

**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 NOVEMBER 2018**

ANNA VALDBERG
R. OLIVIA SAMAD

Attorney for
SOUTHERN CALIFORNIA EDISON COMPANY

2244 Walnut Grove Avenue
Post Office Box 800
Rosemead, California 91770
Telephone: (626) 302-3477
Facsimile: (626) 302-1910
E-mail: Olivia.Samad@sce.com

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Attachment

ESA and CARE Program Report

**Southern California Edison Company's (SCE)
Energy Savings Assistance (ESA) Program
and
California Alternate Rate for Energy (CARE)
Program Monthly Report
November 2018**

LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

1. Energy Savings Assistance Program Executive Summary

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

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

Program Summary for Month			
2018	Authorized / Planning Assumptions ¹	Year-to-Date Actual	%
Budget	\$61,919,683	\$58,140,859	94%
Homes Treated	93,251	79,421	85%
kWh Saved	30,800,000	42,941,625	139%
kW Demand Reduced	N/A	5,797	N/A
Therms Saved	N/A	N/A	N/A

[1] 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. Total authorized budget in 2018 is \$79,106,455; the total amount captured in ESA Table 1 is \$61,919,683, which excludes the total authorized unspent funds of \$17,186,772 captured in ESA Table 1A.

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 November, 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.

This past month, SCE mailed more than 60,000 letters to these CARE customers who have not yet participated in the ESA program in various counties of SCE's service territory. The mailer also provides information on energy-saving benefits, available ESA program measures, and incorporates a link to the ESA program page on SCE.com.

1.3. Energy Savings Assistance Program Customer Outreach and Enrollment Update

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

SCE's ESA contractors continue to enroll customers through tablet PCs (aka paperless enrollment) during the assessment process resulting in streamlined and expedited enrollments. The tablet PC eliminates the need for paper copies ensuring protection of customer data and helping protect the environment. In November, there were 233 assessors, representing 22 contractors utilizing the paperless enrollment process, enrolling 6,354 households.

ESA Multifamily Common Area Measures (CAM) Initiative is expected to roll-out in Q4 and utilize new efforts targeting properties with potentially higher concentration of low income customers. SCE is continuing to test the program database enhancements to ensure there is a method to track and report multifamily projects. Last month, SCE continued to communicate and provide training for ESA contractors who would provide multifamily common area measures. Beginning in January, SCE will work to send direct mail letters to property owners/managers who have expressed interest in the program.

1.4. Leveraging Success Evaluation, Including CSD

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

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

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

1.5. Workforce Education & Training

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

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

In November, 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 10 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 744 jobs that support SCE’s ESA Program, including executive, clerical and other ancillary positions. In November, thirty eight (38) new jobs were added.

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

2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs

CARE Budget Categories	Authorized Budget	Expenses Year-to-Date	% of 2018 Budget Spent
Outreach	\$2,684,843	\$2,833,372	106%
Processing / Certification Re-certification ¹	\$1,150,402	\$899,464	77%
Post Enrollment Verification (PEV) ¹	\$348,310	\$784,298	225%
IT Programming	\$1,150,000	\$998,092	87%
Cooling Centers	\$43,264	\$24,056	56%
Pilot (CHANGES)	\$525,000	\$168,491	32%
Studies	\$0	\$0	0%
Regulatory Compliance	\$281,800	\$309,042	110%
General Administration	\$684,009	\$582,720	85%
CPUC Energy Division Staff	\$140,000	\$73,815	53%
Total Expenses	\$7,007,628	\$6,663,349	95%
Subsidies and Benefits	\$482,397,449	\$351,075,171	73%
Total Program Costs & Discounts	\$489,405,077	\$357,738,520	73%

2.1.2. Please provide the CARE program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	Year-to-Date Penetration Rate
1,212,306	1,422,225	85.2%

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 November, SCE enrolled 4,435 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 November, capitation contractors and outbound calling efforts successfully enrolled 52 new customers in the CARE Program. Current and ongoing campaign strategies and efforts include:

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

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

Last month, SCE participated in 5 community/outreach activities ranging from street festivals, resource fairs and Earth appreciation events. More than 700 residents learned about our low income programs, and other energy efficiency programs available to them.

Event Date	Event Name	Location	Estimated Customer Interactions
11/3	Blythe Spring Street Festival	Blythe	125
11/3	America Recycles Day	Diamond Bar	150
11/3	Newberry Springs Pistachio Festival	Newberry Springs	140
11/3	Palm Springs Pride Festival	Palm Springs	200
11/8	Caregiver Training, Resource Fair	Jurupa Valley	140

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 November, SCE enrolled 4,034 eligible customers in CARE through data sharing with LIHEAP, ESA, SoCalGas, and water utilities. The CARE Program continuously integrates its efforts and messaging with the ESA Program at all outreach events, communications, and marketing campaigns.

2.3. Recertification Complaints

In November SCE received no Recertification complaints.

