

**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 2020**

ANNA VALDBERG
ANGELA WHATLEY

Attorney for
SOUTHERN CALIFORNIA EDISON COMPANY

2244 Walnut Grove Avenue
Post Office Box 800
Rosemead, California 91770
Telephone: (626) 302-3618
E-mail: Angela.Whatley@sce.com

Dated: April 21, 2020

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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 2020, and includes SCE's report on intensified ESA activity in the Aliso Canyon impacted area pursuant to D.16-04-040.

Respectfully submitted,

ANNA VALDBERG
ANGELA WHATLEY

/s/ Angela Whatley

By: Angela Whatley

Attorney for
SOUTHERN CALIFORNIA EDISON COMPANY

2244 Walnut Grove Avenue
Post Office Box 800
Rosemead, California 91770
Telephone: (626) 302-3618
E-mail: Angela.Whatley@sce.com

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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
March 2020

LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

This monthly report complies with the low income reporting requirements established in Decision (D.)16-11-022/D.17-12-009, and with all reporting and program evaluation requirements established for the California Alternate Rates for Energy (CARE) and Energy Savings Assistance (ESA) Programs and provides information on CARE and ESA Program accomplishments and expenditures through 2020 to March 31, 2020.

It should also be noted on March 20, 2020, Southern California Edison (SCE) issued a letter regarding the Operational Changes in Response to Coronavirus (COVID-19) Pandemic. This letter suspended all face-to-face interaction between ESA Prime Contractors and SCE customers, including but not limited to customer outreach, enrollment, installation and inspection work.

On March 23, 2020, the California Public Utilities Commission (CPUC) issued a letter requesting the California Investor Owned Utilities (IOUs) to offer a 30-day advance payment option to Prime Contractors. To help provide assurance and mitigate financial impacts to the ESA workforce as a result of the COVID-19 work restrictions, SCE offered all eligible Prime Contractors 30-day advance payment offers and expedited payments on outstanding invoices outside of standard payment terms.

1. Energy Savings Assistance Program Executive Summary

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

1.1. Energy Savings Program Overview

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

Program Summary for Month			
2020	Authorized / Planning Assumptions ¹	Year-to-Date Actual	%
Budget	\$65,067,100	\$16,218,831	25%
Homes Treated	113,612	23,474	21%
kWh Saved	33,920,000	12,576,568	37%
kW Demand Reduced	N/A	1,886	N/A
Therms Saved	N/A	N/A	N/A

1.2. Energy Savings Assistance Program Customer Enrollment and Outreach Update

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

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

SCE's ESA contractors continue to enroll customers through tablet PCs (aka paperless enrollment) during the assessment process resulting in streamlined and expedited enrollments. The tablet PC eliminates the need for paper copies ensuring protection of customer data and helping protect the environment. In March there were 316 assessors, representing 22 contractors utilizing the paperless enrollment process, enrolling 7,156 households.

Direct Mailers

In March, SCE sent approximately 59,000 direct mailers to new and existing CARE customers. The letters targeted customers who have not participated in the ESA program and included messaging about the ESA program and directed customers to ESA program website. Each letter also provides customers with the name and phone number for their local SCE ESA program contractor, allowing contractors to directly receive information for interested customers which could lead to potential enrollments. This streamlined process also creates efficiencies for both customer and contractor. Additionally, SCE continues to track the performance of the redesigned creative that was deployed in Q.3 2019 direct mail marketing campaign to provide more clarity to customers regarding ESA enrollment process. The campaign's creative is shown below.

Saving authorized in CPUC January 4, 2019 Disposition.



P.O. Box 800
Rosemead, CA 91776



FREE energy-saving appliances to help lower your electric bills.
See how inside.

Electrodomésticos de bajo consumo GRATUITOS para ayudarle a bajar sus facturas eléctricas.
Averigüe cómo adentro.



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



«Date»

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

CALL YOUR LOCAL SCE-APPROVED CONTRACTOR TODAY!

«Contractor Name»
«1-800-999-9999»

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

Dear «Customer Name»,

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

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

How it works.

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

«Contractor Name»
«1-800-999-9999»

Funding is limited and available on a first-come, first-served basis.

This program is available to qualified customers **absolutely free**. So, don't delay. Call your local SCE-approved contractor today.

Sincerely,

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

Energy Savings Assistance Program

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

The Energy Savings Assistance Program is funded by California utility ratepayers and administered by Southern California Edison under the auspices of the California Public Utilities Commission. Services may not be available in all areas. Certain restrictions, such as age, size, and condition of the system or appliance to be replaced, may apply. All replacement refrigerators meet ENERGY STAR standards and are top-freezer models without extra features, such as ice makers. Services are offered on a first-come, first-served basis until funding is expended or the program is discontinued. A copy may be required for some services. Program may be modified or terminated without prior notice.
California consumers are not obligated to purchase any full fee service or other service not funded by this program.
This program is available to both homeowners and renters. Renters may be required to obtain the property owner's written permission before services are delivered.
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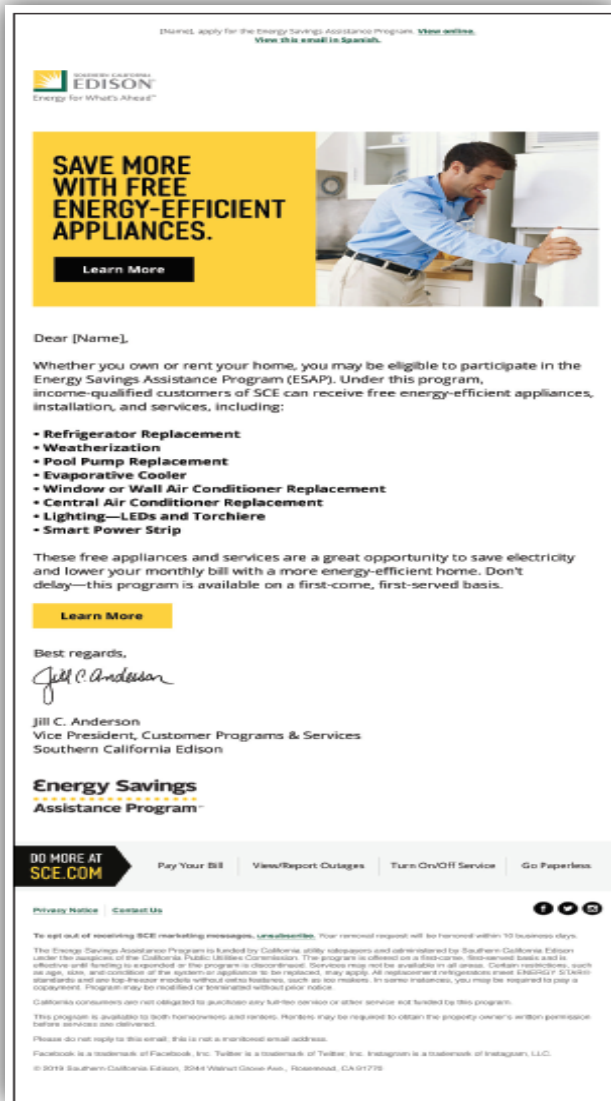
REPLACE OLD APPLIANCES WITH NEW ENERGY-EFFICIENT MODELS ABSOLUTELY FREE.

