

**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 MAY 2019**

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Dated: June 21, 2019

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ON LOW INCOME ASSISTANCE PROGRAMS FOR MAY 2019**

In accordance with Ordering Paragraph 113 of Decision (D.) 16-11-022, Southern California Edison Company (SCE) hereby submits the attached monthly status report on its Energy Savings Assistance (ESA) and California Alternate Rate for Energy (CARE) program efforts. This report represents year-to-date ESA and CARE program results and expenditures through May 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
May 2019**

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 previously established for the California Alternate Rates for Energy (CARE) and Energy Savings Assistance (ESA) Programs and provides information on CARE and ESA Program accomplishments and expenditures through 2019 to May 31, 2019.

1. Energy Savings Assistance Program Executive Summary

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

1.1. Energy Savings Program Overview

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

Program Summary for Month			
2019	Authorized / Planning Assumptions ¹	Year-to-Date Actual	%
Budget	\$63,616,662	\$33,169,922	52%
Homes Treated	95,168	36,395	38%
kWh Saved	32,300,000	24,177,599	75%
kW Demand Reduced	N/A	3,356	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 May 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 May, 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 May SCE mailed nearly 72,000 letters to CARE customers who have not yet participated in the ESA program.

1.2.2. Energy Savings Assistance Program Customer Enrollment and Outreach Update 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 May there were 324 assessors, representing 22 contractors utilizing the paperless enrollment process, enrolling 9,196 households. SCE is currently facing challenges enrolling first-touch households into the program. To overcome this barrier SCE is utilizing new customer analytics to identify eligible customers. SCE may also consider increasing the number of outreach-type contractors who could identify and enroll first-touch ESA households.

In May, SCE provided contractors the 76 non-deed restricted properties identified as potential leads for Multifamily (MF) low income customers. SCE is currently working with two properties for MF Common Area Measures (CAM) enrollment and in-unit for ESA. In addition, MF-CAM information is now available on SCE.com at [sce.com/residential/rebates-savings/multifamily-rebate-program](https://www.sce.com/residential/rebates-savings/multifamily-rebate-program) and posted on the CPUC website at www.cpuc.ca.gov/esap.

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

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

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 May, 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 14 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 815 jobs that support SCE's ESA Program, including executive, clerical and other ancillary positions. In May, twenty six (26) new jobs were added.

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

The CARE program provides a monthly discount on energy bills for income qualified customers in the residential single-family households as well as in sub-metered residential facilities, nonprofit group living facilities, agricultural employee housing facilities, and migrant housing farm workers.

2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs

CARE Budget Categories	Authorized Budget	Expenses Year-to-Date	% of 2019 Budget Spent
Outreach	\$2,684,843	\$658,133	25%
Processing / Certification Re-certification	\$800,000	\$198,641	25%
Post Enrollment Verification (PEV)	\$600,000	\$239,714	40%
IT Programming	\$600,000	\$90,519	15%
Cooling Centers	\$44,562	\$10,214	23%
Pilot (CHANGES)	\$525,000	\$102,995	20%
Studies	\$150,000	\$0	0%
Regulatory Compliance	\$542,704	\$174,417	32%
General Administration	\$704,529	\$294,690	42%
CPUC Energy Division Staff	\$140,000	\$8,776	6%
Total Expenses	\$6,791,638	\$1,778,098	26%
Subsidies and Benefits	\$487,221,423	\$128,586,533	26%
Total Program Costs & Discounts	\$494,013,061	\$130,364,631	26%

2.1.2. Please provide the CARE program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	Year-to-Date Penetration Rate
1,191,541	1,337,092	89%

2.2. Outreach

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

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

various chambers, foundations, faith-based and community-based organizations in outreach activities that target SCE’s hard-to-reach customer base.

When appropriate, SCE’s Customer Contact Center (CCC) continues to utilize the online enrollment application at sce.com to directly enroll customers in the CARE Program during incoming calls. If requested, the Customer Service Representative may alternately send a paper Rate Discount Application to the customer. During the month of May, SCE enrolled 3,796 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 May, capitation contractors and outbound calling efforts successfully enrolled 47 new customers in the CARE Program. Current and ongoing campaign strategies and efforts include:

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

In May, SCE participated in six community/outreach events. Two of which included the Cinco de Mayo Parade and Fiesta in the City of Corona and the Annual Youth Arts and Aviation Career Expo in the city of Compton. SCE spoke with more than 2,120 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
5/4/2019	Los Angeles Naming of Barack Obama Boulevard	Los Angeles	350
5/4/2019	Cinco de Mayo Parade and Fiesta	Corona	100
5/11/2019	Tune In and Tune Up	Lemoore	320
5/11/2019	Belvedere Middle School Learning Center Community Fair	Los Angeles	50

5/18/2019	Annual Youth Arts and Aviation Career Expo	Compton	300
5/19/2019	626 Golden Streets	San Gabriel	1,000

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 May SCE enrolled 4,158 eligible customers in CARE through data sharing with LIHEAP, ESA, SoCalGas, and water utilities. The CARE Program continuously integrates its efforts and messaging with the ESA Program at all outreach events, communications, and marketing campaigns.

2.3. Recertification Complaints

SCE received two recertification complaints in May.