Appendix A: Energy Savings Assistance Program and CARE Tables

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

Program	Table	Title
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 – November 2018			
1. Total Homes Eligible:		1,322,388	
2. Total Homes Visited in Aliso Canyon Territory:		203,749	
2a. “Go-Back” Homes:		133,271	
2b. First Touch Homes:		70,748	
3. Percent of treated homes prioritized due to “High Usage”:		1.5%	
4. Percent of treated “Multi-Family” units prioritized:		33.88%	
5. Percent of homes jointly treated by SCE and SoCalGas:		48.45%	
6. Average Per Home Savings for Homes Treated as a result of suspended program rules:		274 kWh / 0.037 kW	
7. Number of homes in the pipeline:		1,831	
8. Installed Measures by SoCalGas		9. Installed Measures by SCE	
HE Clothes Washers:	N/A	CFLs:	614,597
Water Heater Blankets:	N/A	Fluorescent Torchiere Lamps:	10,333
Low Flow Showerheads	N/A	LED A-Lamps:	572,884
Water Heater Pipe Insulation:	N/A	LED Torchiere Lamps	18,138
Faucet Aerator:	N/A	Smart Power Strips:	144,810
Thermostatic Shower Valve:	N/A	Energy Education	157,083
Air Sealing/Envelope:	N/A	Refrigerator Replacement:	21,733
Attic Insulation:	N/A	Room A/C Replacement:	676
Duct Testing & Sealing:	N/A	Evaporative Cooler Installation:	13,288
Furnace Clean & Tune:	N/A	Pool Pump Replacement:	2,831
		Central A/C & Heat Pump Replacement:	0
Therms Saved:	N/A	kWh Saved:	55,875,142
		kW Saved:	7,574
Total Expenses:	N/A	Total Expenses:	\$205,237,631

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, 55,875,142 kWh and 7,574 kW have been saved in the Aliso Canyon area, for an average of 1,802,424 kWh and 244 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 November 2018

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	\$20,600,293		\$20,600,293	\$503,086		\$503,086	\$11,992,118		\$11,992,118	58%		58%
Domestic Hot Water	\$ 29,612		\$ 29,612	\$1,286		\$1,286	\$10,301		\$10,301	35%		35%
Enclosure	\$ 206,446		\$ 206,446	\$6,705		\$6,705	\$47,445		\$47,445	23%		23%
HVAC	\$23,701,595		\$23,701,595	\$1,948,897		\$1,948,897	\$23,167,872		\$23,167,872	98%		98%
Maintenance	\$ 96,417		\$ 96,417	\$ -		\$0	\$ -		\$ -	0%		0%
Lighting	\$ 1,929,586		\$ 1,929,586	\$532,358		\$532,358	\$5,824,127		\$5,824,127	302%		302%
Miscellaneous	\$ 2,508,593		\$ 2,508,593	\$446,607		\$446,607	\$4,139,903		\$4,139,903	165%		165%
Customer Enrollment	\$ 4,275,486		\$ 4,275,486	\$452,041		\$452,041	\$6,079,701		\$6,079,701	142%		142%
In Home Education	\$ 1,388,162		\$ 1,388,162	\$77,880		\$77,880	\$1,046,655		\$1,046,655	75%		75%
Pilot	\$ -		\$ -	\$ -		\$0	\$ -		\$ -	0%		0%
Energy Efficiency TOTAL	\$54,736,190		\$54,736,190	\$ 3,968,860		\$ 3,968,860	\$ 52,308,123		\$52,308,123	96%		96%
Training Center	\$ 516,064		\$ 516,064	\$ 7,302		\$ 7,302	\$ 168,413		\$ 168,413	0%		0%
Inspections	\$ 1,100,363		\$ 1,100,363	\$ 74,047		\$ 74,047	\$ 966,746		\$ 966,746	88%		88%
Marketing and Outreach [3]	\$ 950,000		\$ 950,000	\$ 27,653		\$ 27,653	\$ 834,508		\$ 834,508	88%		88%
Statewide Marketing Education and Outreach	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	0%		0%
Measurement and Evaluation Studies	\$ 91,250		\$ 91,250	\$ 36,977		\$ 36,977	\$ 162,934		\$ 162,934	179%		179%
Regulatory Compliance	\$ 464,382		\$ 464,382	\$ 34,966		\$ 34,966	\$ 379,148		\$ 379,148	82%		82%
General Administration	\$ 4,001,434		\$ 4,001,434	\$ 240,551		\$ 240,551	\$ 3,289,354		\$ 3,289,354	82%		82%
CPUC Energy Division	\$ 60,000		\$ 60,000	\$ -		\$ -	\$ 31,635		\$ 31,635	53%		53%
TOTAL PROGRAM COSTS [2]	\$ 61,919,683		\$61,919,683	\$ 4,390,357		\$ 4,390,357	\$ 58,140,859		\$58,140,859	94%		94%

Funded Outside of ESA Program Budget

Indirect Costs				\$ 80,362		\$ 80,362	\$ 882,582		\$ 882,582			
NGAT Costs												

[1] Reflects the authorized 2018 budget in D.16-11-022 and updated via Resolution E-4885 addressing conforming AL 3585-E and supplemental AL 3585-E. Total authorized budget in 2018 is \$79,106,455; the total amount of \$61,919,683 excludes the total authorized unspent funds of \$17,186,772 captured in ESA Table 1A.

[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.

[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.

[3] Financial data for Marketing and Outreach includes a credit received as accounting adjustments in May.

