

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

Application of Southern California Edison Company (U 338-E) for Approval of its 2012- 2014 California Alternate Rates for Energy (CARE) and Energy Savings Assistance Programs and Budgets.	A.11-05-017 (Filed May 16, 2011)
And Related Matters	A.11-05-018 A.11-05-019 A.11-05-020

**MONTHLY REPORT OF SOUTHERN CALIFORNIA EDISON COMPANY (U 338-E)  
ON LOW INCOME ASSISTANCE PROGRAMS FOR NOVEMBER 2014**

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Dated: **December 22, 2014**

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Southern California Edison Company (SCE) hereby submits the attached Low Income Assistance Programs Monthly Report for November 2014. The information contained in this report supersedes all prior reports submitted by SCE.

Respectfully submitted,

JANET S. COMBS  
LARRY R. COPE

*/s/ Larry R. Cope*

By: Larry R. Cope

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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**

**November 2014**

# LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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# LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

## 1. Energy Savings Assistance Program Executive Summary

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

- 1.1.1. Provide a summary of the Energy Savings Assistance Program elements as approved in Decision (D.) 12-08-044:

Program Summary for Month			
2014	Authorized / Planning Assumptions	Year-to-Date Actual	%
Budget	\$72,736,631	\$ 50,075,046	69%
Homes Treated	87,389	64,283	74%
kWh Saved	N/A	29,246,292	N/A
kW Demand Reduced	N/A	11,187	N/A
Therms Saved	N/A	N/A	N/A

### 1.2. Whole Neighborhood Approach Evaluation

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

SCE continues to enroll customers through the paperless enrollment process, which utilizes tablet PCs and portable scanners during assessment to streamline and expedite enrollments. During the pilot phase, SCE loaned out the tablets and scanners to numerous service providers on a rotating basis in order to showcase the effectiveness of the process. Specifically, this process eliminates the need to capture paper copies, which ensures that customer data is protected and helps the environment. In its current formulation, SCE has made the software available to interested service providers at no charge. This process complements the Whole Neighborhood Approach by reducing the program’s carbon footprint and maximizing efficiencies. During the month of November, thirty assessors, representing four contractors, used the paperless enrollment process to enroll approximately 1,297 customers.

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

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

During November, SCE and its service providers continued to follow-up on responses to the postcard mailer targeting over 100,000 customers across communities in both cooling and non-cooling service areas as part of a multiple-contact approach to increase ESA Program enrollment in the targeted areas. SCE continues to target CARE-enrolled customers who have yet to participate in the ESA Program. The postcards contained service provider contact information, offering customers the ability to speak directly to an ESA Program service provider and schedule an appointment for immediate attention.

Throughout the month of November, SCE continued to promote the ESA Program, California Alternate Rates for Energy (CARE) Program, Medical Baseline Program, and other assistance programs offered by SCE through 12 community events within its service territory. Community events included the Disability Rights California Symposium in Tulare and the We Connect Healthcare Enrollment and Resource Fair in Long Beach. This continued effort allows customers to interact with SCE with regard to the ESA Program and Energy Efficiency in general.

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

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

For the past several years, SCE has provided refrigerators to contractors at no cost for installation through the Low Income Home Energy Assistance Program (LIHEAP). SCE believes this approach enables contractors to utilize measures and services from both LIHEAP and the ESA Program to better serve SCE's customers. SCE continues to work with the California Department of Community Services and Development (DCSD), service contractors, and the California Public Utilities Commission (CPUC) to successfully leverage ESA Program and LIHEAP services.



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

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

SCE contracts with a mixture of local private contractors (LPCs), community-based organizations (CBOs) and faith-based organizations (FBOs) to provide ESA Program services. Currently, the organizations, and in particular the CBOs, most of which are situated in the low income and disadvantaged communities they serve, provide approximately 800 jobs that support SCE's ESA Program, including executive, clerical, and other ancillary positions.

SCE has conducted 17 Home Assessment Training workshops in 2014, which provide training to agency outreach staff on the policies and procedures related to home assessment. The four-day training workshop provides participants with three days of comprehensive instruction on income documentation, customer and measure eligibility, and hands-on exercises that were the direct result of feedback received from service providers and trainees. The fourth day consists of an extensive discussion of energy education-related topics and demonstrations used to gauge the participants' understanding of the material.

During the 2014 Program Year, SCE has conducted 17 Home Assessment Training Workshops with a total of 232 trainees receiving the updated curriculum. In addition, 170 new jobs for assessors were created to support SCE's ESA Program.

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

**2.1. CARE Program Summary**

2.1.1. Please provide CARE program summary costs

<b>CARE Budget Categories</b>	<b>Authorized Budget</b>	<b>Expenses Year-to-Date</b>	<b>% of Budget Spent</b>
Outreach	\$2,613,000	\$1,689,054	65%
Processing / Certification Re-certification	\$588,000	\$736,912	125%
Post Enrollment Verification	\$1,423,650	\$394,489	28%
IT Programming	\$1,000,000	\$978,546	98%
Pilot (CHANGES)	\$216,000	\$199,669	92%
Cooling Centers	N/A	N/A	N/A
Measurement & Evaluation	\$50,000	\$0	0%
Regulatory Compliance	\$264,000	\$262,543	99%
General Administration	\$725,000	\$344,908	48%
CPUC Energy Division Staff	\$140,000	\$10,477	7%
<b>Total Expenses</b>	<b>\$7,019,650</b>	<b>\$4,657,685</b>	<b>66%</b>
<b>Subsidies and Benefits</b>	<b>\$416,800,000</b>	<b>\$355,213,390</b>	<b>85%</b>
<b>Total Program Costs &amp; Discounts</b>	<b>\$423,819,650</b>	<b>\$359,838,420</b>	<b>85%</b>

2.1.2. Please provide the CARE program penetration rate to date

<b>CARE Penetration</b>		
<b>Participants</b>	<b>Estimated Eligible Participants</b>	<b>Year-to-Date Penetration Rate</b>
1,321,462	1,499,830	88%

**2.2. Outreach**

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

SCE's Customer Communications Organization within SCE's Call Centers continues to utilize the online CARE enrollment application at [www.sce.com](http://www.sce.com) to directly enroll customers into the CARE Program over the phone or offer to send

a CARE application to the customer. During the month of November, SCE enrolled 6,304 eligible low income customers through Call Center outreach efforts. (This includes all web enrollments performed by the Call Center and Call Center-mailed applications.)

CARE and FERA outreach efforts and communications to SCE’s in-language and under-penetrated areas continue to be a priority. SCE’s CARE/FERA programs partner with internal departments such as Equal Opportunity, Local Public Affairs (LPA), Consumer Affairs, Offer Management and Marketing, Corporate Communications, Strategic Engagement, Business Solutions, and the Mobile Energy Unit (MEU), as well as various chambers, foundations, faith-based and community-based organizations in outreach activities that target SCE’s hard-to-reach customer base.

SCE’s CARE/FERA programs attended 12 outreach events, where SCE distributed CARE applications to potentially eligible customer populations throughout SCE’s service area (see table below).

At many of these events, eligible customers had the opportunity to enroll or recertify for CARE via the real-time online enrollment form at [www.sce.com](http://www.sce.com) and learn about the programs directly from a CARE/FERA subject matter expert. Such events provide SCE with the opportunity to uphold a presence in the community, educate the public about the programs, and enroll eligible customers.

<b>Event Date</b>	<b>Event Name</b>	<b>Location</b>	<b>Estimated Customer Interactions</b>
11/1/14	Pistachio Festival	Newberry Springs	42
11/1/14	San Antonio Community Hospital American Red Cross	Upland	40
11/4/14	Whittier Home Energy Workshop	Whittier	10
11/5/14	CPUC Resource Fair in Bakersfield	Bakersfield	25
11/6/14	Culver City Home Energy Workshop	Culver City	26

<b>Event Date</b>	<b>Event Name</b>	<b>Location</b>	<b>Estimated Customer Interactions</b>
11/6/14	Santa Clarita Home Energy Workshop	Santa Clarita	25
11/7/14	Disability Rights California Symposium	Tulare	150
11/7-9/14	Ontario Home & Garden Show	Ontario	166
11/7-9/14	High Desert Home Improvement & Lifestyle Show	Victorville	266
11/15/14	29 Palms Emergency Fair	Twenty-Nine Palms	27
11/15/14	2014 Eco Expo	Diamond Bar	65
11/15/14	WE Connect Health Care Enrollment & Resource Fair	Long Beach	84

In November, SCE provided information about programs and services to help lower electricity usage bills to nearly 900 customers. SCE representatives assisted customers in completing applications, answered questions, and provided a personal contact between the customer and the utility.

