

**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 OCTOBER 2014**

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Dated: **November 21, 2014**

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

Respectfully submitted,

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November 21, 2014

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

October 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	\$ 46,525,461	64%
Homes Treated	87,389	58,640	67%
kWh Saved	N/A	26,560,376	N/A
kW Demand Reduced	N/A	10,260	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 October, thirty-one (31) assessors, representing four contractors, used the paperless enrollment process to enroll approximately 1,531 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 October, SCE deployed a postcard mailer targeting over 100,000 customers across cities 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 October, 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 various community events within its service territory, including a Community Forum reaching approximately 100 small business owners and leaders in Long Beach, and other local events reaching more than 320 SCE customers. 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 16 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 16 Home Assessment Training Workshops with a total of 218 trainees receiving the updated curriculum. In addition, 159 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

CARE Budget Categories	Authorized Budget	Expenses Year-to-Date	% of Budget Spent
Outreach	\$2,613,000	\$1,412,577	54%
Processing / Certification Re-certification	\$588,000	\$662,304	113%
Post Enrollment Verification	\$1,423,000	\$358,627	25%
IT Programming	\$1,000,000	\$973,389	97%
Cooling Centers	N/A	N/A	N/A
Measurement & Evaluation	\$50,000	\$0	0%
Regulatory Compliance	\$264,000	\$172,657	65%
General Administration	\$725,000	\$596,579	82%
CPUC Energy Division Staff	\$140,000	\$7,016	5%
Total Expenses	\$6,803,650	\$4,183,148	61%
Subsidies and Benefits	\$416,800,000	\$331,596,353	80%
Total Program Costs & Discounts	\$423,603,650	\$335,779,501	79%

2.1.2. Please provide the CARE program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	Year-to-Date Penetration Rate
1,329,323	1,499,830	89%

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 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 October, SCE enrolled

9,174 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 19 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 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.

Event Date	Event Name	Location	Estimated Customer Interactions
10/04/14	Home Upgrade	Pomona	5
10/04/14	Home Upgrade	Santa Ana	2
10/04/14	Victorville Fall Festival	Victorville	48
10/10/14	Southern California Energy Summit	Palm Springs	12
10/10-11 /14	Temecula Valley Century	Temecula	3

Event Date	Event Name	Location	Estimated Customer Interactions
10/11/14	Salvation Army's Riverside Area Annual Veterans Expo	Riverside	2
10/15/14	Edwards Air Force Base Energy Month	Edwards AFB	2
10/17/14	Victor Valley Environmental Awareness Day	Victorville	28
10/17/14	Long Beach Community Forum	Long Beach	100
10/18/14	Shakeout Expo - Lake Elsinore	Lake Elsinore	8
10/18/14	Chino Basin Water Conservation District Water Fair	Montclair	15
10/18/14	San Bernardino Home Expo	San Bernardino	3
10/18/14	Family Day at the Park	South Gate	21
10/19/14	Rotary Club of Thousand Oaks Street Fair	Thousand Oaks	8
10/24/14	Palm Desert Golf Cart Parade	Palm Desert	6
10/25/14	Harvest Festival	Hemet	20

Event Date	Event Name	Location	Estimated Customer Interactions
10/25/14	Industry Sheriff Station Safety Fair	City of Industry	18
10/25/14	Students Think STEAM College Expo	Los Angeles	10
10/25/14	National Air Weapons Station China Lake Community Day	China Lake	10

In October, SCE provided information about programs and services to help lower electricity usage bills to nearly 320 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 October, capitation contractors successfully enrolled 261 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 October, SCE enrolled 4,421 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 no recertification complaints in the month of October.

