

**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)

Application of Southern California Gas Company (U 904-G) for Approval of Low-Income Assistance Program and Budgets for Program Years 2012-2014.

A.11-05-018  
(Filed May 16, 2011)

Application of Pacific Gas and Electric Company for Approval of the 2012-2014 Energy Savings Assistance and California Alternate Rates for Energy Programs and Budget (U 39-M)

A.11-05-019  
(Filed May 16, 2011)

Application of San Diego Gas & Electric Company (U 902-M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014

A.11-05-020  
(Filed May 16, 2011)

**MONTHLY REPORT OF SOUTHERN CALIFORNIA EDISON COMPANY (U 338-E)  
ON LOW INCOME ASSISTANCE PROGRAMS FOR OCTOBER 2013**

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Dated: **November 21, 2013**

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**MONTHLY REPORT OF SOUTHERN CALIFORNIA EDISON COMPANY (U 338-E)  
ON LOW INCOME ASSISTANCE PROGRAMS FOR OCTOBER 2013**

Southern California Edison Company (SCE) hereby submits the attached Low Income Assistance Programs Monthly Report for October 2013. The information contained in this report supersedes all prior reports submitted by SCE.

Respectfully submitted,

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*/s/ Andrea L. Tozer*

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**November 21, 2013**

**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 2013**

# 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			
2013	Authorized / Planning Assumptions	Year-to-Date Actual	%
Budget	\$72,640,016	\$ 45,406,266	63%
Homes Treated	87,389	56,275	64%
kWh Saved	N/A	25,858,949	N/A
kW Demand Reduced	N/A	7,674	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. In addition, this process eliminates the need to capture paper copies, which ensures that customer data is protected and helps the environment. This process complements the Whole Neighborhood Approach by reducing the program’s carbon footprint and maximizing efficiencies. During the month of October, twenty-one (21) assessors from four (4) different service providers used the paperless enrollment process to enroll approximately 944 customers.

Throughout the month of October, SCE continued to promote the ESA Program, CARE Program, Medical Baseline Program, and other assistance programs

offered by SCE through various community events within its service territory. This continued effort allows customers to interact with SCE with regard to Low Income Energy Efficiency (LIEE) and Energy Efficiency in general.

### **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.

On October 4th, SCE celebrated its 3rd Annual Hispanic Heritage Month at the Energy Education Center in Irwindale, CA. The event honored various business and community partners who participate in SCE's energy efficiency and supplier diversity programs. ESA Program staff set up a booth and networked with invitees and local businesses to encourage participants to share program information with their clients.

On October 4th, SCE implemented a direct mail campaign deploying 150,000 postcards containing information about the ESA Program to English and Spanish-speaking customers. The postcard campaign targeted customers within Cooling and Non-Cooling Climate Zones encouraging customers already enrolled in the CARE Program, and thus eligible for ESA, to take advantage of the free services available to them through the ESA Program. SCE distributed the postcard mailers from October 4th through October 15th and received a response rate of 1.5%.

### **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 750 jobs that support SCE's ESA Program, including executive, clerical and other ancillary positions.

SCE has conducted 22 Home Assessment Training workshops in 2013, with 345 trainees receiving the updated curriculum. In addition, 97 new jobs for assessors were created to support SCE's ESA Program. These workshops 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 Home Assessment Training that took place between October 1st and 4th, the ESA Program Training and Development Team hosted representatives of Pacific Gas and Electric Company (PG&E), San Diego Gas & Electric Company (SDG&E), and Southern California Gas Company (SoCal Gas) (collectively, the investor-owned utilities, or IOUs). Representatives of the other IOUs were invited to attend a live training workshop to observe SCE's approach. During the workshop, IOU representatives were encouraged to take part in all exercises and activities. In addition, SCE invited representatives to observe the delivery of the Skills Aptitude Exam. A conference call de-brief took place on October 15th to allow IOU representatives to provide feedback to SCE's Training and Development Team, and to encourage the sharing of best practices amongst the IOUs. SCE was encouraged by the results and intends for this effort to begin a "blueprinting" process between the IOU training teams to implement recommendations highlighted in the Energy Education Study. In addition to the activities described above, the IOU training teams intend to continue this effort by taking turns hosting representatives of the other IOUs.

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

**2.1. CARE Program Summary**

2.1.1. Please provide CARE program summary costs

<b>CARE Budget Categories</b>	<b>Authorized Budget</b>	<b>Expenses Year-to-Date</b>	<b>% of Budget Spent</b>
Outreach	\$2,100,000	\$1,331,602	63%
Processing / Certification Re-certification	\$4,553,000	\$680,795	15%
Post Enrollment Verification	\$3,456,000	\$366,913	11%
IT Programming	\$950,000	\$568,438	60%
Cooling Centers	N/A	N/A	N/A
Measurement & Evaluation	\$90,000	\$167,918	187%
Regulatory Compliance	\$265,000	\$60,502	23%
General Administration	\$702,000	\$544,084	78%
CPUC Energy Division Staff	\$140,000	\$0	0%
<b>Total Expenses</b>	<b>\$12,256,000</b>	<b>\$3,702,252</b>	<b>30%</b>
<b>Subsidies and Benefits</b>	<b>\$376,900,000</b>	<b>\$309,760,309</b>	<b>82%</b>
<b>Total Program Costs &amp; Discounts</b>	<b>\$389,156,000</b>	<b>\$313,480,562</b>	<b>81%</b>

2.1.2. Please provide the CARE program penetration rate to date

<b>CARE Penetration</b>		
<b>Participants</b>	<b>Estimated Eligible Participants</b>	<b>Year-to-Date Penetration Rate</b>
1,330,776	1,417,157	94%

**2.2. Outreach**

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

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

10,552 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.

During October, SCE’s CARE/FERA programs attended 24 outreach events, where SCE distributed CARE applications to potentially eligible customer populations throughout SCE’s service area (see table below). At many of these events, eligible customers had the opportunity to enroll or recertify for CARE via the real-time online enrollment form at [www.sce.com](http://www.sce.com) and learn about the programs directly from a CARE/FERA subject matter expert. Such events provide SCE with the opportunity to uphold a presence in the community, educate the public about the programs, and enroll eligible customers.

<b>Event Name</b>	<b>Location</b>	<b>Event Date</b>	<b>Estimated # of Customers SCE Interacted With</b>	<b>Event Description</b>
Disability and Aging Resources Expo for IEHP Staff	San Bernardino	10/1/2013	150	Provided information on CARE/FERA/ESA & Medical Baseline
High Desert Senior Expo 2013	Lancaster	10/3/2013	300	Provided information on CARE/FERA/ESA & Medical Baseline
SCE Hispanic Heritage Month Signature Event	Irwindale	10/4/2013	75	Provided information on CARE/FERA/ESA & Medical Baseline

<b>Event Name</b>	<b>Location</b>	<b>Event Date</b>	<b>Estimated # of Customers SCE Interacted With</b>	<b>Event Description</b>
Living Green Expo	Simi Valley	10/05/2013	250	Provided information on CARE/FERA/ESA & Medical Baseline
Moorpark Country Days	Moorpark	10/05/2013	200	Provided information on CARE/FERA/ESA & Medical Baseline
Greater East Side Solar and Energy Efficiency Fair	Los Angeles	10/06/2013	75	Provided information on CARE/FERA/ESA & Medical Baseline
Upland Senior Wellness Health Fair	Upland	10/7/2013	100	Provided information on CARE/FERA/ESA & Medical Baseline
Janet Goeske Senior Center 50 & Better 2013	Riverside	10/9/2013	150	Provided information on CARE/FERA/ESA & Medical Baseline

<b>Event Name</b>	<b>Location</b>	<b>Event Date</b>	<b>Estimated # of Customers SCE Interacted With</b>	<b>Event Description</b>
Long Beach VA Hospital	Long Beach	10/10/2013	50	Provided information on CARE/FERA/ESA & Medical Baseline
Mizell Palm Springs Senior Center Lifestyle Expo	Palm Springs	10/11/2013	150	Provided information on CARE/FERA/ESA & Medical Baseline
2013 Highland Senior Center Health Fair	Highland	10/17/2013	100	Provided information on CARE/FERA/ESA & Medical Baseline
Assemblyman Mike Morrell "Help for Homeowners"	San Bernardino	10/17/2013	100	Provided information on CARE/FERA/ESA & Medical Baseline
City of Tustin Senior Health Fair	Tustin	10/18/13	75	Provided information on CARE/FERA/ESA & Medical Baseline
Santa Clarita Valley Chamber Home & Business Expo	Newhall	10/19/2013	150	Provided information on CARE/FERA/ESA & Medical Baseline

<b>Event Name</b>	<b>Location</b>	<b>Event Date</b>	<b>Estimated # of Customers SCE Interacted With</b>	<b>Event Description</b>
Rotary Club of Thousand Oaks	Thousand Oaks	10/20/2013	120	Provided information on CARE/FERA/ESA & Medical Baseline
Walgreens Energy Fair	Perris	10/22/2013	60	Provided information on CARE/FERA/ESA & Medical Baseline
LA County Children and Family Services Collaborative Resource Fair	Pomona	10/23/2013	275	Provided information on CARE/FERA/ESA & Medical Baseline
Agua Caliente Senior Wellness Fair	Palm Desert	10/24/2013	150	Provided information on CARE/FERA/ESA & Medical Baseline
City of Downey Senior Health and Wellness Expo	Downey	10/25/2013	75	Provided information on CARE/FERA/ESA & Medical Baseline
Inland Regional Center Harvest Festival	San Bernardino	10/26/2013	250	Provided information on CARE/FERA/ESA & Medical Baseline

<b>Event Name</b>	<b>Location</b>	<b>Event Date</b>	<b>Estimated # of Customers SCE Interacted With</b>	<b>Event Description</b>
China Lake Open House and Energy Fair	Naval Weapons Station	10/26/2013	60	Provided information on CARE/FERA/ESA & Medical Baseline
Palm Desert Golf Cart Parade	Palm Desert	10/27/2013	250	Provided information on CARE/FERA/ESA & Medical Baseline
City of Upland / Goodwill Rescue Fair	Upland	10/29/2013	50	Provided information on CARE/FERA/ESA & Medical Baseline
Palm Desert Joslyn Center Health Fair	Palm Desert	10/30/2013	100	Provided information on CARE/FERA/ESA & Medical Baseline

In October, SCE provided information about programs and services to help lower electricity usage bills to over 3,300 customers. SCE representatives assisted customers in completing applications, answered questions, and provided a personal contact between the customer and the utility.