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

(double-sided English/Spanish)

Emails

During the month of March, 68,000 emails were deployed to customers with a “high probability” of being eligible for the ESA Program, which includes newly enrolled and existing CARE customers that had not previously participated in the ESA Program. The email featured ESA Program information and directs interested customers to the ESA Program website. Over the course of the month, the email campaigns along with the Digital Media campaign described below generated roughly ESA leads through the SCE website. The email campaign’s creative is shown below.



Digital Media

For the month of March, SCE targeted 450 unique zip codes as part of the digital and social mass media plan. Digital Banner and Social Media ads are utilized for their geo-targeting capabilities to reinforce ESA messaging with eligible customers during key periods in specific zip codes when those areas will be serviced by ESA contractors.

Outbound Calls

SCE's pilot outreach campaign provides customer leads directly to the ESA Program contractors for outbound calls. SCE targets the customers that receive the direct mailers each month focusing on customers who have not previously participated in the ESA Program. For the month of March, SCE did not provide any outbound calling leads to multiple ESA contractors who elected to participate in the pilot campaign. This outbound calling campaign will be continued in future months.

Inbound Calls

Customers who call SCE's customer service center are informed and referred to the ESA Program. Customers are assigned to a contractor in their service territory. The ESA contractor will then follow up on the lead and contact the customer to assess eligibility and enrollment in the ESA Program. In the month of March SCE received 823 ESA related calls.

Innovative Strategies

When an unexpected event takes place such as an earthquake or wildfire SCE will develop information for our SCE customers who may have been impacted to provide them with disaster relief communication or to provide them with important consumer protections that are available to them in the event they are affected by a natural disaster. ESA contractors will provide information to distribute to the community when conducting outreach. SCE developed the below disaster relief support information to distribute to customers.²



² See section 2.4 for more information on SCE disaster relief efforts

Community Events

ESA Program contractors participate in a variety of community events to interact with customers and provide them with information about the ESA program and other Low-Income programs available to them. These types of events help increase ESA enrollments and ESA contractors will also assist the customer complete the enrollment process.

Specialized Efforts to Increase Participation

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

- San Joaquin Valley Pilot – SCE is commencing preparations to enroll customers in the ESA Program customers who may be eligible for the pilot. In addition, onboarding of SJV Pilot contractors started in the month of February.
- ESA enrollment opportunities – SCE is reviewing leveraging ESA enrollment with other income qualified programs with a focus on customers who reside in Public Safety Power Shut Off (PSPS) areas.
- Leverage other programs and identify co-marketing opportunities – SCE completed training for SOMAH outreach non-profit organizations. The training included topics on various utility assistance programs and assistance available to customers during the Covid-19 pandemic.
- Target enrollment in specified communities – SCE will continue efforts to investigate enrolling communities of customers who reside on military bases and on Catalina Island once ESA outreach operations resume.

1.3. Leveraging Success Evaluation, Including CSD

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

SCE has reached out to CSD's implementer of Low-Income Weatherization Program (LIWP) to inquire if there were any potential projects that could be reimbursed by SCE. With changes in eligible measure and feasibility, particularly for smart thermostats, there may be potential projects that could be reimbursed by SCE.

1.4. Workforce Education & Training

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

In 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 weekly online testing for prospective program representatives which they must pass with a score of 80% or higher prior to being authorized to conduct a home assessment. This month SCE successfully tested 5 prospective representatives.

As part of the COVID-19 face-to-face work stoppage, Service Providers were encouraged to have their employees utilize the CBT Learning System; a licensed third-party application sponsored by SCE in partnership with SoCalGas, in which individuals take self-paced online learning courses on a variety computer –related topics and software programs. As of March 31, 2020, there were 115 active users in the system, of which 28 were new users having signed up during the month. In March 2020, CBT Learning System users successfully completed 739 skillsets accounting for 2922 minutes of learning instruction.

SCE contracts with a mixture of local private contractors (LPCs), community-based organizations (CBOs) and faith-based organizations (FBOs) to provide ESA program services. The organizations, many of which are in low-income and disadvantaged communities, to date have 851 active jobs that support SCE’s ESA Program. In March (3) new jobs were added.

1.5. Miscellaneous

1.5.1. Tribal Penetration and Outreach Efforts

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

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

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

Soboba				X
Tule River				X

1.5.2. Multifamily Common Area Measures (CAM)

In the month of March SCE continued to see the benefits of the relaunch of Master Agreement that was implemented in Q3 2019 to streamline the enrollment process. With this improvement service providers no longer use paper forms to complete portions of the enrollment process and can now utilize ESA Mobile to complete the assessment, installation and inspection portions of an enrollment for In-Unit (IU). The chart below details CAM efforts in 2019 and 2020 year to date:

Deed Restricted – In Progress				
Whole Building		Common Area Only	In-Unit only	
# In Progress	# of Units	# In Progress	# In Progress	# of Units
28	2169	3	16	928
Deed Restricted - Completed³				
Whole Building		Common Area Only	In-Unit Only	
# Completed	# of Units	# In Completed	# Completed	# of Units
1	16	0	0	0
Deed Restricted - Pipeline				
0-30 days		31-60 days	61+ days	
87		10	0	
Market Rate – In Progress				
Whole Building		Common Area Only	In-Unit Only	
# In Progress	# of Units	# In Progress	# In Progress	# of Units
0	0	0	18	1196

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

³ Completed Projects: All work and billing completed; Pipeline: 0-30 Days, paperwork pending signature. 31-60 days, customer contact made, and additional meets are scheduled with the property.

- SCE SPOC working in conjunction with our CAM Service Providers met with two large property owners, National Core and John Stewart Companies, both showed interested in enrolling their properties; as a result, we have an additional 71 CAM projects in the pipeline with about 5,913 in-units.

1.5.3. Programmable Communication Thermostat Pilot

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

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

In Q3, the PCT vendor, Ecobee, notified the IOUs that the smart thermostats installed as part of the PCT pilot were not operating with the Peak Relief functionality designed to help customers optimize TOU rates. While issues were identified during the installation of the thermostats, resolutions appeared to be identified and SCE believed the thermostats were operating with Peak Relief, as intended. However, in mid-July, Ecobee determined that there were additional issues and Ecobee pushed request to customers to update thermostat firmware to Eco+. The notification occurred through the thermostats and through email notifications. Additional notifications were sent in August to customers who had not upgraded their devices with the new firmware. As of August, 35 of the 39 thermostats installed for SCE Pilot participants had been updated with the Eco+ firmware, and 33 of those customers also approved the automated TOU rate functionality.

SCE and the IOUs worked with the pilot evaluator to make changes to revise the surveys and the research plan to adjust for this unexpected event. The second survey was sent to pilot participants in Q3 2019 to gauge their experiences after all had received bills corresponding to the hottest periods, and thus greatest cooling load and potentially highest bills of the year. Second survey response counts for SCE are 15 respondents from the treatment group and 19 from the control group, after accounting for customers who had moved or otherwise dropped from the pilot.

In February 2020, the IOUs and consultants developed the third and final questions for participant survey. The final survey counts for SCE are 13 from the treatment group and 23 from the control group.

In March the evaluation consultant and IOUs developed a deck summarizing the pilot findings and hosted a webinar on March 17, 2020 to present results to the Energy Division and IOU staff. The final report the “Evaluation of the California Statewide Smart Thermostat Time of Use Pilot” by Evergreen Economics, dated March 31, 2020, is available on CALMAC.org.