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 1A - Expenses Funded From 2009-2016 Unspent ESA Program Funds
Southern California Edison
Through November 2018**

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	\$ -		\$ -	\$ -		\$ -	\$ 95,501		\$ 95,501	0%		0%
Leveraging - CSD	\$ 1,000,000		\$ 1,000,000	\$ -		\$ -	\$ -		\$ -	0%		0%
Climate Zone 13 Central AC and AC related measures	\$ 6,348,570		\$ 6,348,570	\$ 314,092		\$ 314,092	\$ 1,055,342		\$ 1,055,342	17%		17%
HE Clothes Washer	\$ 3,160,850		\$ 3,160,850	\$ -		\$ -	\$ -		\$ -	0%		0%
Multi-Family Common Area Measures	\$ 4,500,000		\$ 4,500,000	\$ -		\$ -	\$ 122,320		\$ 122,320	3%		3%
Powerstrip Tier II	\$ 2,177,352		\$ 2,177,352	\$ 119,736		\$ 119,736	1,232,689		\$ 1,232,689	57%		57%
TOTAL UNSPENT PROGRAM COSTS [2]	\$ 17,186,772		\$ 17,186,772	\$ 433,828		\$ 433,828	\$ 2,505,852		\$ 2,505,852	15%		15%

[1] Reflects the authorized 2018 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

[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

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 2
Southern California Edison
Through November 2018

