

**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 SEPTEMBER 2014**

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Dated: **October 21, 2014**

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

Respectfully submitted,

JANET S. COMBS  
LARRY R. COPE

*/s/ Larry R. Cope*

By: Larry R. Cope

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**October 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**

**September 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	\$ 42,387,838	58%
Homes Treated	87,389	51,981	59%
kWh Saved	N/A	23,300,603	N/A
kW Demand Reduced	N/A	8,977	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 September, thirty-one (31) assessors used the paperless enrollment process to enroll approximately 1,828 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 September, 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, and the Alt-Car Expo in Santa Monica, reaching more than 250 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 15 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 15 Home Assessment Training Workshops with a total of 209 trainees receiving the updated curriculum. In addition, 153 new jobs for assessors were created to support SCE's ESA Program.

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

**2.1. CARE Program Summary**

2.1.1. Please provide CARE program summary costs

<b>CARE Budget Categories</b>	<b>Authorized Budget</b>	<b>Expenses Year-to-Date</b>	<b>% of Budget Spent</b>
Outreach	\$2,613,000	\$1,310,704	50%
Processing / Certification Re-certification	\$588,000	\$557,294	95%
Post Enrollment Verification	\$1,423,000	\$322,764	23%
IT Programming	\$1,000,000	\$957,653	96%
Cooling Centers	N/A	N/A	N/A
Measurement & Evaluation	\$50,000	\$0	0%
Regulatory Compliance	\$264,000	\$150,839	57%
General Administration	\$725,000	\$521,658	72%
CPUC Energy Division Staff	\$140,000	\$3,489	2%
<b>Total Expenses</b>	<b>\$6,803,650</b>	<b>\$3,824,401</b>	<b>56%</b>
<b>Subsidies and Benefits</b>	<b>\$416,800,000</b>	<b>\$290,956,617</b>	<b>70%</b>
<b>Total Program Costs &amp; Discounts</b>	<b>\$423,603,650</b>	<b>\$294,781,018</b>	<b>70%</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>
1,333,416	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](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 September, SCE

enrolled 16,160 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 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 Date</b>	<b>Event Name</b>	<b>Location</b>	<b>Estimated Customer Interactions</b>
9/1-28/14	LA County Fair	Pomona	261
9/7/14	Alzheimer's Association Walk	Van Nuys	200
9/10/14	Cedar Villa Senior Housing	Ontario	50
9/11/14	LA County Emergency Preparedness Workshop	Montebello	50
9/13/14	Green Expo	Huntington Beach	3
9/13/14	IEDC Resources Expo	Riverside	500

<b>Event Date</b>	<b>Event Name</b>	<b>Location</b>	<b>Estimated Customer Interactions</b>
9/13/14	Newport Beach Disaster Preparedness Expo	Newport Beach	4
9/13/14	Phelan Phun Days	Phelan	6
9/15/14	Hearts and Lives Presentation	Crestline	40
9/17/14	SCE 2014 Hispanic Heritage Month Celebration	Irwindale	100
9/18/14	Sunny Acres Mobile Home Park Presentation	Oxnard	40
9/19/14	Garden Grove Community Forum	Garden Grove	100
9/19/14	Alt Car Expo	Santa Monica	45
9/20/14	21st Annual Pollution Fair	Rialto	26
9/20-21/14	7th Annual Pacific Islander Festival	Huntington Beach	6
9/23/14	LA County Emergency Preparedness Workshop	San Pedro	75

<b>Event Date</b>	<b>Event Name</b>	<b>Location</b>	<b>Estimated Customer Interactions</b>
9/24/14	Horizon Community Center Presentation	Garden Grove	45
9/25/14	Cathedral Center's Annual Senior Health Fair	Cathedral City	100
9/25/14	15th Annual Advancing the Choice Expo	Temecula	7
9/26/14	Science Showtime	Huntington Beach	4
9/27/14	Irvine Global Village Festival	Irvine	80
9/27/14	Living Green Expo	Simi Valley	3
9/29/24	SONGS Decommissioning Education Fair	San Juan Capistrano	1
9/30/14	LA County Emergency Preparedness Workshop	Whittier	50

In September, SCE provided information about programs and services to help lower electricity usage bills to nearly 1,800 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 September,

capitation contractors successfully enrolled 224 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 September, SCE enrolled 2,744 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 two recertification complaints in the month of September.

1. Customer wrote to the Better Business Bureau several times stating she was not receiving CARE as promised. Customer does not respond to messages/ email. Recertification request was sent to the customer in September. The file is closed pending contact from the customer.

2. Customer did not respond to recertification request and was removed from CARE. Customer was advised by Contact Center to submit paperwork and their account may be rebilled, with no guarantee given. SCE denied the customer's retroactive rebill request and the customer contacted the CPUC. The customer was given a policy adjustment of \$35, approximately 30% of what they were billed over what the bill would have been on the CARE rate.

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

Program	Table	Title
Energy Savings Assistance Program	Table 1	Energy Savings Assistance Program Expenses
Energy Savings Assistance Program	Table 2	Expenses and Energy Savings by Measures Installed
Energy Savings Assistance Program	Table 3	Average Bill Savings per Treated Home
Energy Savings Assistance Program	Table 4A	Homes Treated
Energy Savings Assistance Program	Table 4B	Homes Unwilling/Unable to Participate
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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
CARE	Table 10	CHANGES One-On-One Assistance (June 2014)
CARE	Table 11	CHANGES Group Assistance (June 2014)