2. California Alternate Rates for Energy Program Executive Summary

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

2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs

CARE Budget Categories	Authorized Budget	Expenses Year-to-Date	% of 2020 Budget Spent
Outreach	\$2,684,843	\$621,065	23%
Processing / Certification Re-certification	\$800,000	\$132,978	17%
Post Enrollment Verification (PEV)	\$600,000	\$190,121	32%
IT Programming	\$600,000	\$3,016	1%
Cooling Centers	\$45,899	-	0%
Pilot (CHANGES)	\$525,000	\$103,607	20%
Studies	-	-	0%
Regulatory Compliance	\$457,661	\$112,009	24%
General Administration	\$725,665	\$272,020	37%
CPUC Energy Division Staff	\$140,000	\$54,824	39%
Total Expenses	\$6,579,058	1,489,641	23%
Subsidies and Benefits	\$492,093,638	\$85,775,249	17%
Total Program Costs & Discounts	\$498,672,706	\$ 87,264,890	17%

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

CARE Penetration		
Participants	Estimated Eligible Participants	Year-to-Date Penetration Rate
1,181,815	1,332,580	87.7%

2.2. Outreach

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

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

Internal Outreach

SCE’s Customer Contact Center (CCC) continues to use various enrollment methods to directly enroll customers in the CARE Program during incoming calls to the center. CARE is offered on all new customer turn-on request and when a customer expresses a need for help with their bill or has expressed financial hardship. CARE representatives will first offer to take the enrollment over the phone or if requested by the customer, be directly transferred to the Information Voice Response (IVR) system. The IVR allows customers who prefer a self-service option to enroll via sce.com. Additionally, if requested, the Customer Service Representative may alternately send a paper Rate Discount Application to the customer. These enrollment options provide customers with choices and maximize their opportunity to enroll in CARE program. During the month of March, SCE enrolled 4,838 eligible customers through CCC outreach efforts including web, phone, and mail-in enrollments.

In March, SCE concluded its “Rapid Results” 100-day initiative with the express goals of:

- Reducing program costs by \$150,000 in Q.1 2020
- Maintaining CARE enrollments at 85% or better
- Increasing FERA enrollments to 12%
- Maintaining and/or increasing customer satisfaction scores

During the fourth months of the initiative, SCE successfully continued its targeted direct mail campaign to 115,000 eligible non-CARE customers, while sending an e-mail campaign to approximately 165,000 customers, and continues to track customer satisfaction scores. Strategic planning and execution of the Rapid Results initiatives resulted in a cost reduction of approximately \$150,000, a CARE enrollment of 87.7% and an increase in customer satisfaction scores. SCE continues to reach out to potential FERA-eligible customers as part of SCE’s 2019-2023 Family Electric Rate Assistance (FERA) 50 Percent Target Enrollment Plan (Advice 3979-E).

Direct Mailers

As noted above, in March SCE sent more than 115,000 direct mailers to non-CARE customers who may be eligible to enroll in the rate-discount program.

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

Sample Direct Mail (English/Spanish):



Vinnie, get a CARE discount of about 30% when you qualify. [View online.](#)
[Ver esta mensaja en español.](#)



**LOWER YOUR
ENERGY BILL BY
ABOUT 30%.**

[Learn More](#)



Dear Vinnie,

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

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

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

It's easy to [find out if you qualify](#) and apply online today.

[Learn More](#)

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

Best regards,

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

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Capitation Fee Program

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

SCE currently has 63 CARE Capitation Agencies who help income qualified customer gain assistance through the CARE and FERA program. In March, capitation contractors and outbound calling efforts successfully enrolled 115 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.

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) program which is an income-qualified program to help residential households pay their electric bill. EAF is funded through voluntary donations from SCE employees, shareholders and customers. EAF partners with the United Way of Greater Los Angeles and 80 community-based organizations to process EAF assistance request and donations.

SCE coordinates CARE enrollment with other income-qualified programs, such as ESA, LIHEAP, and other low income-qualified programs offered through SoCalGas and certain water utilities. ESA participants are automatically enrolled in CARE each month, and LIHEAP participants are automatically enrolled in CARE quarterly. In March, SCE enrolled 5737 eligible customers in CARE through data sharing with LIHEAP, ESA, SoCalGas, and water utilities.

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

2.3. Recertification Complaints

SCE did not receive any recertification complaints in the month March

2.4 Miscellaneous

CPUC Resolution M-4835 and D.19-07-015⁴ established a permanent set of emergency disaster customer protection measures that the utilities are mandated to implement in the event of a declared emergency. In response to the mandated customer protections, SCE has implemented a CARE post-enrollment verification (PEV) freeze to low income customers impacted by the California emergencies/events for a period of one year commencing from the date the Governor of California issued an emergency proclamation due to a disaster.

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

Date of Proclamation	Disaster Name	Affected County
7/4/2019	Ridgecrest Earthquake	Kern
10/11/2019	Saddleridge, Eagle, Sandalwood, Reche, and Wolf Fires	Los Angeles and Riverside
10/25/2019	Tick Fire	Los Angeles
10/27/2019	Easy, 46, Hill and Maria Fires	All California
03/04/2020	COVID-19 Pandemic	All California

Appendix A: Energy Savings Assistance Program and CARE Tables

Program	Table	Title
ESA – Intensified Efforts in Response to the Aliso Canyon Natural Gas Leak Emergency	Table 1	Intensified ESA Activity in the Impacted Area Pursuant to D.16-04-040
ESA	Table 1	ESA Program Expenses
ESA	Table 1A	Expenses Funded From 2009-2016 Unspent ESA Program Funds
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

⁴ Decision Adopting an Emergency Disaster Relief Program for Electric, Natural Gas, Water and Sewer Utility Customers

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

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

Reporting Month/Year – March 2020			
1. Total Homes Eligible:		1,322,388	
2. Total Homes Visited in Aliso Canyon Territory:		313,695	
2a. “Go-Back” Homes:		201,033	
2b. First Touch Homes:		112,662	
3. Percent of treated homes prioritized due to “High Usage”:		1.56%	
4. Percent of treated “Multi-Family” units prioritized:		37.52%	
5. Percent of homes jointly treated by SCE and SoCalGas:		48.83%	
6. Average Per Home Savings for Homes Treated as a result of suspended program rules:		316.65 kWh / 0.043 kW	
7. Number of homes in the pipeline:		1253	
8. Installed Measures by SoCalGas		9. Installed Measures by SCE	
HE Clothes Washers:	N/A	CFLs:	417,066
Water Heater Blankets:	N/A	Fluorescent Torchiere Lamps:	10,336
Low Flow Showerheads	N/A	LED A-Lamps:	643,702
Water Heater Pipe Insulation:	N/A	LED Torchiere and LED Reflector Lamps:	72,505
Faucet Aerator:	N/A	Tier 1 and Tier 2 Smart Power Strips:	292,646
Thermostatic Shower Valve:	N/A	Energy Education	257,505
Air Sealing/Envelope:	N/A	Refrigerator Replacement:	24,465
Attic Insulation:	N/A	Room A/C Replacement:	734
Duct Testing & Sealing:	N/A	Evaporative Cooler Installation:	15,235
Furnace Clean & Tune:	N/A	Pool Pump Replacement:	3,024
		Central A/C & Heat Pump Replacement:	364
Therms Saved:	N/A	kWh Saved:	99,330,850
		kW Saved:	13,489
Total Expenses:	N/A	Total Expenses:	\$182,308,763

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

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

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

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

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

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

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

- b. Please also discuss your progress in achieving the 10 percent savings increase.** Since April 28, 2016, 76,881,005 kWh and 10,310 kW have been saved in the Aliso Canyon area, for an average of 20,078,872 kWh and 273 kW per month, which continues to exceed the 10 percent savings.