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	Energy Savings Assistance Program Table 1												
2	Energy Savings Assistance Program Expenses												
3	Through October 2014 - Southern California Edison												
4	ESA Program:	Authorized Budget [1]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
5	Energy Efficiency	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Appliances	21,018,838		21,018,838	918,373		918,373	12,367,592		12,367,592	59%		59%
7	Domestic Hot Water	51,405		51,405	1,651		1,651	10,474		10,474	20%		20%
8	Enclosure	267,540		267,540	5,827		5,827	50,816		50,816	19%		19%
9	HVAC	27,306,615		27,306,615	1,670,741		1,670,741	20,109,870		20,109,870	74%		74%
10	Maintenance	233,333		233,333	-		-	5,980		5,980	3%		3%
11	Lighting	3,272,401		3,272,401	237,189		237,189	2,113,678		2,113,678	65%		65%
12	Miscellaneous	4,726,931		4,726,931	178,592		178,592	3,009,102		3,009,102	64%		64%
13	Customer Enrollment	5,613,669		5,613,669	605,172		605,172	4,563,108		4,563,108	81%		81%
14	In Home Education	1,245,405		1,245,405	83,460		83,460	621,398		621,398	50%		50%
15	Pilot	-		-	-		-	-		-	0%		0%
16	Energy Efficiency TOTAL	63,736,137		63,736,137	3,701,006		3,701,006	42,852,018		42,852,018	67%		67%
17													
18	Training Center	325,955		325,955	18,321		18321.34	148,409		148,409	46%		46%
19	Inspections	1,579,538		1,579,538	98,256		98,256	746,737		746,737	47%		47%
20	Marketing and Outreach	1,373,000		1,373,000	81,085		81,085	546,293		546,293	40%		40%
21	Statewide Marketing Education and Outreach	120,000		120,000	0		0	3,510		3,510	3%		3%
22	Measurement and Evaluation Studies [2]	200,000		200,000	11,185		11,185	(202,735)		(202,735)	-101%		-101%
23	Regulatory Compliance	606,000		606,000	28,001		28,001	314,211		314,211	52%		52%
24	General Administration	4,736,000		4,736,000	199,771		199,771	2,117,019		2,117,019	45%		45%
25	CPUC Energy Division	60,000		60,000	-		-	-		-	0%		0%
26													
27	TOTAL PROGRAM COSTS	\$ 72,736,630		72,736,630	4,137,624		4,137,624	46,525,461		46,525,461	64%		64%
28	Funded Outside of ESA Program Budget												
29	Indirect Costs				109,664		109,664	746,684		746,684			
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	Energy Savings Assistance Program Table 2								
2	Program Expenses and Energy Savings by Measures Installed								
3	Through October 2014 - Southern California Edison								
4	Measures	Units	Year-To-Date Completed & Expensed Installation						
5			Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms (Annual)	Expenses [5] (\$)	% of Expenditure	
6	Appliances								
7	High Efficiency Clothes Washer	Each							
8	Refrigerators	Each	14,555	10,042,680	1,712		12,459,208	29%	
9	Microwaves [6]	Each							
10	Domestic Hot Water								
11	Water Heater Blanket	Home	39	2,349	1		1,804	0%	
12	Low Flow Shower Head	Home	185	6,546	1		5,034	0%	
13	Water Heater Pipe Insulation	Home	96	1,622	0		1,656	0%	
14	Faucet Aerator	Home	178	4,053	1		1,980	0%	
15	Water Heater Repair/Replacement	Each						0%	
16	Thermostatic Shower Valve	Each							
17	Enclosure								
18	Air Sealing / Envelope [1]	Home	477	101,344	-		48,470	0%	
19	Attic Insulation	Home	2	-	-		2,345	0%	
20	HVAC								
21	FAU Standing Pilot Conversion	Each							
22	Furnace Repair/Replacement	Each							
23	Room A/C Replacement	Each	615	32,220	37		460,635	1%	
24	Central A/C replacement	Each	2,945	235,912	244		11,499,516	27%	
25	Heat Pump Replacement	Each	94	59,618	28		253,012	1%	
26	Evaporative Cooler (Replacement)	Each							
27	Evaporative Cooler (Installation)	Each	9,201	4,603,682	5,663		8,217,022	19%	
28	Duct Testing and Sealing	Home	2,916	532,444	657		608,200	1%	
29	Maintenance								
30	Furnace Clean and Tune	Home							
31	Central A/C Tune up	Home	46	9,028	1		5,980	0%	
32	Lighting								
33	Compact Fluorescent Lights (CFL)	Each	225,780	5,645,070	677		1,533,144	4%	
34	Interior Hard wired CFL fixtures	Each							
35	Exterior Hard wired CFL fixtures	Each	764	60,005	7		64,940	0%	
36	Torchiere	Each	6,673	1,274,543	133		353,669	1%	
37	Occupancy Sensor	Each							
38	LED Night Lights	Each							
39	Miscellaneous								
40	Pool Pumps	Each	1,765	3,077,302	967		1,543,752	4%	
41	Smart Power Strips	Each	29,709	871,959	131		956,574	2%	
42	New Measures								
43	Pilots								
44	Customer Enrollment								
45	Outreach & Assessment	Home	67,712	0	0		4,563,108	11%	
46	In-Home Education	Home	56,591	0	0		621,398	1%	
47	Total Savings/Expenditures								
48				26,560,376	10,260		43,201,448		
49									
50									
51	Households Weatherized [2]		477						
52									
53	Households Treated								
54	- Single Family Households Treated	Home	39,485						
55	- Multi-family Households Treated	Home	14,336						
56	- Mobile Homes Treated	Home	4,819						
57	Total Number of Households Treated	Home	58,640						
58	# Eligible Households to be Treated for PY [3]	Home	87,389						
59	% of Households Treated	%	67%						
60	- Master-Meter Households Treated	Home	3,063						
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	Energy Savings Assistance Program Table 3	
2	Average Bill Savings per Treated Home	
3	Through October 2014 - Southern California Edison	
3	Year-to-Date Installations - Expensed	
4	Annual kWh Savings	26,560,376
5	Annual Thermo Savings	-
6	Lifecycle kWh Savings	321,085,004
7	Lifecycle Therm Savings	-
8	Current kWh Rate	0.13
9	Current Therm Rate	-
10	Number of Treated Households	58,640
11	Average 1st Year Bill Savings / Treated households	57.25
12	Average Lifecycle Bill Savings / Treated Household	692