	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 September 2014 - Southern California Edison</b>												
3		<b>Authorized Budget [1]</b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
4	<b>ESA Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
5	<b>Energy Efficiency</b>												
6	Appliances	21,018,838		21,018,838	933,350		933,350	11,449,219		11,449,219	54%		54%
7	Domestic Hot Water	51,405		51,405	1,393		1,393	8,823		8,823	17%		17%
8	Enclosure	267,540		267,540	4,018		4,018	44,989		44,989	17%		17%
9	HVAC	27,306,615		27,306,615	2,052,348		2,052,348	18,439,129		18,439,129	68%		68%
10	Maintenance	233,333		233,333	130		130	5,980		5,980	3%		3%
11	Lighting	3,272,401		3,272,401	224,354		224,354	1,876,489		1,876,489	57%		57%
12	Miscellaneous	4,726,931		4,726,931	409,832		409,832	2,830,510		2,830,510	60%		60%
13	Customer Enrollment	5,613,669		5,613,669	466,120		466,120	3,957,936		3,957,936	71%		71%
14	In Home Education	1,245,405		1,245,405	61,628		61,628	537,938		537,938	43%		43%
15	Pilot	-		-	-		-	-		-	0%		0%
16	<b>Energy Efficiency TOTAL</b>	<b>63,736,137</b>		<b>63,736,137</b>	<b>4,153,171</b>		<b>4,153,171</b>	<b>39,151,011</b>		<b>39,151,011</b>	<b>61%</b>		<b>61%</b>
17													
18	Training Center	325,955		325,955	16,364		16,364	130,088		130,088	40%		40%
19	Inspections	1,579,538		1,579,538	47,565		47,565	648,481		648,481	41%		41%
20	Marketing and Outreach	1,373,000		1,373,000	65,108		65,108	465,209		465,209	34%		34%
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	9,790		9,790	(213,920)		(213,920)	-107%		-107%
23	Regulatory Compliance	606,000		606,000	35,145		35,145	286,210		286,210	47%		47%
24	General Administration	4,736,000		4,736,000	149,550		149,550	1,917,248		1,917,248	40%		40%
25	CPUC Energy Division	60,000		60,000	-		-	-		-	0%		0%
26													
27	<b>TOTAL PROGRAM COSTS</b>	<b>\$ 72,736,630</b>		<b>72,736,630</b>	<b>4,476,694</b>		<b>4,476,694</b>	<b>42,387,838</b>		<b>42,387,838</b>	<b>58%</b>		<b>58%</b>
28	<b>Funded Outside of ESA Program Budget</b>												
29	Indirect Costs				65,647		65,647	637,020		637,020			
30	NGAT Costs												
31													
32	[1] Please indicate whether authorized budget includes shifted funds from previous years and/or prior program cycles. (Yes or No ) If yes, please specify amount, date												
33	fund-shifting activity occurred, date of fund-shifting request and related approval is applicable.												
34	[2] SCE is the project manager of the Needs Assessment and Energy Education studies and responsible to pay consultant invoices. SCE will invoice PG&E, SCG, and SDG&E for their shares of the studies. When cross-billing occurs, SCE's study expenditures will be under 100% of authorized budget for the 3-year study period.												

	A	B	C	D	E	F	G	H
1	<b>Energy Savings Assistance Program Table 2</b>							
2	<b>Through September 2014 - Southern California Edison</b>							
3			<b>Year-To-Date Completed &amp; Expensed Installation</b>					
4	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh [4] (Annual)</b>	<b>kW [4] (Annual)</b>	<b>Therms (Annual)</b>	<b>Expenses [5] (\$)</b>	<b>% of Expenditure</b>
5	<b>Appliances</b>							
6	High Efficiency Clothes Washer	Each						
7	Refrigerators	Each	12,934	8,916,565	1,520		11,071,552	29%
8	Microwaves [6]	Each						
9	<b>Domestic Hot Water</b>							
10	Water Heater Blanket	Home	31	1,866	0		1,434	0%
11	Low Flow Shower Head	Home	162	5,884	1		4,438	0%
12	Water Heater Pipe Insulation	Home	73	1,212	0		1,259	0%
13	Faucet Aerator	Home	153	3,559	1		1,692	0%
14	Water Heater Repair/Replacement	Each						0%
15	Thermostatic Shower Valve	Each						
16	<b>Enclosure</b>							
17	Air Sealing / Envelope [1]	Home	439	91,597	-		43,836	0%
18	Attic Insulation	Home	1	-	-		1,154	0%
19	<b>HVAC</b>							
20	FAU Standing Pilot Conversion	Each						
21	Furnace Repair/Replacement	Each						
22	Room A/C Replacement	Each	536	27,954	32		401,464	1%
23	Central A/C replacement	Each	2,671	213,764	221		10,423,896	27%
24	Heat Pump Replacement	Each	87	55,158	26		235,176	1%
25	Evaporative Cooler (Replacement)	Each						
26	Evaporative Cooler (Installation)	Each	7,993	3,988,565	4,909		7,138,278	19%
27	Duct Testing and Sealing	Home	2,653	484,501	596		553,200	1%
28	<b>Maintenance</b>							
29	Furnace Clean and Tune	Home						
30	Central A/C Tune up	Home	46	9,028	1		5,980	0%
31	<b>Lighting</b>							
32	Compact Fluorescent Lights (CFL)	Each	196,586	4,915,582	590		1,334,901	3%
33	Interior Hard wired CFL fixtures	Each						
34	Exterior Hard wired CFL fixtures	Each	568	44,611	5		48,280	0%
35	Torchiere	Each	5,699	1,088,509	114		302,047	1%
36	Occupancy Sensor	Each						
37	LED Night Lights	Each						
38	<b>Miscellaneous</b>							
39	Pool Pumps	Each	1,544	2,691,995	846		1,351,000	4%
40	Smart Power Strips	Each	25,903	760,253	114		834,021	2%
41	<b>New Measures</b>							
42								
43	<b>Pilots</b>							
44								
45	<b>Customer Enrollment</b>							
46	Outreach & Assessment	Home	58,982				3,957,936	10%
47	In-Home Education	Home	49,430				537,938	1%
48								
49	<b>Total Savings/Expenditures</b>			<b>23,300,603</b>	<b>8,977</b>		<b>38,249,480</b>	
50								
51	Households Weatherized [2]		438					
52								
53	<b>Households Treated</b>							
54	- Single Family Households Treated	Home	34,955					
55	- Multi-family Households Treated	Home	12,707					
56	- Mobile Homes Treated	Home	4,319					
57	<b>Total Number of Households Treated</b>	Home	<b>51,981</b>					
58	<b># Eligible Households to be Treated for PY [3]</b>	Home	<b>87,389</b>					
59	<b>% of Households Treated</b>	%	<b>59%</b>					
60	- Master-Meter Households Treated	Home	2,736					
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 September 2014 - Southern California Edison</b>	
3	<b>Year-to-Date Installations - Expensed</b>	
4	Annual kWh Savings	23,300,603
5	Annual Thermo Savings	-
6	Lifecycle kWh Savings	281,941,524
7	Lifecycle Therm Savings	-
8	Current kWh Rate	0.13
9	Current Therm Rate	-
10	Number of Treated Households	51,981
11	Average 1st Year Bill Savings / Treated households	<b>56.66</b>
12	Average Lifecycle Bill Savings / Treated Household	<b>686</b>