A customer was removed from the CARE program due to not providing recertification documents for CARE. Customer indicated documentation was submitted multiple times and when SCE tried to contact customer to resolve the matter, the phone number that was provided was incorrect. After further research SCE was able to make contact and advise the customer their account will remain on CARE with no lapse. The customer was satisfied with the outcome.

Customer was removed from CARE program for not providing recertification documentation. Customer indicated they called SCE multiple times to request recertification documentation and did not receive the requested documents. SCE worked with the Customer over the phone to complete the recertification and advised customer they would conduct research to determine if the customer could receive a retroactive credit. Outcome is pending.

Appendix A: Energy Savings Assistance Program and CARE Tables

Program	Table	Title
ESA – Intensified Efforts in Response to the Aliso Canyon Natural Gas Leak Emergency	Table 1	Intensified ESA Activity in the Impacted Area Pursuant to D.16-04-040
ESA	Table 1	ESA Program Expenses
ESA	Table 1A	Expenses Funded From 2009-2016 Unspent ESA Program Funds
ESA	Table 2, 2A & 2B	Expenses and Energy Savings by Measures Installed
ESA	Table 3	Average Bill Savings per Treated Home
ESA	Table 4A	Homes Treated
ESA	Table 4B	Homes Unwilling/Unable to Participate
ESA	Table 5	Customer Summary
ESA	Table 6	Expenditures for Pilots and Studies
ESA	Table 7	Measures (Refrigerators and In Home Energy Education)
CARE	Table 1	CARE Program Expenses
CARE	Table 2	CARE Enrollment, Recertification, Attrition, and Penetration
CARE	Table 3A&B	CARE Post-Enrollment Verification Results
CARE	Table 4	CARE Self-Certification and Re-Certification Applications
CARE	Table 5	Enrollment by County
CARE	Table 6	Recertification Results
CARE	Table 7	Capitation Contractors
CARE	Table 8	Participants as of Month End
CARE	Table 9	CHANGES Expenditures
CARE	Table 10	CHANGES One-On-One Assistance Reporting Period February 2018
CARE	Table 11	CHANGES Group Assistance Sessions November through January 2018

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

Reporting Month/Year – May 2019			
1. Total Homes Eligible:		1,322,388	
2. Total Homes Visited in Aliso Canyon Territory:		244,993	
2a. “Go-Back” Homes:		160,870	
2b. First Touch Homes:		84,123	
3. Percent of treated homes prioritized due to “High Usage”:		1.7%	
4. Percent of treated “Multi-Family” units prioritized:		32.41%	
5. Percent of homes jointly treated by SCE and SoCalGas:		47.26%	
6. Average Per Home Savings for Homes Treated as a result of suspended program rules:		302.14 kWh / 0.041 kW	
7. Number of homes in the pipeline:		1,093	
8. Installed Measures by SoCalGas		9. Installed Measures by SCE	
HE Clothes Washers:	N/A	CFLs:	416,616
Water Heater Blankets:	N/A	Fluorescent Torchiere Lamps:	10,334
Low Flow Showerheads	N/A	LED A-Lamps:	217,001
Water Heater Pipe Insulation:	N/A	LED Torchiere Lamps	41,093
Faucet Aerator:	N/A	Smart Power Strips:	207,897
Thermostatic Shower Valve:	N/A	Energy Education	192,296
Air Sealing/Envelope:	N/A	Refrigerator Replacement:	22,882
Attic Insulation:	N/A	Room A/C Replacement:	710
Duct Testing & Sealing:	N/A	Evaporative Cooler Installation:	14,204
Furnace Clean & Tune:	N/A	Pool Pump Replacement:	2,927
		Central A/C & Heat Pump Replacement:	0
Therms Saved:	N/A	kWh Saved:	74,021,501
		kW Saved:	9,926
Total Expenses:	N/A	Total Expenses:	\$288,269,618