The CARE/FERA Capitation Fee Program team is continuing its efforts to re-engage existing Capitation agencies while strategically registering additional contractors to overcome enrollment barriers, including language, culture, and special needs, as a means of enrolling the hardest-to-reach customers. As a result of these efforts, the Capitation Fee Program continues to show increased

enrollments from agencies that were previously inactive. In November, capitation contractors successfully enrolled 142 new customers in the CARE Program.

Current and ongoing campaign strategies and efforts include the following:

- Leverage events sponsored by communities and cultural celebrations to reach populations that may be eligible to enroll in the CARE Program.
- Partner with SCE personnel to leverage existing SCE relationships with FBOs, CBOs, and local governments.
- Leverage existing channels to develop creative approaches for agencies to conduct CARE/FERA outreach, including employment information workshops, faith- and community- based publications, school events, retail shopping malls, and community fairs.

2.2.2. Describe the efforts taken to reach and coordinate the CARE program with other related low income programs to reach eligible customers.

SCE 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. The EAF income requirements are the same as CARE's.

SCE coordinates CARE enrollment with other income-qualified programs, such as ESA, LIHEAP, Southern California Gas Company, and certain water utilities. ESA participants are automatically enrolled in CARE each month, and LIHEAP participants are automatically enrolled in CARE quarterly. In November, SCE enrolled 3,590 eligible customers in CARE through data sharing with LIHEAP, ESA, Southern California Gas Company, water utilities, and SCE's EAF Program. The CARE Program continuously integrates its efforts and messaging with the ESA Program at all outreach events, communications, and marketing campaigns.

### **2.3. Recertification Complaints**

SCE received one recertification complaint in the month of November:

- The customer was removed from the CARE rate because recertification documents were not submitted. SCE Consumer Affairs received the initial complaint through the Better Business Bureau stating the customer called SCE to dispute a high bill, and was advised of the recertification process. The customer claims to have never received any recertification

requests. The customer sent a subsequent written complaint to the CPUC about the removal of the CARE discount, stating that the recertification request was never received. Following each complaint, SCE called the customer, leaving messages requesting a return call. To date, the customer has not contacted SCE, and has not submitted recertification documentation. The CPUC file remains open. If SCE receives no customer response, a letter will be mailed to the customer advising what is needed to recertify and be placed back on the CARE rate.

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

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 1</b>												
2	<b>Through November 2014 - Southern California Edison</b>												
3		<b>Authorized Budget [1]</b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
4	<b>ESA Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
5	<b>Energy Efficiency</b>												
6	Appliances	21,018,838		21,018,838	955,709		955,709	13,323,301		13,323,301	63%		63%
7	Domestic Hot Water	51,405		51,405	3,055		3,055	13,529		13,529	26%		26%
8	Enclosure	267,540		267,540	11,208		11,208	62,024		62,024	23%		23%
9	HVAC	27,306,615		27,306,615	1,074,456		1,074,456	21,184,326		21,184,326	78%		78%
10	Maintenance	233,333		233,333	-		-	5,980		5,980	3%		3%
11	Lighting	3,272,401		3,272,401	199,221		199,221	2,312,899		2,312,899	71%		71%
12	Miscellaneous	4,726,931		4,726,931	200,301		200,301	3,209,403		3,209,403	68%		68%
13	Customer Enrollment	5,613,669		5,613,669	428,945		428,945	4,992,053		4,992,053	89%		89%
14	In Home Education	1,245,405		1,245,405	65,047		65,047	686,445		686,445	55%		55%
15	Pilot	-		-	-		-	-		-	0%		0%
16	<b>Energy Efficiency TOTAL</b>	<b>\$ 63,736,137</b>		<b>\$ 63,736,137</b>	<b>\$ 2,937,942</b>		<b>\$ 2,937,942</b>	<b>\$ 45,789,960</b>		<b>\$ 45,789,960</b>	<b>72%</b>		<b>72%</b>
17													
18	Training Center	325,955		325,955	9,025		9,025.45	157,434.45		157,434.45	48%		48%
19	Inspections	1,579,538		1,579,538	50,854		50,854	797,591		797,591	50%		50%
20	Marketing and Outreach	1,373,000		1,373,000	75,325		75,325	621,618		621,618	45%		45%
21	Statewide Marketing Education and Outreach	120,000		120,000	(3,808)		(3,808)	(298)		(298)	0%		0%
22	Measurement and Evaluation Studies [2]	200,000		200,000	7,865		7,865	(194,870)		(194,870)	-97%		-97%
23	Regulatory Compliance	606,000		606,000	96,026		96,026	410,237		410,237	68%		68%
24	General Administration	4,736,000		4,736,000	371,865		371,865	2,488,884		2,488,884	53%		53%
25	CPUC Energy Division	60,000		60,000	4,490		4,490	4,490		4,490	0%		7%
26													
27	<b>TOTAL PROGRAM COSTS</b>	<b>\$ 72,736,630</b>		<b>\$ 72,736,630</b>	<b>\$ 3,549,584</b>		<b>\$ 3,549,584</b>	<b>\$ 50,075,046</b>		<b>\$ 50,075,046</b>	<b>69%</b>		<b>69%</b>
28	<b>Funded Outside of ESA Program Budget</b>												
29	Indirect Costs				62,734		62,734	809,418		809,418			
30	NGAT Costs												
31													
32	[1] Please indicate whether authorized budget includes shifted funds from previous years and/or prior program cycles. (Yes or No) If yes, please specify amount, date												
33	fund-shifting activity occurred, date of fund-shifting request and related approval is applicable.												
34	[2] SCE is the project manager of the Needs Assessment and Energy Education studies and responsible to pay consultant invoices. SCE will invoice PG&E, SCG, and SDG&E for their shares of the studies. When cross-billing occurs, SCE's study expenditures will be under 100% of authorized budget for the 3-year study period.												



	A	B	C	D	E	F	G	H
1	<b>Energy Savings Assistance Program Table 2</b>							
2	<b>Through November 2014 - Southern California Edison</b>							
3			<b>Year-To-Date Completed &amp; Expensed Installation</b>					
4	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh [4] (Annual)</b>	<b>kW [4] (Annual)</b>	<b>Therms (Annual)</b>	<b>Expenses [5] (\$)</b>	<b>% of Expenditure</b>
5	<b>Appliances</b>							
6	High Efficiency Clothes Washer	Each						
7	Refrigerators	Each	16,043	11,066,637	1,886		13,732,966	29%
8	Microwaves [6]	Each						
9	<b>Domestic Hot Water</b>							
10	Water Heater Blanket	Home	49	2,556	1		2,266	0%
11	Low Flow Shower Head	Home	234	7,953	2		6,532	0%
12	Water Heater Pipe Insulation	Home	125	1,998	0		2,156	0%
13	Faucet Aerator	Home	233	5,075	1		2,574	0%
14	Water Heater Repair/Replacement	Each						0%
15	Thermostatic Shower Valve	Each						
16	<b>Enclosure</b>							
17	Air Sealing / Envelope [1]	Home	553	112,972	-		57,986	0%
18	Attic Insulation	Home	6	-	-		4,038	0%
19	<b>HVAC</b>							
20	FAU Standing Pilot Conversion	Each						
21	Furnace Repair/Replacement	Each						
22	Room A/C Replacement	Each	669	35,583	40		501,081	1%
23	Central A/C replacement	Each	3,007	242,287	248		11,744,315	25%
24	Heat Pump Replacement	Each	104	66,149	31		281,492	1%
25	Evaporative Cooler (Replacement)	Each						
26	Evaporative Cooler (Installation)	Each	10,056	5,039,651	6,182		8,980,537	19%
27	Duct Testing and Sealing	Home	2,987	548,616	669		622,900	1%
28	<b>Maintenance</b>							
29	Furnace Clean and Tune	Home						
30	Central A/C Tune up	Home	46	9,028	1		5,980	0%
31	<b>Lighting</b>							
32	Compact Fluorescent Lights (CFL)	Each	248,855	6,221,653	747		1,689,824	4%
33	Interior Hard wired CFL fixtures	Each						
34	Exterior Hard wired CFL fixtures	Each	926	72,728	8		78,710	0%
35	Torchiere	Each	7,496	1,431,736	150		397,288	1%
36	Occupancy Sensor	Each						
37	LED Night Lights	Each						
38	<b>Miscellaneous</b>							
39	Pool Pumps	Each	1,960	3,417,493	1,074		1,714,377	4%
40	Smart Power Strips	Each	32,851	964,177	145		1,057,746	2%
41	<b>New Measures</b>							
42								
43	<b>Pilots</b>							
44								
45	<b>Customer Enrollment</b>							
46	Outreach & Assessment	Home	74,172				4,992,053	11%
47	In-Home Education	Home	61,851				686,445	1%
48								
49	<b>Total Savings/Expenditures</b>			<b>29,246,292</b>	<b>11,187</b>		<b>46,561,267</b>	
50								
51	Households Weatherized [2]		553					
52								
53	<b>Households Treated</b>							
54	- Single Family Households Treated	Home	43,215					
55	- Multi-family Households Treated	Home	15,706					
56	- Mobile Homes Treated	Home	5,362					
57	<b>Total Number of Households Treated</b>	Home	<b>64,283</b>					
58	<b># Eligible Households to be Treated for PY [3]</b>	Home	<b>87,389</b>					
59	<b>% of Households Treated</b>	%	<b>74%</b>					
60	- Master-Meter Households Treated	Home	3,452					
61								
62	[1] "Air Sealing / Envelope" may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and							
63	[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs							
64	[3] Based on Attachment H of D.12-08-044							
65	[4] All savings are calculated based on the "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final							
66	[5] Costs exclude support costs that are included in Table 1.							