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4A						
2	Energy Savings Assistance Program Homes Treated Through October 2014 - Southern California Edison						
3		Eligible Households			Households Treated YTD		
4	County	Rural	Urban	Total	Rural	Urban	Total
5	Fresno	-	482	482	-	-	-
6	Imperial	241	-	241	-	-	-
7	Inyo	1,824	7	1,831	2	-	2
8	Kern	18,026	12,656	30,681	350	460	810
9	Kings	8,915	-	8,915	193	-	193
10	Los Angeles	3,426	619,895	623,320	24	23,409	23,433
11	Madera	-	4	4	-	-	-
12	Mono	3,377	1	3,378	-	-	-
13	Orange	1	214,205	214,206	-	5,911	5,911
14	Riverside	106,779	109,037	215,816	4,947	5,415	10,362
15	San Bernardino	45,440	216,446	261,885	2,849	11,125	13,974
16	San Diego	2	-	2	-	-	-
17	Santa Barbara	-	19,024	19,024	-	31	31
18	Tulare	48,381	14,306	62,686	1,774	385	2,159
19	Ventura	2,633	67,627	70,260	28	1,146	1,174
20	Total	239,043	1,273,688	1,512,732	10,167	47,882	58,049

	A	B	C	D	E	F	G	H	I
1	Energy Savings Assistance Program Table 4B								
2	Homes Unwilling / Unable to Participate								
3	Through October 2014 - Southern California Edison								
4		Reason Provided							
	County	Customer Declined Program Measures or is Non-Responsive	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Insufficient feasible Measures	Ineligible Dwelling - Prior Program Participation	Household Income Exceeds Allowable Limits	Unable to Provide Required Documentation	Other
5	Fresno	0	0	0	0	0	0	0	0
6	Imperial	0	0	0	0	0	0	0	0
7	Inyo	0	1	0	2	1	1	2	3
8	Kern	2	11	0	140	512	16	212	362
9	Kings	6	5	0	48	200	2	28	44
10	Los Angeles	115	180	47	1,544	19,068	424	4,642	8,886
11	Madera	0	0	0	0	0	0	0	0
12	Mono	0	0	0	0	0	0	0	0
13	Orange	10	53	0	495	3,951	325	1,122	2,057
14	Riverside	68	71	5	850	5,492	166	1,869	2,224
15	San Bernardino	189	137	17	1,611	7,172	253	2,255	2,669
16	Sandiego	0	0	0	0	0	0	0	0
17	Santa Barbara	0	4	0	8	4	2	0	7
18	Tulare	60	57	4	509	2,244	10	206	576
19	Ventura	0	1	6	70	666	56	202	468
20	Total	450	520	79	5,277	39,310	1,255	10,538	17,296

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Energy Savings Assistance Program Table 5																
2	Energy Savings Assistance Program Customer Summary																
3	Through October 2014 - Southern California Edison																
4		Gas & Electric				Gas Only				Electric Only				Total			
5	2012	# of Household	(Annual)			# of Household	(Annual)			# of Household	(Annual)			# of Household	(Annual)		
6			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
7	January									5,345		1,939,614	589	5,345		1,939,614	589
8	February									11,522		4,154,297	1,222	11,522		4,154,297	1,222
9	March									22,341		6,780,533	2,063	22,341		6,780,533	2,063
10	April									28,485		9,489,788	3,581	28,485		9,489,788	3,581
11	May									33,340		11,758,534	4,421	33,340		11,758,534	4,421
12	June									34,289		14,191,863	5,292	34,289		14,191,863	5,292
13	July									40,311		17,360,899	6,560	40,311		17,360,899	6,560
14	August									46,820		20,555,059	7,864	46,820		20,555,059	7,864
15	September									51,981		23,300,603	8,977	51,981		23,300,603	8,977
16	October									58,640		26,560,376	10,260	58,640		26,560,376	10,260
17	November													-		-	-
18	December															-	-
19	YTD									58,640		26,560,376	10,260	58,640		26,560,376	10,260
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	Energy Savings Assistance Program Table 6												
2	Expenditures for Pilots and Studies												
3	Through October 2014 - Southern California Edison												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2013			% of 3-Year Budget Expended		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots												
7	Studies												
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	Total Studies	\$600,000		\$600,000	\$ -		\$ -	\$ 549,577		\$ 549,577	92%		92%