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, 68,122,692 kWh and 9,133 kW have been saved in the Aliso Canyon area, for an average of 2,000,581 kWh and 268 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 May 2019												
ESA Program:	Authorized Budget [1]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Appliances	\$21,628,600		\$21,628,600	\$ 1,980,215		\$ 1,980,215	\$ 6,523,855		\$ 6,523,855	30%		30%
Domestic Hot Water	\$ 31,348		\$ 31,348	\$ 3,769		\$ 3,769	\$ 9,614		\$ 9,614	31%		31%
Enclosure	\$ 218,022		\$ 218,022	\$ 15,602		\$ 15,602	\$ 49,148		\$ 49,148	23%		23%
HVAC	\$24,897,305		\$24,897,305	\$ 4,297,870		\$ 4,297,870	\$ 13,318,036		\$13,318,036	53%		53%
Maintenance	\$ 100,220		\$ 100,220	\$ -		\$ -	\$ -		\$ -	0%		0%
Lighting	\$ 1,013,054		\$ 1,013,054	\$ 1,436,698		\$ 1,436,698	\$ 4,054,844		\$ 4,054,844	400%		400%
Miscellaneous	\$ 2,631,912		\$ 2,631,912	\$ 904,779		\$ 904,779	\$ 2,586,200		\$ 2,586,200	98%		98%
Customer Enrollment	\$ 4,489,283		\$ 4,489,283	\$ 1,051,458		\$ 1,051,458	\$ 3,007,006		\$ 3,007,006	67%		67%
In Home Education	\$ 1,457,578		\$ 1,457,578	\$ 286,565		\$ 286,565	\$ 811,890		\$ 811,890	56%		56%
Pilot	\$ -		\$ -	\$ 380.00		\$ 380	\$ 14,862		\$ 14,862			
Energy Efficiency TOTAL	\$56,467,322		\$56,467,322	\$ 9,977,335		\$ 9,977,336	\$ 30,375,454		\$30,375,454	54%		54%
Training Center	\$ 539,344		\$ 539,344	\$ 11,769		\$ 11,769	\$ 62,169		\$ 62,169	12%		12%
Inspections	\$ 1,151,406		\$ 1,151,406	\$ 94,090		\$ 94,090	\$ 444,945		\$ 444,945	39%		39%
Marketing and Outreach [3]	\$ 950,000		\$ 950,000	\$ 42,414		\$ 42,414	\$ 242,442		\$ 242,442	26%		26%
Statewide Marketing Education and Outreach	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -			
Measurement and Evaluation Studies	\$ 91,250		\$ 91,250	\$ 6,229		\$ 6,229	\$ 95,517		\$ 95,517	105%		105%
Regulatory Compliance	\$ 478,313		\$ 478,313	\$ 44,762		\$ 44,762	\$ 234,852		\$ 234,852	49%		49%
General Administration	\$ 3,879,027		\$ 3,879,027	\$ 242,198		\$ 242,198	\$ 1,710,780		\$ 1,710,780	44%		44%
CPUC Energy Division	\$ 60,000		\$ 60,000	\$ -		\$ -	\$ 3,761		\$ 3,761	6%		6%
TOTAL PROGRAM COSTS [2]	\$ 63,616,662		\$63,616,662	\$ 10,418,797		\$ 10,418,797	\$ 33,169,922		\$33,169,922	52%		52%
Funded Outside of ESA Program Budget												
Indirect Costs				\$ 111,580		\$ 111,580	\$ 504,286		\$ 504,286			
NGAT Costs												
<p>[1] Reflects the authorized 2019 budget in D.16-11-022 and updated via Resolution E-4885 addressing conforming AL 3585-E and supplemental AL 3585-E-A. Total authorized budget in 2019 is \$81,481,677; the total amount of \$63,616,662 excludes the total authorized unspent funds of \$17,865,015 captured in ESA Table 1A. The recently authorized budget approved in SCE's Mid-Cycle Update AL 3824-E on January 4, 2019 has not been incorporated into the May Monthly report.</p> <p>[2] Financial data for Energy Efficiency total monthly and year-to-date expenses are obtained from EMAPS; financial data for Training Center, Inspections, Marketing & Outreach, Measurement & Evaluation Studies, Regulatory Compliance, General Administration, and CPUC Energy Division monthly and year-to-date expenses are obtained from SAP. Expenses for categories authorized to utilize unspent funds are not included in the table, refer to ESA Table 1A.</p> <p>[X] Please indicate whether authorized budget includes shifted funds from previous years and/or prior program cycles. (Yes or No) If yes, please specify amount, date fund-shifting activity occurred, date of fund-shifting request and related approval is applicable.</p> <p>[3] Financial data for Marketing and Outreach includes a credit received as accounting adjustments in May.</p> <p>Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.</p>												

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

ESA Program:	Authorized Budget [1]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Additional Regulatory Compliance Costs	\$ 93,750		\$ 93,750	\$ -		\$ -			\$ -	0%		0%
Leveraging - CSD	\$ 1,000,000		\$ 1,000,000	\$ -		\$ -	\$ -		\$ -	0%		0%
Climate Zone 13 Central AC and AC related measures	\$ 6,666,260		\$ 6,666,260	\$ 1,322,010		\$ 1,322,010	\$ 3,174,591		\$ 3,174,591	48%		48%
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	409,415		409,415	1,068,147		1,068,147	47%		47%
TOTAL UNSPENT PROGRAM COSTS [2]	\$ 17,865,015		\$ 17,865,015	\$ 1,731,425		\$ 1,731,425	\$ 4,242,738		\$ 4,242,738	24%		24%