	A	B
1	<b>Energy Savings Assistance Program Table 3</b>	
2	<b>Through November 2014 - Southern California Edison</b>	
3	<b>Year-to-Date Installations - Expensed</b>	
4	Annual kWh Savings	29,246,292
5	Annual Thermo Savings	-
6	Lifecycle kWh Savings	353,157,782
7	Lifecycle Therm Savings	-
8	Current kWh Rate	0.13
9	Current Therm Rate	-
10	Number of Treated Households	64,283
11	Average 1st Year Bill Savings / Treated households	<b>57.51</b>
12	Average Lifecycle Bill Savings / Treated Household	<b>694</b>

	A	B	C	D	E	F	G
1	<b>Energy Savings Assistance Program Table 4A</b>						
2	<b>Through November 2014 - Southern California Edison</b>						
3		<b>Eligible Households</b>			<b>Households Treated YTD</b>		
4	<b>County</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
5	Fresno	-	482	<b>482</b>	-	-	-
6	Imperial	241	-	<b>241</b>	-	-	-
7	Inyo	1,824	7	<b>1,831</b>	2	-	<b>2</b>
8	Kern	18,026	12,656	<b>30,681</b>	395	529	<b>924</b>
9	Kings	8,915	-	<b>8,915</b>	205	-	<b>205</b>
10	Los Angeles	3,426	619,895	<b>623,320</b>	28	26,146	<b>26,174</b>
11	Madera	-	4	<b>4</b>	-	-	-
12	Mono	3,377	1	<b>3,378</b>	-	-	-
13	Orange	1	214,205	<b>214,206</b>	-	6,476	<b>6,476</b>
14	Riverside	106,779	109,037	<b>215,816</b>	5,538	5,907	<b>11,445</b>
15	San Bernardino	45,440	216,446	<b>261,885</b>	3,031	12,228	<b>15,259</b>
16	San Diego	2	-	<b>2</b>	-	-	-
17	Santa Barbara	-	19,024	<b>19,024</b>	-	34	<b>34</b>
18	Tulare	48,381	14,306	<b>62,686</b>	1,965	475	<b>2,440</b>
19	Ventura	2,633	67,627	<b>70,260</b>	33	1,291	<b>1,324</b>
20	<b>Total</b>	<b>239,043</b>	<b>1,273,688</b>	<b>1,512,732</b>	<b>11,197</b>	<b>53,086</b>	<b>64,283</b>

	A	B	C	D	E	F	G	H	I
1	<b>Energy Savings Assistance Program Table 4B</b>								
2	<b>Through November 2014 - Southern California Edison</b>								
3		<b>Reason Provided</b>							
4	<b>County</b>	<b>Customer Declined Program Measures or is Non-Responsive</b>	<b>Customer Unavailable - Scheduling Conflicts</b>	<b>Hazardous Environment (unsafe/unclean)</b>	<b>Insufficient feasible Measures</b>	<b>Ineligible Dwelling - Prior Program Participation</b>	<b>Household Income Exceeds Allowable Limits</b>	<b>Unable to Provide Required Documentation</b>	<b>Other</b>
5	Fresno	0	0	0	0	1	0	0	0
6	Imperial	0	0	0	0	0	0	0	0
7	Inyo	0	1	0	2	2	1	2	5
8	Kern	3	13	1	136	614	16	226	359
9	Kings	8	8	0	42	213	2	32	61
10	Los Angeles	122	197	46	1,332	20,635	441	5,228	10,619
11	Madera	0	0	0	0	0	0	0	0
12	Mono	0	0	0	0	0	0	0	0
13	Orange	19	63	0	371	4,103	344	1,203	2,309
14	Riverside	79	77	3	762	5,709	173	2,033	2,780
15	San Bernardino	221	148	20	1,491	7,610	267	2,487	3,165
16	Sandiego	0	0	0	0	0	0	0	0
17	Santa Barbara	0	4	0	9	4	4	1	12
18	Tulare	66	62	5	421	2,424	12	216	661
19	Ventura	1	1	4	75	681	64	203	562
20	<b>Total</b>	<b>519</b>	<b>574</b>	<b>79</b>	<b>4,641</b>	<b>41,996</b>	<b>1,324</b>	<b>11,631</b>	<b>20,533</b>
21									
22	1. "Other" column contents were redefined for program month June 2014 going forward to more accurately count households which are Unwilling or Unable to participate in the program.								
23	2. To obtain a grand total count of "Unwilling or Unable" income eligible households, add subtotals from all columns except Column F (Ineligible Dwelling - Prior Program Participation) and Column G (Household Income Exceeds Allowable Limits). Households in Column F should not be counted as Unwilling/Unable because those households already demonstrated their willingness/ability to participate. Households in Column G should not be counted as Unwilling/Unable because those households are not income eligible, and therefore not included in the annual counts of estimated income eligible homes.								
24	3. Table contains unique counts. Households are not double counted across columns.								

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	<b>Energy Savings Assistance Program Table 5</b>																
2	<b>Through November 2014 - Southern California Edison</b>																
3		<b>Gas &amp; Electric</b>				<b>Gas Only</b>				<b>Electric Only</b>				<b>Total</b>			
4		<b># of</b>	<b>(Annual)</b>			<b># of</b>	<b>(Annual)</b>			<b># of</b>	<b>(Annual)</b>			<b># of</b>	<b>(Annual)</b>		
5	<b>2012</b>	<b>Household</b>	<b>Therm</b>	<b>kWh</b>	<b>kW</b>	<b>Household</b>	<b>Therm</b>	<b>kWh</b>	<b>kW</b>	<b>Household</b>	<b>Therm</b>	<b>kWh</b>	<b>kW</b>	<b>Household</b>	<b>Therm</b>	<b>kWh</b>	<b>kW</b>
6	January									5,345		1,939,614	589	5,345		1,939,614	589
7	February									11,522		4,154,297	1,222	11,522		4,154,297	1,222
8	March									22,341		6,780,533	2,063	22,341		6,780,533	2,063
9	April									28,485		9,489,788	3,581	28,485		9,489,788	3,581
10	May									33,340		11,758,534	4,421	33,340		11,758,534	4,421
11	June									34,289		14,191,863	5,292	34,289		14,191,863	5,292
12	July									40,311		17,360,899	6,560	40,311		17,360,899	6,560
13	August									46,820		20,555,059	7,864	46,820		20,555,059	7,864
14	September									51,981		23,300,603	8,977	51,981		23,300,603	8,977
15	October									58,640		26,560,376	10,260	58,640		26,560,376	10,260
16	November									64,283		29,246,292	11,187	64,283		29,246,292	11,187
17	December															-	-
18	<b>YTD</b>									<b>64,283</b>		<b>29,246,292</b>	<b>11,187</b>	<b>64,283</b>		<b>29,246,292</b>	<b>11,187</b>
19																	
20	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 6</b>												
2	<b>Expenditures for Pilots and Studies</b>												
3	<b>Through November 2014 - Southern California Edison</b>												
4		<b>Authorized 3-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since Jan. 1, 2013</b>			<b>% of 3-Year Budget Expended</b>		
5		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Pilots</b>												
7	<b>Studies</b>												
8	Impact Evaluation	\$180,000		\$180,000	\$ -		\$ -	\$ 146,809		\$ 146,809	82%		82%
9	Needs Assessment	\$210,000		\$210,000	\$ -		\$ -	\$ 209,938		\$ 209,938	100%		100%
10	Energy Education	\$ 90,000		\$ 90,000	\$ -		\$ -	\$ 73,028		\$ 73,028	81%		81%
11	Multifamily	\$120,000		\$120,000	\$ -		\$ -	\$ 119,802		\$ 119,802	100%		100%
12	<b>Total Studies</b>	<b>\$600,000</b>		<b>\$600,000</b>	<b>\$ -</b>		<b>\$ -</b>	<b>\$ 549,577</b>		<b>\$ 549,577</b>	<b>92%</b>		<b>92%</b>