To further SCE's commitment to partner with income-qualified customers and empower them with ways to lower their electric bills, in October, SCE continued advertising targeted to hard-to-reach customers, including the Chinese, Korean, Vietnamese, and Filipino communities.

SCE continued to take advantage of social media efforts and “posted” information about CARE and FERA on Facebook and Twitter.

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 330 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 partnerships 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 low income programs, such as ESA, LIHEAP, SoCal Gas, and certain water utilities. ESA participants are automatically enrolled in CARE each month, and LIHEAP participants are automatically enrolled in CARE quarterly. In October, 3,979 eligible customers were enrolled in CARE through data sharing with LIHEAP, ESA, SoCal Gas, 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 October 2013.

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

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 1</b>												
2	<b>Through October 2013 - Southern California Edison</b>												
3		<b>Authorized Budget [1]</b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
4	<b>ESA Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
5	<b>Energy Efficiency</b>												
6	Appliances	21,019,806		21,019,806	607		607	12,307,667		12,307,667	59%		59%
7	Domestic Hot Water	51,071		51,071	5,152		5,152	9,770		9,770	19%		19%
8	Enclosure	268,975		268,975	2,599,697		2,599,697	51,609		51,609	19%		19%
9	HVAC	27,293,630		27,293,630	-		-	19,998,227		19,998,227	73%		73%
10	Maintenance	233,333		233,333	211,714		211,714	-		-	0%		0%
11	Lighting	3,273,102		3,273,102	276,051		276,051	1,926,023		1,926,023	59%		59%
12	Miscellaneous	4,726,931		4,726,931	456,820		456,820	2,581,366		2,581,366	55%		55%
13	Customer Enrollment	5,614,437		5,614,437	58,403		58,403	4,285,886		4,285,886	76%		76%
14	In Home Education	1,246,139		1,246,139	-		-	558,150		558,150	45%		45%
15	Pilot	-		-	-		-	-		-	0%		0%
16	<b>Energy Efficiency TOTAL</b>	<b>63,727,426</b>		<b>63,727,426</b>	<b>3,608,443</b>		<b>3,608,443</b>	<b>41,718,698</b>		<b>41,718,698</b>	<b>65%</b>		<b>65%</b>
17													
18	Training Center	347,285		347,285	2,379		2,379	154,043		154,043	44%		44%
19	Inspections	1,508,305		1,508,305	154,477		154,477	719,192		719,192	48%		48%
20	Marketing and Outreach	1,414,000		1,414,000	54,169		54,169	112,188		112,188	8%		8%
21	Statewide Marketing Education and Outreach	120,000		120,000	3,649		3,649	18,760		18,760	16%		16%
22	Measurement and Evaluation Studies	200,000		200,000	91,082		91,082	625,810		625,810	313%		313%
23	Regulatory Compliance	594,000		594,000	15,312		15,312	127,409		127,409	21%		21%
24	General Administration	4,669,000		4,669,000	308,385		308,385	1,929,224		1,929,224	41%		41%
25	CPUC Energy Division	60,000		60,000	943		943	943		943	2%		2%
26													
27	<b>TOTAL PROGRAM COSTS</b>	<b>\$ 72,640,016</b>		<b>72,640,016</b>	<b>4,238,838</b>		<b>4,238,838</b>	<b>45,406,266</b>		<b>45,406,266</b>	<b>63%</b>		<b>63%</b>
28	<b>Funded Outside of ESA Program Budget</b>												
29	Indirect Costs				69,957		69,957	635,407		635,407			
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 fund-												
33	shifting activity occurred, date of fund-shifting request and related approval is applicable.												

	A	B	C	D	E	F	G	H
1	<b>Energy Savings Assistance Program Table 2</b>							
2	<b>Through October 2013 - Southern California Edison</b>							
3			<b>Year-To-Date Completed &amp; Expensed Installation</b>					
4	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh [4] (Annual)</b>	<b>kW [4] (Annual)</b>	<b>Therms (Annual)</b>	<b>Expenses [5] (\$)</b>	<b>% of Expenditure</b>
5	<b>Appliances</b>							
6	High Efficiency Clothes Washer	Each						
7	Refrigerators	Each	14,077	9,795,973	1,669		12,049,774	30%
8	Microwaves [6]	Each						
9	<b>Domestic Hot Water</b>							
10	Water Heater Blanket	Home	31	744	0		1,388	0%
11	Low Flow Shower Head	Home	193	4,632	2		5,423	0%
12	Water Heater Pipe Insulation	Home	40	960	0		690	0%
13	Faucet Aerator	Home	200	4,800	2		2,269	0%
14	Water Heater Repair/Replacement	Each						0%
15	Thermostatic Shower Valve	Each						
16	<b>Enclosure</b>							
17	Air Sealing / Envelope [1]	Home	404	22,017	-		48,618	0%
18	Attic Insulation	Home	4				2,991	0%
19	<b>HVAC</b>							
20	FAU Standing Pilot Conversion	Each						
21	Furnace Repair/Replacement	Each						
22	Room A/C Replacement	Each	525	41,355	49		393,410	1%
23	Central A/C replacement	Each	2,578	416,851	460		10,143,833	25%
24	Heat Pump Replacement	Each	47	32,459	15		138,256	0%
25	Evaporative Cooler (Replacement)	Each						
26	Evaporative Cooler (Installation)	Each	10,019	4,850,919	2,108		8,945,726	22%
27	Duct Testing and Sealing	Home	2,470	1,296,734	1,735		530,850	1%
28	<b>Maintenance</b>							
29	Furnace Clean and Tune	Home						
30	Central A/C Tune up	Home						0%
31	<b>Lighting</b>							
32	Compact Fluorescent Lights (CFL)	Each	210,004	5,233,365	630		1,425,992	4%
33	Interior Hard wired CFL fixtures	Each						
34	Exterior Hard wired CFL fixtures	Each	499	39,191	4		42,415	0%
35	Torchiere	Each	4,695	896,745	94		248,835	1%
36	Occupancy Sensor	Each						
37	LED Night Lights	Each						
38	<b>Miscellaneous</b>							
39	Pool Pumps	Each	1,553	2,618,358	823		1,358,875	3%
40	Smart Power Strips	Each	20,574	603,847	81		532,743	1%
41	<b>New Measures</b>							
42								
43	<b>Pilots</b>							
44								
45	<b>Customer Enrollment</b>							
46	Outreach & Assessment	Home	63,916				4,285,886	11%
47	In-Home Education	Home	52,949				558,150	1%
48								
49	<b>Total Savings/Expenditures</b>			<b>25,858,949</b>	<b>7,674</b>		<b>40,716,124</b>	
50								
51	Households Weatherized [2]		403					
52								
53	<b>Households Treated</b>							
54	- Single Family Households Treated	Home	42,586					
55	- Multi-family Households Treated	Home	10,575					
56	- Mobile Homes Treated	Home	3,114					
57	<b>Total Number of Households Treated</b>	Home	<b>56,275</b>					
58	<b># Eligible Households to be Treated for PY [3]</b>	Home	87,389					
59	<b>% of Households Treated</b>	%	64%					
60	- Master-Meter Households Treated	Home	1,498					
61								
62	[1] "Air Sealing / Envelope" may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and							
63	[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs							
64	[3] Based on Attachment H of D.12-08-044							
65	[4] All savings are calculated based on the "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final							
66	[5] Costs exclude support costs that are included in Table 1.							