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

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

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Energy Savings Assistance Program Table 2A														
2	Southern California Edison														
3	Through May 2019														
4															
5	ESA Program (Summary) Total							ESA Program - CSD Leveraging							
6	Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation							
7	Measures	Units	Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses (\$)	% of Expenditure	Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses (\$)	% of Expenditure	
8	Appliances														
9	High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%						0.0%	
10	Refrigerators	Each	6,186	3,558,170	429	-	\$ 6,523,855	18.9%						0.0%	
11	Microwaves	Each	-	-	-	-	\$ -	0.0%						0.0%	
12	Domestic Hot Water														
13	Water Heater Blanket	Home	2	352	0	-	\$ 102	0.0%						0.0%	
14	Low Flow Shower Head	Home	173	29,948	4	-	\$ 7,214	0.0%						0.0%	
15	Water Heater Pipe Insulation	Home	13	1,925	0	-	\$ 381	0.0%						0.0%	
16	Faucet Aerator	Home	166	28,872	3	-	\$ 1,918	0.0%						0.0%	
17	Water Heater Repair/Replacement	Each	-	-	-	-	\$ -	0.0%						0.0%	
18	Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%						0.0%	
19	New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%						0.0%	
20	New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%						0.0%	
21	New - Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%						0.0%	
22	New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%						0.0%	
23	Enclosure														
24	Air Sealing / Envelope [1]	Home	331	(123,133)	(55)	-	\$ 39,167	0.1%						0.0%	
25	Caulking	Home	-	-	-	-	\$ -	0.0%						0.0%	
26	Attic Insulation	Home	5	-	-	-	\$ 9,981	0.0%						0.0%	
27	HVAC														
28	FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%						0.0%	
29	Furnace Repair/Replacement	Each	-	-	-	-	\$ -	0.0%						0.0%	
30	Room A/C Replacement	Each	333	(101,301)	(16)	-	\$ 297,082	0.9%						0.0%	
31	Central A/C replacement	Each	2,353	855,317	117	-	\$ 10,584,546	30.6%						0.0%	
32	Heat Pump Replacement	Each	75	92,624	41	-	\$ 292,658	0.8%						0.0%	
33	Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%						0.0%	
34	Evaporative Cooler (Installation)	Each	4,506	2,717,868	419	-	\$ 4,786,000	13.8%						0.0%	
35	Duct Testing and Sealing	Home	2,240	53,258	1	-	\$ 532,340	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	Maintenance														
41	Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%						0.0%	
42	Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%						0.0%	
43	Lighting														
44	Compact Fluorescent Lights (CFL) [7]	Each	114	1,877	0	-	\$ 825	0.0%						0.0%	
45	Torchiere [7]	Each	1	96	0	-	\$ 56	0.1%						0.0%	
46	Exterior Hard wired CFL fixtures [7]	Each	11	385	0	-	\$ 990	0.0%						0.0%	
47	Exterior Hard wired LED fixtures	Each	224	5,017	0	-	\$ 19,448	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	5,259	111,101	14	-	\$ 43,920	0.0%						0.0%	
52	New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	9.1%						0.0%	
53	New - LED A-Lamps	Each	340,633	13,218,843	1,593	-	\$ 3,142,833							0.0%	
54	New - LED Torchiere	Each	13,205	921,550	106	-	\$ 846,772	2.4%						0.0%	
55	Miscellaneous														
56	Pool Pumps	Each	837	949,149	298	-	\$ 1,008,699	2.9%						0.0%	
57	Smart Power Strips - Tier 1	Each	38,468	(656,519)	(89)	-	\$ 1,577,500	4.6%						0.0%	
58	New - Smart Power Strips - Tier 2	Each	18,229	2,512,201	489	-	\$ 1,068,147	3.1%						0.0%	
59	Ancillary Services														
60	Commissioning	Home	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
61	Audit	Home	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
62	Administration	Home	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
63	Pilots														
64															
65	Customer Enrollment														
66	Outreach & Assessment	Home	39,411				\$ 3,007,006	8.7%					\$ -	0.0%	
67	In-Home Education	Home	33,432				\$ 811,890	2.3%					\$ -	0.0%	
68															
69	Total Savings/Expenditures			24,177,599	3,356		34,603,330						\$ -	0.0%	
70															
71	Total Households Weatherized [2]	Home	331												
72															
73	Households Treated	Total							CSD MF Buildings Treated	Total					
74	- Single Family Households Treated	Home	24,361												
75	- Multi-family Households Treated	Home	9,363						- Multifamily						
76	- Mobile Homes Treated	Home	2,671												
77	Total Number of Households Treated	Home	36,395												
78	# Eligible Households to be Treated for PY [3]	Home	95,168												
79	% of Households Treated	%	38%												
80	- Master-Meter Households Treated	Home	5,286												
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 May 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
Appliances							
High Efficiency Clothes Washer	Each						
Refrigerators	Each						
Microwaves	Each						
Domestic Hot Water							
Water Heater Blanket	Home						
Low Flow Shower Head	Home						
Water Heater Pipe Insulation	Home						
Faucet Aerator	Home						
Water Heater Repair/Replacement	Each						
Thermostatic Shower Valve	Each						
New - Combined Showerhead/TSV	Each						
New - Heat Pump Water Heater	Each						
New - Tub Diverter/ Tub Spout	Each						
New - Thermostat-controlled Shower Valve	Each						
Enclosure							
Air Sealing / Envelope [1]	Home						
Caulking	Home						
Attic Insulation	Home						
HVAC							
FAU Standing Pilot Conversion	Each						
Furnace Repair/Replacement	Each						
Room A/C Replacement	Each						
Central A/C replacement	Each						
Heat Pump Replacement	Each						
Evaporative Cooler (Installation)	Each						
Duct Testing and Sealing	Home						
New - Energy Efficient Fan Control	Home						
New - Prescriptive Duct Sealing	Home						
New - High Efficiency Forced Air Unit (HE FAU)	Home						
New - A/C Time Delay	Home						
Maintenance							
Furnace Clean and Tune	Home						
Central A/C Tune up	Home						
Lighting							
Occupancy Sensor	Each						
LED Night Lights	Each						
New - LED Diffuse Bulb (60W Replacement)	Each						
New - LED Reflector Bulb	Each						
New - LED Reflector Downlight Retrofit Kits	Each						
New - LED A-Lamps	Each						
Miscellaneous							
Pool Pumps	Each						
Smart Power Strips - Tier 1	Each						
New - Smart Power Strips - Tier 2	Each						
Ancillary Services							
Administration [2]	Home						
Audit	Home						
Commissioning [3]	Home						
Pilots							
Customer Enrollment							
Outreach & Assessment	Home				\$ -		
In-Home Education	Home				\$ -		
Total Savings/Expenditures			-	-	-	\$ -	
Total Multifamily Buildings Weatherized [5]							
Multifamily Buildings Treated							
- Multifamily	Total						