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1</b>												
2	<b>CARE Program Expenses</b>												
3	<b>Through November 2014 - Southern California Edison</b>												
4	<b>CARE Program:</b>	<b>Authorized Budget</b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
5		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Outreach	\$ 2,613,000		\$ 2,613,000	\$ 276,477		\$ 276,477	\$ 1,689,054		\$ 1,689,054	65%		65%
7	Processing / Certification Re-certification [2]	\$ 588,000		\$ 588,000	\$ 74,609		\$ 74,609	\$ 736,912		\$ 736,912	125%		125%
8	Post Enrollment Verification	\$ 1,423,650		\$ 1,423,650	\$ 35,863		\$ 35,863	\$ 394,489		\$ 394,489	28%		28%
9	IT Programming	\$ 1,000,000		\$ 1,000,000	\$ 5,156		\$ 5,156	\$ 978,546		\$ 978,546	98%		98%
10	Pilot (CHANGES)	\$ 216,000		\$ 216,000	\$ 199,669		\$ 199,669	\$ 199,669		\$ 199,669	92%		92%
11	Cooling Centers (Not funded in SCE CARE Budget)	\$ 105,804		\$ 105,804	\$ 4,912		\$ 4,912	\$ 41,087		\$ 41,087	N/A		N/A
12	Measurement and Evaluation	\$ 50,000		\$ 50,000	\$ -		\$ -	\$ -		\$ -	0%		0%
13	Regulatory Compliance	\$ 264,000		\$ 264,000	\$89,886.32		\$ 89,886	\$ 262,543		\$ 262,543	99%		99%
14	General Administration	\$ 725,000		\$ 725,000	\$ (251,971)		\$ (251,971)	\$ 344,608		\$ 344,908	48%		48%
15	CPUC Energy Division	\$ 140,000		\$ 140,000	\$ 3,461		\$ 3,461	\$ 10,477		\$ 10,477	7%		7%
16													
17	<b>SUBTOTAL MANAGEMENT COSTS</b>	<b>\$ 7,019,650</b>		<b>\$ 7,019,650</b>	<b>\$ 438,062</b>		<b>\$ 438,062</b>	<b>\$ 4,657,385</b>		<b>\$ 4,657,685</b>	<b>66%</b>		<b>66%</b>
18													
19	CARE Rate Discount	\$416,800,000		\$416,800,000	\$ 23,617,037		\$23,617,037	\$355,213,390		\$355,213,390	85%		85%
20													
21	<b>TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS</b>	<b>\$ 423,819,650</b>		<b>\$ 423,819,650</b>	<b>\$ 24,058,918</b>		<b>\$ 24,058,918</b>	<b>\$ 359,838,420</b>		<b>\$ 359,838,420</b>	<b>85%</b>		<b>85%</b>
22													
23	Other CARE Rate Benefits												
24	- DWR Bond Charge Exemption				\$ 2,258,363		\$ 2,258,363	\$ 34,906,437		\$ 34,906,437			
25	- CARE PPP Exemption [1]				\$ 2,597,338		\$ 2,597,338	\$ 38,023,174		\$ 38,023,174			
26	- California Solar Initiative Exemption				\$ 713,167		\$ 713,167	\$ 10,997,014		\$ 10,997,014			
27	- kWh Surcharge Exemption				\$ -		\$ -	\$ -		\$ -			
28	Total Other CARE Rate Benefits				\$ 5,568,869		\$ 5,568,869	\$ 83,926,625		\$ 83,926,625			
29													
30	Indirect Costs				\$ 40,037		\$ 40,037	\$ 391,537		\$ 391,537			
31													
32	[1] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the D-Care surcharge.												
33	[2] Processing / Certification Re-certification expenses this month and year-to-date now exceed the 2014 authorized level. SCE reports a fund shift from Post Enrollment Verification to offset the higher processing costs. SCE does not expect to exceed the overall CARE administration budget in 2014 and has full flexibility to shift funds among CARE budget categories. SCE will continue to report the authorized funding levels for each budget category in this table.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	
1	<b>CARE Table 2</b>																									
2	<b>Enrollment, Recertification, Attrition, &amp; Penetration</b>																									
3	<b>Through November 2014 - Southern California Edison</b>																									
4		New Enrollment								Recertification <sup>(1)</sup>								Attrition (Drop Offs)				Enrollment				
5		Automatic Enrollment				Self-Certification (Income or Categorical)				Capitation	Total New Enrollment (E+H+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)	
6	2013	Inter-Utility <sup>(1)</sup>	Intra-Utility <sup>(2)</sup>	Leveraging <sup>(3)</sup>	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)																	
7	January	2,365	406	0	2,771	5,937	5,161	8,380	19,478	293	22,542	22,058	14,616	0	36,674	7,190	103	1,095	25,610	33,998	59,216	-11,456	1,324,151	1,499,830	88.3%	
8	February	2,487	630	0	3,117	3,405	5,587	6,862	15,854	223	19,194	16,352	15,477	0	31,829	10,689	79	735	203	11,706	51,023	7,488	1,331,639	1,499,830	88.8%	
9	March	3,373	269	0	3,642	3,803	8,207	6,763	18,773	243	22,658	18,511	41,206	0	59,717	9,683	130	821	22,030	32,664	82,375	-10,006	1,321,633	1,499,830	88.1%	
10	April	4,117	168	0	4,285	3,282	7,854	6,125	17,261	331	21,877	22,777	12,189	0	34,966	10,512	138	770	17,200	28,620	56,843	-6,743	1,314,890	1,499,830	87.7%	
11	May	2,840	1,414	0	4,254	3,636	6,790	5,791	16,217	406	20,877	22,737	12,498	0	35,235	8,336	111	998	13,818	23,261	56,112	-2,384	1,312,506	1,499,830	87.5%	
12	June	6,511	592	0	7,103	4,786	14,082	6,513	25,381	324	32,808	18,841	19,119	0	37,960	9,441	117	978	15,703	28,239	70,768	6,569	1,319,075	1,499,830	87.9%	
13	July	3,789	1,062	0	4,851	5,940	11,442	8,001	25,383	251	30,485	18,657	16,297	0	34,954	13,418	78	797	14,046	28,339	65,439	2,146	1,321,221	1,499,830	88.1%	
14	August	3,031	676	0	3,707	6,105	7,706	9,121	22,932	320	26,959	19,320	18,062	0	37,382	12,367	89	706	12,462	25,824	84,341	1,335	1,322,556	1,499,830	88.2%	
15	September	6,836	686	0	7,522	5,847	9,419	9,322	24,588	224	32,334	15,301	32,403	0	47,704	15,432	87	867	5,088	21,474	80,038	10,860	1,333,416	1,499,830	88.9%	
16	October	3,482	579	0	4,061	4,587	7,902	7,353	19,842	261	24,164	11,294	14,056	0	25,350	9,235	125	619	18,278	28,257	49,514	-4,093	1,329,323	1,499,830	88.6%	
17	November	3,508	82	0	3,590	3,439	8,798	4,963	17,200	142	20,932	3,341	9,728	0	13,069	6,682	59	617	21,435	28,793	34,001	-7,861	1,321,462	1,499,830	88.1%	
18	December																									
19	YTD Total	42,339	6,564	-	48,903	50,767	92,948	79,194	222,909	3,018	274,830	189,189	205,651	-	394,840	112,985	1,116	9,003	144,436	288,975	669,670	-14,145	1,321,462	1,499,830	88.1%	
20	<sup>(1)</sup> Enrollments via data sharing between the IOUs.																									
21																										
22	<sup>(3)</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																									
23	<sup>(4)</sup> Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to respond.																									
24	<sup>(5)</sup> 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.																									
25	<sup>(6)</sup> No response includes no response to both Recertification and Verification.																									
26	<sup>(7)</sup> Includes customers who were previously categorized as "Other Sources" since there is no "Other Sources" column (which total about 2336 from hard to classify enrollments).																									
27	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																									