	A	B	C	D	E	F	G
1	<b>Energy Savings Assistance Program Table 4A</b>						
2	<b>Through September 2014 - Southern California Edison</b>						
3		<b>Eligible Households</b>			<b>Households Treated YTD</b>		
4	<b>County</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
5	Fresno	-	482	<b>482</b>	-	-	-
6	Imperial	241	-	<b>241</b>	-	-	-
7	Inyo	1,824	7	<b>1,831</b>	2	-	<b>2</b>
8	Kern	18,026	12,656	<b>30,681</b>	323	421	<b>744</b>
9	Kings	8,915	-	<b>8,915</b>	176	-	<b>176</b>
10	Los Angeles	3,426	619,895	<b>623,320</b>	23	20,515	<b>20,538</b>
11	Madera	-	4	<b>4</b>	-	-	-
12	Mono	3,377	1	<b>3,378</b>	-	-	-
13	Orange	1	214,205	<b>214,206</b>	-	5,158	<b>5,158</b>
14	Riverside	106,779	109,037	<b>215,816</b>	4,287	4,866	<b>9,153</b>
15	San Bernardino	45,440	216,446	<b>261,885</b>	2,667	10,011	<b>12,678</b>
16	San Diego	2	-	<b>2</b>	-	-	-
17	Santa Barbara	-	19,024	<b>19,024</b>	-	29	<b>29</b>
18	Tulare	48,381	14,306	<b>62,686</b>	1,579	308	<b>1,887</b>
19	Ventura	2,633	67,627	<b>70,260</b>	28	1,065	<b>1,093</b>
20	<b>Total</b>	<b>239,043</b>	<b>1,273,688</b>	<b>1,512,732</b>	<b>9,085</b>	<b>42,373</b>	<b>51,458</b>

	A	B	C	D	E	F	G	H	I
1	<b>Energy Savings Assistance Program Table 4B</b>								
2	<b>Through September 2014 - Southern California Edison</b>								
3		<b>Reason Provided</b>							
4	<b>County</b>	<b>Customer Declined Program Measures or is Non-Responsive</b>	<b>Customer Unavailable - Scheduling Conflicts</b>	<b>Hazardous Environment (unsafe/unclean)</b>	<b>Insufficient feasible Measures</b>	<b>Ineligible Dwelling - Prior Program Participation</b>	<b>Household Income Exceeds Allowable Limits</b>	<b>Unable to Provide Required Documentation</b>	<b>Other</b>
5	Fresno	0	0	0	0	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	6	0	79	398	13	135	289
9	Kings	5	5	0	40	139	2	28	39
10	Los Angeles	100	166	38	1,558	12,946	324	3,943	7,504
11	Madera	0	0	0	0	0	0	0	0
12	Mono	0	0	0	0	0	0	0	0
13	Orange	5	41	0	522	3,014	163	1,041	1,771
14	Riverside	56	48	2	823	3,000	148	1,565	1,795
15	San Bernardino	168	131	18	1,470	4,875	233	1,911	2,204
16	Sandiego	0	0	0	0	0	0	0	0
17	Santa Barbara	0	3	0	6	1	2	0	7
18	Tulare	48	47	6	507	1,672	7	205	500
19	Ventura	0	0	6	47	382	48	200	424
20	<b>Total</b>	<b>384</b>	<b>448</b>	<b>70</b>	<b>5,054</b>	<b>26,428</b>	<b>941</b>	<b>9,030</b>	<b>14,536</b>
21									
22	1. "Other" column contents were redefined for program month June 2014 going forward to more accurately count households which are Unwilling or Unable to participate in the program.								
23	2. To obtain a grand total count of "Unwilling or Unable" income eligible households, add subtotals from all columns except Column F (Ineligible Dwelling - Prior Program Participation) and Column G (Household Income Exceeds Allowable Limits). Households in Column F should not be counted as Unwilling/Unable because those households already demonstrated their willingness/ability to participate. Households in Column G should not be counted as Unwilling/Unable because those households are not income eligible, and therefore not included in the annual counts of estimated income eligible homes.								
24	3. Table contains unique counts. Households are not double counted across columns.								