Measures	ESA Program (Summary) Total						ESA Program (First Touch Homes Treated)						ESA Program (Re-Treated Homes/Go Backs)						ESA Program (Aliso Canyon - SCG & SCE) [6]										
	Year-To-Date Completed & Expensed Installation						Year-To-Date Completed & Expensed Installation						Year-To-Date Completed & Expensed Installation						Year-To-Date Completed & Expensed Installation										
	Units	Quantity Installed (K+S)	kWh [4] (Annual) (L+T)	kW [4] (Annual) (M+U)	Therms [4] (Annual) (N+V)	Expenses [5] (\$) (O+W)	% of Expenditure	Units	Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses [5] (\$) (O+W)	% of Expenditure	Units	Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses [5] (\$) (O+W)	% of Expenditure	Units	Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses [5] (\$) (O+W)	% of Expenditure	
Appliances																													
New - High Efficiency Clothes Washer	Each	-	0	0	0	\$0	0.0%	Each	0	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	
Refrigerators	Each	11,815	9,140,932	1,098		\$11,992,118	22.0%	Each	9,855	7,624,706	916		\$9,980,857	18.3%	Each	1,960	1,516,227	182		\$2,011,262	3.7%	Each	10,329	7,991,572	960		\$10,448,378	19.2%	
Microwaves	Each	-	0	0	0	\$0	0.0%	Each	0	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	
Domestic Hot Water																													
Water Heater Blanket	Home	2	175	0		\$97	0.0%	Home	2	175	0		\$97	0.0%	Home	-	0	0	0	\$0	0.0%	Home	2	175	0		\$97	0.0%	
Low Flow Shower Head	Home	223	24,432	3		\$7,576	0.0%	Home	206	22,758	3		\$6,965	0.0%	Home	17	1,673	0	0	\$612	0.0%	Home	195	21,261	3		\$6,561	0.0%	
Water Heater Pipe Insulation	Home	42	3,580	0		\$830	0.0%	Home	42	3,580	0		\$830	0.0%	Home	-	0	0	0	\$0	0.0%	Home	41	3,494	0		\$810	0.0%	
Water Aerator	Home	162	26,554	3		\$1,796	0.0%	Home	146	24,139	3		\$1,662	0.0%	Home	16	2,415	0	0	\$137	0.0%	Home	145	23,785	3		\$1,597	0.0%	
Water Heater Repair/Replacement	Each	-	0	0	0	\$0	0.0%	Each	0	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	
Thermostatic Shower Valve	Each	-	0	0	0	\$0	0.0%	Each	0	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	
New - Combined Showerhead/TSV	Each	-	0	0	0	\$0	0.0%	Each	0	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	
New - Heat Pump Water Heater	Each	-	0	0	0	\$0	0.0%	Each	0	0	0	0	\$0	0.1%	Each	-	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	
New - Tub Diverter/ Tub Spout	Each	-	0	0	0	\$0	0.0%	Each	0	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	
New - Thermostat-controlled Shower Valve	Each	-	0	0	0	\$0	0.0%	Each	0	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	
Enclosure																													
Air Sealing / Envelope [1]	Home	457	134,435	37		\$47,013	0.1%	Home	428	124,537	34		\$43,576	0.1%	Home	29	9,898	2		\$3,438	0.0%	Home	420	130,292	36		\$43,582	0.1%	
Caulking	Home	-	0	0		\$0	0.0%	Home	0	0	0	0	\$0	0.0%	Home	-	0	0	0	\$0	0.0%	Home	-	0	0	0	\$0	0.0%	
Attic Insulation	Home	1	0	0		\$432	0.0%	Home	1	0	0	0	\$432	0.0%	Home	-	0	0	0	\$0	0.0%	Home	1	0	0	0	\$432	0.0%	
HVAC																													
FAU Standing Pilot Conversion	Each	-	0	0	0	\$0	0.0%	Each	0	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	
Furnace Repair/Replacement	Each	-	0	0	0	\$0	0.0%	Each	0	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	
Room A/C Replacement	Each	884	56,856	9		\$728,017	1.3%	Each	683	42,942	7		\$563,312	1.0%	Each	201	13,914	2		\$164,705	0.3%	Each	457	31,148	5		\$378,990	0.7%	
Central A/C replacement	Each	2,967	484,809	84		\$11,771,273	21.6%	Each	2,564	419,307	71		\$10,147,652	18.6%	Each	403	65,502	13		\$1,623,621	3.0%	Each	1,958	388,094	60		\$7,665,582	14.0%	
Heat Pump Replacement	Each	170	118,273	54		\$609,053	1.1%	Each	161	112,179	51		\$574,439	1.1%	Each	-	9	6,094	3		\$34,614	0.1%	Each	161	111,118	51		\$569,840	1.04%
Evaporative Cooler (Replacement)	Each	-	0	0	0	\$0	0.0%	Each	0	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	
Evaporative Cooler (Installation)	Each	10,158	4,522,301	698		\$10,447,821	19.1%	Each	8,602	3,827,500	591		\$8,847,110	16.2%	Each	1,556	694,801	107		\$1,600,711	2.9%	Each	8,338	3,683,831	568		\$8,580,412	15.7%	
Duct Testing and Sealing	Home	2,866	79,846	13		\$667,050	1.2%	Home	2,490	71,402	12		\$577,850	1.1%	Home	376	8,443	1		\$89,200	0.0%	Home	1,996	66,988	11		\$463,950	0.0%	
New - Energy Efficient Fan Control	Home	-	0	0	0	\$0	0.0%	Home	0	0	0	0	\$0	0.0%	Home	-	0	0	0	\$0	0.0%	Home	-	0	0	0	\$0	0.0%	
New - Prescriptive Duct Sealing	Home	-	0	0	0	\$0	0.0%	Home	0	0	0	0	\$0	0.0%	Home	-	0	0	0	\$0	0.0%	Home	-	0	0	0	\$0	0.0%	
New - High Efficiency Forced Air Unit (HE FAU)	Home	-	0	0	0	\$0	0.0%	Home	0	0	0	0	\$0	0.0%	Home	-	0	0	0	\$0	0.0%	Home	-	0	0	0	\$0	0.0%	
New - A/C Time Delay	Home	-	0	0	0	\$0	0.0%	Home	0	0	0	0	\$0	0.0%	Home	-	0	0	0	\$0	0.0%	Home	-	0	0	0	\$0	0.0%	
Maintenance																													
Furnace Clean and Tune	Home	-	0	0	0	\$0	0.0%	Home	0	0	0	0	\$0	0.0%	Home	-	0	0	0	\$0	0.0%	Home	-	0	0	0	\$0	0.0%	
Central A/C Tune up	Home	-	0	0	0	\$0	0.0%	Home	0	0	0	0	\$0	0.0%	Home	-	0	0	0	\$0	0.0%	Home	-	0	0	0	\$0	0.0%	
Lighting																													
Compact Fluorescent Lights (CFL) [7]	Each	3,837	63,492	8		\$27,535	0.1%	Each	2,652	43,897	6		\$19,052	0.0%	Each	1,185	19,595	2		\$8,483	0.0%	Each	3,697	61,202	8		\$26,470	0.0%	
Torchiere [7]	Each	13	1,174	0		\$812	0.0%	Each	12	1,079	0		\$751	0.0%	Each	1	96	0	0	\$62	0.0%	Each	12	1,069	0		\$745	0.0%	
Exterior Hard wired CFL fixtures [7]	Each	88	3,080	0		\$7,935	0.0%	Each	79	2,785	0		\$7,125	0.0%	Each	9	315	0	0	\$810	0.0%	Each	44	1,540	0		\$3,975	0.01%	
Exterior Hard wired LED fixtures	Each	858	72,930	8		\$77,220	0.1%	Each	746	63,410	7		\$67,140	0.1%	Each	112	9,520	1		\$10,080	0.0%	Each	503	42,755	5		\$45,270	0.08%	
Occupancy Sensor	Each	-	0	0	0	\$0	0.0%	Each	0	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	
LED Night Lights	Each	-	0	0	0	\$0	0.0%	Each	0	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	
New - LED Diffuse Bulb (60W Replacement)	Each	-	0	0	0	\$0	0.0%	Each	0	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	
New - LED Reflector Bulb	Each	4,203	72,211	8		\$35,331	0.1%	Each	3,724	63,888	7		\$31,307	0.1%	Each	479	8,324	1		\$4,024	0.0%	Each	4,114	70,592	8		\$34,591	0.06%	
New - LED Reflector Downlight Retrofit Kits	Each	-	0	0	0	\$0	0.0%	Each	0	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	Each	-	0	0	0	\$0	0.0%	
New - LED A-Lamps	Each	527,868	20,628,573	2,253		\$4,867,750	8.9%	Each	406,876	15,876,355	1,729		\$3,732,864	6.8%	Each	120,992	4,752,218	524		\$1,134,886	2.1%	Each	494,132	19,252,802	2,100		\$4,549,002	8.33%	
New - LED Torchiere	Each	12,603	489,916	53		\$807,544	1.5%	Each	10,194	396,306	43		\$653,277	1.2%	Each	2,409	93,610	10		\$154,267	0.3%	Each	11,536	446,444	48		\$738,960	1.35%	
Miscellaneous																													
Pool Pumps	Each	1,633	2,846,251	895		\$1,964,141	3.6%	Each	1,423	2,480,312	780		\$1,710,231	3.1%	Each	210	365,938	115		\$253,910	0.5%	Each	1,402	2,443,849	798		\$1,677,987	3.07%	
Smart Power Strips - Tier 1	Each	54,819	1,326,756	180		\$2,175,762	4.0%	Each	39,904	969,230	132		\$1,599,883	2.9%	Each	14,715	357,526	49		\$588,078	1.1%	Each	52,938	1,285,907	175		\$2,108,663	3.86%	
New - Smart Power Strips - Tier 2	Each	21,899	2,845,050	394		\$1,232,689	2.3%	Each	17,395	2,259,680	313		\$979,168	1.8%	Each	4,504	585,390	81		\$253,521	0.5%	Each	20,888	2,713,750	376		\$1,175,830	2.15%	
Pilots																													