	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 3A</b>								
2	<b>Post-Enrollment Verification Results (Model)</b>								
3	<b>Through November 2014 - Southern California Edison</b>								
4	<b>2013</b>	<b>Total CARE Households Enrolled</b>	<b>Households Requested to Verify</b>	<b>% of CARE Enrolled Requested to Verify Total</b>	<b>CARE Households De-enrolled (Due to no response)</b>	<b>CARE Households De-enrolled (Verified as Ineligible) <sup>[1]</sup></b>	<b>Total Households De-enrolled <sup>[2]</sup></b>	<b>% De-enrolled through Post Enrollment Verification</b>	<b>% of Total CARE Households De-enrolled</b>
5	January	1,324,151	2,586	0.20%	1,553	39	1,592	61.56%	0.12%
6	February	1,331,639	4,482	0.34%	2,605	75	2,680	59.79%	0.20%
7	March	1,321,633	4,909	0.37%	2,870	79	2,949	60.07%	0.22%
8	April	1,314,890	6,209	0.47%	3,870	85	3,955	63.70%	0.30%
9	May	1,312,506	6,450	0.49%	4,005	84	4,089	63.40%	0.31%
10	June	1,319,075	10,311	0.78%	6,759	94	6,853	66.46%	0.52%
11	July	1,321,221	8,000	0.61%	4,767	103	4,870	60.88%	0.37%
12	August	1,322,556	4,877	0.37%	128	20	148	3.03%	0.01%
13	September	1,333,416	243	0.02%	88	1	89	36.63%	0.01%
14	October	1,329,323	5,416	0.41%	38	24	62	1.14%	0.00%
15	November	1,321,462	1,887	0.14%	34	2	36	1.91%	0.00%
16	December								
17	<b>YTD Total</b>	<b>1,321,462</b>	<b>55,370</b>	<b>4.19%</b>	<b>26,717</b>	<b>606</b>	<b>27,323</b>	<b>49.35%</b>	<b>2.07%</b>
18	<sup>[1]</sup> Includes customers verified as over income or who requested to be de-enrolled.								
19	<sup>[2]</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
21									
22	<b>CARE Table 3B</b>								
23	<b>Post-Enrollment Verification Results (High Usage)</b>								
24	<b>Through November 2014 - Southern California Edison</b>								
25	<b>2013</b>	<b>Total CARE Households Enrolled</b>	<b>Households Requested to Verify</b>	<b>% of CARE Enrolled Requested to Verify Total</b>	<b>CARE Households De-enrolled (Due to no response)</b>	<b>CARE Households De-enrolled (Verified as Ineligible) <sup>[1]</sup></b>	<b>Total Households De-enrolled <sup>[2]</sup></b>	<b>% De-enrolled through Post Enrollment Verification</b>	<b>% of Total CARE Households De-enrolled</b>
26	January	1,324,151	4,161	0.31%	3,842	54	3,896	93.63%	0.29%
27	February	1,331,639	2,407	0.18%	2,090	67	2,157	89.61%	0.16%
28	March	1,321,633	2,099	0.16%	1,810	58	1,868	88.99%	0.14%
29	April	1,314,890	697	0.05%	598	13	611	87.66%	0.05%
30	May	1,312,506	471	0.04%	415	7	422	89.60%	0.03%
31	June	1,319,075	793	0.06%	714	9	723	91.17%	0.05%
32	July	1,321,221	683	0.05%	614	8	622	91.07%	0.05%
33	August	1,322,556	2,470	0.19%	2,140	53	2,193	88.79%	0.17%
34	September	1,333,416	0	0.00%	0	0	0	0.00%	0.00%
35	October	1,329,323	2,921	0.22%	2,394	35	2,429	0.00%	0.18%
36	November	1,321,462	14,919	1.13%	38	7	45	0.00%	0.00%
37	December								
38	<b>YTD Total</b>	<b>1,321,462</b>	<b>31,621</b>	<b>2.39%</b>	<b>14,655</b>	<b>311</b>	<b>14,966</b>	<b>47.33%</b>	<b>1.13%</b>
39	<sup>[1]</sup> Includes customers verified as over income or who requested to be de-enrolled.								
40	<sup>[2]</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
41	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G
1	<b>CARE Table 4</b>						
2	<b>CARE Self-Certification and Self-Recertification Applications Through November 2014 - Southern California Edison</b>						
3		<b>Provided <sup>[2]</sup></b>	<b>Received</b>	<b>Approved</b>	<b>Denied <sup>[4]</sup></b>	<b>Pending/Never Completed <sup>[5]</sup></b>	<b>Duplicates</b>
4	Total (Y-T-D) <sup>[1]</sup>	963,921	776,787	672,121	31,284	149,713	73,433
5	Percentage <sup>[3]</sup>	N/A	100%	87%	4%	19%	8%
6							
7	<sup>[1]</sup> Includes sub-metered customers.						
8	<sup>[2]</sup> Includes number of applications SCE provided for all direct mailing campaigns, customer calls						
9	<sup>[3]</sup> Percent of received applications.						
10	<sup>[4]</sup> Includes all applications received and not approved.						
11	<sup>[5]</sup> Includes pending recertification responses.						

	A	B	C	D	E	F	G	H	I	J
1	<b>CARE Table 5</b>									
2	<b>Enrollment by County</b>									
	<b>Through November 2014 - Southern California Edison</b>									
3	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
4		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
5	Fresno	481	0	<b>481</b>	51	0	<b>51</b>	11%	0%	<b>11%</b>
6	Imperial	0	238	<b>238</b>	0	59	<b>59</b>	0%	25%	<b>25%</b>
7	Inyo	7	1,820	<b>1,827</b>	0	1,011	<b>1,011</b>	0%	56%	<b>55%</b>
8	Kern	12,624	17,953	<b>30,577</b>	9,503	14,270	<b>23,773</b>	75%	79%	<b>78%</b>
9	Kings	0	8,895	<b>8,895</b>	0	9,205	<b>9,205</b>	0%	103%	<b>103%</b>
10	Los Angeles	611,467	3,420	<b>614,887</b>	567,079	1,769	<b>568,848</b>	93%	52%	<b>93%</b>
11	Madera	4	0	<b>4</b>			<b>0</b>	0%	0%	<b>0%</b>
12	Mono	1	3,368	<b>3,369</b>	0	666	<b>666</b>	0%	20%	<b>20%</b>
13	Orange	212,480	1	<b>212,481</b>	169,921	0	<b>169,921</b>	80%	0%	<b>80%</b>
14	Riverside	108,618	106,596	<b>215,214</b>	85,648	98,255	<b>183,903</b>	79%	92%	<b>85%</b>
15	San Bernardino	215,667	45,382	<b>261,049</b>	200,168	38,880	<b>239,048</b>	93%	86%	<b>92%</b>
16	San Diego	0	2	<b>2</b>	0	1	<b>1</b>	0%	50%	<b>50%</b>
17	Santa Barbara	18,500	0	<b>18,500</b>	9,740	0	<b>9,740</b>	53%	0%	<b>53%</b>
18	Tulare	14,256	48,275	<b>62,531</b>	12,359	45,595	<b>57,954</b>	87%	94%	<b>93%</b>
19	Ventura	67,168	2,607	<b>69,775</b>	55,379	1,903	<b>57,282</b>	82%	73%	<b>82%</b>
20	<b>Total</b>	<b>1,261,273</b>	<b>238,557</b>	<b>1,499,830</b>	<b>1,109,848</b>	<b>211,614</b>	<b>1,321,462</b>	<b>88%</b>	<b>89%</b>	<b>88%</b>

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6</b>							
2	<b>Recertification Results</b>							
	<b>Through November 2014 - Southern California Edison</b>							
3	<b>2012</b>	<b>Total CARE Households</b>	<b>Households Requested to Recertify</b>	<b>% of Households Total (C/B)</b>	<b>Households Recertified <sup>[1]</sup></b>	<b>Households De-enrolled <sup>[2]</sup></b>	<b>Recertification Rate % (E/C)</b>	<b>% of Total Households De-enrolled (F/B)</b>
4	January	1,324,151	35,110	2.7%	22,058	13,047	62.8%	1.0%
5	February	1,331,639	26,236	2.0%	16,352	9,879	62.3%	0.7%
6	March	1,321,633	29,406	2.2%	18,511	10,834	62.9%	0.8%
7	April	1,314,890	36,477	2.8%	22,777	13,535	62.4%	1.0%
8	May	1,312,506	37,656	2.9%	22,737	14,750	60.4%	1.1%
9	June	1,319,075	29,486	2.2%	18,841	10,640	63.9%	0.8%
10	July	1,321,221	30,710	2.3%	18,657	12,047	60.8%	0.9%
11	August	1,322,556	33,116	2.5%	19,320	12,249	58.3%	0.9%
12	September	1,333,416	32,162	2.4%	15,301	2,114	47.6%	0.2%
13	October	1,329,323	29,181	2.2%	11,294	1,232	38.7%	0.1%
14	November	1,321,462	27,095	2.1%	3,341	578	12.3%	0.0%
15	December							
16	<b>YTD</b>	<b>1,321,462</b>	<b>346,635</b>	<b>26.2%</b>	<b>189,189</b>	<b>100,905</b>	<b>54.6%</b>	<b>7.6%</b>
17								
18	<sup>[1]</sup> Counts have been updated to exclude existing CARE participants who re-enrolled before their							
19	<sup>[2]</sup> Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to respond.							