[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 May 2019**

ESA Program	
Annual kWh Savings	24,177,599
Annual Therm Savings	
Lifecycle kWh Savings	326,230,677
Lifecycle Therm Savings	
Current kWh Rate	0.130
Current Therm Rate	
Average 1st Year Bill Savings / Treated households	\$86.36
Average Lifecycle Bill Savings / Treated Household	\$1,165.21

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

ESA Program - Multifamily Common Area	
Annual kWh Savings	7,504,185
Annual Therm Savings	
Lifecycle kWh Savings	102,898,460
Lifecycle Therm Savings	
Current kWh Rate	\$ 0.13
Current Therm Rate	
Average 1st Year Bill Savings / Treated Buildings	\$ 90.00
Average Lifecycle Bill Savings / Treated Buildings	\$ 1,234.14

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

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

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

ESA Program						
County	Eligible Households*			Households Treated YTD		
	Rural [1]	Urban	Total	Rural	Urban	Total
FRESNO	0	520	520	0	0	0
IMPERIAL	188	0	188	0	0	0
INYO	1,271	5	1,276	4	0	4
KERN	17,281	13,069	30,350	649	1	650
KINGS	8,357	0	8,357	156	0	156
LOS ANGELES	3,064	541,092	544,156	191	15,401	15,592
MADERA	0	3	3	0	0	0
MONO	1,568	0	1,568	1	0	1
ORANGE	0	201,377	201,377	0	4,439	4,439
RIVERSIDE	93,008	97,623	190,631	930	5,113	6,043
SAN BERNARDINO	36,377	189,139	225,516	1,015	6,767	7,782
SAN DIEGO	1	0	1	0	0	0
SANTA BARBARA	0	18,004	18,004	0	29	29
TULARE	45,643	13,443	59,086	869	489	1,358
TUOLUMNE	0	0	0	0	0	0
VENTURA	2,581	63,378	65,959	25	318	343
Total	209,340	1,137,652	1,346,992	3,840	32,557	36,397

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

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

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

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

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

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

ESA Program							
	Reason Provided						
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/ Ineligible
Fresno	0	0	0	0	0	0	0
Imperial	0	0	0	0	0	0	0
Inyo	0	0	0	0	0	2	4
Kern	1	3	0	45	7	93	223
Kings	1	0	0	2	3	8	75
Los Angeles	14	38	0	606	110	1,962	6,965
Madera	0	0	0	0	0	0	0
Mono	0	0	0	2	0	0	0
Orange	10	17	0	151	40	389	2,754
Riverside	32	62	0	308	66	347	1,884
San Bernardino	50	391	0	459	71	695	3,472
Sandiego	0	0	0	0	0	0	0
Santa Barbara	0	0	0	0	3	0	11
Tulare	13	22	0	9	9	55	584
Tuolumne	0	0	0	0	0	0	0
Ventura	0	1	0	17	17	24	166
Total	121	534	0	1,599	326	3,575	16,138
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 May 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								23,856		15,990,007	2,215	23,858		15,990,007	2,215	
May								36,395		24,177,599	3,356	36,397		24,177,599	3,356	
June																
July																
August																
September																
October																
November																
December																
YTD	-	-	-	-	-	-	-	-	36,395	24,177,599	3,356	36,397		24,177,599	3,356	

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																
YTD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	

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

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

ESA Program - Multifamily Common Area

Month	# 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																
YTD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	

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

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

Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies
Southern California Edison
Through May 2019

	Authorized 2018 Funding			Current Month Expenses			Expenses Since January 1, 2018			% of Budget Expended		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Pilots												
Programmable Controllable Thermostat			\$ -			\$ -			\$ -			
Total Pilots	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Studies												
Rapid Feedback Research and Analysis			\$ -			\$ -			\$ -			
Low Income Needs Assessment Study			\$ -			\$ -			\$ -			
Load Impact Evaluation Study			\$ -			\$ -			\$ -			
2017 Potential and Goals Study			\$ -			\$ -			\$ -			
Total Studies	\$0	\$0	\$0	\$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.												