	A	B
1	<b>Energy Savings Assistance Program Table 3</b>	
2	<b>Through October 2013 - Southern California Edison</b>	
3	<b>Year-to-Date Installations - Expensed</b>	
4	Annual kWh Savings	25,858,949
5	Annual Thermo Savings	-
6	Lifecycle kWh Savings	322,140,548
7	Lifecycle Therm Savings	-
8	Current kWh Rate	0.13
9	Current Therm Rate	-
10	Number of Treated Households	56,275
11	Average 1st Year Bill Savings / Treated households	<b>58.08</b>
12	Average Lifecycle Bill Savings / Treated Household	<b>723.56</b>

	A	B	C	D	E	F	G
1	<b>Energy Savings Assistance Program Table 4A</b>						
2	<b>Through October 2013 - Southern California Edison</b>						
3		<b>Eligible Households</b>			<b>Households Treated YTD</b>		
4	<b>County</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
5	Fresno	-	343	<b>343</b>	-	-	-
6	Imperial	214	-	<b>214</b>	-	-	-
7	Inyo	1,803	4	<b>1,807</b>	2	-	<b>2</b>
8	Kern	17,942	12,396	<b>30,338</b>	642	254	<b>896</b>
9	Kings	8,161	-	<b>8,161</b>	322	-	<b>322</b>
10	Los Angeles	2,908	595,515	<b>598,423</b>	25	24,232	<b>24,257</b>
11	Madera	-	3	<b>3</b>	-	-	-
12	Mono	3,043	0	<b>3,043</b>	-	-	-
13	Orange	0	207,363	<b>207,363</b>	-	5,177	<b>5,177</b>
14	Riverside	98,630	95,596	<b>194,226</b>	4,975	4,674	<b>9,649</b>
15	San Bernardino	40,948	201,906	<b>242,854</b>	1,417	11,556	<b>12,973</b>
16	San Diego	2	-	<b>2</b>	-	-	-
17	Santa Barbara	-	18,974	<b>18,974</b>	-	62	<b>62</b>
18	Tulare	45,776	13,796	<b>59,571</b>	1,344	431	<b>1,775</b>
19	Ventura	2,354	62,000	<b>64,355</b>	20	1,142	<b>1,162</b>
20	<b>Total</b>	<b>221,782</b>	<b>1,207,897</b>	<b>1,429,678</b>	<b>8,747</b>	<b>47,528</b>	<b>56,275</b>

	A	B	C	D	E	F	G	H	I
1	<b>Energy Savings Assistance Program Table 4B</b>								
2	<b>Through October 2013 - Southern California Edison</b>								
3		<b>Reason Provided</b>							
4	<b>County</b>	<b>Customer Declined Program Measures or is Non-Responsive</b>	<b>Customer Unavailable - Scheduling Conflicts</b>	<b>Hazardous Environment (unsafe/unclean)</b>	<b>Insufficient feasible Measures</b>	<b>Ineligible Dwelling - Prior Program Participation</b>	<b>Household Income Exceeds Allowable Limits</b>	<b>Unable to Provide Required Documentation</b>	<b>Other</b>
5	Fresno	0	0	0	0	0	0	0	0
6	Imperial	0	0	0	0	0	0	0	0
7	Inyo	0	0	0	4	0	1	0	13
8	Kern	0	11	0	64	461	7	30	219
9	Kings	3	10	1	48	199	7	6	710
10	Los Angeles	149	200	32	1,414	10,852	399	2,914	15,688
11	Madera	0	0	0	0	0	0	0	0
12	Mono	0	0	0	1	0	0	1	0
13	Orange	7	22	2	324	2,055	93	443	3,031
14	Riverside	58	54	3	802	3,773	226	616	4,317
15	San Bernardino	145	108	7	1,260	3,409	260	1,604	5,093
16	San Diego	0	0	0	0	0	0	0	0
17	Santa Barbara	0	0	0	3	5	4	0	46
18	Tulare	29	46	4	270	1,209	29	7	2,694
19	Ventura	0	6	3	113	180	60	111	704
20	<b>Total</b>	<b>391</b>	<b>457</b>	<b>52</b>	<b>4,303</b>	<b>22,143</b>	<b>1,086</b>	<b>5,732</b>	<b>32,515</b>

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	<b>Energy Savings Assistance Program Table 5</b>																
2	<b>Through October 2013 - Southern California Edison</b>																
3		<b>Gas &amp; Electric</b>				<b>Gas Only</b>				<b>Electric Only</b>				<b>Total</b>			
4		<b># of Household</b>	<b>(Annual)</b>			<b># of Household</b>	<b>(Annual)</b>			<b># of Household</b>	<b>(Annual)</b>			<b># of Household</b>	<b>(Annual)</b>		
5	<b>2012</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>
6	January									4,885		1,564,852	441	4,885		1,564,852	441
7	February									9,859		3,466,944	1,012	9,859		3,466,944	1,012
8	March									16,010		5,994,458	1,722	16,010		5,994,458	1,722
9	April									22,194		8,153,805	2,339	22,194		8,153,805	2,339
10	May									28,208		10,880,509	3,185	28,208		10,880,509	3,185
11	June									35,916		14,192,958	4,157	35,916		14,192,958	4,157
12	July									39,182		17,631,134	5,210	39,182		17,631,134	5,210
13	August									44,462		20,294,035	6,006	44,462		20,294,035	6,006
14	September									50,227		22,911,840	6,764	50,227		22,911,840	6,764
15	October									56,275		25,858,949	7,674	56,275		25,858,949	7,674
16	November													-		-	-
17	December													-		-	-
18	<b>YTD</b>									<b>56,275</b>		<b>25,858,949</b>	<b>7,674</b>	<b>56,275</b>		<b>25,858,949</b>	<b>7,674</b>
19																	
20	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures.																



	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 6</b>												
2	<b>Expenditures for Pilots and Studies</b>												
3	<b>Through October 2013 - Southern California Edison</b>												
4		<b>Authorized 3-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since Jan. 1, 2013</b>			<b>% of 3-Year Budget Expended</b>		
5		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Pilots</b>												
7	<b>Studies</b>												
8	Impact Evaluation	\$ 180,000		\$ 180,000	\$ -		\$ -	\$ -		\$ -	0%		0%
9	Needs Assessment	\$ 210,000		\$ 210,000	\$ -		\$ -	\$ -		\$ -	0%		0%
10	Energy Education	\$ 90,000		\$ 90,000	\$ -		\$ -	\$ -		\$ -	0%		0%
11	Multifamily	\$ 120,000		\$ 120,000	\$ -		\$ -	\$ -		\$ -	0%		0%
12	<b>Total Studies</b>	<b>\$ 600,000</b>		<b>\$ 600,000</b>	<b>\$ -</b>		<b>\$ -</b>	<b>\$ -</b>		<b>\$ -</b>	<b>0%</b>		<b>0%</b>

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1</b>												
2	<b>CARE Program Expenses</b>												
3	<b>Through October 2013 - Southern California Edison</b>												
4		<b>Authorized Budget</b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
5	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Outreach	\$ 2,100,000		\$ 2,100,000	\$ 152,446		\$ 152,446	\$ 1,331,602		\$ 1,331,602	63%		63%
7	Processing / Certification Re-certification	\$ 4,553,000		\$ 4,553,000	\$ 60,602		\$ 60,602	\$ 680,795		\$ 680,795	15%		15%
8	Post Enrollment Verification	\$ 3,456,000		\$ 3,456,000	\$ 44,771		\$ 44,771	\$ 366,913		\$ 366,913	11%		11%
9	IT Programming	\$ 950,000		\$ 950,000	\$ 173,837		\$ 173,837	\$ 568,438		\$ 568,438	60%		60%
10	Cooling Centers	N/A		N/A	\$ 13,421		\$ 13,421	\$ 19,047		\$ 19,047	N/A		N/A
11	Measurement and Evaluation	\$ 90,000		\$ 90,000	\$ 773		\$ 773	\$ 167,918		\$ 167,918	187%		187%
12	Regulatory Compliance	\$ 265,000		\$ 265,000	\$ 6,454		\$ 6,454	\$ 60,502		\$ 60,502	23%		23%
13	General Administration	\$ 702,000		\$ 702,000	\$ 78,803		\$ 78,803	\$ 544,084		\$ 544,084	78%		78%
14	CPUC Energy Division	\$ 140,000		\$ 140,000	\$ -		\$ -	\$ -		\$ -	0%		0%
15													
16	<b>SUBTOTAL MANAGEMENT COSTS</b>	<b>\$ 12,256,000</b>		<b>\$ 12,256,000</b>	<b>\$ 517,687</b>		<b>\$ 517,687</b>	<b>\$ 3,720,252</b>		<b>\$ 3,720,252</b>	<b>30%</b>		<b>30%</b>
17													
18	CARE Rate Discount	\$ 376,900,000		\$ 376,900,000	\$ 27,943,682		\$ 27,943,682	\$ 309,760,309		\$ 309,760,309	82%		82%
19													
20	<b>TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS</b>	<b>\$ 389,156,000</b>		<b>\$ 389,156,000</b>	<b>\$ 28,461,369</b>		<b>\$ 28,461,369</b>	<b>\$ 313,480,562</b>		<b>\$ 313,480,562</b>	<b>81%</b>		<b>81%</b>
21													
22	Other CARE Rate Benefits												
23	- DWR Bond Charge Exemption				\$ 3,116,472		\$ 3,116,472	\$ 32,845,295		\$ 32,845,295			
24	- CARE PPP Exemption [1]				\$ 3,792,866		\$ 3,792,866	\$ 45,583,082		\$ 45,583,082			
25	- California Solar Initiative Exemption				\$ 1,074,645		\$ 1,074,645	\$ 10,570,983		\$ 10,570,983			
26	- kWh Surcharge Exemption												
27	Total Other CARE Rate Benefits				\$ 7,983,984		\$ 7,983,984	\$ 88,999,360		\$ 88,999,360			
28													
29	Indirect Costs				\$ 35,132		\$ 35,132	\$ 396,431		\$ 396,431			
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.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	
1	<b>CARE Table 2</b>																									
2	<b>Enrollment, Recertification, Attrition, &amp; Penetration</b>																									
3	<b>Through October 2013 - Southern California Edison</b>																									
4		New Enrollment								Recertification <sup>(4)</sup>					Attrition (Drop Offs)					Enrollment						
5		Automatic Enrollment			Self-Certification (Income or Categorical)						Total New Enrollment (E+H+J)		Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)
6	2013	Inter-Utility <sup>(1)</sup>	Intra-Utility <sup>(2)</sup>	Leveraging <sup>(3)</sup>	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)	Capitation																
6	January	2,270	413	0	2,683	5,937	9,946	8,220	24,103	188	26,974	22,916	17,402	0	40,318	18,945	95	1,486	12,718	33,244	67,292	-6,270	1,395,782	1,414,772	98.7%	
7	February	2,573	551	0	3,124	4,384	7,835	5,878	18,097	170	21,391	19,473	18,815	0	38,288	12,034	153	1,229	13,455	26,871	59,679	-5,480	1,390,302	1,414,772	98.3%	
8	March	2,031	370	0	2,401	3,733	11,088	4,506	19,327	241	21,969	23,551	16,980	0	40,531	9,083	277	1,732	16,214	27,306	62,500	-5,337	1,384,965	1,414,772	97.9%	
9	April	3,169	359	0	3,528	3,570	9,174	4,268	17,012	243	20,783	25,204	15,126	0	40,330	11,082	236	1,745	18,055	31,118	61,113	-10,335	1,374,630	1,417,157	97.0%	
10	May	2,639	456	0	3,095	3,759	11,891	4,100	19,750	286	23,131	21,138	14,179	0	35,317	18,075	255	1,694	11,952	31,976	58,448	-8,845	1,365,785	1,417,157	96.4%	
11	June	4,050	513	0	4,563	4,408	11,187	4,677	20,272	393	25,228	21,505	16,858	0	38,363	13,948	185	1,279	19,134	34,546	63,591	-9,318	1,356,467	1,417,157	95.7%	
12	July	2,233	365	0	2,598	5,717	Not Available	6,774	Not Available	375	Not Available	23,377	14,054	0	37,431	18,078	217	1,260	Not Available	Not Available	Not Available	Not Available	1,351,239	1,417,157	95.3%	
13	August	1,990	265	0	2,255	5,430	Not Available	7,026	Not Available	594	Not Available	22,525	15,535	0	38,060	12,180	203	1,324	Not Available	Not Available	Not Available	Not Available	1,349,758	1,417,157	95.2%	
14	September	5,476	467	0	5,943	5,860	Not Available	7,390	Not Available	351	Not Available	15,603	33,763	0	49,366	13,718	106	1,110	Not Available	Not Available	Not Available	Not Available	1,345,474	1,417,157	94.9%	
15	October	3,266	697	0	3,963	4,744	Not Available	6,463	Not Available	330	Not Available	7,079	18,809	0	25,888	15,143	103	1,752	Not Available	Not Available	Not Available	Not Available	1,330,776	1,417,157	93.9%	
16	November																									
17	December																									
18	YTD Total	29,697	4,456	-	34,153	47,542	61,121	59,302	167,965	3,171	205,289	202,371	181,521	-	383,892	142,286	1,830	14,611	91,528	250,255	589,181	-44,966	1,330,776	1,417,157	93.9%	
19																										
20	<sup>(1)</sup> Enrollments via data sharing between the IOUs.																									
21	<sup>(2)</sup> Enrollments via data sharing between departments and/or programs within the utility.																									
22	<sup>(3)</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																									
23	<sup>(4)</sup> Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to respond.																									
24	<sup>(5)</sup> Numbers are not tied to month initiated but are operational and reflect customer enrollment status changes that were triggered that month; these numbers differ from the tied to month initiated numbers provided elsewhere in this report.																									
25	<sup>(6)</sup> No response includes no response to both Recertification and Verification.																									
26	<sup>(7)</sup> Includes customers who were previously categorized as "Other Sources" since there is no "Other Sources" column (which total about 2336 from hard to classify enrollments).																									
27	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																									