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	<b>Energy Savings Assistance Program Table 5</b>																
2	<b>Through September 2014 - Southern California Edison</b>																
3		<b>Gas &amp; Electric</b>				<b>Gas Only</b>				<b>Electric Only</b>				<b>Total</b>			
4		<b># of 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									5,345		1,939,614	589	5,345		1,939,614	589
7	February									11,522		4,154,297	1,222	11,522		4,154,297	1,222
8	March									22,341		6,780,533	2,063	22,341		6,780,533	2,063
9	April									28,485		9,489,788	3,581	28,485		9,489,788	3,581
10	May									33,340		11,758,534	4,421	33,340		11,758,534	4,421
11	June									34,289		14,191,863	5,292	34,289		14,191,863	5,292
12	July									40,311		17,360,899	6,560	40,311		17,360,899	6,560
13	August									46,820		20,555,059	7,864	46,820		20,555,059	7,864
14	September									51,981		23,300,603	8,977	51,981		23,300,603	8,977
15	October													-		-	-
16	November													-		-	-
17	December													-		-	-
18	<b>YTD</b>									<b>51,981</b>		<b>23,300,603</b>	<b>8,977</b>	<b>51,981</b>		<b>23,300,603</b>	<b>8,977</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 September 2014 - Southern California Edison</b>												
4		<b>Authorized 3-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since Jan. 1, 2013</b>			<b>% of 3-Year Budget Expended</b>		
5		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Pilots</b>												
7	<b>Studies</b>												
8	Impact Evaluation	\$ 180,000		\$ 180,000	\$ -		\$ -	\$ 146,809		\$ 146,809	82%		82%
9	Needs Assessment	\$ 210,000		\$ 210,000	\$ -		\$ -	\$ 209,938		\$ 209,938	100%		100%
10	Energy Education	\$ 90,000		\$ 90,000	\$ -		\$ -	\$ 73,028		\$ 73,028	81%		81%
11	Multifamily	\$ 120,000		\$ 120,000	\$ -		\$ -	\$ 119,802		\$ 119,802	100%		100%
12	<b>Total Studies</b>	<b>\$ 600,000</b>		<b>\$ 600,000</b>	<b>\$ -</b>		<b>\$ -</b>	<b>\$ 549,577</b>		<b>\$ 549,577</b>	<b>92%</b>		<b>92%</b>

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1</b>												
2	<b>CARE Program Expenses</b>												
3	<b>Through September 2014 - 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	\$ 2,613,000		\$ 2,613,000	\$109,454.38		\$ 109,454	\$ 1,310,704		\$ 1,310,704	50%		50%
7	Processing / Certification Re-certification	\$ 588,000		\$ 588,000	\$68,039.87		\$ 68,040	\$ 557,294		\$ 557,294	95%		95%
8	Post Enrollment Verification	\$ 1,423,650		\$ 1,423,650	\$31,836.00		\$ 31,836	\$ 322,764		\$ 322,764	23%		23%
9	IT Programming	\$ 1,000,000		\$ 1,000,000	\$25,679.08		\$ 25,679	\$ 957,653		\$ 957,653	96%		96%
10	Cooling Centers	N/A		N/A	\$ 5,264		\$ 5,264	\$ 33,605		\$ 33,605	N/A		N/A
11	Measurement and Evaluation	\$ 50,000		\$ 50,000	-		-	-		-	0%		0%
12	Regulatory Compliance	\$ 264,000		\$ 264,000	\$15,157.43		\$ 15,157	\$ 150,839		\$ 150,839	57%		57%
13	General Administration	\$ 725,000		\$ 725,000	\$67,549.56		\$ 67,550	\$ 521,658		\$ 521,658	72%		72%
14	CPUC Energy Division	\$ 140,000		\$ 140,000	\$ 3,489		\$ 3,489	\$ 3,489		\$ 3,489	0%		2%
15													
16	<b>SUBTOTAL MANAGEMENT COSTS</b>	<b>\$ 6,803,650</b>		<b>\$ 6,803,650</b>	<b>\$ 321,205</b>		<b>\$ 321,205</b>	<b>\$ 3,824,401</b>		<b>\$ 3,824,401</b>	<b>56%</b>		<b>56%</b>
17													
18	CARE Rate Discount	\$416,800,000		\$416,800,000	\$ 49,516,661		\$49,516,661	\$290,956,617		\$290,956,617	70%		70%
19													
20	<b>TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS</b>	<b>\$ 423,603,650</b>		<b>\$ 423,603,650</b>	<b>\$ 49,837,867</b>		<b>\$49,837,867</b>	<b>\$ 294,781,018</b>		<b>\$ 294,781,018</b>	<b>70%</b>		<b>70%</b>
21													
22	Other CARE Rate Benefits												
23	- DWR Bond Charge Exemption				\$ 4,270,854		\$ 4,270,854	\$ 29,008,032		\$ 29,008,032			
24	- CARE PPP Exemption [1]				\$ 4,911,898		\$ 4,911,898	\$ 31,239,434		\$ 31,239,434			
25	- California Solar Initiative Exemption				\$ 1,348,691		\$ 1,348,691	\$ 9,134,360		\$ 9,134,360			
26	- kWh Surcharge Exemption				-		-	-		-			
27	Total Other CARE Rate Benefits				\$ 10,531,443		\$10,531,443	\$ 69,381,826		\$ 69,381,826			
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.												