	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 November 2018														
4															
5	ESA Program (Summary) Total														
6	Year-To-Date Completed & Expensed Installation								ESA Program - CSD Leveraging						
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	11,815	9,140,932	1,098	-	\$ 11,992,118	22.0%						0.0%	
11	Microwaves	Each	-	-	-	-	\$ -	0.0%						0.0%	
12	Domestic Hot Water														
13	Water Heater Blanket	Home	2	175	0	-	\$ 97	0.0%						0.0%	
14	Low Flow Shower Head	Home	223	24,432	3	-	\$ 7,576	0.0%						0.0%	
15	Water Heater Pipe Insulation	Home	42	3,580	0	-	\$ 830	0.0%						0.0%	
16	Faucet Aerator	Home	162	26,554	3	-	\$ 1,798	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	457	134,435	37	-	\$ 47,013	0.1%						0.0%	
25	Caulking	Home	-	-	-	-	\$ -	0.0%						0.0%	
26	Attic Insulation	Home	1	-	-	-	\$ 432	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	884	56,856	9	-	\$ 728,017	1.3%						0.0%	
31	Central A/C replacement	Each	2,967	484,809	84	-	\$ 11,771,273	21.6%						0.0%	
32	Heat Pump Replacement	Each	170	118,273	54	-	\$ 609,053	1.1%						0.0%	
33	Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%						0.0%	
34	Evaporative Cooler (Installation)	Each	10,158	4,522,301	698	-	\$ 10,447,821	19.1%						0.0%	
35	Duct Testing and Sealing	Home	2,866	79,846	13	-	\$ 667,050	1.2%						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	3,837	63,492	8	-	\$ 27,535	0.1%						0.0%	
45	Torchiere [7]	Each	13	1,174	0	-	\$ 812	0.1%						0.0%	
46	Exterior Hard wired CFL fixtures [7]	Each	88	3,080	0	-	\$ 7,935	0.0%						0.0%	
47	Exterior Hard wired LED fixtures	Each	858	72,930	8	-	\$ 77,220	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	4,203	72,211	8	-	\$ 35,331	0.0%						0.0%	
52	New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	8.9%						0.0%	
53	New - LED A-Lamps	Each	527,868	20,628,573	2,253	-	\$ 4,867,750							0.0%	
54	New - LED Torchiere	Each	12,603	489,916	53	-	\$ 807,544	1.5%						0.0%	
55	Miscellaneous														
56	Pool Pumps	Each	1,633	2,846,251	895	-	\$ 1,964,141	3.6%						0.0%	
57	Smart Power Strips - Tier 1	Each	54,619	1,326,756	180	-	\$ 2,175,762	4.0%						0.0%	
58	New - Smart Power Strips - Tier 2	Each	21,899	2,845,050	394	-	\$ 1,232,689	2.3%						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	84,930				\$ 6,079,701	11.1%						\$ -	0.0%
67	In-Home Education	Home	69,803				\$ 1,046,655	1.9%						\$ -	0.0%
68															
69	Total Savings/Expenditures			42,941,625	5,797		54,596,153							\$ -	0.0%
70															
71	Total Households Weatherized [2]	Home	456												
72															
73	Households Treated		Total						CSD MF Buildings Treated	Total					
74	- Single Family Households Treated	Home	56,651												
75	- Multi-family Households Treated	Home	15,769						- Multifamily						
76	- Mobile Homes Treated	Home	7,001												
77	Total Number of Households Treated	Home	79,421												
78	# Eligible Households to be Treated for PY [3]	Home	93,251												
79	% of Households Treated	%	85%												
80	- Master-Meter Households Treated	Home	11,689												
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 November 2018**

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 November 2018**

ESA Program	
Annual kWh Savings	42,941,625
Annual Therm Savings	
Lifecycle kWh Savings	571,258,190
Lifecycle Therm Savings	
Current kWh Rate	0.130
Current Therm Rate	
Average 1st Year Bill Savings / Treated households	\$73.20
Average Lifecycle Bill Savings / Treated Household	\$973.78

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	
Annual Therm Savings	
Lifecycle kWh Savings	
Lifecycle Therm Savings	
Current kWh Rate	\$ -
Current Therm Rate	\$ -
Average 1st Year Bill Savings / Treated Buildings	\$ -
Average Lifecycle Bill Savings / Treated Buildings	\$ -