	A	B	C	D	E	F	G
1	<b>CARE Table 7</b>						
2	<b>Capitation Contractors</b>						
	<b>Through November 2014 - Southern California Edison</b>						
3		<b>Contractor Type</b> (Check one or more if applicable)				<b>Current Month</b> <sup>[2]</sup>	<b>Year-to-Date</b> <sup>[2]</sup>
4	<b>Contractor</b> <sup>[1]</sup>	<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>		
5	A&PI OLDER ADULTS TASK FORCE		x			-	-
6	ACCESS CALIFORNIA SERVICES		x			-	-
7	ALPHA ENTERPRISE	x				-	-
8	ALTADENA COMM IMPROVEMENT CTR		x			-	-
9	ALTAMED HEALTH SVCS CORP		x			-	-
10	AMERICAN RED CROSS- ANTELO VLY		x			-	-
11	AMERICAN-RUSSIAN BUS COUNCIL		x			-	-
12	ANOTHER HURRICANE PROJECT, INC		x			-	-
13	ANTELOPE VLY BOYS & GIRLS CLUB		x			-	-
14	APAC SERVICE CENTER		x			5	59
15	ASIAN AMERICAN DRUG ABUSE PROG		x			1	26
16	ASIAN AMERICAN RESOURCE CENTER		x			-	5
17	ASIAN PAC. HLTH CARE VENTURE		x			-	-
18	ASIAN PACIF AM DISPUTE RES CTR		x			-	-
19	ASIAN REHABILITATION SVCS INC.		x			-	-
20	ASIAN YOUTH CENTER		x			-	1
21	ATLANTIC COMM ECON DEV CORP	x				-	-
22	B&D SECURITY, INC.	x				-	-
23	BAPAC		x			-	-
24	BELL GARDENS COMM SVC CENTER		x			-	-
25	BELLFLOWER USD/CARING CONN.	x				-	-
26	BEST BUY STORES LP (102)	x				-	-
27	BEST BUY CO., INC (102)	x				-	-
28	BEST BUY STORES LP (103)	x				-	-
29	BEST BUY STORES LP (111)	x				-	-
30	BEST BUY CO., INC. (111)	x				-	-
31	BEST BUY STORES LP (1018)	x				-	-
32	BEST BUY CO., INC (1018)	x				-	-
33	BEST BUY STORES LP (119)	x				-	-
34	BEST BUY STORES LP (1782)	x				-	-
35	BEST BUY CO., INC (1782)	x				-	-
36	BEST PARTNERS	x				16	861
37	BETHEL BAPTIST CHURCH		x			-	-
38	BISHOP PAIUTE TRIBE		x			-	11
39	BOY SCOUTS - OC COUNCIL		x			-	-
40	BOYS & GIRLS CLUB MOUNT COM		x			-	-
41	BOYS & GIRLS CLUB OF SAN BERN		x			-	-
42	BOYS & GIRLS CLUB OF SANTA BAR		x			-	-
43	BOYS&GIRLS CLUB OF SAN GABRIEL		x			-	-
44	BRIDGES OF HOPE		x			-	-
45	BURGERS INC DBA ENERGYSAVE	x				-	-
46	CAP OF SAN BERNARDINO CTY		x		x	-	-
47	CAREGIVERS VOLUNTEERS ELDERLY		x			-	-
48	CASA CARDENAS COUNSELING CTR		x			-	-
49	CASA RAMONA, INCORPORATED		x			-	-
50	CATHEDRAL CITY SENIOR CENTER		x			-	-
51	CATHEDRAL OF PRAISE		x			-	-
52	CATHOLIC CHARITIES GOOD NEWS		x			-	-
53	CATHOLIC CHARITIES OF LA INC		x			-	-
54	CATHOLIC CHARITIES OF ORANGE C		x			-	-
55	CATHOLIC CHARITIES-SB/RIVERSID		x			-	-
56	CATHOLIC CHARITIES-VENTURA		x			-	-
57	CATHOLIC EDUCATION FNDTN LA		x			-	-
58	CB INVESTMENT		x			-	-
59	CENTRO C.H.A., INC.		x			-	-
60	CENTRO SHALOM		x			-	-
61	CHARO COMMUNITY DEVELOPMENT CO		x			-	-
62	CHILDREN'S BUREAU OF SO CAL		x			-	-
63	CHINATOWN SERVICE CENTER		x			-	-
64	CHINESE CHRISTIAN HERALD CRUS.		x			-	14
65	CHINO NEIGHBORHOOD HOUSE		x			-	-

	A	B	C	D	E	F	G
1	<b>CARE Table 7</b>						
2	<b>Capitation Contractors</b>						
	<b>Through November 2014 - Southern California Edison</b>						
3	Contractor <sup>[1]</sup>	Contractor Type (Check one or more if applicable)				Current Month <sup>[2]</sup>	Year-to- Date <sup>[2]</sup>
4		Private	CBO	WMDVBE	LIHEAP		
66	CHINO VLY CHAMBER OF COMMERCE		X			-	-
67	CHRIST UNITY CENTER		X			-	-
68	CITIHOUSING REAL ESTATE SERVICES		X			-	-
69	CITRUS VALLEY HEALTH PARTNERS		X			-	-
70	CITY OF BEAUMONT SENIOR CENTER	X				-	1
71	CITY OF LA QUINTA SENIOR CTR		X			-	-
72	CITY OF REFUGE RESCUE OUTREACH		X			-	-
73	COACHELLA VALLEY HSG COALITION		X			-	-
74	COMM ACT COMM STA B COUNTY		X			-	-
75	COMM ACTION OF VENTURA COUNTY		X			-	-
76	COMM ACTION PARTNERSHIP OF OC		X		X	-	-
77	COMM ASSIST PROGRAM MORENO VLY		X			-	-
78	COMM CENTER AT TIERRA DEL SOL		X			-	-
79	COMM SVC & EMPLOYMENT TRAINING		X			-	-
80	COMMUNITY ENHANCEMENT SERV		X			-	-
81	COMMUNITY PANTRY		X			-	-
82	COMMUNITY SETTLEMENT ASSOC.		X			-	-
83	CORONA NORCO FAMILY YMCA		X			-	5
84	COR COMM. DEVELOPMENT CORP.		X			-	-
85	COSTA MESA COMM FOUNDATION		X			-	-
86	COUNCIL ON AGING-ORANGE COUNTY		X			-	-
87	COVE COMM SENIOR ASSOC		X			-	-
88	CRISIS MINISTRY CHURCH OF VLY		X			-	-
89	CROSSROADS CHRISTIAN CHURCH		X			-	-
90	CRYSTAL STAIRS, INC.		X			-	-
91	DENTECH CONSULTING SERVICE		X			-	-
92	DESERT ARC		X			-	4
93	DESERT MANNA MINISTRIES INC		X			-	-
94	DISABLED RESOURCES CTR, INC		X			-	2
95	DOVE ENTERPRISES		X			-	-
96	DUARTE COMMUNITY SVC COUNCIL		X			-	-
97	D'VEAL CORPORATION INC.	X				-	-
98	EAST LA BOYS & GIRLS CLUB		X			-	-
99	ECCLESIAS ECON-COMM DEV COLLAB		X			-	-
100	ECONOMIC & EMPLOYMENT DVLP CTR	X				-	-
101	EL CONCILIO DEL CONDADO DE		X			-	1
102	EL SOL SCIENCE & ARTS ACADEMY		X			-	-
103	ENERGY CONSERV CONSULTANTS INC		X			-	-
104	FAMILY SERVICE ASSOCIATION	X				-	-
105	ESCUELA DE LA RAZA UNIDA		X			-	-
106	FAIR HOUSING COUNCIL RIVERSIDE		X			-	-
107	FAITH GRACE CHINESE CHURCH		X			-	-
108	FAME ASSISTANCE CORPORATION		X			-	-
109	FAMILIES - COSTA MESA		X			-	-
110	FAMILIES FORWARD		X			-	-
111	FAMILY HEALTHCARE NETWORK		X			-	-
112	FAMILY SVC ASSOC - W RIVERSIDE		X			-	-
113	FAMILY SVC ASSOC OF REDLANDS		X			-	5
114	FCI MANAGEMENT CONSULTANTS	X				-	-
115	FELLOWSHIP OF HOPE, INC.		X			-	-
116	FIRST STEP TRANSITIONAL LIVING		X			-	-
117	FOOD SHARE		X			-	2
118	FOUNDATION FOR COMM & FAM HLTH		X			-	-
119	FRIENDSHIP MISSIONARY BAPTIST		X			-	-
120	GARVEY SCHOOL DISTRICT	X				-	-
121	GO THE CALENDAR STOP		X			105	1,919
122	GOD PROVIDES MINISTRY, INC		X			-	-
123	GOLD STAR MEDIA GROUP		X			-	-
124	GOODWILL INDUSTRIES OF SO CAL		X			-	-
125	GOODWILL OF ORANGE COUNTY CA		X			-	-
126	HANNA'S HOUSE		X			-	-