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

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

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

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

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

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

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

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

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

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

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

Energy Savings Assistance Program Table 1A - Expenses Funded From 2009-2016 "Unspent ESA Program Funds"
Southern California Edison
Through March 2020

ESA Program [1]:	Authorized Budget			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												
Multi-Family Common Area Measures	\$ 4,500,000		\$ 4,500,000	\$ 76,561		\$ 76,561	\$ 155,715		\$ 155,715	3%		3%
Leveraging - CSD [2]	\$ 1,000,000		\$ 1,000,000			\$ -			\$ -	0%		0%
Climate Zone 13 Central AC and AC related measures	\$ 7,006,783		\$ 7,006,783	\$ 1,207,874		\$ 1,207,874	\$ 2,954,696		\$ 2,954,696	42%		42%
Additional Authorized Funds for Treated customers [3]	\$ 1,790,584		\$ 1,790,584			\$ -			\$ -	0%		0%
Additional Regulatory Compliance Cost			\$ -									
HE Clothes Washer	\$ 3,485,509		\$ 3,485,509			\$ -			\$ -	0%		0%
Powerstrip Tier II	\$ 2,400,527		\$ 2,400,527	\$ 666,267		\$ 666,267	\$ 1,360,032		\$ 1,360,032	57%		57%
TOTAL PROGRAM BUDGET/EXPENSES	\$ 20,183,403		\$ 20,183,403	\$ 1,950,702		\$ 1,950,702	\$ 4,470,443		\$ 4,470,443	22%		22%

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

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

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

Energy Savings Assistance Program Table 2
Southern California Edison
Through March 2020

Measures	ESA Program (Summary) Total						ESA Program (First Touch Homes Treated)						ESA Program (Re-Treated Homes/Go Backs)						ESA Program (Aliso Canyon - SCG & SCE) [6]											
	Year-To-Date Completed & Expensed Installation						Year-To-Date Completed & Expensed Installation						Year-To-Date Completed & Expensed Installation						Year-To-Date Completed & Expensed Installation											
	Units	Quantity Installed (K+S)	kWh [4] (Annual) (L+I)	kW [4] (Annual) (M+U)	Therms [4] (Annual) (N+V)	Expenses (\$) [7] (O+W)	% of Expenditure	Units	Quantity Installed	kWh[4] (Annual)	kW[4] (Annual)	Therms[4] (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh[4] (Annual)	kW[4] (Annual)	Therms[4] (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh[4] (Annual)	kW[4] (Annual)	Therms[4] (Annual)	Expenses (\$)	% of Expenditure		
Appliances	Home						Home							Home								Home								
High Efficiency Clothes Washer	Home	3,282	1,828,636	231	\$ 3,461,615	18.4%	Home	2,725	1,602,378	192	\$ 2,873,290	19.3%	Home	557	326,258	39	\$ 588,324	15.0%	Home	2,799	1,648,286	198	\$ 2,962,344	23.6%	Home	14	11,872	1	\$ 12,281	0.1%
Refrigerators	Each	34	28,832	3	\$ 25,635	0.1%	Each	26	22,048	3	\$ 19,508	0.1%	Each	8	6,784	1	\$ 6,127	0.2%	Each	2	-	-	\$ -	-	Each	1	-	-	\$ -	-
Domestic Hot Water	Home	96	11,749	1	\$ 4,520	0.0%	Home	91	11,431	1	\$ 4,258	0.0%	Home	5	318	0	\$ 263	0.0%	Home	75	10,636	1	\$ 3,553	0.0%	Home	2	94	0	\$ 67	0.0%
Other Hot Water	Home	2	94	0	\$ 67	0.0%	Home	2	94	0	\$ 67	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%
Tank and Pipe Insulation	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%
Thermostatic Shower Valves Combined	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%
Thermostatic Shower Valve	Each	8	372	0	\$ 688	0.0%	Each	8	372	0	\$ 688	0.0%	Each	-	-	-	\$ -	0.0%	Each	7	335	0	\$ 602	0.0%	Each	-	-	-	\$ -	0.0%
Enclosures	Home	217	7,517	1	\$ 25,229		Home	194	7,125	1	\$ 22,993	0.2%	Home	23	392	0	\$ 2,236	0.1%	Home	197	5,459	1	\$ 22,309	0.2%	Home	-	-	-	\$ -	-
Air Sealing / Envelope [1]	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-
Attic Insulation	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-
HVAC	Each	830	240,258	-	\$ 281,684	1.5%	Each	654	188,947	-	\$ 221,024	1.5%	Each	176	51,311	-	\$ 60,660	1.5%	Each	430	110,039	-	\$ 139,377	1.1%	Each	-	-	-	\$ -	0.0%
Smart Thermostat	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%
FAU Standing Pilot Conversion	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%	Home	-	-	-	\$ -	0.0%
Furnace Repair/Replacement	Home	102	(16,786)	(3)	\$ 117,526	0.6%	Home	74	(12,026)	(2)	\$ 85,038	0.6%	Home	28	(4,760)	(1)	\$ 32,488	0.8%	Home	55	(8,966)	(1)	\$ 58,605	0.5%	Home	503	171,317	26	\$ 2,297,569	18.3%
Room A/C Replacement	Home	1,318	439,427	66	\$ 6,232,159	33.2%	Home	1,003	335,285	50	\$ 4,674,587	31.5%	Home	315	104,142	16	\$ 1,557,572	39.6%	Home	50	171,317	26	\$ 2,297,569	18.3%	Home	503	171,317	26	\$ 2,297,569	18.3%
Central A/C Replacement	Home	104	129,254	58	\$ 421,635	2.2%	Home	102	126,417	57	\$ 411,072	2.8%	Home	2	2,837	1	\$ 10,563	0.3%	Home	22	30,772	14	\$ 100,027	0.8%	Home	22	30,772	14	\$ 100,027	0.8%
Heat Pump Replacement	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%	Each	-	-	-	\$ -	0.0%
Evaporative Cooler (Replacement)	Home	1,526	855,325	128	\$ 1,615,684	8.5%	Home	1,286	720,685	108	\$ 1,361,708	9.2%	Home	240	134,640	20	\$ 253,976	6.5%	Home	1,082	606,349	91	\$ 1,146,600	9.1%	Home	1,082	606,349	91	\$ 1,146,600	9.1%
Evaporative Cooler (Installation)	Home	1,388	-	-	\$ 301,220	1.6%	Home	1,082	-	-	\$ 239,810	1.6%	Home	306	-	-	\$ 61,410	1.6%	Home	515	-	-	\$ 124,150	1.0%	Home	515	-	-	\$ 124,150	1.0%
Duct Testing and Sealing	Home	112	13,974	8	\$ 40,388	0.2%	Home	88	10,943	6	\$ 32,103	0.2%	Home	24	3,031	2	\$ 8,286	0.2%	Home	82	10,306	6	\$ 29,453	0.2%	Home	82	10,306	6	\$ 29,453	0.2%
Efficient Fan Control	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-
Maintenance	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-
Furnace Clean and Tune ⁸	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-
Central A/C Tune up	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-
Lighting	Each	249	4,222	1	\$ 1,761	0.0%	Each	156	2,646	0	\$ 1,101	0.0%	Each	93	1,576	0	\$ 661	0.0%	Each	249	4,222	1	\$ 1,761	0.0%	Each	249	4,222	1	\$ 1,761	0.0%
Compact Fluorescent Lights (CFL)	Each	8	280	0	\$ 720	0.0%	Each	8	280	0	\$ 720	0.0%	Each	-	-	-	\$ -	0.0%	Each	8	280	0	\$ 720	0.0%	Each	8	280	0	\$ 720	0.0%
Exterior Hard wired CFL fixture	Each	79	1,154	-	\$ 7,482	0.0%	Each	51	745	-	\$ 4,928	0.0%	Each	28	409	-	\$ 2,554	0.1%	Each	45	657	-	\$ 4,277	0.0%	Each	45	657	-	\$ 4,277	0.0%
Exterior Hard wired LED fixture	Each	129,154	5,030,890	612	\$ 1,172,207	6.2%	Each	99,689	3,880,927	472	\$ 905,296	6.1%	Each	29,465	1,149,963	140	\$ 266,911	6.8%	Each	118,911	4,613,422	559	\$ 1,077,432	8.6%	Each	118,911	4,613,422	559	\$ 1,077,432	8.6%
LED A-Lamp	Each	2,176	47,352	6	\$ 18,097	0.1%	Each	1,731	37,672	5	\$ 14,386	0.1%	Each	445	9,680	1	\$ 3,711	0.1%	Each	2,097	45,601	6	\$ 17,453	0.1%	Each	2,097	45,601	6	\$ 17,453	0.1%
LED Reflector Lamp	Each	7,644	550,682	66	\$ 538,207	2.9%	Each	6,005	432,371	52	\$ 422,732	2.8%	Each	1,639	118,311	14	\$ 115,475	2.9%	Each	7,137	512,122	62	\$ 502,414	4.0%	Each	7,137	512,122	62	\$ 502,414	4.0%
LED Torchiere Lamp	Each	2	171	0	\$ 124	0.0%	Each	1	86	0	\$ 62	0.0%	Each	1	86	0	\$ 62	0.0%	Each	2	171	0	\$ 124	0.0%	Each	2	171	0	\$ 124	0.0%
Torchiere	Each	-	-	-	\$ -	-	Each	-	-	-	\$ -	-	Each	-	-	-	\$ -	-	Each	-	-	-	\$ -	-	Each	-	-	-	\$ -	-
Miscellaneous	Home	325	325,325	101	\$ 391,325	2.1%	Home	269	269,269	83	\$ 324,963	2.2%	Home	56	56,056	17	\$ 66,362	1.7%	Home	260	260,260	81	\$ 308,904	2.5%	Home	260	260,260	81	\$ 308,904	2.5%
Pool Pumps	Home	2,882	899	0	\$ 182,491	1.0%	Home	2,297	620	0	\$ 142,824	1.0%	Home	585	279	0	\$ 39,666	1.0%	Home	2,526	875	0	\$ 159,730	1.3%	Home	2,526	875	0	\$ 159,730	1.3%
Smart Power Strips - Tier 1	Each	21,276	2,976,940	605	\$ 1,360,032	7.2%	Each	16,869	2,360,003	480	\$ 1,078,126	7.3%	Each	4,407	616,937	125	\$ 281,906	7.2%	Each	19,945	2,781,185	563	\$ 1,274,893	10.2%	Each	19,945	2,781,185	563	\$ 1,274,893	10.2%
Smart Power Strips - Tier 2	Each	-	-	-	\$ -	-	Each	-	-	-	\$ -	-	Each	-	-	-	\$ -	-	Each	-	-	-	\$ -	-	Each	-	-	-	\$ -	-
Pilots	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-
Customer Enrollment	Home	28,458	-	-	\$ 2,018,329	10.7%	Home	22,260	-	-	\$ 1,569,999	10.6%	Home	6,198	-	-	\$ 448,330	11.4%	Home	25,737	-	-	\$ 1,784,759	14.2%	Home	25,737	-	-	\$ 1,784,759	14.2%
Outreach & Assessment	Home	23,032	-	-	\$ 574,990	3.1%	Home	18,000	-	-	\$ 449,390	3.0%	Home	5,032	-	-	\$ 125,600	3.2%	Home	20,711	-	-	\$ 517,045	4.1%	Home	20,711	-	-	\$ 517,045	4.1%
In-Home Education	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-	Home	-	-	-	\$ -	-
Total Savings/Expenditures			12,576,568	1,886	\$ 18,793,814				9,998,316	1,510	\$ 14,860,672				2,578,251	376	\$ 3,933,142							10,815,294	1,607	\$ 12,536,449.21				
Total Households Weatherized [2]		238					238								212								212							
Households Treated	Total (K+S)						First Touches							Re-treated Homes/Go-Backs									Aliso Canyon							
- Single Family Households Treated	Home	13,785					Home	10,437					Home	3,348					Home											