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 November 2018**

ESA Program						
	Eligible Households			Households Treated YTD		
County	Rural [1]	Urban	Total	Rural	Urban	Total
FRESNO	0	302	302	0	0	0
IMPERIAL	209	0	209	0	0	0
INYO	1,889	5	1,894	17	0	17
KERN	16,194	15,078	31,272	1,312	4	1,316
KINGS	7,663	0	7,663	270	0	270
LOS ANGELES	7,293	582,389	589,682	662	27,330	27,992
MADERA	0	3	3	0	0	0
MONO	2,307	0	2,307	0	0	0
ORANGE	1	197,522	197,523	0	9,407	9,407
RIVERSIDE	97,468	101,771	199,239	1,381	14,093	15,474
SAN BERNARDINO	35,204	216,415	251,619	2,811	18,209	21,020
SANDIEGO	1	0	1	0	0	0
SANTA BARBARA	0	21,221	21,221	0	31	31
TULARE	46,466	13,962	60,428	1,791	585	2,376
TUOLUMNE	0	0	0	0	0	0
VENTURA	3,535	66,073	69,608	108	1,419	1,527
Total	218,229	1,214,742	1,432,971	8,352	71,078	79,430
ESA Program - CSD Leveraging						
				Households Treated YTD		
County				Rural	Urban	Total
						0
						0
Total				0	0	0
ESA Program - Multifamily Common Area						
				Buildings Treated YTD		
County				Rural	Urban	Total
						0
						0
Total				0	0	0
[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.						
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

**Energy Savings Assistance Program Table 4B - Homes Unwilling / Unable to Participate
Southern California Edison
Through November 2018**

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	1	1	0	1	2	4	30
Kern	3	7	0	37	9	39	292
Kings	5	12	0	18	5	10	147
Los Angeles	61	109	1	2,075	277	2,950	11,883
Madera	0	0	0	0	0	0	0
Mono	0	0	0	0	1	2	3
Orange	24	41	0	334	89	881	7,552
Riverside	88	133	0	2,202	148	1,198	5,596
San Bernardino	160	207	0	1,519	171	1,821	8,249
Sandiego	0	0	0	0	0	0	0
Santa Barbara	2	1	0	2	4	0	221
Tulare	31	44	0	131	13	151	996
Tuolumne	0	0	0	0	0	0	0
Ventura	21	42	1	139	43	273	1,802
Total	396	597	2	6,458	762	7,329	36,771

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 November 2018**

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								5,788		2,258,030	343	5,788		2,258,030	343	
February								12,702		4,990,405	722	12,702		4,990,405	722	
March								19,201		7,989,676	1,130	19,201		7,989,676	1,130	
April								26,426		12,672,280	1,742	26,426		12,672,280	1,742	
May								35,577		17,490,210	2,391	35,577		17,490,210	2,391	
June								42,899		21,411,672	2,912	42,899		21,411,672	2,912	
July								51,305		26,220,501	3,544	51,305		26,220,501	3,544	
August								58,671		30,416,592	4,089	58,671		30,416,592	4,089	
September								66,545		35,035,172	4,703	66,545		35,035,172	4,703	
October								74,287		39,375,971	5,293	74,287		39,375,971	5,293	
November								79,421		42,941,625	5,797	79,421		42,941,625	5,797	
December																
YTD	-	-	-	-	-	-	-	79,421		42,941,625	5,797	79,421		42,941,625	5,797	

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 7						
Southern California Edison						
Through November 2018						
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				
In-Home Energy Education	Home	10,885				
Households for My Energy/My Account Platform						
Opt-Out	Already Enrolled	Opt-In				
46,483	36,118	2,169				
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 November 2018

	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	3,138	543	0	3,681	4,790	8,129	7,437	10	20,366	24,047	14,139	15,249	0	29,388	12,347	126	570	8,908	21,951	53,435	2,096	1,224,623	1,422,225	86.1%	
February	2,849	1,048	0	3,897	4,060	5,323	6,905	10	16,298	20,195	14,876	15,669	0	30,545	12,861	114	560	16,632	30,167	50,740	-9,972	1,214,651	1,422,225	85.4%	
March	5,357	697	0	6,054	4,511	7,290	7,281	14	19,096	25,150	14,600	21,907	0	36,507	11,274	122	575	3,129	15,100	61,657	10,050	1,224,701	1,422,225	86.1%	
April	6,179	918	0	7,097	4,103	8,861	12,396	14	25,374	32,471	13,239	21,892	0	35,131	9,769	114	516	15,672	26,071	67,602	6,400	1,231,101	1,422,225	86.6%	
May	5,670	999	0	6,669	3,859	7,135	5,216	10	16,220	22,889	17,565	18,032	0	35,597	12,287	197	725	13,098	26,307	58,486	-3,418	1,227,683	1,422,225	86.3%	
June	5,427	312	0	5,739	4,313	7,290	5,587	4	17,194	22,933	17,166	17,072	0	34,238	13,032	149	817	7,007	21,005	57,171	1,928	1,229,611	1,422,225	86.5%	
July	5,298	153	0	5,451	6,801	9,411	10,328	72	26,612	32,063	17,387	16,812	0	34,199	14,610	90	757	10,266	25,723	66,262	6,340	1,235,951	1,422,225	86.9%	
August	4,513	216	0	4,729	11,169	8,613	10,930	87	30,799	35,528	16,171	17,773	0	33,944	16,829	76	637	10,466	28,008	69,472	7,520	1,243,471	1,422,225	87.4%	
September	4,411	257	0	4,668	7,545	9,496	8,087	111	25,239	29,907	12,731	20,953	0	33,684	13,054	97	524	12,776	26,451	63,591	3,456	1,246,926	1,422,225	87.7%	
October	5,066	279	0	5,345	4,573	8,652	6,531	115	19,871	25,216	10,137	17,092	0	27,229	14,471	75	448	22,457	37,451	52,445	-12,235	1,234,611	1,422,225	86.8%	
November	3,705	329	0	4,034	3,633	9,511	4,435	52	17,631	21,665	13,471	16,362	0	29,833	11,152	65	515	32,238	43,970	51,498	-22,305	1,212,306	1,422,225	85.2%	
December																									
YTD Total	51,613	5,751	0	57,364	59,357	89,711	85,133	499	234,700	292,064	161,482	198,813	0	360,295	141,686	1,225	6,644	152,649	302,204	652,359	-10,140	1,212,306	1,422,225	85.2%	