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 3A</b>								
2	<b>Post-Enrollment Verification Results (Model)</b>								
	<b>Through October 2013 - Southern California Edison</b>								
3	<b>2013</b>	<b>Total CARE Households Enrolled</b>	<b>Households Requested to Verify</b>	<b>% of CARE Enrolled Requested to Verify Total</b>	<b>CARE Households De-enrolled (Due to no response)</b>	<b>CARE Households De-enrolled (Verified as Ineligible) <sup>[1]</sup></b>	<b>Total Households De-enrolled <sup>[2]</sup></b>	<b>% De-enrolled through Post Enrollment Verification</b>	<b>% of Total CARE Households De-enrolled</b>
4	January	1,395,782	7,810	0.56%	4,261	289	4,550	58.26%	0.33%
5	February	1,390,302	7,846	0.56%	4,160	177	4,337	55.28%	0.31%
6	March	1,384,965	7,741	0.56%	4,227	267	4,494	58.05%	0.32%
7	April	1,374,630	6,124	0.45%	3,260	233	3,493	56.99%	0.25%
8	May	1,365,785	5,596	0.41%	3,237	204	3,441	59.88%	0.25%
9	June	1,356,467	11,523	0.85%	6,308	280	6,588	2.62%	0.02%
10	July	1,351,239	3,913	0.29%	2,020	175	2,195	3.58%	0.01%
11	August	1,349,758	186	0.01%	92	2	94	6.45%	0.00%
12	September	1,345,474	5,471	0.41%	58	68	126	2.30%	0.01%
13	October	1,330,776	83	0.01%	11	1	12	14.46%	0.00%
14	November				0	0			
15	December				0	0			
16	<b>YTD Total</b>	<b>1,330,776</b>	<b>56,293</b>	<b>4.23%</b>	<b>27,634</b>	<b>1,696</b>	<b>29,330</b>	<b>40.75%</b>	<b>2.20%</b>
17									
18	<sup>[1]</sup> Includes customers verified as over income or who requested to be de-enrolled.								
19	<sup>[2]</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
21									
22	<b>CARE Table 3B</b>								
23	<b>Post-Enrollment Verification Results (High Usage)</b>								
	<b>Through October 2013 - Southern California Edison</b>								
24	<b>2013</b>	<b>Total CARE Households Enrolled</b>	<b>Households Requested to Verify</b>	<b>% of CARE Enrolled Requested to Verify Total</b>	<b>CARE Households De-enrolled (Due to no response)</b>	<b>CARE Households De-enrolled (Verified as Ineligible) <sup>[1]</sup></b>	<b>Total Households De-enrolled <sup>[2]</sup></b>	<b>% De-enrolled through Post Enrollment Verification</b>	<b>% of Total CARE Households De-enrolled</b>
25	January	1,395,782	0	0.00%	0	0	0	0.00%	0.00%
26	February	1,390,302	0	0.00%	0	0	0	0.00%	0.00%
27	March	1,384,965	0	0.00%	0	0	0	0.00%	0.00%
28	April	1,374,630	0	0.00%	0	0	0	0.00%	0.00%
29	May	1,365,785	0	0.00%	0	0	0	0.00%	0.00%
30	June	1,356,467	0	0.00%	0	0	0	0.00%	0.00%
31	July	1,351,239	0	0.00%	0	0	0	0.00%	0.00%
32	August	1,349,758	0	0.00%	0	0	0	0.00%	0.00%
33	September	1,345,474	0	0.00%	0	0	0	0.00%	0.00%
34	October	1,330,776	0	0.00%	0	0	0	0.00%	0.00%
35	November								
36	December								
37	<b>YTD Total</b>	<b>1,330,776</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>
38									
39	<sup>[1]</sup> Includes customers verified as over income or who requested to be de-enrolled.								
40	<sup>[2]</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
41	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G
1	<b>CARE Table 4</b>						
2	<b>CARE Self-Certification and Self-Recertification Applications Through October 2013 - Southern California Edison</b>						
3		<b>Provided <sup>[2]</sup></b>	<b>Received</b>	<b>Approved</b>	<b>Denied <sup>[4]</sup></b>	<b>Pending/Never Completed <sup>[5]</sup></b>	<b>Duplicates</b>
4	Total (Y-T-D) <sup>[1]</sup>	3,832,899	661,608	614,213	28,048	147,349	19,586
5	Percentage <sup>[3]</sup>	N/A	100.00%	92.84%	4.24%	N/A	2.96%
6							
7	<sup>[1]</sup> Includes sub-metered customers.						
8	<sup>[2]</sup> Includes number of applications SCE provided for all direct mailing campaigns, customer calls						
9	<sup>[3]</sup> Percent of received applications.						
10	<sup>[4]</sup> Includes all applications received and not approved.						
11	<sup>[5]</sup> Includes pending recertification responses.						