	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 September 2014 - 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+I+J)		Non-Scheduled (Duplicates)		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	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)						
7	January	2,365	406	0	2,771	5,937	5,161	8,380	19,478	293	22,542	22,058	14,616	36,674	7,190	97	1,095	25,616	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	31,829	10,689	54	735	228	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	59,717	9,684	88	821	22,071	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	34,966	10,512	68	770	17,270	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	35,235	8,340	72	998	13,851	23,261	56,112	-2,384	1,312,506	1,499,830	87.5%						
12	June	6,511	592	0	7,103	4,786	14,082	6,513	25,381	324	32,808	18,826	19,119	37,945	9,456	99	978	15,706	26,239	70,753	6,569	1,319,075	1,499,830	87.9%						
13	July	3,789	1,062	0	4,851	5,940	11,442	8,001	25,383	251	30,485	17,824	16,297	34,121	13,510	71	797	13,961	28,339	64,606	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	13,297	18,062	31,359	14,507	79	706	10,332	25,624	58,318	1,335	1,322,556	1,499,830	88.2%						
15	September	6,836	686	0	7,522	5,847	9,419	9,322	24,588	224	32,334	4,506	32,403	36,909	8,036	80	867	12,491	21,474	69,243	10,860	1,333,416	1,499,830	88.9%						
16	October																													
17	November																													
18	December																													
19	YTD Total	35,349	5,903	-	41,252	42,741	76,248	66,878	185,867	2,615	229,734	156,888	181,867	338,755	91,924	708	7,767	131,526	231,925	568,489	-2,191	1,333,416	1,499,830	88.9%						
20	<sup>(1)</sup> Enrollments via data sharing between the IOUs.																													
21																														
22	<sup>(3)</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																													
23	<sup>(4)</sup> Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to respond.																													
24	<sup>(5)</sup> Numbers are not tied to month initiated but are operational and reflect customer enrollment status changes that were triggered that month; these numbers differ from the tied to month initiated numbers provided elsewhere in this report.																													
25	<sup>(6)</sup> No response includes no response to both Recertification and Verification.																													
26	<sup>(7)</sup> Includes customers who were previously categorized as "Other Sources" since there is no "Other Sources" column (which total about 2336 from hard to classify enrollments).																													
27	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																													

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 3A</b>								
2	<b>Post-Enrollment Verification Results (Model)</b>								
	<b>Through September 2014 - 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	1,324,151	2,586	0.20%	1,553	25	1,592	61.56%	0.00%
5	February	1,331,639	4,482	0.34%	2,605	35	2,679	59.77%	0.00%
6	March	1,321,633	4,909	0.37%	2,870	41	2,939	59.87%	0.00%
7	April	1,314,890	6,209	0.47%	3,869	41	3,483	56.10%	0.00%
8	May	1,312,506	6,450	0.49%	3,997	45	142	2.20%	0.00%
9	June	1,319,075	10,311	0.78%	6,014	62	72	0.70%	0.00%
10	July	1,321,221	8,000	0.61%	896	28	31	0.39%	0.00%
11	August	1,322,556	4,877	0.37%	91	0	91	1.87%	0.00%
12	September	1,333,416	243	0.02%	57	0	57	23.46%	0.00%
13	October								
14	November								
15	December								
16	<b>YTD Total</b>	<b>1,333,416</b>	<b>48,067</b>	<b>3.60%</b>	<b>21,952</b>	<b>277</b>	<b>11,086</b>	<b>23.06%</b>	<b>0.00%</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 September 2014 - 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	1,324,151	4,161	0.31%	3,842	54	3,896	93.63%	0.29%
26	February	1,331,639	2,402	0.18%	2,084	67	2,151	89.55%	0.16%
27	March	1,321,633	2,098	0.16%	1,789	58	1,847	88.04%	0.14%
28	April	1,314,890	696	0.05%	573	13	586	84.20%	0.04%
29	May	1,312,506	470	0.04%	366	7	373	79.36%	0.03%
30	June	1,319,075	793	0.06%	0	2	2	0.25%	0.00%
31	July	1,321,221	683	0.05%	0	0	0	0.00%	0.00%
32	August	1,322,556	2,470	0.19%	0	0	0	0.00%	0.00%
33	September	1,333,416	0	0.00%	0	0	0	0.00%	0.00%
34	October								
35	November								
36	December								
37	<b>YTD Total</b>	<b>1,333,416</b>	<b>13,773</b>	<b>1.03%</b>	<b>8,654</b>	<b>201</b>	<b>8,855</b>	<b>64.29%</b>	<b>0.66%</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 September 2014 - Southern California Edison</b>						
3		<b>Provided <sup>[2]</sup></b>	<b>Received</b>	<b>Approved</b>	<b>Denied <sup>[4]</sup></b>	<b>Pending/Never Completed <sup>[5]</sup></b>	<b>Duplicates</b>
4	Total (Y-T-D) <sup>[1]</sup>	772,240	618,008	571,143	19,254	126,958	27,662
5	Percentage <sup>[3]</sup>	N/A	100%	92%	3%	21%	4%
6							
7	<sup>[1]</sup> Includes sub-metered customers.						
8	<sup>[2]</sup> Includes number of applications SCE provided for all direct mailing campaigns, customer calls						
9	<sup>[3]</sup> Percent of received applications.						
10	<sup>[4]</sup> Includes all applications received and not approved.						
11	<sup>[5]</sup> Includes pending recertification responses.						

	A	B	C	D	E	F	G	H	I	J
1	<b>CARE Table 5</b>									
2	<b>Enrollment by County</b>									
	<b>Through September 2014 - Southern California Edison</b>									
3	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
4		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
5	Fresno	481	0	<b>481</b>	49	0	<b>49</b>	10%	0%	<b>10%</b>
6	Imperial	0	238	<b>238</b>	0	66	<b>66</b>	0%	28%	<b>28%</b>
7	Inyo	7	1,820	<b>1,827</b>	0	1,029	<b>1,029</b>	0%	57%	<b>56%</b>
8	Kern	12,624	17,953	<b>30,577</b>	9,624	14,513	<b>24,137</b>	76%	81%	<b>79%</b>
9	Kings	0	8,895	<b>8,895</b>	0	9,286	<b>9,286</b>	0%	104%	<b>104%</b>
10	Los Angeles	611,467	3,420	<b>614,887</b>	572,325	1,781	<b>574,106</b>	94%	52%	<b>93%</b>
11	Madera	4	0	<b>4</b>			<b>0</b>	0%	0%	<b>0%</b>
12	Mono	1	3,368	<b>3,369</b>	0	660	<b>660</b>	0%	20%	<b>20%</b>
13	Orange	212,480	1	<b>212,481</b>	171,775	0	<b>171,775</b>	81%	0%	<b>81%</b>
14	Riverside	108,618	106,596	<b>215,214</b>	86,180	98,809	<b>184,989</b>	79%	93%	<b>86%</b>
15	San Bernardino	215,667	45,382	<b>261,049</b>	201,638	39,367	<b>241,005</b>	93%	87%	<b>92%</b>
16	San Diego	0	2	<b>2</b>	0	2	<b>2</b>	0%	100%	<b>100%</b>
17	Santa Barbara	18,500	0	<b>18,500</b>	9,852	0	<b>9,852</b>	53%	0%	<b>53%</b>
18	Tulare	14,256	48,275	<b>62,531</b>	12,462	46,113	<b>58,575</b>	87%	96%	<b>94%</b>
19	Ventura	67,168	2,607	<b>69,775</b>	55,970	1,915	<b>57,885</b>	83%	73%	<b>83%</b>
20	<b>Total</b>	<b>1,261,273</b>	<b>238,557</b>	<b>1,499,830</b>	<b>1,119,875</b>	<b>213,541</b>	<b>1,333,416</b>	<b>89%</b>	<b>90%</b>	<b>89%</b>