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.

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

Southern California Edison

Through November 2018

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	1,224,623	4,743	0.39%	3,235	72	3,307	69.72%	0.27%
February	1,214,651	3,987	0.33%	2,634	87	2,721	68.25%	0.22%
March	1,224,701	7,468	0.61%	5,084	135	5,219	69.88%	0.43%
April	1,231,101	6,929	0.56%	4,872	118	4,990	72.02%	0.41%
May	1,227,683	7,955	0.65%	5,895	120	6,015	75.61%	0.49%
June	1,229,611	6,861	0.56%	5,200	75	5,275	76.88%	0.43%
July	1,235,951	7,691	0.62%	5,689	107	5,796	75.36%	0.47%
August	1,243,471	160	0.01%	101	1	102	63.75%	0.01%
September	1,246,926	126	0.01%	56	0	56	44.44%	0.00%
October	1,234,611	65	0.01%	40	0	40	61.54%	0.00%
November	1,212,306	10	0.00%	8	0	8	80.00%	0.00%
December								
YTD Total	1,212,306	45,995	3.79%	32,814	715	33,529	72.90%	2.77%

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

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

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

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

Southern California Edison

Through November 2018

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	1,224,623	2,492	0.20%	2,284	30	2314	92.86%	0.19%
February	1,214,651	3,510	0.29%	3,217	39	3256	92.76%	0.27%
March	1,224,701	1,054	0.09%	959	11	970	92.03%	0.08%
April	1,231,101	1,861	0.15%	1,710	19	1729	92.91%	0.14%
May	1,227,683	803	0.07%	726	8	734	91.41%	0.06%
June	1,229,611	1,926	0.16%	1,797	19	1816	94.29%	0.15%
July	1,235,951	976	0.08%	926	1	927	94.98%	0.08%
August	1,243,471	11,449	0.92%	10,821	53	10874	94.98%	0.87%
September	1,246,926	16,622	1.33%	14,941	29	14970	90.06%	1.20%
October	1,234,611	21,773	1.76%	5,100	33	5133	23.58%	0.42%
November	1,212,306	887	0.07%	0	0	0	0.00%	0.00%
December								
YTD Total	1,212,306	63,353	5.23%	42,481	242	42,723	67.44%	3.52%

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 November 2018

	Provided [2]	Received	Approved	Denied [4]	Pending/Never Completed [5]	Duplicates
Total (Y-T-D)	1,221,853	1,013,484	643,011	93,310	141,913	277,163
Percentage [3]	N/A	100%	63%	9%	N/A	27%

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.

CARE Table 5 - Enrollment by County
Southern California Edison
Through November 2018

County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
Fresno	302	0	302	38	0	38	13%	0%	13%
Imperial	0	206	206	0	73	73	0%	35%	35%
Inyo	7	1,886	1,893	0	1,010	1,010	0%	54%	53%
Kern	13,480	17,682	31,162	8,950	13,999	22,949	66%	79%	74%
Kings	0	7,652	7,652	0	9,014	9,014	0%	118%	118%
Los Angeles	578,948	3,661	582,609	508,647	1,520	510,167	88%	42%	88%
Madera	3	0	3	0	0	0	0%	0%	0%
Mono	0	2,302	2,302	0	786	786	0%	34%	34%
Orange	196,110	1	196,111	152,014	0	152,014	78%	0%	78%
Riverside	101,899	96,883	198,782	80,416	90,749	171,165	79%	94%	86%
San Bernardino	209,336	41,653	250,989	187,507	36,832	224,339	90%	88%	89%
San Diego	0	1	1	0	1	1	0%	100%	100%
Santa Barbara	20,684	0	20,684	9,840	0	9,840	48%	0%	48%
Tulare	13,794	46,498	60,292	12,209	43,951	56,160	89%	95%	93%
Ventura	66,621	2,616	69,237	52,962	1,788	54,750	79%	68%	79%
Total	1,201,185	221,040	1,422,225	1,012,583	199,723	1,212,306	84%	90%	85%