	A	B	C	D	E	F	G	H	I	J
1	<b>CARE Table 5</b>									
2	<b>Enrollment by County</b>									
3	<b>Through October 2013 - Southern California Edison</b>									
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
Urban		Rural	Total	Urban	Rural	Total	Urban	Rural	Total	
5	Fresno	343	0	<b>343</b>	39	6	<b>45</b>	11%		<b>13%</b>
6	Imperial	0	212	<b>212</b>	0	79	<b>79</b>	0%	37%	<b>37%</b>
7	Inyo	4	1,799	<b>1,803</b>	3	988	<b>991</b>	67%	55%	<b>55%</b>
8	Kern	12,363	17,863	<b>30,227</b>	9,537	14,443	<b>23,980</b>	77%	81%	<b>79%</b>
9	Kings	0	8,142	<b>8,142</b>	0	9,131	<b>9,131</b>	0%	112%	<b>112%</b>
10	Los Angeles	587,351	2,904	<b>590,255</b>	573,735	1,817	<b>575,552</b>	98%	63%	<b>98%</b>
11	Madera	3	0	<b>3</b>	0	0	<b>0</b>	0%	0%	<b>0%</b>
12	Mono	0	3,034	<b>3,034</b>	0	739	<b>739</b>	0%	24%	<b>24%</b>
13	Orange	205,651	0	<b>205,651</b>	173,114	0	<b>173,114</b>	84%	0%	<b>84%</b>
14	Riverside	95,231	98,451	<b>193,682</b>	86,204	97,969	<b>184,173</b>	91%	100%	<b>95%</b>
15	San Bernardino	201,157	40,892	<b>242,049</b>	200,737	38,437	<b>239,174</b>	100%	94%	<b>99%</b>
16	San Diego	0	2	<b>2</b>	0	1	<b>1</b>	0%	54%	<b>54%</b>
17	Santa Barbara	18,452	0	<b>18,452</b>	10,172	0	<b>10,172</b>	55%		<b>55%</b>
18	Tulare	13,752	45,671	<b>59,423</b>	12,202	44,146	<b>56,348</b>	89%	4%	<b>95%</b>
19	Ventura	61,552	2,328	<b>63,879</b>	55,448	1,829	<b>57,277</b>	90%	79%	<b>90%</b>
20	<b>Total</b>	1,195,859	221,298	<b>1,417,157</b>	1,121,191	209,585	<b>1,330,776</b>	94%	95%	<b>94%</b>

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6</b>							
2	<b>Recertification Results</b>							
	<b>Through October 2013 - Southern California Edison</b>							
3	<b>2012</b>	<b>Total CARE Households</b>	<b>Households Requested to Recertify</b>	<b>% of Households Total (C/B)</b>	<b>Households Recertified <sup>[1]</sup></b>	<b>Households De-enrolled <sup>[2]</sup></b>	<b>Recertification Rate % (E/C)</b>	<b>% of Total Households De-enrolled (F/B)</b>
4	January	1,395,782	37,019	2.7%	22,916	14,099	61.9%	1.0%
5	February	1,390,302	32,134	2.3%	19,473	12,658	60.6%	0.9%
6	March	1,384,965	39,746	2.9%	23,551	16,186	59.3%	1.2%
7	April	1,374,630	41,134	3.0%	25,204	15,924	61.3%	1.2%
8	May	1,365,785	32,902	2.4%	21,138	11,756	64.2%	0.9%
9	June	1,356,467	34,222	2.5%	21,505	12,707	60.5%	0.2%
10	July	1,351,239	37,579	2.8%	23,377	13,991	47.2%	0.1%
11	August	1,349,758	37,768	2.8%	22,525	3,342	14.9%	0.0%
12	September	1,345,474	32,992	2.5%	15,603	1,770	47.3%	0.1%
13	October	1,330,776	37,239	2.8%	7,079	832	19.0%	0.1%
14	November							
15	December							
16	<b>YTD</b>	<b>1,330,776</b>	<b>362,735</b>	<b>27.3%</b>	<b>202,371</b>	<b>103,265</b>	<b>55.8%</b>	<b>7.8%</b>
17								
18	<sup>[1]</sup> Counts have been updated to exclude existing CARE participants who re-enrolled before their							
19	<sup>[2]</sup> Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to respond.							

	A	B	C	D	E	F	G
1	<b>CARE Table 7</b>						
2	<b>Capitation Contractors</b>						
3	<b>Through October 2013 - Southern California Edison</b>						
4	Contractor <sup>[1]</sup>	Contractor Type (Check one or more if applicable)				Current Month <sup>[2]</sup>	Year-to- Date <sup>[2]</sup>
5		Private	CBO	WMDVBE	LIHEAP		
6	A&PI OLDER ADULTS TASK FORCE		X			-	-
7	ACCESS CALIFORNIA SERVICES		X			-	-
8	ALPHA ENTERPRISE	X				5	112
9	ALTADENA COMM IMPROVEMENT CTR		X			-	-
10	ALTAMED HEALTH SVCS CORP		X			-	-
11	AMERICAN RED CROSS- ANTELO VLY		X			-	-
12	AMERICAN-RUSSIAN BUS COUNCIL		X			-	-
13	ANOTHER HURRICANE PROJECT, INC		X			-	-
14	ANTELOPE VLY BOYS & GIRLS CLUB		X			-	-
15	APAC SERVICE CENTER		X			9	198
16	ASIAN AMERICAN DRUG ABUSE PROG		X			-	-
17	ASIAN AMERICAN RESOURCE CENTER		X			1	4
18	ASIAN PAC. HLTH CARE VENTURE		X			-	-
19	ASIAN PACIF AM DISPUTE RES CTR		X			-	-
20	ASIAN REHABILITATION SVCS INC.		X			-	-
21	ASIAN YOUTH CENTER		X			-	-
22	ATLANTIC COMM ECON DEV CORP	X				-	-
23	B&D SECURITY, INC.	X				-	-
24	BAPAC		X			-	-
25	BELL GARDENS COMM SVC CENTER		X			-	-
26	BELLFLOWER USD/CARING CONN.	X				-	-
27	BEST BUY STORES LP (102)	X				-	-
28	BEST BUY CO., INC (102)	X				-	-
29	BEST BUY STORES LP (103)	X				-	-
30	BEST BUY STORES LP (111)	X				-	-
31	BEST BUY CO., INC. (111)	X				-	1
32	BEST BUY STORES LP (1018)	X				-	-
33	BEST BUY CO., INC (1018)	X				-	-
34	BEST BUY STORES LP (119)	X				-	-
35	BEST BUY STORES LP (1782)	X				-	-
36	BEST BUY CO., INC (1782)	X				-	-
37	BEST PARTNERS	X				155	701
38	BETHEL BAPTIST CHURCH		X			-	2
39	BISHOP PAIUTE TRIBE		X			-	14
40	BOY SCOUTS - OC COUNCIL		X			-	-
41	BOYS & GIRLS CLUB MOUNT COM		X			-	-
42	BOYS & GIRLS CLUB OF SAN BERN		X			-	-
43	BOYS & GIRLS CLUB OF SANTA BAR		X			-	-
44	BOYS&GIRLS CLUB OF SAN GABRIEL		X			-	-
45	BRIDGES OF HOPE		X			-	-
46	BURGERS INC DBA ENERGYSAVE	X				-	-
47	CAP OF SAN BERNARDINO CTY		X		X	2	35
48	CAREGIVERS VOLUNTEERS ELDERLY		X			-	-
49	CASA CARDENAS COUNSELING CTR		X			-	-
50	CASA RAMONA, INCORPORATED		X			-	-
51	CATHEDRAL CITY SENIOR CENTER		X			-	-
52	CATHEDRAL OF PRAISE		X			-	-
53	CATHOLIC CHARITIES GOOD NEWS		X			-	-
54	CATHOLIC CHARITIES OF LA INC		X			-	-
55	CATHOLIC CHARITIES OF ORANGE C		X			-	-
56	CATHOLIC CHARITIES-SB/RIVERSID		X			-	-
57	CATHOLIC CHARITIES-VENTURA		X			-	-
58	CATHOLIC EDUCATION FNDTN LA		X			-	-
59	CB INVESTMENT		X			-	-



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1	<b>CARE Table 7</b>						
2	<b>Capitation Contractors</b>						
	<b>Through October 2013 - Southern California Edison</b>						
3		<b>Contractor Type</b>				<b>Current Month [2]</b>	<b>Year-to-Date [2]</b>
4	<b>Contractor [1]</b>	<b>(Check one or more if applicable)</b>					
		<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>		
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			2	13
65	CHINO NEIGHBORHOOD HOUSE		x			-	-
66	CHINO VLY CHAMBER OF COMMERCE		x			-	-
67	CHRIST UNITY CENTER		x			-	-
68	CITIHOUSING REAL ESTATE SERVICES		x			-	-
69	CITRUS VALLEY HEALTH PARTNERS		x			-	37
70	CITY OF BEAUMONT SENIOR CENTER	x				-	-
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			-	6
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			2	5
82	COMMUNITY SETTLEMENT ASSOC.		x			-	-
83	CORONA NORCO FAMILY YMCA		x			-	12
84	COR COMM. DEVELOPMENT CORP.		x			-	-
85	COSTA MESA COMM FOUNDATION		x			-	2
86	COVE COMM SENIOR ASSOC		x			-	-
87	CRISIS MINISTRY CHURCH OF VLY		x			-	5
88	CROSSROADS CHRISTIAN CHURCH		x			-	-
89	CRYSTAL STAIRS, INC.		x			-	-
90	DENTECH CONSULTING SERVICE		x			-	-
91	DESERT ARC		x			-	3
92	DESERT MANNA MINISTRIES INC		x			-	2
93	DISABLED RESOURCES CTR, INC		x			-	-
94	DOVE ENTERPRISES		x			-	-
95	DUARTE COMMUNITY SVC COUNCIL		x			-	-
96	D'VEAL CORPORATION INC.	x				-	-
97	EAST LA BOYS & GIRLS CLUB		x			-	-
98	ECCLESIAS ECON-COMM DEV COLLAB		x			-	-
99	ECONOMIC & EMPLOYMENT DVLP CTR	x				-	-
100	EL CONCILIO DEL CONDADO DE		x			-	2
101	EL SOL SCIENCE & ARTS ACADEMY		x			-	-
102	ENERGY CONSERV CONSULTANTS INC		x			-	151
103	ESCUELA DE LA RAZA UNIDA		x			-	-
104	FAIR HOUSING COUNCIL RIVERSIDE		x			-	-
105	FAITH GRACE CHINESE CHURCH		x			-	-
106	FAME ASSISTANCE CORPORATION		x			-	-
107	FAMILIES - COSTA MESA		x			-	-
108	FAMILIES FORWARD		x			-	-
109	FAMILY HEALTHCARE NETWORK		x			-	-
110	FAMILY SVC ASSOC - W RIVERSIDE		x			-	-
111	FAMILY SVC ASSOC OF REDLANDS		x			-	-
112	FCI MANAGEMENT CONSULTANTS	x				-	-