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1												
2	CARE Program Expenses												
3	Through October 2014 - Southern California Edison												
4	CARE Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Outreach	\$ 2,613,000		\$ 2,613,000	\$101,872.51		\$ 101,873	\$ 1,412,577		\$ 1,412,577	54%		54%
7	Processing / Certification Re-certification [2]	\$ 588,000		\$ 588,000	\$105,009.17		\$ 105,009	\$ 662,304		\$ 662,304	113%		113%
8	Post Enrollment Verification	\$ 1,423,650		\$ 1,423,650	\$35,862.68		\$ 35,863	\$ 358,627		\$ 358,627	25%		25%
9	IT Programming	\$ 1,000,000		\$ 1,000,000	\$15,736.63		\$ 15,737	\$ 973,389		\$ 973,389	97%		97%
10	Cooling Centers	N/A		N/A	\$ 2,570		\$ 2,570	\$ 36,175		\$ 36,175	N/A		N/A
11	Measurement and Evaluation	\$ 50,000		\$ 50,000	\$ -		\$ -	\$ -		\$ -	0%		0%
12	Regulatory Compliance	\$ 264,000		\$ 264,000	\$21,818.22		\$ 21,818	\$ 172,657		\$ 172,657	65%		65%
13	General Administration	\$ 725,000		\$ 725,000	\$74,921.03		\$ 74,921	\$ 596,579		\$ 596,579	82%		82%
14	CPUC Energy Division	\$ 140,000		\$ 140,000	\$ 3,527		\$ 3,527	\$ 7,016		\$ 7,016	0%		5%
15													
16	SUBTOTAL MANAGEMENT COSTS	\$ 6,803,650		\$ 6,803,650	\$ 358,747		\$ 358,747	\$ 4,183,148		\$ 4,183,148	61%		61%
17													
18	CARE Rate Discount	\$416,800,000		\$416,800,000	\$ 40,639,736		\$40,639,736	\$331,596,353		\$331,596,353	80%		80%
19													
20	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ 423,603,650		\$ 423,603,650	\$ 49,837,867		\$ 49,837,867	\$ 335,779,501		\$ 335,779,501	79%		79%
21													
22	Other CARE Rate Benefits												
23	- DWR Bond Charge Exemption				\$ 3,640,041		\$ 3,640,041	\$ 32,648,073	\$-	\$ 32,648,073			
24	- CARE PPP Exemption [1]				\$ 4,186,402		\$ 4,186,402	\$ 35,425,836	\$-	\$ 35,425,836			
25	- California Solar Initiative Exemption				\$ 1,149,487		\$ 1,149,487	\$ 10,283,847	\$-	\$ 10,283,847			
26	- kWh Surcharge Exemption				\$ -		\$ -	\$ -	\$ -	\$ -			
27	Total Other CARE Rate Benefits				\$ 8,975,930		\$ 8,975,930	\$ 78,357,757	\$-	\$ 78,357,757			
28													
29	Indirect Costs				\$ 39,547		\$ 39,547	\$ 297,279		\$ 297,279			
30													
31	[1] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the D-Care surcharge.												
32	[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	
	CARE Table 2																									
	Enrollment, Recertification, Attrition, & Penetration																									
	Through October 2014 - Southern California Edison																									
		Automatic Enrollment				New Enrollment Self-Certification (Income or Categorical)				Capitation	Total New Enrollment (E+H+J)	Recertification ⁽¹⁾			Attrition (Drop Offs)				Enrollment			Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)		
		Inter-Utility ⁽¹⁾	Intra-Utility ⁽²⁾	Leveraging ⁽³⁾	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)			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)	
6	2013																									
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	13,816	23,261	56,112	-2,384	1,312,506	1,499,830	87.5%	
12	June	6,511	532	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	26,239	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	30,495	18,640	16,297	0	34,937	13,427	78	797	14,037	28,339	65,422	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	17,649	18,062	0	35,711	12,568	89	706	12,261	25,624	62,670	1,335	1,322,556	1,499,830	88.2%	
15	September	6,836	696	0	7,522	5,847	9,419	9,322	24,588	224	32,334	11,402	32,403	0	43,805	15,432	87	867	5,088	21,474	76,139	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	6,822	14,056	0	20,878	11,614	125	619	15,899	28,257	45,042	-4,093	1,329,323	1,499,830	88.6%	
17	November																									
18	December																									
19	YTD Total	38,831	6,482	-	45,313	47,328	84,150	74,231	205,709	2,876	253,898	175,789	195,923	-	371,712	108,892	1,057	8,386	141,847	260,182	625,610	-6,284	1,329,323	1,499,830	88.6%	
20	⁽¹⁾ Enrollments via data sharing between the IOUs.																									
21	⁽²⁾ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																									
22	⁽³⁾ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																									
23	⁽⁴⁾ Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to respond.																									
24	⁽⁵⁾ Numbers are not tied to month initiated but are operational and reflect customer enrollment status changes that were triggered that month; these numbers differ from the tied to month initiated numbers provided elsewhere in this report.																									
25	⁽⁶⁾ No response includes no response to both Recertification and Verification.																									
26	⁽⁷⁾ 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	CARE Table 3A								
2	Post-Enrollment Verification Results (Model)								
	Through October 2014 - Southern California Edison								
3	2013	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
4	January	1,324,151	2,586	0.20%	1,553	39	1,592	61.56%	0.00%
5	February	1,331,639	4,482	0.34%	2,605	75	2,679	59.77%	0.00%
6	March	1,321,633	4,909	0.37%	2,870	79	2,939	59.87%	0.00%
7	April	1,314,890	6,209	0.47%	3,870	85	3,483	56.10%	0.00%
8	May	1,312,506	6,450	0.49%	4,004	84	142	2.20%	0.00%
9	June	1,319,075	10,311	0.78%	6,722	94	72	0.70%	0.00%
10	July	1,321,221	8,000	0.61%	4,325	103	31	0.39%	0.00%
11	August	1,322,556	4,877	0.37%	127	14	141	2.89%	0.00%
12	September	1,333,416	243	0.02%	86	1	87	35.80%	0.00%
13	October	1,329,323	5,416	0.41%	35	7	42	0.78%	0.00%
14	November								
15	December								
16	YTD Total	1,329,323	53,483	4.02%	26,197	581	11,208	20.96%	0.00%
17									
18	[1] Includes customers verified as over income or who requested to be de-enrolled.								
19	[2] 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	CARE Table 3B								
23	Post-Enrollment Verification Results (High Usage)								
	Through October 2014 - Southern California Edison								
24	2013	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
25	January	1,324,151	4,161	0.31%	3,842	54	3,896	93.63%	0.29%
26	February	1,331,639	2,402	0.18%	2,090	67	2,157	89.80%	0.16%
27	March	1,321,633	2,098	0.16%	1,810	58	1,868	89.04%	0.14%
28	April	1,314,890	696	0.05%	598	13	611	87.79%	0.05%
29	May	1,312,506	470	0.04%	415	7	422	89.79%	0.03%
30	June	1,319,075	793	0.06%	714	9	723	91.17%	0.05%
31	July	1,321,221	682	0.05%	605	8	613	89.88%	0.05%
32	August	1,322,556	2,470	0.19%	1,939	52	1,991	80.61%	0.15%
33	September	1,333,416	0	0.00%	0	0	0	0.00%	0.00%
34	October	1,329,323	2,920	0.22%	15	10	25	0.00%	0.00%
35	November								
36	December								
37	YTD Total	1,329,323	16,692	1.26%	12,028	278	12,306	73.72%	0.93%
38									
39	[1] Includes customers verified as over income or who requested to be de-enrolled.								
40	[2] 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	CARE Table 4						
2	CARE Self-Certification and Self-Recertification Applications Through October 2014 - Southern California Edison						
3		Provided ^[2]	Received	Approved	Denied ^[4]	Pending/Never Completed ^[5]	Duplicates
4	Total (Y-T-D) ^[1]	876,619	707,156	629,255	26,261	136,631	51,691
5	Percentage ^[3]	N/A	100%	89%	4%	19%	6%
6							
7	^[1] Includes sub-metered customers.						
8	^[2] Includes number of applications SCE provided for all direct mailing campaigns, customer calls						
9	^[3] Percent of received applications.						
10	^[4] Includes all applications received and not approved.						
11	^[5] Includes pending recertification responses.						