**Energy Savings Assistance Program Table 2A
Southern California Edison
Through March 2020**

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

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD
[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door,
[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home
[3] All savings are calculated based on the following sources:

Energy Savings Assistance Common Area Measures Program Table 2B
Southern California Edison
Through March 2020

Table 2B ESA Program - Multifamily Common Area Measures ⁵							
ESA CAM Measures ^{1,6}	Units (of Measure such as "each")	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh (Annual)	kW (Annual)	Therms (Annual)	Expenses (\$)	% of Expenditure
MF Appliances							
MF Freezer	Each	-	-	-	-	\$ -	0.0%
MF High Efficiency Clothes Washer	Home	-	-	-	-	\$ -	0.0%
MF Refrigerators	Each	-	-	-	-	\$ -	0.0%
MF Domestic Hot Water							
MF Faucet Aerator	Home	-	-	-	-	\$ -	0.0%
MF Low Flow Shower Head	Home	-	-	-	-	\$ -	0.0%
MF Other Hot Water	Home	-	-	-	-	\$ -	0.0%
MF Water Heater Blanket	Home	-	-	-	-	\$ -	0.0%
MF Water Heater Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
MF Enclosure							
Air Sealing / Envelope [1]	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
MF HVAC							
MF Central A/C Replacement	Home	1	568	-	-	\$ 14,616	9.4%
MF Duct Test Inspection	Each	-	-	-	-	\$ -	0.0%
MF Duct Testing and Sealing	Home	1	-	-	-	\$ 1,380	0.9%
MF Evaporative Cooler (installation)	Home	-	-	-	-	\$ -	0.0%
MF FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%
MF Furnace Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
MF Heat Pump Replacement	Home	-	-	-	-	\$ -	0.0%
MF Inspection	Each	-	-	-	-	\$ -	0.0%
MF Programmable Thermostat	Each	-	-	-	-	\$ -	0.0%
MF Room A/C Replacement	Home	-	-	-	-	\$ -	0.0%
MF Smart Thermostat	Each	-	-	-	-	\$ -	0.0%
MF Lighting							
MF Landscape Lighting	Each	-	-	-	-	\$ -	0.0%
MF LED A-Lamp	Each	568	129,835	3	-	\$ 5,455	3.5%
MF LED Exit Sign	Each	3	1,081	0	-	\$ 261	0.2%
MF LED Exterior Fixture	Each	164	8,684	-	-	\$ 12,958	8.3%
MF LED Interior Fixture	Each	248	5,671	1	-	\$ 19,682	12.6%
MF LED PL-Lamps	Each	2,834	216,686	2	-	\$ 42,510	27.3%
MF LED Pool and Spa Lighting	Each	41	35,916	-	-	\$ 29,778	19.1%
MF LED Reflector Lamp	Each	47	7,531	0	-	\$ 443	0.3%
MF LED T-Lamp	Each	1,448	72,435	1	-	\$ 24,254	15.6%
MF LED Torchiere Lamp	Each	-	-	-	-	\$ -	0.0%
Miscellaneous							
MF New - Smart Power Strips - Tier 2	Each	-	-	-	-	\$ -	0.0%
MF Pool Pumps	Home	3	27,717	1	-	\$ 4,378	2.8%
MF Smart Power Strips - Tier 1	Home	-	-	-	-	\$ -	0.0%
Total		5,358	506,126	8	-	\$ 155,715	