	A	B	C	D	E	F	G
1	<b>CARE Table 7</b>						
2	<b>Capitation Contractors</b>						
3	<b>Through November 2014 - Southern California Edison</b>						
4	<b>Contractor</b> <sup>[1]</sup>	<b>Contractor Type</b> (Check one or more if applicable)				<b>Current Month</b> <sup>[2]</sup>	<b>Year-to-Date</b> <sup>[2]</sup>
		Private	CBO	WMDVBE	LIHEAP		
127	HARVEST TIME MINISTRIES		X			-	-
128	HEART OF COMPASSION		X			-	-
129	HELP OF OJAI, INC.		X			-	1
130	HELPING HANDS OF MT ZION		X			-	-
131	HIGH DESERT TRANS. LIVNG. CONN.		X			-	-
132	HIGH DESERT D.V. PROG., INC.		X			-	-
133	HIGH DESERT YOUTH CENTER		X			-	-
134	HNGTN PK-ADULT SCHOOL GAGE BR	X				-	-
135	HOLLON MARKETING SYSTEM		X			-	-
136	HOSANNA COMMUNITY CHURCH		X			-	-
137	HOUSING AUTH.-SAN BUENAVENTURA		X			-	-
138	HOUSING AUTHORITY OF KINGS CO		X			1	1
139	HOUSING WITH HEART INC		X			-	-
140	HUB CITIES CAREER WORKSOURCE		X			-	-
141	HUMAN SERVICES ASSOCIATION		X			-	-
142	IECAAC		X			-	-
143	KERNVILLE UNION SCHOOL DISTRIC	X				1	1
144	KING/DREW'S SUPPORTERS, INC.		X			-	-
145	KINGS COMMUNITY ACTION ORG		X			9	33
146	KINGS CTY COMMISSION ON AGING		X			-	-
147	KNIGHTS OF COLUMBUS - 12834		X			-	-
148	KOREAN AM SENIORS ASSOC OF OC		X			-	-
149	KOREAN AMERICAN FMLY SVC CTR		X			-	-
150	KOREAN CHURCHES COMM DEV- KCCD		X			-	-
151	KOREAN COMMUNITY SERVICES		X			-	-
152	LA COUNTY HOUSING AUTHORITY	X				-	-
153	LALI MOHENO & ASSOCIATES		X			-	-
154	LATINO HEALTH ACCESS		X			-	-
155	LEAP THROUGH THE FIRE FTH MIN.		X			-	-
156	LIBERTY TAX SERVICE	X				-	-
157	LIGHTHOUSE LEARNING RES CTR	X				-	-
158	LITTLE TOKYO SERVICE CENTER		X			-	-
159	LONG BCH LESBIAN AND GAY PRIDE		X			-	-
160	LOS ANGELES MUSIC/ART SCHOOL	X				-	-
161	LOS ANGELES URBAN LEAGUE		X			-	-
162	LOS SERRANOS ELEM SCHOOL PTA		X			-	-
163	LOVELAND CHURCH JUBILEE PARTY		X			-	-
164	LTSC COMM. DEVEL. CORP		X			-	7
165	LUTHERAN SOCIAL SVC OF SO CAL		X			-	-
166	LUTHERAN SOCIAL SVCS OF SO CA		X			-	-
167	LYNWOOD UNIFIED SCHOOL DIST	X				-	-
168	MARAVILLA FOUNDATION		X		X	-	-
169	MAYWOOD CHAMBER OF COMMERCE	X				-	-
170	MEALS ON WHEELS WEST		X			-	-
171	MENTAL HEALTH ASSOCIATION		X			-	-
172	MERCI MINISTRY		X			-	-
173	MEXICAN AMERICAN OPPORTUNITY		X			-	5
174	MISION EBENEZER FAMILY CHURCH		X			-	-
175	MITZELL SENIOR CENTER		X			-	-
176	MONTCLAIR/ONTARIO JR WMS. CLUB		X			-	-
177	MONTEBELLO HOUSING DEVELOPMENT		X			-	-
178	MOORPARK SENIOR CITIZENS INC		X			-	-
179	MOUNTAIN VIEW COMMUNITY CHURCH		X			-	-
180	MTN. COMMUNITIES HEALTHY START		X			-	-
181	MULTICULTURAL CIV ASSOC MOR VL		X			-	-
182	NEHEMIAH MINISTRIES		X			-	-
183	NEW DIRECTION COMMUNITY CHURCH		X			-	-
184	NEW HORIZONS CAREGIVERS GROUP		X			-	1
185	NEW GREATER CIR. MISSION, INC	X				-	-
186	NEW HOPE VILLAGE, INC		X			-	1
187	NOW AND FOREVER BODY OF CHRIST		X			-	-

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1	<b>CARE Table 7</b>						
2	<b>Capitation Contractors</b>						
	<b>Through November 2014 - Southern California Edison</b>						
3		<b>Contractor Type</b> (Check one or more if applicable)				<b>Current Month</b> <sup>[2]</sup>	<b>Year-to-Date</b> <sup>[2]</sup>
4	<b>Contractor</b> <sup>[1]</sup>	Private	CBO	WMDVBE	LIHEAP		
188	NORCO SNR CTR PET RELIEF FUND		x			-	-
189	OC BLACK CHAMBER OF COMMERCE		x			-	-
190	OCCC	x				1	6
191	ONEOC		x			-	-
192	OPERATION GRACE		x			-	1
193	ORNGE CO CONGREGATION COMM ORG		x			-	-
194	OUR COMMUNITY WORKS		x			3	25
195	OUR LADY OF HOPE CATH COMM INC		x			-	-
196	OUR LADY OF LOURDES SCHOOL		x			-	-
197	OXNARD/HUENEME SALVATION ARMY		x			-	-
198	PACIFIC ISLANDER HLTH (PIHP)		x			-	-
199	PACIFIC ASIAN CONSORTIUM EMPLO		x		x	-	-
200	PACIFIC PRIDE FOUNDATION		x			-	-
201	PERRIS COMMUNITY PARTNERSHIP		x			-	-
202	PAVING THE WAY FOUNDATION		x			-	-
203	PIONEER FINANCIAL GROUP CORP.	x				-	-
204	POMONA MINISTRY OF ECONOMICS		x			-	-
205	PRIME TIME SCHOOL		x			-	-
206	PREMIER REALTY		x			-	-
207	PROJECT DVRSN ALT FOR YOUTHS		x			-	-
208	PROTEUS, INC.		x		x	-	-
209	QUINN COMMUNITY OUTREACH CORP.		x			-	-
210	REACH OUT 29		x			-	-
211	REBUILDING TOGETHER CHRISTMAS		x			-	-
212	REDONDO BEACH UNIFIED SCH DIST	x				-	-
213	RESTORE TO HOPE		x			-	-
214	RIALTO CHAMBER OF COMMERCE	x				-	-
215	RIVERSIDE DEPT COMM ACTION		x		x	-	12
216	ROP VIRTUAL ENTERPRISE CLASS		x			-	-
217	RSVP OF SOUTH BAY		x			-	-
218	SALVATION ARMY (SO. CAL DIV)		x			-	-
219	SALVATION ARMY SANTA FE SPRINGS		x			-	-
220	SALVATION ARMY SOUTHEAST CORPS		x			-	-
221	SAMARITAN'S HELPING HAND	x				-	-
222	SAN GRIGORNIO PASS HISP CHAMBE	x				-	-
223	SANTA ANITA FAMILY SERVICE		x			-	-
224	SANTA CLARITA ATHLETIC ASSCTN		x			-	-
225	SANTA CLARITA VLY COMM AGING		x			-	-
226	SANTIAGO COMPOSTELA CATHOLIC		x			-	-
227	SB CNTY SEXUAL ASSAULT SERVICE		x			-	-
228	SEARCH TO INVOLVE FILIPINO		x			-	-
229	SENIOR ADVOCATES OF THE DESERT		x			-	-
230	SERVING PEOPLE IN NEED (SPIN)		x			-	-
231	SGUSD/SAN GABRIEL FAMILY CTR	x				-	-
232	SHARE OUR SELVES		x			-	3
233	SOCIETY OF ST VINCENT DE PAUL		x			-	-
234	SO. ANTELOPE VLY EMERGENCY SVC		x			-	-
235	S COAST CHINESE CULTURAL ASSOC.		x			-	-
236	SMILES FOR SENIORS FOUND.		x			-	-
237	SOMEBODY CARES-- RANCHO CUCAMO		x			-	-
238	SOMEBODY CARES SOUTHLAND		x			-	-
239	SONRISE COMMUNITY OUTREACH INC		x			-	-
240	SOUTHEAST CITIES SERVICE CTR.		x			-	2
241	SOUTHEAST COMMUNITY DEVELOPMEN		x			-	-
242	SOUTHEAST RIOVISTA FAMILY YMCA		x			-	-
243	SOUTHWEST MIN EC DVLP ASSOC.		x			-	-
244	SOWING SEEDS FOR LIFE		x			-	-
245	SPECIAL SVC FOR GROUPS		x			-	-
246	SPIRIT OF THE EAGLE FOUNDATION		x			-	-
247	ST ANNE SCHOOL		x			-	-
248	ST EMYDIUS CHURCH		x			-	-