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5									
2	Enrollment by County									
	Through October 2014 - Southern California Edison									
3	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
4		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
5	Fresno	481	0	481	48	0	48	10%	0%	10%
6	Imperial	0	238	238	0	65	65	0%	27%	27%
7	Inyo	7	1,820	1,827	0	1,015	1,015	0%	56%	56%
8	Kern	12,624	17,953	30,577	9,614	14,408	24,022	76%	80%	79%
9	Kings	0	8,895	8,895	0	9,289	9,289	0%	104%	104%
10	Los Angeles	611,467	3,420	614,887	570,439	1,783	572,222	93%	52%	93%
11	Madera	4	0	4			0	0%	0%	0%
12	Mono	1	3,368	3,369	0	657	657	0%	20%	20%
13	Orange	212,480	1	212,481	171,177	0	171,177	81%	0%	81%
14	Riverside	108,618	106,596	215,214	86,038	98,600	184,638	79%	92%	86%
15	San Bernardino	215,667	45,382	261,049	201,126	39,206	240,332	93%	86%	92%
16	San Diego	0	2	2	0	2	2	0%	100%	100%
17	Santa Barbara	18,500	0	18,500	9,798	0	9,798	53%	0%	53%
18	Tulare	14,256	48,275	62,531	12,377	45,957	58,334	87%	95%	93%
19	Ventura	67,168	2,607	69,775	55,817	1,907	57,724	83%	73%	83%
20	Total	1,261,273	238,557	1,499,830	1,116,434	212,889	1,329,323	89%	89%	89%