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1	<b>CARE Table 7</b>						
2	<b>Capitation Contractors</b>						
	<b>Through October 2013 - Southern California Edison</b>						
3		<b>Contractor Type</b>				<b>Current Month [2]</b>	<b>Year-to-Date [2]</b>
4	<b>Contractor [1]</b>	<b>(Check one or more if applicable)</b>					
		<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>		
113	FELLOWSHIP OF HOPE, INC.		x			-	-
114	FIRST STEP TRANSITIONAL LIVING		x			-	-
115	FOOD SHARE		x			1	2
116	FOUNDATION FOR COMM & FAM HLTH		x			-	-
117	FRIENDSHIP MISSIONARY BAPTIST		x			-	-
118	GARVEY SCHOOL DISTRICT	x				-	-
119	GO THE CALENDAR STOP		x			134	1,637
120	GOD PROVIDES MINISTRY, INC		x			-	-
121	GOLD STAR MEDIA GROUP		x			-	-
122	GOODWILL INDUSTRIES OF SO CAL		x			-	-
123	GOODWILL OF ORANGE COUNTY CA		x			-	-
124	HANNA'S HOUSE		x			-	-
125	HARVEST TIME MINISTRIES		x			-	-
126	HEART OF COMPASSION		x			-	1
127	HELP OF OJAI, INC.		x			1	1
128	HELPING HANDS OF MT ZION		x			-	-
129	HIGH DESERT TRANS. LIVNG. CONN.		x			-	-
130	HIGH DESERT D.V. PROG., INC.		x			-	-
131	HIGH DESERT YOUTH CENTER		x			-	-
132	HNGTN PK-ADULT SCHOOL GAGE BR	x				-	-
133	HOLLON MARKETING SYSTEM		x			-	-
134	HOSANNA COMMUNITY CHURCH		x			-	-
135	HOUSING AUTH.-SAN BUENAVENTURA		x			-	-
136	HOUSING AUTHORITY OF KINGS CO		x			-	3
137	HOUSING WITH HEART INC		x			-	-
138	HUB CITIES CAREER WORKSOURCE		x			-	-
139	HUMAN SERVICES ASSOCIATION		x			-	-
140	IECAAC		x			-	-
141	KERNVILLE UNION SCHOOL DISTRIC	x				-	-
142	KING/DREW'S SUPPORTERS, INC.		x			-	-
143	KINGS COMMUNITY ACTION ORG		x			5	32
144	KINGS CTY COMMISSION ON AGING		x			-	-
145	KNIGHTS OF COLUMBUS - 12834		x			-	-
146	KOREAN AM SENIORS ASSOC OF OC		x			-	-
147	KOREAN AMERICAN FMLY SVC CTR		x			-	-
148	KOREAN CHURCHES COMM DEV- KCCD		x			-	-
149	KOREAN COMMUNITY SERVICES		x			-	-
150	LA COUNTY HOUSING AUTHORITY	x				-	-
151	LALI MOHENO & ASSOCIATES		x			-	-
152	LATINO HEALTH ACCESS		x			-	-
153	LEAP THROUGH THE FIRE FTH MIN.		x			-	-
154	LIBERTY TAX SERVICE	x				-	-
155	LIGHTHOUSE LEARNING RES CTR	x				-	-
156	LITTLE TOKYO SERVICE CENTER		x			-	-
157	LONG BCH LESBIAN AND GAY PRIDE		x			-	-
158	LOS ANGELES MUSIC/ART SCHOOL	x				-	-
159	LOS ANGELES URBAN LEAGUE		x			-	-
160	LOS SERRANOS ELEM SCHOOL PTA		x			-	-
161	LOVELAND CHURCH JUBILEE PARTY		x			-	-
162	LTSC COMM. DEVEL. CORP		x			-	1
163	LUTHERAN SOCIAL SVC OF SO CAL		x			-	-
164	LUTHERAN SOCIAL SVCS OF SO CA		x			-	-
165	LYNWOOD UNIFIED SCHOOL DIST	x				-	-
166	MARAVILLA FOUNDATION		x		x	-	-

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4	Contractor <sup>[1]</sup>	Contractor Type (Check one or more if applicable)				Current Month <sup>[2]</sup>	Year-to- Date <sup>[2]</sup>
		Private	CBO	WMDVBE	LIHEAP		
167	MAYWOOD CHAMBER OF COMMERCE	x				-	-
168	MEALS ON WHEELS WEST		x			-	-
169	MENTAL HEALTH ASSOCIATION		x			-	-
170	MERCI MINISTRY		x			-	-
171	MEXICAN AMERICAN OPPORTUNITY		x			1	27
172	MISION EBENEZER FAMILY CHURCH		x			-	-
173	MITZELL SENIOR CENTER		x			-	-
174	MONTCLAIR/ONTARIO JR WMS. CLUB		x			-	-
175	MONTEBELLO HOUSING DEVELOPMENT		x			-	-
176	MOORPARK SENIOR CITIZENS INC		x			-	-
177	MOUNTAIN VIEW COMMUNITY CHURCH		x			-	-
178	MTN. COMMUNITIES HEALTHY START		x			-	4
179	MULTICULTURAL CIV ASSOC MOR VL		x			-	-
180	NEHEMIAH MINISTRIES		x			-	-
181	NEW DIRECTION COMMUNITY CHURCH		x			-	-
182	NEW HORIZONS CAREGIVERS GROUP		x			-	-
183	NEW GREATER CIR. MISSION, INC	x				1	1
184	NEW HOPE VILLAGE, INC		x			1	3
185	NOW AND FOREVER BODY OF CHRIST		x			-	-
186	NORCO SNR CTR PET RELIEF FUND		x			-	-
187	OC BLACK CHAMBER OF COMMERCE		x			-	-
188	OCCC	x				-	5
189	ONEOC		x			4	11
190	OPERATION GRACE		x			-	-
191	ORNGE CO CONGREGATION COMM ORG		x			-	-
192	OUR COMMUNITY WORKS		x			4	88
193	OUR LADY OF HOPE CATH COMM INC		x			-	-
194	OUR LADY OF LOURDES SCHOOL		x			-	-
195	OXNARD/HUENEME SALVATION ARMY		x			-	-
196	PACIFIC ISLANDER HLTH (PIHP)		x			-	1
197	PACIFIC ASIAN CONSORTIUM EMPLO		x		x	-	-
198	PACIFIC PRIDE FOUNDATION		x			-	-
199	PERRIS COMMUNITY PARTNERSHIP		x			-	-
200	PAVING THE WAY FOUNDATION		x			-	-
201	PIONEER FINANCIAL GROUP CORP.	x				-	-
202	POMONA MINISTRY OF ECONOMICS		x			-	-
203	PRIME TIME SCHOOL		x			-	-
204	PREMIER REALTY		x			-	-
205	PROJECT DVRSN ALT FOR YOUTHS		x			-	-
206	PROTEUS, INC.		x		x	-	1
207	QUINN COMMUNITY OUTREACH CORP.		x			-	-
208	REACH OUT 29		x			-	-
209	REBUILDING TOGETHER CHRISTMAS		x			-	-
210	REDONDO BEACH UNIFIED SCH DIST	x				-	-
211	RESTORE TO HOPE		x			-	-
212	RIALTO CHAMBER OF COMMERCE	x				-	-
213	RIVERSIDE DEPT COMM ACTION		x		x	-	13
214	ROP VIRTUAL ENTERPRISE CLASS		x			-	-
215	RSVP OF SOUTH BAY		x			-	-
216	SALVATION ARMY (SO. CAL DIV)		x			-	-
217	SALVATION ARMY SANTA FE SPRINGS		x			-	-
218	SALVATION ARMY SOUTHEAST CORPS		x			-	-
219	SAMARITAN'S HELPING HAND	x				-	-
220	SAN GRIGORNIO PASS HISP CHAMBE	x				-	-