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

CARE Table 6 - Recertification Results

Southern California Edison

Through November 2018

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	1,224,623	27,553	2.2%	16,227	11,278	58.89%	0.92%
February	1,214,651	18,719	1.5%	10,262	8,395	54.82%	0.69%
March	1,224,701	26,006	2.1%	14,699	11,169	56.52%	0.91%
April	1,231,101	27,881	2.3%	16,321	11,547	58.54%	0.94%
May	1,227,683	29,651	2.4%	17,603	11,987	59.37%	0.98%
June	1,229,611	30,080	2.4%	18,139	11,882	60.30%	0.97%
July	1,235,951	27,648	2.2%	16,595	11,041	60.02%	0.89%
August	1,243,471	23,095	1.9%	12,732	8,749	55.13%	0.70%
September	1,246,926	26,677	2.1%	13,271	1,792	49.75%	0.14%
October	1,234,611	26,309	2.1%	7,800	989	29.65%	0.08%
November	1,212,306	29,369	2.4%	1,512	253	5.15%	0.02%
December							
YTD	1,212,306	292,988	24.17%	145,161	89,082	49.55%	7.35%

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 November 2018

Contractor [1]	Contractor Type (Check one or more if applicable)				Total Enrollments	
	Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date [2]
	ALPHA ENTERPRISES		X			-
APAC SERVICE CENTER	X				-	33
ARMENIAN RELIEF SOCIETY	X				-	-
ASIAN AMERICAN DRUG ABUSE PROG	X				-	10
ASIAN AMERICAN RESOURCE CENTER	X		X		-	2
ASIAN YOUTH CENTER	X				-	-
BEST PARTNERS	X				45	388
BETHEL BAPTIST CHURCH	X				-	-
BISHOP PAIUTE TRIBE	X				-	-
C.O.R. COMM DEVELOPMENT CORP	X				-	-
CAREGIVERS VOLUNTEERS ELDERLY		X			-	-
CHINESE CHRISTIAN HERALD CRUS.	X				-	3
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 Greater Orange County dba OneOC)		X			-	-
CORONA NORCO FAMILY YMCA	X				-	1
DESERT ARC	X				-	-
DESERT MANNA MINISTRIES INC	X				-	-
DISABLED RESOURCES CTR, INC		X	X		-	4
EL CONCILIO DEL CONDADO DE	X		X		-	-
FAMILY SVC ASSOC OF REDLANDS	X				-	-
FOOD SHARE	X				-	-
GO THE CALENDAR		X			-	1
HELP OF OJAI, INC.	X				-	-
HOUSING AUTHORITY OF KINGS CO	X		X		-	1
KERVILLE UNION SCHOOL DISTRICT	X				-	1
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	8
MENIFEE VALLEY CHAMBER		X			-	-
MEXICAN AMERICAN OPPORTUNITY		X	X		-	-
MTN COMM FAM RESOURCE CNTR	X				2	5
NEW GREATER CIR. MISSION, INC	X				-	-
NEW HOPE VILLAGE, INC	X				-	3
NEW HORIZONS CAREGIVERS GROUP		X			-	3
OCCC	X				-	-
OPERATION GRACE	X				-	-
OUR COMMUNITY WORKS	X				-	3
PACIFIC ISLANDER HLTH (PIHP)	X				-	-
PACIFIC PRIDE FOUNDATION	X				-	-
RIVERSIDE DEPT COMM ACTION		X	X	X	2	25
SALVATION ARMY SANTA FE SPGS	X				2	8
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					52	499

^[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 November 2018

Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts [1]
January			1,224,623	1,224,623	1,422,225	86.1%	0.0%	4,402,483
February			1,214,651	1,214,651	1,422,225	85.4%	0.0%	4,402,637
March			1,224,701	1,224,701	1,422,225	86.1%	0.8%	4,403,271
April			1,231,101	1,231,101	1,422,225	86.6%	0.0%	4,407,660
May			1,227,683	1,227,683	1,422,225	86.3%	0.0%	4,407,660
June			1,229,611	1,229,611	1,422,225	86.5%	0.0%	4,415,881
July			1,235,951	1,235,951	1,422,225	86.9%	0.0%	4,417,604
August			1,243,471	1,243,471	1,422,225	87.4%	0.0%	4,419,400
September			1,246,926	1,246,926	1,422,225	87.7%	0.3%	4,419,400
October			1,234,611	1,234,611	1,422,225	86.8%	0.0%	4,424,457
November			1,212,306	1,212,306	1,422,225	85.2%	0.0%	4,424,457
December								
YTD			1,212,306	1,212,306	1,422,225	85.2%	0.0%	4,424,457

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

CARE Program Table 9 - Expenditures for Pilots/CHANGES Program

Southern California Edison

Through November 2018

2018	Authorized 2018 Budget	Current Month Expenses	Expenses Since Jan. 1, 2018	% of 2018 Budget Expensed
Pilots				
CHANGES Program	\$ 525,000	\$ -	\$ 168,491	32%
Total	\$ 525,000	\$ -	\$ 168,491	32%

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

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

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

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

CARE Table 11 CHANGES Group Customer Assistance Sessions ⁽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.						