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6</b>							
2	<b>Recertification Results</b>							
	<b>Through September 2014 - Southern California Edison</b>							
3	<b>2012</b>	<b>Total CARE Households</b>	<b>Households Requested to Recertify</b>	<b>% of Households Total (C/B)</b>	<b>Households Recertified <sup>[1]</sup></b>	<b>Households De-enrolled <sup>[2]</sup></b>	<b>Recertification Rate % (E/C)</b>	<b>% of Total Households De-enrolled (F/B)</b>
4	January	1,324,151	35,110	2.7%	22,058	13,047	62.8%	1.0%
5	February	1,331,639	26,236	2.0%	16,352	9,879	62.3%	0.7%
6	March	1,321,633	29,406	2.2%	18,511	10,834	62.9%	0.8%
7	April	1,314,890	36,477	2.8%	22,777	13,535	62.4%	1.0%
8	May	1,312,506	37,656	2.9%	22,737	14,744	60.4%	1.1%
9	June	1,319,075	29,486	2.2%	18,826	10,250	63.8%	0.8%
10	July	1,321,221	30,710	2.3%	17,824	2,903	58.0%	0.2%
11	August	1,322,556	33,116	2.5%	13,297	1,852	40.2%	0.1%
12	September	1,333,416	32,162	2.4%	4,506	548	14.0%	0.0%
13	October		-		-	-		
14	November		-		-	-		
15	December		-		-	-		
16	<b>YTD</b>	<b>1,333,416</b>	<b>290,359</b>	<b>21.8%</b>	<b>156,888</b>	<b>77,592</b>	<b>54.0%</b>	<b>5.8%</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>						
	<b>Through September 2014 - Southern California Edison</b>						
3		<b>Contractor Type</b> (Check one or more if applicable)				<b>Current Month</b> <sup>[2]</sup>	<b>Year-to- Date</b> <sup>[2]</sup>
4	<b>Contractor</b> <sup>[1]</sup>	<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>		
5	A&PI OLDER ADULTS TASK FORCE		x			-	-
6	ACCESS CALIFORNIA SERVICES		x			-	-
7	ALPHA ENTERPRISE	x				-	-
8	ALTADENA COMM IMPROVEMENT CTR		x			-	-
9	ALTAMED HEALTH SVCS CORP		x			-	-
10	AMERICAN RED CROSS- ANTELO VLY		x			-	-
11	AMERICAN-RUSSIAN BUS COUNCIL		x			-	-
12	ANOTHER HURRICANE PROJECT, INC		x			-	-
13	ANTELOPE VLY BOYS & GIRLS CLUB		x			-	-
14	APAC SERVICE CENTER		x			8	49
15	ASIAN AMERICAN DRUG ABUSE PROG		x			5	23
16	ASIAN AMERICAN RESOURCE CENTER		x			3	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	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				26	808
37	BETHEL BAPTIST CHURCH		x			-	-
38	BISHOP PAIUTE TRIBE		x			2	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			1	14
65	CHINO NEIGHBORHOOD HOUSE		x			-	-

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2	<b>Capitation Contractors</b>						
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4	<b>Contractor</b> <sup>[1]</sup>	<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>		
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	4
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	3
93	DESERT MANNA MINISTRIES INC		x			-	-
94	DISABLED RESOURCES CTR, INC		x			1	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			1	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			155	1,617
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			-	-

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1	<b>CARE Table 7</b>						
2	<b>Capitation Contractors</b>						
	<b>Through September 2014 - Southern California Edison</b>						
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4	<b>Contractor <sup>[1]</sup></b>	<b>(Check one or more if applicable)</b>					
		<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>		
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			7	21
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			2	6
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	1
185	NEW GREATER CIR. MISSION, INC	x				-	-
186	NEW HOPE VILLAGE, INC		x			-	1
187	NOW AND FOREVER BODY OF CHRIST		x			-	-