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4	Contractor <sup>[1]</sup>	Contractor Type (Check one or more if applicable)				Current Month <sup>[2]</sup>	Year-to- Date <sup>[2]</sup>
		Private	CBO	WMDVBE	LIHEAP		
221	SANTA ANITA FAMILY SERVICE		X			-	1
222	SANTA CLARITA ATHLETIC ASSCTN		X			-	-
223	SANTA CLARITA VLY COMM AGING		X			-	-
224	SANTIAGO COMPOSTELA CATHOLIC		X			-	-
225	SB CNTY SEXUAL ASSAULT SERVICE		X			-	-
226	SEARCH TO INVOLVE FILIPINO		X			-	-
227	SENIOR ADVOCATES OF THE DESERT		X			-	2
228	SERVING PEOPLE IN NEED (SPIN)		X			-	-
229	SGUSD/SAN GABRIEL FAMILY CTR	X				-	-
230	SHARE OUR SELVES		X			1	15
231	SOCIETY OF ST VINCENT DE PAUL		X			-	-
232	SO. ANTELOPE VLY EMERGENCY SVC		X			-	-
233	S COAST CHINESE CULTURAL ASSOC.		X			-	-
234	SMILES FOR SENIORS FOUND.		X			-	-
235	SOMEBODY CARES-- RANCHO CUCAMO		X			-	-
236	SOMEBODY CARES SOUTHLAND		X			-	-
237	SONRISE COMMUNITY OUTREACH INC		X			-	-
238	SOUTHEAST COMMUNITY DEVELOPMEN		X			-	-
239	SOUTHEAST RIOVISTA FAMILY YMCA		X			-	-
240	SOUTHWEST MIN EC DVLP ASSOC.		X			-	-
241	SOWING SEEDS FOR LIFE		X			-	-
242	SPECIAL SVC FOR GROUPS		X			-	-
243	SPIRIT OF THE EAGLE FOUNDATION		X			-	-
244	ST ANNE SCHOOL		X			-	-
245	ST EMYDIUS CHURCH		X			-	-
246	ST FRANCIS MEDICAL CTR HLTH		X			-	-
247	ST JOSEPH CHURCH		X			-	-
248	ST MARY'S CHURCH		X			-	-
249	ST PIUS V CHURCH		X			-	-
250	ST POLYCORP FAMILY SUPPORT CTR		X			-	-
251	ST VINCENT DE PAUL		X			1	2
252	ST. CLARE CHURCH		X			-	-
253	ST. HILARYS CHURCH ARCHBISHOP		X			-	-
254	ST. MATTHIAS ELEMENTARY SCHOOL	X				-	-
255	STA BARBARA HISP CHMBR OF COM	X				-	-
256	STA BARBARA NGHBORHD CLINICS		X			-	-
257	STOP VIOLENCE INCREASE PEACE		X			-	-
258	SUNSHINE YOUTH SERVICES, INC		X			-	-
259	TELACU RESIDENTIAL MGMT, INC		X			-	10
260	TEMECULA SENIOR CITIZENS SVC		X			-	-
261	TEMPLO CALVARIO, INC.		X			-	-
262	THAI HEALTH & INFO SVCS		X			-	-
263	THE AL & DOROTHY KEEN CTR		X			-	-
264	THE CAMBODIAN FAMILY		X			-	-
265	THE GREEN TEAM		X			-	-
266	THEODORE ROOSEVELT ELEMENTARY	X				-	-
267	TODEC LEGAL CENTER, INC.		X			-	-
268	TRANSFORMING LIVES INC.		X			-	-
269	TRINITY COMMUNITY OUTREACH		X			-	-
270	TRUEVINE COMMUNITY OUTREACH		X			-	-
271	TULARE EMERGENCY AID COUNCIL		X			-	-
272	UNITED CAMBODIAN COMMUNITY INC		X			-	-
273	UNITED STEEL WKRS OF AM 2018		X			-	-
274	UNITY SHOPPE		X			-	-

	A	B	C	D	E	F	G
1	<b>CARE Table 7</b>						
2	<b>Capitation Contractors</b>						
	<b>Through October 2013 - Southern California Edison</b>						
3		<b>Contractor Type</b> <b>(Check one or more if applicable)</b>				<b>Current</b>	<b>Year-to-</b>
4	<b>Contractor</b> <sup>[1]</sup>	<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>	<b>Month</b> <sup>[2]</sup>	<b>Date</b> <sup>[2]</sup>
275	UP CLOSE PROMOTIONS	x				-	-
276	VENTURA CITY HOUSING AUTHORITY	x				-	-
277	VETERANS IN COMMUNITY SERVICE		x		x	-	-
278	VICTOR VLY COMM SVC COUNCIL		x			-	-
279	VICTOR VLY COMM DENTAL SVC PRG		x			-	1
280	VIETNAMESE COMM OF SVC CAL		x			-	-
281	VIETNAMESE COMMUNITY OF OC INC		x			-	3
282	VOICES OF INDIGENOUS PEOPLE		x			-	-
283	VOLUTNEERS OF EAST LOS ANGELES		x			-	1
284	WAKE UP INCORPORATED		x			-	-
285	WALKING SHIELD AM INDIAN SOC		x			-	-
286	WBC ENTERPRISES, LLC		x			-	-
287	WEST ANGELES CDC		x			-	-
288	WESTSIDE COMM SVCS CTR		x			-	-
289	WINNING OUR WORLD		x			-	-
290	WISE SENIOR SERVICES		x			-	-
291	WORLD HARVEST FELLOWSHIP MINIS		x			-	-
292	WRAP FAMILY SERVICES		x			-	-
293	YOUTH EMPL SVC - HARBOR AREA		x			-	-
294	YWCA INTERVALE SENIOR SERVICES		x			-	-
295	<b>TOTAL</b>					<b>330</b>	<b>3,171</b>
296							
297	<sup>[1]</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
298	<sup>[2]</sup> Numbers reflect customers that have been placed on the rate YTD. Capitation payments may lag by a month or more depending on when SCE is invoiced by the contractors.						

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 8</b>								
2	<b>Participants as of Month-End</b>								
3	<b>Through October 2013 - Southern California Edison</b>								
3	2013	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts
4	January			1,395,782	1,395,782	1,414,772	98.7%	0.0%	4,383,995
5	February			1,390,302	1,390,302	1,414,772	98.3%	-0.4%	4,383,995
6	March			1,384,965	1,384,965	1,414,772	97.9%	-0.4%	4,383,995
7	April			1,374,630	1,374,630	1,417,157	97.0%	-0.7%	4,391,423
8	May			1,365,785	1,365,785	1,417,157	96.4%	-0.6%	4,391,423
9	June			1,356,467	1,356,467	1,417,157	95.7%	-0.7%	4,391,423
10	July			1,351,239	1,351,239	1,417,157	95.3%	-0.4%	4,391,423
11	August			1,349,758	1,349,758	1,417,157	95.2%	-0.1%	4,391,423
12	September			1,345,474	1,345,474	1,417,157	94.9%	-0.3%	4,391,423
13	October			1,330,776	1,330,776	1,417,157	93.9%	-1.0%	4,391,423
14	November			-	-	-			
15	December			-	-	-			
16	<b>YTD</b>			<b>1,330,776</b>	<b>1,330,776</b>	<b>1,417,157</b>	<b>93.9%</b>	<b>-4.59%</b>	<b>4,391,423</b>

	A	B	C	D	E
1	<b>CARE Program Table 9</b>				
2	<b>Expenditures for CHANGES Pilot</b>				
	<b>Through October 2013 - Southern California Edison</b>				
3		<b>Authorized 2013 - 2014 Budget</b>	<b>Current Month Expenses</b>	<b>Expenses Since Jan. 1, 2013</b>	<b>% of 2013 - 2014 Budget Expensed</b>
4	<b>Pilots</b>				
5	CHANGES	\$ 432,000	\$ -	\$ 118,025	27%
6	<b>Total Pilots</b>	<b>\$ 432,000</b>	<b>\$ -</b>	<b>\$ 118,025</b>	<b>27%</b>

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	<b>CARE Table 10 CHANGES One-On-One Customer Assistance Sessions</b>															
2	<b>September 2013 - Southern California Edison</b>															
3	Date <sup>[3]</sup>	CHANGES Participants' self-identified language of preference	Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) <sup>[2]</sup>	Description of each contact made with that customer's utility until a solution is reached.	If on CARE, Enter How Initially Enrolled		Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU			Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.			Calls to Dedicated 800 # Recorded by IOU <sup>[1]</sup>
4					#	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	
6	6/26/13	Spanish	ESA Program Application Assistance Request Meter Service or Testing	Not Available	1	SCE.com self enrollment	0	0	0							User called IOU but Contractor was not tracking 1-800 usage at that time.
7	8/29/13	Spanish	HEAP/LIHEAP Application Assistance	Not Available	1	Cool Center Program referral	0	0	0			0	Meeting with client.			
8	8/27/13	Spanish	Educated on Energy efficiency/ Conservation Educated on energy assistance programs	Not Available	1	SCE Call Center	0	0	0			0	There was no answer on the designated CHANGES number so I called the regular customer service number.			
9	8/30/13	Spanish	HEAP/LIHEAP Application Assistance Educated on Energy efficiency/ Conservation	Not Available	0	N/A	0	0	0			0	There was no answer on the designated CHANGES number so I called the regular customer service number.			
10	8/30/13	English	Energy Assistance Fund Application Educated on energy assistance programs Verified Bill	Not Available	1	SCE.com self enrollment	0	0	0			0	Meeting with client.			
11	6/12/13	English	Energy Assistance Fund Application Educated on Energy efficiency/ Conservation	Not Available	1	Energy Assistance Fund Program referral	0	0	0			0	Meeting with client.			
12	6/19/13	Chinese/Cantonese	Energy Assistance Fund Application Educated on Energy efficiency/ Conservation	Not Available	1	SCE Outreach Events	0	0	0			0	Meeting with client.			



