1	0.5	8	N/A
N/A	Vietnamese	Level Pay Plan	1	0.5	17	N/A
N/A	Arabic	Understanding Your Bill	1	0.5	5	N/A
N/A	Armenian	Understanding Your Bill	2	0.5	7	N/A
N/A	Cantonese	Understanding Your Bill	1	0.5	15	N/A
N/A	English	Understanding Your Bill	3	0.5	10	N/A
N/A	Japanese	Understanding Your Bill	2	0.5	17	N/A
N/A	Korean	Understanding Your Bill	3	0.5	25	N/A
N/A	Mandarin	Understanding Your Bill	2	0.5	4	N/A
N/A	Spanish	Understanding Your Bill	5	0.5	55	N/A
N/A	Tagalog	Understanding Your Bill	2	0.5	26	N/A
N/A	Vietnamese	Understanding Your Bill	2	0.5	35	N/A
Current Quarter Total			120		994	
Year-to-Date			1330		12690	
[1] Contractor states all sessions at least 30 minutes						
[2] This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original versions in order to have a more consistent appearance and format with existing SCE tables.						
[3] The numbers provided by the CHANGES contractor are for SCE and SoCal Gas <b>combined</b> , due to the combined service territory.						