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4	<b>Contractor</b> <sup>[1]</sup>	<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>		
188	NORCO SNR CTR PET RELIEF FUND		x			-	-
189	OC BLACK CHAMBER OF COMMERCE		x			-	-
190	OCCC	x				2	4
191	ONEOC		x			-	-
192	OPERATION GRACE		x			1	1
193	ORNGE CO CONGREGATION COMM ORG		x			-	-
194	OUR COMMUNITY WORKS		x			13	17
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 GRIGORNO PASS HISP CHAMBE	x				-	-
223	SANTA ANITA FAMILY SERVICE		x			-	-
224	SANTA CLARITA ATHLETIC ASSCTN		x			-	-
225	SANTA CLARITA VLY COMM AGING		x			-	-
226	SANTIAGO COMPOSTELA CATHOLIC		x			-	-
227	SB CNTY SEXUAL ASSAULT SERVICE		x			-	-
228	SEARCH TO INVOLVE FILIPINO		x			-	-
229	SENIOR ADVOCATES OF THE DESERT		x			-	-
230	SERVING PEOPLE IN NEED (SPIN)		x			-	-
231	SGUSD/SAN GABRIEL FAMILY CTR	x				-	-
232	SHARE OUR SELVES		x			-	3
233	SOCIETY OF ST VINCENT DE PAUL		x			-	-
234	SO. ANTELOPE VLY EMERGENCY SVC		x			-	-
235	S COAST CHINESE CULTURAL ASSOC.		x			-	-
236	SMILES FOR SENIORS FOUND.		x			-	-
237	SOMEBODY CARES-- RANCHO CUCAMO		x			-	-
238	SOMEBODY CARES SOUTHLAND		x			-	-
239	SONRISE COMMUNITY OUTREACH INC		x			-	-
240	SOUTHEAST CITIES SERVICE CTR.		x			-	2
241	SOUTHEAST COMMUNITY DEVELOPMEN		x			-	-
242	SOUTHEAST RIOVISTA FAMILY YMCA		x			-	-
243	SOUTHWEST MIN EC DVLP ASSOC.		x			-	-
244	SOWING SEEDS FOR LIFE		x			-	-
245	SPECIAL SVC FOR GROUPS		x			-	-
246	SPIRIT OF THE EAGLE FOUNDATION		x			-	-
247	ST ANNE SCHOOL		x			-	-
248	ST EMYDIUS CHURCH		x			-	-

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4	<b>Contractor <sup>[1]</sup></b>	<b>(Check one or more if applicable)</b>					
		<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>		
249	ST FRANCIS MEDICAL CTR HLTH		x			-	-
250	ST JOSEPH CHURCH		x			-	-
251	ST MARY'S CHURCH		x			-	-
252	ST PIUS V CHURCH		x			-	-
253	ST POLYCORP FAMILY SUPPORT CTR		x			-	-
254	ST VINCENT DE PAUL		x			1	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	<b>TOTAL</b>					<b>232</b>	<b>2,623</b>
299							
300	<sup>[1]</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
301	<sup>[2]</sup> Numbers reflect customers that have been placed on the rate YTD. Capitation payments may lag by a month or more depending on when SCE is invoiced by the contractors.						

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 8</b>								
2	<b>Participants as of Month-End Through September 2014 - Southern California Edison</b>								
3	2013	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts
4	January			1,324,151	1,324,151	1,499,830	88.3%	0.0%	4,300,023
5	February			1,331,639	1,331,639	1,499,830	88.8%	0.0%	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								
14	November								
15	December								
16	<b>YTD</b>			<b>1,333,416</b>	<b>1,333,416</b>	<b>1,499,830</b>	<b>88.9%</b>	<b>0.00%</b>	<b>4,300,023</b>

	A	B	C	D	E
1	<b>CARE Program Table 9</b>				
2	<b>Expenditures for CHANGES Pilot</b>				
	<b>Through September 2014 - Southern California Edison</b>				
3		<b>Authorized 2013 - 2014 Budget</b>	<b>Current Month Expenses</b>	<b>Expenses Since Jan. 1, 2013</b>	<b>% of 2013 - 2014 Budget Expensed</b>
4	<b>Pilots</b>				
5	CHANGES	\$ 432,000	\$ 18,371	\$ 318,435	57%
6	<b>Total Pilots</b>	<b>\$ 432,000</b>	<b>\$ 18,185</b>	<b>\$ 318,435</b>	<b>57%</b>
7	[1] Represents \$216,000 per year.				



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	CARE Table 10 CHANGES One-On-One Customer Assistance Sessions															
2	Reporting Period August 1, 2014 through August 31, 2014															
3	Date <sup>[3]</sup> <sup>[4]</sup> <sup>[5]</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					# <sup>[6]</sup>	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	8/6/2014	Chinese/Cantonese	Energy Assistance Fund Application	Not Available	1	SCE Outreach	0	0	0	1	0	Meeting with client.	0			
18	8/8/2014	Chinese/Cantonese	Energy Assistance Fund Application	Not Available	1	Call Center	0	0	0	1	0	Meeting with client.	0			
19	8/12/2014	English	ESAP Application Assistance	Not Available	1	Call Center	0	0	0	0	0	I did not get the assistance I needed so I called the regular customer service number.	0			
20	8/12/2014	English	HEAP/LiHeap Application Assistance	Not Available	1	SCE Direct Mail	0	0	0	0	0	Meeting with client.	0			
21	8/12/2014	Spanish	Set Up/Change Payment Extension	Not Available	1	Call Center	0	0	0	1		User did not specify if 1-800 number is used when calling the IOU.	0			
22	8/12/2014	Spanish	Educated on Energy Efficiency/ Conservation Set Up/Change Payment Extension Changes to Account	Not Available	1	Call Center	0	0	0	1			1	1		
23	8/13/2014	Vietnamese	HEAP/LiHeap Application Assistance	Not Available	1	Call Center	0	0	0	0	0	Meeting with client.	0			
24	8/13/2014	English	Energy Assistance Fund Application	Not Available	1	SCE.com	0	0	0	0	0	Meeting with client.	0			
25	8/13/2014	Chinese/Cantonese	Energy Assistance Fund Application	Not Available	1	SCE.com	0	0	0	0	0	Meeting with client.	0			
26	8/15/2014	English	HEAP/LiHeap Application Assistance ESAP Application Assistance Set Up/Change Payment Extension Stop Disconnection	Not Available	1	Call Center	0	0	0	1	1		0			
27	8/18/2014	Vietnamese	HEAP/LiHeap Application Assistance	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	Reporting Period August 1, 2014 through August 31, 2014															
3	Date <sup>[3]</sup> [4] [5]	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					# <sup>[6]</sup>	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	
28	8/18/2014	Spanish	HEAP/LiHeap Application Assistance Medical Baseline Application Assistance Educated on Energy Efficiency/ Conservation Set Up/Change Payment Plan Stop Disconnection Changes to Account	Not Available	1	Call Center	0	0	0	1	1		0			
29	8/19/2014	Spanish	Stop Disconnection Changes to Account	Not Available	1	Call Center	0	0	0	0	1		0			
30	8/20/2014	Chinese/Cantonese	Energy Assistance Fund Application	Not Available	1	Call Center	0	0	0	0	0	Meeting with client.	0			
31	8/20/2014	Chinese/Cantonese	Energy Assistance Fund Application	Not Available	1	Call Center	0	0	0	0	0	Meeting with client.	0			
32	8/21/2014	Spanish	HEAP/LiHeap Application Assistance Medical Baseline Application Assistance Educated on CARE/FERA Educated on Energy Efficiency/ Conservation Set Up/Change Payment Extension	Not Available	0		0	0	0	1	1		0			
33	8/25/2014	Spanish	HEAP/LiHeap Application Assistance	Not Available	1	Call Center	0	0	0	0	0	Meeting with client.	0			
34	Current Month Total				24		0	0	0	10			2			12
35	Year-to- Date Total				118		0	0	0	42			3			138
36	[1] Total calls placed to 800# recorded by SCE from August 1, 2014 through August 31, 2014 is 12. Data on calls per each one-on-one session not available.															
37	[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.															
38	[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.															
39	[4] The first two entries are carried over from the previous report, as the account numbers were not verified in time.															
40	[5] Rows 8-11 are entries from July provided by CHANGES contractor for the month of August.															
41	[6] Row 29 (August 19 entry) had the customer listed as not on CARE. The customer was on CARE in August, with CARE ending September 18 due to failing recertification. Column E for that entry was then changed from 0 to 1.															