	A	B	C	D	E	F	G	H
1	CARE Table 6							
2	Recertification Results							
	Through October 2014 - Southern California Edison							
3	2012	Total CARE Households	Households Requested to Recertify	% of Households Total (C/B)	Households Recertified ^[1]	Households De-enrolled ^[2]	Recertification Rate % (E/C)	% of Total Households De-enrolled (F/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	10,638	63.9%	0.8%
10	July	1,321,221	30,710	2.3%	18,640	11,967	60.7%	0.9%
11	August	1,322,556	33,116	2.5%	17,649	2,798	53.3%	0.2%
12	September	1,333,416	32,162	2.4%	11,402	1,338	35.5%	0.1%
13	October	1,329,323	29,181	2.2%	6,822	701	23.4%	0.1%
14	November							
15	December							
16	YTD	1,329,323	319,540	24.0%	175,789	89,487	55.0%	6.7%
17								
18	^[1] Counts have been updated to exclude existing CARE participants who re-enrolled before their							
19	^[2] 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	CARE Table 7						
2	Capitation Contractors						
	Through October 2014 - Southern California Edison						
3	Contractor ^[1]	Contractor Type (Check one or more if applicable)				Current Month ^[2]	Year-to-Date ^[2]
4		Private	CBO	WMDVBE	LIHEAP		
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	54
15	ASIAN AMERICAN DRUG ABUSE PROG		X			2	25
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				37	845
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	CARE Table 7						
2	Capitation Contractors						
	Through October 2014 - Southern California Edison						
3		Contractor Type (Check one or more if applicable)				Current Month ^[2]	Year-to-Date ^[2]
4	Contractor ^[1]	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			1	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			1	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			205	1,814
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	CARE Table 7						
2	Capitation Contractors						
	Through October 2014 - Southern California Edison						
3		Contractor Type				Current Month ^[2]	Year-to-Date ^[2]
4	Contractor ^[1]	(Check one or more if applicable)					
		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			-	-
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				-	-
144	KING/DREW'S SUPPORTERS, INC.		x			-	-
145	KINGS COMMUNITY ACTION ORG		x			3	24
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			1	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			-	-

	A	B	C	D	E	F	G
1	CARE Table 7						
2	Capitation Contractors						
	Through October 2014 - Southern California Edison						
3		Contractor Type				Current Month ^[2]	Year-to-Date ^[2]
4	Contractor ^[1]	(Check one or more if applicable)					
		Private	CBO	WMDVBE	LIHEAP		
188	NORCO SNR CTR PET RELIEF FUND		x			-	-
189	OC BLACK CHAMBER OF COMMERCE		x			-	-
190	OCCC	x				1	5
191	ONEOC		x			-	-
192	OPERATION GRACE		x			-	1
193	ORNGE CO CONGREGATION COMM ORG		x			-	-
194	OUR COMMUNITY WORKS		x			5	22
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			-	-

	A	B	C	D	E	F	G
1	CARE Table 7						
2	Capitation Contractors						
	Through October 2014 - Southern California Edison						
3		Contractor Type				Current Month ^[2]	Year-to-Date ^[2]
4	Contractor ^[1]	(Check one or more if applicable)					
		Private	CBO	WMDVBE	LIHEAP		
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 NGHBORHD 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	TOTAL					261	2,876
299							
300	^[1] All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
301	^[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.						

	A	B	C	D	E	F	G	H	I
1	CARE Table 8								
2	Participants as of Month-End Through October 2014 - Southern California Edison								
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%	0.0%	4,300,023
6	March			1,321,633	1,321,633	1,499,830	88.1%	0.0%	4,300,023
7	April			1,314,890	1,314,890	1,499,830	87.7%	0.0%	4,300,023
8	May			1,312,506	1,312,506	1,499,830	87.5%	0.0%	4,300,023
9	June			1,319,075	1,319,075	1,499,830	87.9%	0.0%	4,300,023
10	July			1,321,221	1,321,221	1,499,830	88.1%	0.0%	4,300,023
11	August			1,322,556	1,322,556	1,499,830	88.2%	0.0%	4,300,023
12	September			1,333,416	1,333,416	1,499,830	88.9%	0.0%	4,300,023
13	October			1,329,323	1,329,323	1,499,830	88.6%	0.0%	4,300,023
14	November								
15	December								
16	YTD			1,329,323	1,324,151	1,499,830	88.3%	0.00%	4,300,023

	A	B	C	D	E
1	CARE Program Table 9				
2	Expenditures for CHANGES Pilot				
	Through October 2014 - Southern California Edison				
3		Authorized 2013 - 2014 Budget	Current Month Expenses	Expenses Since Jan. 1, 2013	% of 2013 - 2014 Budget Expensed
4	Pilots				
5	CHANGES	\$ 432,000	\$ 18,000	\$ 336,435	78%
6	Total Pilots	\$ 432,000	\$ 18,000	\$ 336,435	78%
7	[1] Represents \$216,000 per year.				