Multifamily Properties Treated	Number
Total Number of Multifamily Properties Treated ⁴	19
Subtotal of Master-metered Multifamily Properties Treated	5
Total Number of Multifamily Tenant Units within Properties Treated ⁴	89

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration			
Direct Implementation (Non-Incentive)			
Direct Implementation	\$ 155,715		\$ 155,715
TOTAL MF CAM COSTS	\$ 155,715	\$ -	\$ 155,715

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
Standard Notes 1 - 6 (do not delete)

- Measures are customized by each IOU, see "Table 2B-1, Eligible Measures List". Measures list may change based on available information on both costs and benefits and may vary across climate zones. Each IOU
- Multifamily properties are sites with at least five (5) or more dwelling units. The properties may have multiple buildings.
- Multifamily tenant units are the number of dwelling units located within properties treated. This number does not represent the same number of dwellings treated as captured in table 2A.
- Audit costs may be covered by other programs or projects may utilize previous audits. Not all participants will have an audit cost associated with their project.
- Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022, modified by D.17-12-009, where 65% of tenants are income eligible based (at or below 200% of the
- Commissioning costs, as allowable per the Decision, are included in measures total cost unless otherwise noted.
- All savings are calculated based on the following sources:

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

**Energy Savings Assistance CAM Program Table 2B-1, Eligible Common Area Measures List
Southern California Edison
Through March 2020**

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

Standard Notes (do not delete)

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

Table 2B-1 Column A should match Table 2B Column A for eligible (not canceled) measures.

2. Only complete if measure is canceled or discontinued

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

**Energy Savings Assistance Program Tables 3A-C - Energy Savings and
Average Bill Savings per Treated Home/Common Area
Southern California Edison
Through March 2020**

Table 3A-1, ESA Program	
Annual kWh Savings	12,576,568
Annual Therm Savings	
Lifecycle kWh Savings	86,562,846
Lifecycle Therm Savings	
Current kWh Rate	0.130
Current Therm Rate	
Number of Treated Households	23,474
Average 1st Year Bill Savings / Treated households	\$69.65
Average Lifecycle Bill Savings / Treated Household	\$479.39

Table 3A-2, 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	\$ -

Table 3A-3, Summary - ESA Program/CSD Leveraging	
Annual kWh Savings	12,576,568
Annual Therm Savings	
Lifecycle kWh Savings	86,562,846
Lifecycle Therm Savings	
Current kWh Rate	\$ 0.13
Current Therm Rate	\$ -
Average 1st Year Bill Savings / Treated Households	\$ 69.65
Average Lifecycle Bill Savings / Treated Households	\$ 479.39

[1] Summary is the sum of ESA Program + CSD Leveraging

**Energy Savings Assistance Program Table 4 - Homes/Buildings Treated
Southern California Edison
Through March 2020**

Table 4A-1, ESA Program						
County	Eligible Households			Households Treated YTD		
	Rural [1]	Urban	Total	Rural	Urban	Total
FRESNO	-	469	469	0	0	0
IMPERIAL	211	-	211	0	0	0
INYO	1,459	436	1,895	6	0	6
KERN	15,949	8,769	24,718	497	2	499
KINGS	7,462	-	7,462	137	0	137
LOS ANGELES	3,946	538,607	542,553	155	9,772	9,927
MADERA	-	3	3	0	0	0
MONO	1,949	0	1,949	0	0	0
ORANGE	0	204,105	204,105	0	2,368	2,368
RIVERSIDE	89,597	97,499	187,096	677	2,920	3,597
SAN BERNARDINO	40,526	187,180	227,706	1,052	4,832	5,884
SANDIEGO	1	-	1	0	0	0
SANTA BARBARA	-	18,186	18,186	0	4	4
TULARE	44,508	14,984	59,492	539	168	707
TUOLUMNE	-	-	0	0	0	0
VENTURA	2,607	63,623	66,230	34	311	345
Total	208,216	1,133,860	1,342,076	3,097	20,377	23,474

Table 4B, ESA Program - CSD Leveraging						
County				Households Treated YTD		
				Rural	Urban	Total
						0
						0
Total				0	0	0

Table 4C, ESA Program - Multifamily Common Area						
County				Properties Treated YTD		
				Rural	Urban	Total
FRESNO				0	0	0
IMPERIAL				0	0	0
INYO				0	0	0
KERN				0	0	0
KINGS				0	0	0
LOS ANGELES				0	1	1
MADERA				0	0	0
MONO				0	0	0
ORANGE				0	1	1
RIVERSIDE				0	14	14
SAN BERNARDINO				0	3	3
SANDIEGO				0	0	0
SANTA BARBARA				0	0	0
TULARE				0	0	0
TUOLUMNE				0	0	0
VENTURA				0	0	0
Total	0	0	0	0	19	19

[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

**Energy Savings Assistance Program Table 4A-2, Homes Unwilling / Unable to Participate
Southern California Edison
Through March 2020**

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	1	2	4
Kern	0	2	0	14	6	17	419
Kings	0	0	0	0	3	0	123
Los Angeles	2	14	0	344	91	1,796	4,880
Madera	0	0	0	0	0	0	0
Mono	0	0	0	1	0	0	0
Orange	5	4	0	43	24	561	1,632
Riverside	10	43	0	100	55	117	2,108
San Bernardino	40	94	0	78	68	422	2,955
San Diego	0	0	0	0	0	0	0
Santa Barbara	0	0	0	0	1	0	3
Tulare	0	5	0	38	13	15	621
Tuolumne	0	0	0	0	0	0	0
Ventura	0	2	1	6	10	27	80
Total	57	164	1	624	272	2,957	12,825

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 2020**

Table 5A, 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)			(Household Count)	
		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW	# of First-Touch	# of Re-treatment
January								1,951	1,951	105	1,951	1,521	430	
February								13,317	13,317	1,057	13,317	10,556	2,761	
March								23,474	23,474	1,886	23,474	18,438	5,036	
April														
May														
June														
July														
August														
September														
October														
November														
December														
YTD	-	-	-	-	-	-	-	-	23,474	1,886	23,474			