Energy Savings Assistance Program Table 7						
Southern California Edison						
Through May 2019						
Measures	Units	Received Refrigerator	Not eligible for Refrigerator due to Less than Six Occupants			
Second Refrigerators	Each					
Measures	Units	Households that Only Received Energy Education [1]				
In-Home Energy Education	Home	3,085				
Households for My Energy/My Account Platform [1]						
Opt-Out	Already Enrolled	Opt-In				
39,886	996	529				
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

CARE Table 1 - CARE Program Expenses
Southern California Edison
Through May 2019

CARE Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses[4][5]			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Outreach	\$ 2,684,843		\$ 2,684,843	\$ 140,574		\$ 140,574	\$ 658,133		\$ 658,133	25%		25%
Processing / Certification Re-certification	\$ 800,000		\$ 800,000	\$ 42,190		\$ 42,190	\$ 198,641		\$ 198,641	25%		25%
Post Enrollment Verification	\$ 600,000		\$ 600,000	\$ 84,651		\$ 84,651	\$ 239,714		\$ 239,714	40%		40%
IT Programming	\$ 600,000		\$ 600,000	\$ 281		\$ 281	\$ 90,519		\$ 90,519	15%		15%
Cooling Centers	\$ 44,562		\$ 44,562	\$ 6,298		\$ 6,298	\$ 10,214		\$ 10,214	23%		23%
Pilots/CHANGES Program [1]	\$ 525,000		\$ 525,000	\$ -		\$ -	\$ 102,995		\$ 102,995	20%		20%
Studies [2]	\$ 150,000		\$ 150,000	\$ -		\$ -	\$ -		\$ -	0%		0%
Regulatory Compliance	\$ 542,704		\$ 542,704	\$ 24,448		\$ 24,448	\$ 174,417		\$ 174,417	32%		32%
General Administration	\$ 704,529		\$ 704,529	\$ 61,318		\$ 61,318	\$ 294,690		\$ 294,690	42%		42%
CPUC Energy Division	\$ 140,000		\$ 140,000	\$ -		\$ -	\$ 8,776		\$ 8,776	6%		6%
SUBTOTAL MANAGEMENT COSTS [3]	\$ 6,791,638		\$ 6,791,638	\$ 359,761		\$ 359,761	\$ 1,778,098		\$ 1,778,098	26%		26%
CARE Rate Discount	\$ 487,221,423		\$ 487,221,423	\$ 23,293,107		\$ 23,293,107	\$ 128,586,533		\$ 128,586,533	26%		26%
TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 494,013,061		\$ 494,013,061	\$ 23,652,868		\$ 23,652,868	\$ 130,364,631		\$ 130,364,631	26%		26%
Other CARE Rate Benefits												
- DWR Bond Charge Exemption				\$ 1,499,898		\$ 1,499,898	\$ 8,922,663		\$ 8,922,663			
- CARE PPP Exemption				\$ 1,663,903		\$ 1,663,903	\$ 9,520,034		\$ 9,520,034			
- California Solar Initiative Exemption				\$ -		\$ -	\$ 964,539		\$ 964,539			
- kWh Surcharge Exemption				\$ -		\$ -	\$ -		\$ -			
Total Other CARE Rate Benefits				\$ 3,163,802		\$ 3,163,802	\$ 19,407,236		\$ 19,407,236			
Indirect Costs				\$ 94,995		\$ 94,995	\$ 395,570		\$ 395,570			
[1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.												
[2] Reflects the Annual Eligibility Estimates prepared by Athens Research on behalf of the utilities. This efforts was formerly referenced in Measurement and Evaluation.												
[3] Reflects the authorized funding per year in D.16-11-022 and updated via Resolution [E-4885] addressing Conforming AL [3585-E] and Supplemental Conforming AL [3585-E-A].												
[4] Monthly and year-to-date expenses data was obtained from SAP database. Subtotal Management Costs for 2017 include Cooling Centers total costs.												
[5] Total costs settled to prior cycle CARE accounting are not addressed in CARE Table 1.												
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

**CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration
Southern California Edison
Through May 2019**

	New Enrollment										Recertification ^[4]				Attrition (Drop Offs) ^[5]				Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)		
	Automatic Enrollment			Self-Certification (Income or Categorical)							Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response ^[6]	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)				Gross (K+O)	Net Adjusted (K-T)
	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)																
January	3,751	216	0	3,967	5,159	4,912	5,473	9	15,553	19,520	16,742	12,718	0	29,460	10,416	3	725	10,441	21,585	48,980	-2,065	1,203,474	1,337,092	90.0%	
February	4,118	231	0	4,349	5,641	3,889	5,200	36	14,766	19,115	14,185	12,703	0	26,888	9,436	26	612	7,205	17,279	46,003	1,836	1,205,310	1,337,092	90.1%	
March	4,800	164	0	4,964	5,561	2,509	5,473	16	13,559	18,523	9,943	16,437	0	26,380	8,326	18	466	10,899	19,709	44,903	-1,186	1,204,124	1,337,092	90.1%	
April	3,951	311	0	4,262	4,571	2,605	4,493	28	11,697	15,959	9,727	13,779	0	23,506	8,791	120	457	18,328	27,696	39,465	-11,737	1,192,387	1,337,092	89.2%	
May	3,936	222	0	4,158	4,476	6,658	3,796	47	14,977	19,135	13,112	14,340	0	27,452	8,569	168	539	10,705	19,981	46,587	-846	1,191,541	1,337,092	89.1%	
June																									
July																									
August																									
September																									
October																									
November																									
December																									
YTD Total	20,556	1,144	0	21,700	25,408	20,573	24,435	136	70,552	92,252	63,709	69,977	0	133,686	45,538	335	2,799	57,578	106,250	225,938	-13,998	1,191,541	1,337,092	89.1%	

¹ Enrollments via data sharing between the IOUs.