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	CARE Table 10 CHANGES One-On-One Customer Assistance Sessions															
2	Southern California Edison															
3	Reporting Period September 1, 2014 through September 30, 2014															
4	Date ^[3] (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) ^[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 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 ^[1]	
					# ^[5]	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used		
5											1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
17	9/11/2014	Spanish	HEAP/LiHeap Application Assistance	Not Available	1*	Call Center	0	0	0	0	0	Meeting with client.	0			
18	9/11/2014	English	HEAP/LiHeap Application Assistance Bill Adjustment Stop Disconnection Changes to Account	Not Available	0		0	0	0	1		User did not specify if 1-800 number is used when calling the IOU.	0			
19	9/11/2014	Spanish	HEAP/LiHeap Application Assistance Educated on CARE/FERA Educated on Energy Efficiency/ Conservation Set Up/Change Payment Plan Stop Disconnection	Not Available	1*	Capitation Agency	0	0	0	1	1		0			
20	9/11/2014	Spanish	Educated on CARE/FERA Educated on Energy Efficiency/ Conservation Set Up/Change Payment Plan Stop Disconnection	Not Available	1*	Call Center	0	0	0	1	1		0			
21	9/11/2014	Spanish	Educated on CARE/FERA Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs Set Up/Change Payment Plan Stop Disconnection	Not Available	0		0	0	0	1	1		0			
22	9/12/2014	Spanish	HEAP/LiHeap Application Assistance	Not Available	1	Call Center	0	0	0	0	0	Meeting with client.	0			
23	9/12/2014	Chinese/Cantonese	HEAP/LiHeap Application Assistance Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation	Not Available	1*	Call Center	0	0	0	0	0	Meeting with client.	0			
24	9/12/2014	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Educated on Energy Efficiency/ Conservation	Not Available	1	Call Center	0	0	0	0	0	Meeting with client.	0			

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	CARE Table 10 CHANGES One-On-One Customer Assistance Sessions															
2	Southern California Edison															
3	Reporting Period September 1, 2014 through September 30, 2014															
4	Date ^[3] (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) ^[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 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 ^[1]	
					# ^[5]	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used		
5											1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
25	9/16/2014	Spanish	HEAP/LiHeap Application Assistance	Not Available	1	Call Center	0	0	0	0		User did not specify if 1-800 number is used when calling the IOU.	0			
26	9/16/2014	English	HEAP/LiHeap Application Assistance Stop Disconnection	Not Available	1	External Data Sharing	0	0	0	1	0	Meeting with client.	0			
27	9/17/2014	English	HEAP/LiHeap Application Assistance Energy Assistance Fund Application	Not Available	1	Call Center	0	0	0	0	0	Meeting with client.	0			
28	9/18/2014	Spanish	HEAP/LiHeap Application Assistance	Not Available	0*		0	0	0	0	0	Meeting with client.	0			
29	9/18/2014	Vietnamese	HEAP/LiHeap Application Assistance Educated on CARE/FERA	Not Available	1*	Capitation Agency	0	0	0	0	0	Meeting with client.	0			
30	9/19/2014	Khmer	HEAP/LiHeap Application Assistance Set Up/Change Payment Extension Stop Disconnection	Not Available	1*	Call Center	0	0	0	0		User did not specify if 1-800 number is used when calling the IOU.	0			
31	9/23/2014	English	HEAP/LiHeap Application Assistance Stop Disconnection	Not Available	1	Call Center	0	0	0	0	0	Meeting with client.	0			
32	9/23/2014	English	HEAP/LiHeap Application Assistance Set Up/Change Payment Extension Stop Disconnection	Not Available	1	Call Center	0	0	0	0		User did not specify if 1-800 number is used when calling the IOU.	0			
33	9/24/2014	Chinese/Cantonese	HEAP/LiHeap Application Assistance Energy Assistance Fund Application	Not Available	1	Call Center	0	0	0	0	0	Meeting with client.	0			
34	9/24/2014	English	HEAP/LiHeap Application Assistance Energy Assistance Fund Application	Not Available	1	Call Center	0	0	0	0	0	Meeting with client.	0			