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

Table 5B, ESA Program - CSD Leveraging														
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)				
		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		
January														
February														
March														
April														
May														
June														
July														
August														
September														
October														
November														
December														
YTD	-	-	-	-	-	-	-	-						

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

Table 5C, ESA Program - Multifamily Common Area														
Month	Gas & Electric			Gas Only			Electric Only			Total				
	# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)				
		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		
January								13	287,906	5	13	287,906	5	
February								14	291,410	5	14	291,410	5	
March								19	506,126	8	19	506,126	8	
April														
May														
June														
July														
August														
September														
October														
November														
December														
YTD	-	-	-	-	-	-	-	-	506,126	8		506,126	8	

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 6 - Expenditures for Pilots and Studies
Southern California Edison
Through March 2020**

	Authorized 2019 Funding			Current Month Expenses			Expenses Since January 1, 2018			% of Budget Expensed		
	Electric	Gas	Total	Electric ¹	Gas	Total ¹	Electric ¹	Gas	Total ¹	Electric	Gas	Total
Pilots												
PCT TOU	\$ 300,500	n/a	\$ 300,500	\$0	n/a	\$0	\$61,509	n/a	\$61,509	20%	n/a	20%
Total Pilots	\$300,500	\$0	\$300,500	\$0	\$0	\$0	\$61,509	\$0	\$61,509	0%		0%
Studies												
Rapid Feedback Research and Analysis												
2019 Low Income Needs Assessment Study1												
2019 ESA 'Load Impact Evaluation Study2												
2017 Potential and Goals Study												
2019 Non-Energy Benefits (NEBs) Study3												
Total Studies	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0			

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

Footnotes:

Energy Savings Assistance Program Table 7 (Second Refrigerators, In-Home Education, MyEnergy/My Account Platform)
Southern California Edison
Through March 2020

7A - Households Receiving Second Refrigerators			
Measures	Units	Received Refrigerator	Not eligible for Refrigerator due to Less than Six Occupants
Second Refrigerators	Each	16	709

7B - Households Receiving In- Home Energy Education Only		
Measures	Units	Households that Only Received Energy Education
In-Home Education	Home	4,859

7C - Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
26,006	374	287

**CARE Table 1 - CARE Program Expenses
Southern California Edison
Through March 2020**

CARE Program:	2020 Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Outreach	\$ 2,684,843		\$ 2,684,843	\$ 137,482		\$ 137,482	\$ 621,065		\$ 621,065	23%		23%
Processing / Certification Re-certification	\$ 800,000		\$ 800,000	\$ 49,020		\$ 49,020	\$ 132,978		\$ 132,978	17%		17%
Post Enrollment Verification	\$ 600,000		\$ 600,000	\$ 80,239		\$ 80,239	\$ 190,121		\$ 190,121	32%		32%
IT Programming	\$ 600,000		\$ 600,000	\$ 1,005		\$ 1,005	\$ 3,016		\$ 3,016	1%		1%
Cooling Centers	\$ 45,899		\$ 45,899	\$ -		\$ -	\$ 0		\$ -	0%		0%
Pilots/CHANGES Program	\$ 525,000		\$ 525,000	\$ (61,687)		\$ (61,687)	\$ 103,607		\$ 103,607	20%		20%
Studies	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	0%		0%
Regulatory Compliance	\$ 457,661		\$ 457,661	\$ 70,769		\$ 70,769	\$ 112,009		\$ 112,009	24%		24%
General Administration	\$ 725,665		\$ 725,665	\$ 100,722		\$ 100,722	\$ 272,020		\$ 272,020	37%		37%
CPUC Energy Division	\$ 140,000		\$ 140,000	\$ 21,220		\$ 21,220	\$ 54,824		\$ 54,824	39%		39%
SUBTOTAL MANAGEMENT COSTS	\$ 6,579,068		\$ 6,579,068	\$ 398,770		\$ 398,770	\$ 1,489,641		\$ 1,489,641	23%		23%
CARE Rate Discount												
CARE Rate Discount	\$ 492,093,638		\$ 492,093,638	\$ 25,848,724		\$ 25,848,724	\$ 85,775,249		\$ 85,775,249	17%		17%
TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS												
	\$ 498,672,706		\$ 498,672,706	\$ 26,247,494		\$ 26,247,494	\$ 87,264,890		\$ 87,264,890	17%		17%
Other CARE Rate Benefits												
- DWR Bond Charge Exemption				\$ 1,808,973		\$ 1,808,973	\$ 5,733,850		\$ 5,733,850			
- CARE Surcharge Exemption				\$ 1,543,865		\$ 1,543,865	\$ 4,893,544		\$ 4,893,544			
- California Solar Initiative Exemption				\$ -		\$ -	\$ -		\$ -			
Southern California Edison				\$ -		\$ -	\$ -		\$ -			
Through March 2020						\$ -	\$ -		\$ -			
Total Other CARE Rate Benefits				\$ 3,352,838		\$ 3,352,838	\$ 10,627,394		\$ 10,627,394			
Indirect Costs												
Indirect Costs				\$ 108,969		\$ 108,969	\$ 295,349		\$ 295,349			

[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.

CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration⁵
Southern California Edison
Through March 2020

2020	Automatic Enrollment				New Enrollment					Recertification				Attrition (Drop Offs)				Enrollment		Total CARE Participants	Estimated CARE Eligible ⁵	Penetration Rate % (W/X)		
	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Self-Certification (Income or Categorical)				Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response ⁴	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)				Net Adjusted (K-T)	
					Online	Paper	Phone	Capitation																Combined (F+G+H+I)
January	3,223	243	0	3,466	6,777	8,398	4,448	97	19,720	23,186	14,293	13,445	0	27,738	9,922	92	628	11,955	22,597	50,924	5,141	1,190,287	1,332,580	89.3%
February	3,749	305	0	4,054	6,543	5,289	4,406	247	16,485	20,539	11,868	11,390	0	23,258	16,463	94	496	14,677	31,730	43,797	-8,472	1,181,815	1,332,580	88.7%
March	5,424	313	0	5,737	8,274	5,760	4,838	115	18,987	24,724	10,556	19,671	0	30,227	20,294	66	412	22,554	43,326	54,951	-13,099	1,168,716	1,332,580	87.7%
April																								
May																								
June																								
July																								
August																								
September																								
October																								
November																								
December																								
YTD Total	12,396	861	0	13,257	21,594	19,447	13,692	459	55,192	68,449	13,671	44,506	0	81,223	46,679	252	1,536	49,186	97,653	149,672	-16,430	1,168,716	1,332,580	87.7%

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 Penetration rate is calculated as Total CARE Participants divided by Estimated CARE Eligible.

CARE Table 3A - Post-Enrollment Verification Results (Model)
Southern California Edison
Through March 2020

Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ²	Total Households De-enrolled ³	% De-enrolled through Post Enrollment Verification ⁴	% of Total CARE Households De-enrolled
January	1,190,287	7,319	0.6%	65	0	65	0.9%	0.0%
February	1,181,815	6,294	0.5%	48	0	48	0.8%	0.0%
March	1,168,716	168	0.0%	51	0	51	30.4%	0.0%
April								
May								
June								
July								
August								
September								
October								
November								
December								
YTD Total	1,168,716	13,781	1.2%	164	0	164	1.2%	0.0%

¹ Includes all customers who failed SDG&E's CARE eligibility probability model.

² Includes customers verified as over income or who requested to be de-enrolled.