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	<b>CARE Table 10 CHANGES One-On-One Customer Assistance Sessions</b>															
2	<b>September 2013 - Southern California Edison</b>															
3	<b>CHANGES Participants' self- identified language of preference</b>	<b>Description of the session content identifying service provided (e.g. utility bill dispute resolution, and other energy related issues)<sup>[2]</sup></b>	<b>Description of each contact made with that customer's utility until a solution is reached.</b>	<b>If on CARE, Enter How Initially Enrolled</b>		<b>Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU</b>			<b>Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.</b>			<b>Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.</b>			<b>Calls to Dedicated 800 # Recorded by IOU<sup>[1]</sup></b>	
4				<b>Date<sup>[3]</sup></b>	<b>#</b>	<b>How Enrolled</b>	<b>CARE</b>	<b>FERA</b>	<b>Medical Baseline</b>	<b>#</b>	<b>Dedicated Toll-Free Number Used</b>		<b>#</b>	<b>Dedicated Toll-Free Number Used</b>		
5											<b>1 = Yes 0 = No</b>	<b>Reason 800 # Not Used</b>		<b>1 = Yes 0 = No</b>		<b>Reason 800 # Not Used</b>
13	7/10/13	English	Energy Assistance Fund Application Educated on Energy efficiency/ Conservation Educated on energy assistance programs	Not Available	1	External Datashare	0	0	0			0	Meeting with client.			
14	7/31/13	English	Energy Assistance Fund Application Educated on Energy efficiency/ Conservation Educated on energy assistance programs	Not Available	1	SCE.com self enrollment	0	0	0			0	Meeting with client.			
15	7/31/13	Chinese/Cantonese	Energy Assistance Fund Application Educated on energy assistance programs	Not Available	1	SCE Outreach Events	0	0	0			0	Meeting with client.			
16	7/31/13	Spanish	Energy Assistance Fund Application Educated on Energy efficiency/ Conservation Educated on energy assistance programs	Not Available	1	SCE Outreach Events	0	0	0			0	Meeting with client.			
17	9/11/13	Chinese/Cantonese	Energy Assistance Fund Application Educated on energy assistance programs	Not Available	1	SCE Direct Mail	0	0	0			0	Meeting with client.			
18	9/2/13	Spanish	Educated on Energy efficiency/ Conservation Educated on energy assistance programs	Not Available	1	SCE Call Center	0	0	0				Contractor did not specify if 1-800 number is used when calling the IOU.			
19	9/18/13	English	Energy Assistance Fund Application	Not Available	1	SCE Call Center	0	0	0			0	Meeting with client.			
20	9/18/13	Chinese/Cantonese	Energy Assistance Fund Application Educated on energy assistance programs	Not Available	1	External Datashare	0	0	0			0	Meeting with client.			

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	<b>CARE Table 10 CHANGES One-On-One Customer Assistance Sessions</b>															
2	<b>September 2013 - Southern California Edison</b>															
3	Date <sub>[3]</sub>	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) <sub>[2]</sub>	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 <sub>[1]</sub>	
4					#	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
21	9/18/13	Chinese/Cantonese	Energy Assistance Fund Application	Not Available	1	SCE Outreach Events	0	0	0			Meeting with client.				
22	9/20/13	Spanish	Educated on Energy efficiency/ Conservation Set Up/Change Payment Plan	Not Available	1	SCE Call Center	0	0	0	1		Contractor did not specify if 1-800 number is used when calling the IOU.				
23	9/16/13	English	HEAP/LIHEAP Application Assistance	Not Available	1	SCE.com self enrollment	0	0	0			Meeting with client.				
24	9/18/13	Chinese/Cantonese	Energy Assistance Fund Application Educated on Energy efficiency/ Conservation	Not Available	1	SCE Outreach Events	0	0	0					1		
25	9/25/13	Chinese/Cantonese	Energy Assistance Fund Application Educated on Energy efficiency/ Conservation	Not Available	1	SCE Outreach Events	0	0	0			Meeting with client.				
26	9/25/13	Chinese/Cantonese	Energy Assistance Fund Application	Not Available	1	SCE Outreach Events	0	0	0			Meeting with client.				
27	9/20/13	English	HEAP/LIHEAP Application Assistance Educated on CARE/FERA	Not Available	1	SCE Call Center	0	0	0			This call was to my client.				
28	9/25/13	Spanish	Energy Assistance Fund Application Educated on energy assistance programs	Not Available	1	SCE Outreach Events	0	0	0			Meeting with client.				
29	9/25/13	English	Energy Assistance Fund Application	Not Available	1	External Datashare	0	0	0			Meeting with client.				
30	9/17/13	Vietnamese	Enrolled in DAP Program ESAP Application Assistance	Not Available	1	SCE Call Center	0	0	0			User did not specify if 1-800 number is used when calling the IOU.				
31	9/20/13	Spanish	HEAP/LIHEAP Application Assistance	Not Available	1	SCE Direct Mail	0	0	0			Meeting with client.				

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	<b>CARE Table 10 CHANGES One-On-One Customer Assistance Sessions</b>															
2	<b>September 2013 - Southern California Edison</b>															
3	<b>CHANGES Participants' self- identified language of preference</b>	<b>Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)<sup>[2]</sup></b>	<b>Description of each contact made with that customer's utility until a solution is reached.</b>	<b>If on CARE, Enter How Initially Enrolled</b>		<b>Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU</b>			<b>Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.</b>			<b>Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.</b>			<b>Calls to Dedicated 800 # Recorded by IOU<sup>[1]</sup></b>	
4				<b>Date<sup>[3]</sup></b>	<b>#</b>	<b>How Enrolled</b>	<b>CARE</b>	<b>FERA</b>	<b>Medical Baseline</b>	<b>#</b>	<b>Dedicated Toll-Free Number Used</b>		<b>#</b>	<b>Dedicated Toll-Free Number Used</b>		
5											<b>1 = Yes 0 = No</b>	<b>Reason 800 # Not Used</b>		<b>1 = Yes 0 = No</b>		<b>Reason 800 # Not Used</b>
32	9/9/13	English	HEAP/LIHEAP Application Assistance Set Up/Change Payment Extension	Not Available	1	SCE Call Center	0	0	0	1	0	Meeting with client.				
33	9/14/13	English	HEAP/LIHEAP Application Assistance	Not Available	1	SCE Call Center	0	0	0		0	Meeting with client.				
34	9/12/13	English	HEAP/LIHEAP Application Assistance Educated on energy assistance programs	Not Available	1	SCE.com self enrollment	0	0	0		0	This call was to my client.				
35	9/18/13	Spanish	Energy Assistance Fund Application	Not Available	1	SCE.com self enrollment	0	0	0			User did not specify if 1-800 number is used when calling the IOU.				
36	9/19/13	Spanish	Educated on Energy efficiency/ Conservation	Not Available	1	SCE Outreach Events	0	0	0		0	There was no answer on the designated CHANGES number so I called the regular customer service number.				
37	9/19/13	Spanish	Educated on Energy efficiency/ Conservation	Not Available	1	SCE Outreach Events	0	0	0		0	There was no answer on the designated CHANGES number so I called the regular customer service number.				
38	9/10/13	Spanish	Bill Education Educated on CARE/FERA Changes to Account	Not Available	0	N/A	0	0	0			Contractor did not specify if 1-800 number is used when calling the IOU.				

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	<b>CARE Table 10 CHANGES One-On-One Customer Assistance Sessions</b>															
2	<b>September 2013 - Southern California Edison</b>															
3	<b>CHANGES Participants' self- identified language of preference</b>	<b>Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)<sup>[2]</sup></b>	<b>Description of each contact made with that customer's utility until a solution is reached.</b>	<b>If on CARE, Enter How Initially Enrolled</b>		<b>Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU</b>			<b>Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.</b>			<b>Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.</b>			<b>Calls to Dedicated 800 # Recorded by IOU<sup>[1]</sup></b>	
4				<b>Date<sup>[3]</sup></b>	<b>#</b>	<b>How Enrolled</b>	<b>CARE</b>	<b>FERA</b>	<b>Medical Baseline</b>	<b>#</b>	<b>Dedicated Toll-Free Number Used</b>		<b>#</b>	<b>Dedicated Toll-Free Number Used</b>		
5											<b>1 = Yes 0 = No</b>	<b>Reason 800 # Not Used</b>		<b>1 = Yes 0 = No</b>		<b>Reason 800 # Not Used</b>
39	9/10/13	Vietnamese	HEAP/LIHEAP Application Assistance Educated on avoiding disconnection Bill Education Educated on Energy efficiency/ Conservation	Not Available	1	SCE automated Voice Response Unit	0	0	0		0	Meeting with client.				
40	9/16/13	Vietnamese	HEAP/LIHEAP Application Assistance Educated on avoiding disconnection Bill Education	Not Available	1	External Datashare	0	0	0		0	Meeting with client.				
41	Current Month Total				33		0	0	0	2			0			6
42	Year-to-Date Total				201		0	0	1	Not Available			Not Available			43
43	[1] Total calls placed to 800# recorded by SCE from September 1st, 2013 through September 30th, 2013 is 6. Data on calls per each one on one session not available.															
44	[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.															
45	[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.															

	A	B	C	D	E	F	G
1	<b>CARE Table 11 CHANGES Group Customer Assistance Sessions<sup>[2]</sup></b>						
2	<b>September 2013 - Southern California Edison</b>						
3				<b>Session Logistics</b>			
4	<b>Date</b>	<b>Session Language</b>	<b>Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)</b>	<b># of Sessions</b>	<b>Length <sup>[1]</sup> (Hours)</b>	<b>Number of Attendees</b>	<b>Description of Information / Literature Provided</b>
5	Not Available	Russian	Understanding Your Bill	1	0.5	22	Not Available
6	Not Available	Japanese	Understanding Your Bill	1	0.5	16	Not Available
7	Not Available	Tagalog	Understanding Your Bill	3	0.5	50	Not Available
8	Not Available	Japanese	Safety Tips	2	0.5	17	Not Available
9	Not Available	Tagalog	Level Pay Plan	1	0.5	10	Not Available
10	Not Available	Tagalog	Energy Conservation	3	0.5	60	Not Available
11	Not Available	Mandrin	CARE/FERA and Other	2	0.5	38	Not Available
12	Not Available	Tagalog	CARE/FERA and Other	1	0.5	10	Not Available
13	Current Month Total			14		223	
14	Year-to-Date			63		1,794	
15							
16	[1] Contractor states all sessions at least 30 minutes.						
17	[2] This table 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 have a more consistent appearance and format with existing SCE tables.						
18							