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	CARE Table 10 CHANGES One-On-One Customer Assistance Sessions															
2	Southern California Edison															
3	Reporting Period September 1, 2014 through September 30, 2014															
4	Date ^[3] (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) ^[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 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 ^[1]	
					# ^[5]	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
35	9/25/2014	Tagalog	HEAP/LiHeap Application Assistance Set Up/Change Payment Extension Set Up/Change Payment Plan Stop Disconnection	Not Available	1*	SCE.com	0	0	0	1		User did not specify if 1-800 number is used when calling the IOU.	0			
36	9/26/2014	Tagalog	Set Up/Change Payment Plan	Not Available	1*	Call Center	0	0	0	1	1		0			
37	Current Month Total				25		0	0	0	8			0			9
38	Year-to-Date Total				143		0	0	0	50			3			147
39	[1] Total calls placed to 800# recorded by SCE from September 1, 2014 through September 30, 2014 is 9. 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] Row 1 is an entry from August provided by CHANGES contractor for the month of September.															
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	CARE Table 11 CHANGES Group Customer Assistance Sessions^{[2][3]}						
	Southern California Edison						
2	Reporting Period September 1, 2014 through September 30, 2014						
3			Description of Service Provided	Session Logistics			
4	Date	Session Language	(e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	# of Sessions	Length ^[1] (Hours)	Number of Attendees	Description of Information / Literature Provided
5	Not Available	Cantonese	Understanding Your Bill	2	0.5	24	Not Available
6	Not Available	English	Understanding Your Bill	2	0.5	3	Not Available
7	Not Available	Indonesia	Understanding Your Bill	1	0.5	3	Not Available
8	Not Available	Japanese	Understanding Your Bill	3	0.5	19	Not Available
9	Not Available	Korean	Understanding Your Bill	1	0.5	6	Not Available
10	Not Available	Persian	Understanding Your Bill	1	0.5	6	Not Available
11	Not Available	Spanish	Understanding Your Bill	3	0.5	70	Not Available
12	Not Available	Tagalog	Understanding Your Bill	1	0.5	10	Not Available
13	Not Available	Thai	Understanding Your Bill	1	0.5	1	Not Available
14	Not Available	Vietnamese	Understanding Your Bill	2	0.5	21	Not Available
15	Not Available	Cantonese	Safety Tips	1	0.5	12	Not Available
16	Not Available	Farsi	Safety Tips	1	0.5	3	Not Available
17	Not Available	Japanese	Safety Tips	1	0.5	5	Not Available

	A	B	C	D	E	F	G
1	CARE Table 11 CHANGES Group Customer Assistance Sessions^{[2][3]}						
	Southern California Edison						
2	Reporting Period September 1, 2014 through September 30, 2014						
3			Description of Service Provided	Session Logistics			
4	Date	Session Language	(e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	# of Sessions	Length ^[1] (Hours)	Number of Attendees	Description of Information / Literature Provided
18	Not Available	Spanish	Safety Tips	1	0.5	17	Not Available
19	Not Available	Tagalog	Safety Tips	3	0.5	35	Not Available
20	Not Available	Cantonese	Energy Conservation	1	0.5	17	Not Available
21	Not Available	English	Energy Conservation	2	0.5	12	Not Available
22	Not Available	Japanese	Energy Conservation	1	0.5	10	Not Available
23	Not Available	Korean	Energy Conservation	1	0.5	2	Not Available
24	Not Available	Spanish	Energy Conservation	3	0.5	31	Not Available
25	Not Available	Vietnamese	Energy Conservation	1	0.5	16	Not Available
26	Not Available	Cantonese	CARE/FERA and Other Assistance Programs	1	0.5	13	Not Available
27	Not Available	English	CARE/FERA and Other Assistance Programs	1	0.5	2	Not Available
28	Not Available	Farsi	CARE/FERA and Other Assistance Programs	1	0.5	2	Not Available
29	Not Available	Japanese	CARE/FERA and Other Assistance Programs	3	0.5	40	Not Available
30	Not Available	Korean	CARE/FERA and Other Assistance Programs	3	0.5	34	Not Available

	A	B	C	D	E	F	G
1	CARE Table 11 CHANGES Group Customer Assistance Sessions^{[2][3]}						
	Southern California Edison						
2	Reporting Period September 1, 2014 through September 30, 2014						
3			Description of Service Provided	Session Logistics			
4	Date	Session Language	(e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	# of Sessions	Length ^[1] (Hours)	Number of Attendees	Description of Information / Literature Provided
31	Not Available	Spanish	CARE/FERA and Other Assistance Programs	10	0.5	116	Not Available
32	Not Available	Vietnamese	CARE/FERA and Other Assistance Programs	2	0.5	21	Not Available
33	Not Available	Cantonese	Avoiding Disconnection	2	0.5	24	Not Available
34	Not Available	Spanish	Avoiding Disconnection	1	0.5	7	Not Available
35	Current Month Total			57		582	
36	Year-to-Date			317		4,414	
37							
38	[1] Contractor states all sessions at least 30 minutes.						
39	[2] This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its						
40	original version in order to have a more consistent appearance and format with existing SCE tables.						
41	[3] The numbers provided by the CHANGES contractor are for SCE and SoCal Gas combined , due to the combined service territory.						