³ Verification results are tied to the month initiated and the verification process allows customers 90 days to respond to the verification request.

⁴ Percentage of customers dropped compared to the total participants requested to provide verification in that month.

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

CARE Table 3B Post-Enrollment Verification Results (Electric only High Usage)
Southern California Edison
Through March 2020

Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ²	Total Households De-enrolled ³	% De-enrolled through Post Enrollment Verification ⁴	% of Total CARE Households De-enrolled
January	1,190,287	1,242	0.1%	1,058	6	1,064	85.7%	0.1%
February	1,181,815	43	0.0%	0	1	1	2.3%	0.0%
March	1,168,716	4	0.0%	0	0	0	0.0%	0.0%
April								
May								
June								
July								
August								
September								
October								
November								
December								
YTD Total	1,168,716	1,289	0.1%	1,058	7	1,065	82.6%	0.1%

¹ Includes all participants who were selected for high usage verification process.

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

³ Medium (400%) and high usage (600%) customers are dropped at 60 days (2 or 3 bill cycles) for non-response to HUV (high usage income verification request). Additionally, 600% + users that have not reduced usage within the 60 day window (2 or 3 bill cycles) are removed from the program. Results may be pending due to the time permitted for a participant to respond.

⁴ Percentage of customers dropped compared to the total participants requested to provide verification in that month.

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

**CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹
Southern California Edison
Through March 2020**

	Provided	Received	Approved	Denied	Pending/Never Completed	Duplicates
Total (Y-T-D)	289,552	221,474	133,943	20,173	52,366	67,358
Percentage	N/A	100%	60%	9%	N/A	30%

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

**CARE Table 5 - Enrollment by County
Southern California Edison
Through March 2020**

County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
Fresno	469	0	469	38	0	38	8%	0%	8%
Imperial	0	208	208	17	45	62	0%	22%	30%
Inyo	433	1,457	1,890	24	974	998	6%	67%	53%
Kern	8,756	15,914	24,670	9,249	13,638	22,887	106%	86%	93%
Kings	0	7,452	7,452	138	8,920	9,058	0%	120%	122%
Los Angeles	532,352	3,941	536,293	484,485	1,626	486,111	91%	41%	91%
Madera	3	0	3	0	0	0	0%	0%	0%
Mono	0	1,944	1,944	5	731	736	0%	38%	38%
Orange	202,759	0	202,759	148,694	0	148,694	73%	0%	73%
Riverside	97,232	89,482	186,714	80,578	85,089	165,667	83%	95%	89%
San Bernardino	186,757	40,466	227,223	181,088	36,670	217,758	97%	91%	96%
San Diego	0	1	1	0	0	0	0%	0%	0%
Santa Barbara	17,730	0	17,730	9,007	0	9,007	51%	0%	51%
Tulare	14,899	44,427	59,326	12,482	43,078	55,560	84%	97%	94%
Ventura	63,304	2,594	65,898	50,490	1,650	52,140	80%	64%	79%
Total	1,124,694	207,886	1,332,580	976,295	192,421	1,168,716	87%	93%	88%

* Estimated eligible households is updated using Athens Research dataset provided in March 2020. Customer penetration values may appear erroneous due to low estimated eligible population data.

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 2020**

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	1,190,287	23,067	1.9%	11,400	1,211	49.4%	0.1%
February	1,181,815	22,036	1.9%	7,111	751	0.0%	0.1%
March	1,168,716	28,757	2.5%	2,303	393	0.0%	0.0%
April							
May							
June							
July							
August							
September							
October							
November							
December							
YTD	1,168,716	73,860	6.3%	20,814	2,355	28.2%	0.2%

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 March 2020

Contractor	Contractor Type (Check one or more if applicable)				Total Enrollments	
	Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date
Z-1-1 ORANGE COUNTY		x			-	-
ALPHA ENTERPRISES		x			-	-
APAC SERVICE CENTER	x				1	1
ARMENIAN RELIEF SOCIETY	x				-	-
ASIAN AMERICAN DRUG ABUSE PROG	x				1	2
ASIAN AMERICAN RESOURCE CENTER	x		x		1	4
ASIAN YOUTH CENTER	x				-	-
BEST PARTNERS	x				101	399
DELHI CENTER	x				-	-
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			-	-
CITHOUSING REAL ESTATE SERVIC		x			-	-
CITY IMPACT	x				-	-
CITY OF BEAUMONT SENIOR CENTER		x	x		-	-
COMMUNITY HEALTH INITIATIVE of OC (AKA: Volunteer Center of Greater Orange County dba OneOC)		x			-	-
Southern California Edison	x				-	-
Through March 2020	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 DISTRICT	x				-	-
KINGS COMMUNITY ACTION ORG	x				-	-
KINGS CTY COMMISSION ON AGING	x				-	-
LA COUNTY HOUSING AUTHORITY		x			-	-
LEAGUE OF CALIF HOMEOWNERS	x				-	-
LIFT TO RISE	x				10	49
LTSC COMM DEVEL CORP	x				1	1
MENIFEE VALLEY CHAMBER		x			-	-
MEXICAN AMERICAN OPPORTUNITY		x	x		-	-
MTN COMM FAM RESOURCE CNTR	x				-	-
NEW GREATER CIR. MISSION, INC	x				-	-
NEW HOPE VILLAGE, INC	x				-	-
NEW HORIZONS CAREGIVERS GROUP		x			-	-
OCCC	x				-	1
OPERATION GRACE	x				-	-
OUR COMMUNITY WORKS	x				-	2
PACIFIC ISLANDER HLTH (PIHP)	x				-	-
PACIFIC PRIDE FOUNDATION	x				-	-
RIVERSIDE DEPT COMM ACTION		x	x	x	-	-
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					115	459

^[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.

**CARE Table 8 - Households as of Month-End
Southern California Edison
Through March 2020**

Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households ¹	Penetration	% Change	Total Residential Accounts
January	N/A	N/A	1,190,287	1,190,287	1,337,092	89.0%	0.0%	4,462,241
February	N/A	N/A	1,181,815	1,181,815	1,332,681	89%	0.3%	4,448,769
March	N/A	N/A	1,168,716	1,168,716	1,332,681	88%	0.0%	4,448,739
April	N/A	N/A						
May	N/A	N/A						
June	N/A	N/A						
July	N/A	N/A						
August	N/A	N/A						
September	N/A	N/A						
October	N/A	N/A						
November	N/A	N/A						
December	N/A	N/A						
YTD			1,168,716	1,168,716	1,332,580	87.7%	0.0%	4,448,739

[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 [1]
Southern California Edison
Through March 2020**

2020	Authorized 2019 Budget	Current Month Expenses	Expenses Since Jan. 1, 2019	% of 2019 Budget Expensed
	Total	Total	Total	Total
Pilots				
CHANGES Program	\$ 525,000	\$ (61,687)	\$ 103,607	20%
Total	\$ 525,000	\$ (61,687)	\$ 103,607	20%

[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.

CARE Table 11 CHANGES Group Customer Assistance Sessions						
Southern California Edison						
Through March 2020						
Date ³	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			Description of Information / Literature Provided
			# of Sessions	Length (Hours) ⁴	Number of Attendees	
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
California	Spanish	Electric and Natural Gas Safety	6	0.5	46	N/A
March	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
Month						
Total						
Year-to-Date						

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