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1	<b>CARE Table 7</b>						
2	<b>Capitation Contractors</b>						
	<b>Through November 2014 - Southern California Edison</b>						
3		<b>Contractor Type</b>				<b>Current Month</b> <sup>[2]</sup>	<b>Year-to-Date</b> <sup>[2]</sup>
4	<b>Contractor</b> <sup>[1]</sup>	<b>(Check one or more if applicable)</b>					
		<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>		
249	ST FRANCIS MEDICAL CTR HLTH		x			-	-
250	ST JOSEPH CHURCH		x			-	-
251	ST MARY'S CHURCH		x			-	-
252	ST PIUS V CHURCH		x			-	-
253	ST POLYCORP FAMILY SUPPORT CTR		x			-	-
254	ST VINCENT DE PAUL		x			-	2
255	ST. CLARE CHURCH		x			-	-
256	ST. HILARYS CHURCH ARCHBISHOP		x			-	-
257	ST. MATTHIAS ELEMENTARY SCHOOL	x				-	-
258	STA BARBARA HISP CHMBR OF COM	x				-	-
259	STA BARBARA NGHBRHD CLINICS		x			-	-
260	STOP VIOLENCE INCREASE PEACE		x			-	-
261	SUNSHINE YOUTH SERVICES, INC		x			-	-
262	TELACU RESIDENTIAL MGMT, INC		x			-	-
263	TEMECULA SENIOR CITIZENS CENTE		x			-	-
264	TEMPLO CALVARIO, INC.		x			-	-
265	THAI HEALTH & INFO SVCS		x			-	-
266	THE AL & DOROTHY KEEN CTR		x			-	-
267	THE CAMBODIAN FAMILY		x			-	-
268	THE GREEN TEAM		x			-	-
269	THEODORE ROOSEVELT ELEMENTARY	x				-	-
270	TODEC LEGAL CENTER, INC.		x			-	-
271	TRANSFORMING LIVES INC.		x			-	-
272	TRINITY COMMUNITY OUTREACH		x			-	-
273	TRUEVINE COMMUNITY OUTREACH		x			-	-
274	TULARE EMERGENCY AID COUNCIL		x			-	-
275	UNITED CAMBODIAN COMMUNITY INC		x			-	-
276	UNITED STEEL WKRS OF AM 2018		x			-	-
277	UNITY SHOPPE		x			-	-
278	UP CLOSE PROMOTIONS	x				-	-
279	VENTURA CITY HOUSING AUTHORITY	x				-	-
280	VETERANS IN COMMUNITY SERVICE		x		x	-	-
281	VICTOR VALLEY COMM SVC COUNCIL		x			-	-
282	VICTOR VLY COMM DENTAL SVC PRG		x			-	-
283	VIETNAMESE COMM OF SVC CAL		x			-	-
284	VIETNAMESE COMMUNITY OF OC INC		x			-	-
285	VOICES OF INDIGENOUS PEOPLE		x			-	-
286	VOLUTNEERS OF EAST LOS ANGELES		x			-	1
287	WAKE UP INCORPORATED		x			-	-
288	WALKING SHIELD AM INDIAN SOC		x			-	-
289	WBC ENTERPRISES, LLC		x			-	-
290	WEST ANGELES CDC		x			-	-
291	WESTSIDE COMM SVCS CTR		x			-	-
292	WINNING OUR WORLD		x			-	-
293	WISE SENIOR SERVICES		x			-	-
294	WORLD HARVEST FELLOWSHIP MINIS		x			-	-
295	WRAP FAMILY SERVICES		x			-	-
296	YOUTH EMPL SVC - HARBOR AREA		x			-	-
297	YWCA INTERVALE SENIOR SERVICES		x			-	-
298	<b>TOTAL</b>					<b>142</b>	<b>3,018</b>
299							
300	<sup>[1]</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
301	<sup>[2]</sup> Numbers reflect customers that have been placed on the rate YTD. Capitation payments may lag by a month or more depending on when SCE is invoiced by the contractors.						

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 8</b>								
2	<b>Participants as of Month-End Through November 2014 - Southern California Edison</b>								
3	2013	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts
4	January			1,324,151	1,324,151	1,499,830	88.3%	0.0%	4,300,023
5	February			1,331,639	1,331,639	1,499,830	88.8%	0.6%	4,300,023
6	March			1,321,633	1,321,633	1,499,830	88.1%	-0.8%	4,300,023
7	April			1,314,890	1,314,890	1,499,830	87.7%	-0.5%	4,300,023
8	May			1,312,506	1,312,506	1,499,830	87.5%	-0.2%	4,300,023
9	June			1,319,075	1,319,075	1,499,830	87.9%	0.5%	4,300,023
10	July			1,321,221	1,321,221	1,499,830	88.1%	0.2%	4,300,023
11	August			1,322,556	1,322,556	1,499,830	88.2%	0.1%	4,300,023
12	September			1,333,416	1,333,416	1,499,830	88.9%	0.8%	4,300,023
13	October			1,329,323	1,329,323	1,499,830	88.6%	-0.3%	4,300,023
14	November			1,321,462	1,321,462	1,499,830	88.1%	-0.6%	4,300,023
15	December								
16	<b>YTD</b>			<b>1,321,462</b>	<b>1,321,462</b>	<b>1,499,830</b>	<b>88.1%</b>	<b>-0.2%</b>	<b>4,300,023</b>

	A	B	C	D	E
1	<b>CARE Program Table 9</b>				
2	<b>Expenditures for CHANGES Pilot</b>				
	<b>Through November 2014 - Southern California Edison</b>				
3		<b>Authorized 2013 - 2014 Budget</b>	<b>Current Month Expenses</b>	<b>Expenses Since Jan. 1, 2013</b>	<b>% of 2013 - 2014 Budget Expensed</b>
4	<b>Pilots</b>				
5	CHANGES	\$ 432,000	\$ 18,000	\$ 354,435	82%
6	<b>Total Pilots</b>	<b>\$ 432,000</b>	<b>\$ 18,000</b>	<b>\$ 336,435</b>	<b>82%</b>
7	[1] Represents \$216,000 per year.				

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	<b>CARE Table 10 CHANGES One-On-One Customer Assistance Sessions</b>															
2	<b>Southern California Edison</b>															
3	<b>Reporting Period October 1, 2014 through October 31, 2014 - Information not available at time report was prepared</b>															
4	Date <sup>[3]</sup> [4]	CHANGES Participants' self- identified language of preference	Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) <sup>[2]</sup>	Description of each contact made with that customer's utility until a solution is reached.	If on CARE, Enter How Initially Enrolled		Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU			Customers Receiving Assistance with Bill Payment Plans (Initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.			Calls to Dedicated 800 # Recorded by IOU <sup>[1]</sup>
# <sup>[5]</sup>					How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used			
										1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used		
5																
6																
7																
8																
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10																
11																
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33																
34																
35																
36																
37																
38																
39	[1] Total calls placed to 800# recorded by SCE from October 1, 2014 through October 31, 2014 is X. Data on calls per each one-on-one session not available.															
40	[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.															
41	[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.															
42	[4] XXXXXXXXXXXX															
43	[5] Entries listed with an asterisk (*) indicate the status of the customer being on or off CARE at the time of the interaction. The asterisk on each entry also indicates that the number was changed from what was originally provided by the CHANGES contractor. i.e., 0* was originally "1" or "N/A" and 1* was originally "0" or "N/A."															

	A	B	C	D	E	F	G
1	<b>CARE Table 11 CHANGES Group Customer Assistance Sessions<sup>[2][3]</sup></b>						
	<b>Southern California Edison</b>						
2	<b>Reporting Period October 1, 2014 through October 31, 2014</b>						
3	<b>Information not available at time report was prepared</b>						
4	<b>Date</b>	<b>Session Language</b>	<b>Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)</b>	<b>Session Logistics</b>			
5				<b># of Sessions</b>	<b>Length <sup>[1]</sup> (Hours)</b>	<b>Number of Attendees</b>	<b>Description of Information / Literature Provided</b>
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22	[1] Contractor states all sessions at least 30 minutes.						
23	[2] This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from						
24	its original version in order to have a more consistent appearance and format with existing SCE tables.						
25	[3] The numbers provided by the CHANGES contractor are for SCE and SoCal Gas <b>combined</b> , due to the combined service territory.						