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

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

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

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

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

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

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

Southern California Edison

Through May 2019

Month	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) [1]	Total Households De-enrolled [2]	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
January	1,203,474	5,273	0.44%	3,513	83	3,596	68.20%	0.30%
February	1,205,310	43	0.00%	17	0	17	39.53%	0.00%
March	1,204,124	6,152	0.51%	20	73	93	1.51%	0.01%
April	1,192,387	7,089	0.59%	17	43	60	0.85%	0.01%
May	1,191,541	8,285	0.70%	5	12	17	0.21%	0.00%
June								
July								
August								
September								
October								
November								
December								
YTD Total	1,191,541	26,842	2.25%	3,572	211	3,783	14.09%	0.32%

[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 adjustments.

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

Southern California Edison

Through May 2019

Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ²	Total Households De-enrolled ³	% De-enrolled through HUV Post Enrollment Verification	% of Total CARE Households De-enrolled
January	1,203,474	3,126	0.26%	2,973	9	2,982	95.39%	0.25%
February	1,205,310	0	0.00%	0	0	0	0	0.00%
March	1,204,124	10,684	0.89%	9,240	87	9327	87.30%	0.77%
April	1,192,387	1,430	0.12%	0	5	5	0.35%	0.00%
May	1,191,541	189	0.02%	0	0	0	0.00%	0.00%
June								
July								
August								
September								
October								
November								
December								
YTD Total	1,191,541	15,429	1.29%	12,213	101	12,314	79.81%	1.03%

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

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

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

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

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

	Provided [2]	Received	Approved	Denied [4]	Pending/Never Completed [5]	Duplicates
Total (Y-T-D)	430,729	347,326	207,701	36,598	60,111	103,027
Percentage [3]	N/A	100%	60%	11%	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 counted, this number is only an approximation.

³ Percent of received applications.

⁴ Includes all applications received and not approved.

⁵ Includes pending recertification responses.

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

CARE Table 6 - Recertification Results

Southern California Edison

Through May 2019

Month	Total CARE Households	Households Requested to Recertify ¹	% of Households Total (C/B)	Households Recertified ²	Households De-enrolled ³	Recertification Rate % ⁴ (E/C)	% of Total Households De-enrolled (F/B)
January	1,203,474	22,267	1.9%	12,995	9,113	58.36%	0.76%
February	1,205,310	17,512	1.5%	9,965	6,365	56.90%	0.53%
March	1,204,124	21,519	1.8%	11,204	1,513	52.07%	0.13%
April	1,192,387	20,311	1.7%	7,179	970	35.35%	0.08%
May	1,191,541	24,102	2.0%	2,438	325	10.12%	0.03%
June							
July							
August							
September							
October							
November							
December							
YTD	1,191,541	105,711	8.87%	43,781	18,286	41.42%	1.53%

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 May 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				-	7
ARMENIAN RELIEF SOCIETY	x				-	-
ASIAN AMERICAN DRUG ABUSE PROG	x				4	5
ASIAN AMERICAN RESOURCE CENTER	x		x		-	-
ASIAN YOUTH CENTER	x				-	-
BEST PARTNERS	x				28	78
DELHI CENTER	x				3	7
BETHEL BAPTIST CHURCH	x				-	-
BISHOP PAIUTE TRIBE	x				-	-
C.O.R. COMM DEVELOPMENT CORP	x				-	-
CAREGIVERS VOLUNTEERS ELDERLY		x			-	-
CHINESE CHRISTIAN HERALD CRUS.	x				-	-
CHINO NEIGHBORHOOD HOUSE		x			-	-
CITIHOUSING REAL ESTATE SERVIC		x			-	-
CITY IMPACT	x				-	-
CITY OF BEAUMONT SENIOR CENTER		x	x		-	-
COMMUNITY HEALTH INITIATIVE of OC (AKA: Volunteer Center of Gre		x			-	-
CORONA NORCO FAMILY YMCA	x				-	-
DESERT ARC	x				-	-
DESERT MANNA MINISTRIES INC	x				-	-
DISABLED RESOURCES CTR, INC		x	x		-	1
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				1	3
MENIFEE VALLEY CHAMBER		x			-	-
MEXICAN AMERICAN OPPORTUNITY		x	x		-	-
MTN COMM FAM RESOURCE CNTR	x				-	5
NEW GREATER CIR. MISSION, INC	x				-	-
NEW HOPE VILLAGE, INC	x				1	1
NEW HORIZONS CAREGIVERS GROUP		x			1	2
OCCC	x				-	1
OPERATION GRACE	x				-	-
OUR COMMUNITY WORKS	x				6	16
PACIFIC ISLANDER HLTH (PIHP)	x				-	-
PACIFIC PRIDE FOUNDATION	x				-	-
RIVERSIDE DEPT COMM ACTION		x	x	x	3	10
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					47	136

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

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

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

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

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

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

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

**CARE Program Table 9 - Expenditures for Pilots/CHANGES Program
Southern California Edison
Through May 2019**

2018	Authorized 2018 Budget	Current Month Expenses	Expenses Since Jan. 1, 2018	% of 2018 Budget Expended
Pilots				
CHANGES Program	\$ 525,000	\$ -	\$ 102,995	20%
Total	\$ 525,000	\$ -	\$ 102,995	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.

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Per direction from the Energy Division Table 10 is temporarily suspended.

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

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

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

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

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

CARE Table 11 CHANGES Group Customer Assistance Sessions ⁽²⁾⁽³⁾						
Southern California Edison						
Reporting Period May 1, 2018, through July 31, 2018						
Date	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Sessions Logistics			
			# of Sessions	Length ⁽¹⁾ (Hours)	Number of Attendees (4)	Description of Information / Literature Provided
N/A	Armenian	Avoiding Disconnection	6	0.5	42	N/A
N/A	Cantonese	Avoiding Disconnection	1	0.5	17	N/A
N/A	English	Avoiding Disconnection	2	0.5	8	N/A
N/A	Japanese	Avoiding Disconnection	1	0.5	1	N/A
N/A	Korean	Avoiding Disconnection	1	0.5	16	N/A
N/A	Mandarin	Avoiding Disconnection	1	0.5	4	N/A
N/A	Spanish	Avoiding Disconnection	1	0.5	2	N/A
N/A	Vietnamese	Avoiding Disconnection	2	0.5	31	N/A
N/A	Cantonese	CARE/FERA and Other Assistance Programs	1	0.5	1	N/A
N/A	English	CARE/FERA and Other Assistance Programs	8	0.5	29	N/A
N/A	Japanese	CARE/FERA and Other Assistance Program	1	0.5	1	N/A
N/A	Korean	CARE/FERA and Other Assistance Programs	4	0.5	157	N/A
N/A	Mandarin	CARE/FERA and Other Assistance Programs	3	0.5	6	N/A
N/A	Spanish	CARE/FERA and Other Assistance Programs	8	0.5	64	N/A
N/A	Vietnamese	CARE/FERA and Other Assistance Program	2	0.5	31	N/A
N/A	Armenian	Electric and Natural Gas Safety	6	0.5	46	N/A
N/A	Cantonese	Electric and Natural Gas Safety	2	0.5	24	N/A
N/A	English	Electric and Natural Gas Safety	5	0.5	18	N/A
N/A	Korean	Electric and Natural Gas Safety	1	0.5	8	N/A
N/A	Mandarin	Electric and Natural Gas Safety	3	0.5	7	N/A
N/A	Spanish	Electric and Natural Gas Safety	6	0.5	46	N/A
N/A	Tagalog	Electric and Natural Gas Safety	3	0.5	26	N/A
N/A	Vietnamese	Electric and Natural Gas Safety	1	0.5	8	N/A
N/A	Armenian	Energy Conservation	6	0.5	37	N/A
N/A	Cantonese	Energy Conservation	2	0.5	23	N/A
N/A	English	Energy Conservation	2	0.5	7	N/A
N/A	Mandarin	Energy Conservation	3	0.5	10	N/A
N/A	Spanish	Energy Conservation	3	0.5	15	N/A
N/A	Cambodian	Gas Aggregation	1	0.5	8	Gas Aggregation Handout
N/A	English	Gas Aggregation	1	0.5	2	Gas Aggregation Handout
N/A	Mandarin	Gas Aggregation	1	0.5	1	Gas Aggregation Handout
N/A	Spanish	Gas Aggregation	3	0.5	32	Gas Aggregation Handout
N/A	Spanish	High Energy Use	1	0.5	18	High Use Handout
N/A	Cantonese	Level Pay Plan	1	0.5	14	N/A
N/A	English	Level Pay Plan	1	0.5	7	N/A
N/A	Mandarin	Level Pay Plan	1	0.5	3	N/A
N/A	Tagalog	Level Pay Plan	1	0.5	8	N/A
N/A	Vietnamese	Level Pay Plan	1	0.5	17	N/A
N/A	Arabic	Understanding Your Bill	1	0.5	5	N/A
N/A	Armenian	Understanding Your Bill	2	0.5	7	N/A
N/A	Cantonese	Understanding Your Bill	1	0.5	15	N/A
N/A	English	Understanding Your Bill	3	0.5	10	N/A
N/A	Japanese	Understanding Your Bill	2	0.5	17	N/A
N/A	Korean	Understanding Your Bill	3	0.5	25	N/A
N/A	Mandarin	Understanding Your Bill	2	0.5	4	N/A
N/A	Spanish	Understanding Your Bill	5	0.5	55	N/A
N/A	Tagalog	Understanding Your Bill	2	0.5	26	N/A
N/A	Vietnamese	Understanding Your Bill	2	0.5	35	N/A
Current Quarter Total			120		994	
Year-to-Date			1330		12690	
[1] Contractor states all sessions at least 30 minutes						
[2] This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original versions in order to have a more consistent appearance and format with existing SCE tables.						
[3] The numbers provided by the CHANGES contractor are for SCE and SoCal Gas combined , due to the combined service territory.						
[4] On the Consumer Education Topic addendum of the Quarterly CHANGES Data Report of August 2018-October 2018, the number of attendees for: the Avoiding Disconnection course add up to 121, not the 119 shown on the report; CARE / FERA & Other Assistance Programs classes add up to 289, not 287 as shown on the report; Electric and Natural Gas Safety classes add up to 183, not 182 as shown on the report; Energy Conservation classes add up to 92, not 91 as shown on the report; Understanding Your Bill classes add up to 199, not 197 as shown on the report. Thus, the total shown on this table does not match the total on the Quarterly CHANGES Data Report of August 2018-October 2018.						