	A	B	C	D	E	F	G
1	<b>CARE Table 11 CHANGES Group Customer Assistance Sessions<sup>[2][3]</sup></b>						
2	<b>Reporting Period August 1, 2014 through August 31, 2014</b>						
3	<b>Date</b>	<b>Session Language</b>	<b>Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)</b>	<b>Session Logistics</b>			<b>Description of Information / Literature Provided</b>
4				<b># of Sessions</b>	<b>Length<sup>[1]</sup> (Hours)</b>	<b>Number of Attendees</b>	
5	Not Available	Cantonese	Understanding Your Bill	1	0.5	23	Not Available
6	Not Available	Korean	Understanding Your Bill	1	0.5	6	Not Available
7	Not Available	Spanish	Understanding Your Bill	1	0.5	2	Not Available
8	Not Available	Cantonese	Safety Tips	2	0.5	81	Not Available
9	Not Available	Tagalog	Safety Tips	1	0.5	15	Not Available
10	Not Available	English	Level Pay Plan	1	0.5	3	Not Available
11	Not Available	Vietnamese	Level Pay Plan	1	0.5	17	Not Available
12	Not Available	Tagalog	Energy Conservation	1	0.5	10	Not Available
13	Not Available	Cantonese	CARE/FERA and Other Assistance Programs	2	0.5	66	Not Available
14	Not Available	English	CARE/FERA and Other Assistance Programs	1	0.5	3	Not Available
15	Not Available	Farsi	CARE/FERA and Other Assistance Programs	1	0.5	4	Not Available
16	Not Available	Korean	CARE/FERA and Other Assistance Programs	1	0.5	1	Not Available
17	Not Available	Japanese	CARE/FERA and Other Assistance Programs	1	0.5	19	Not Available
18	Not Available	Mandarin	CARE/FERA and Other Assistance Programs	1	0.5	2	Not Available
19	Not Available	Spanish	CARE/FERA and Other Assistance Programs	2	0.5	12	Not Available
20	Not Available	Tagalog	CARE/FERA and Other Assistance Programs	1	0.5	10	Not Available
21	Not Available	Vietnamese	CARE/FERA and Other Assistance Programs	2	0.5	33	Not Available
22	Not Available	Cantonese	Avoiding Disconnection	1	0.5	18	Not Available
23	Not Available	Tagalog	Avoiding Disconnection	1	0.5	10	Not Available
24	Current Month Total			23		335	
25	Year-to-Date			260		3832	
26							
27	[1] Contractor states all sessions at least 30 minutes.						
28	[2] This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from						
29	its original version in order to have a more consistent appearance and format with existing SCE tables.						
30	[3] The numbers provided by the CHANGES contractor are for SCE and SoCal Gas <b>combined</b> , due to the combined service territory.						
31							
32							
33							



	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>Reporting Period June 1, 2014 through June 30, 2014</b>														
3	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>[3]</sup>
#				How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used			
									1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used		
6	Vietnamese	HEAP/LiHeap Application Assistance	Not Available	1	SCE Call Center	0	0	0	0	0	Meeting with client.	0			
7	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Stop Disconnection	Not Available	1	SCE Outreach	0	0	0	0	0	Meeting with client.	0			
8	Chinese/Cantonese	HEAP/LiHeap Application Assistance Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation	Not Available	1	SCE Call Center	0	0	0	0	0	Meeting with client.	1			
9	Chinese/Cantonese	HEAP/LiHeap Application Assistance Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation	Not Available	1	SCE Call Center	0	0	0	1	0	Meeting with client.	0			
10	Bengali	HEAP/LiHeap Application Assistance	Not Available	1	SCE Direct Mail	0	0	0	0	0	Meeting with client.	0			
11	Spanish	Verified Bill	Not Available	0	N/A	0	0	0	0			0	1		
12	Chinese/Cantonese	HEAP/LiHeap Application Assistance ESAP Application Assistance	Not Available	1	SCE Outreach	0	0	0	1	0	Meeting with client.	0			
13	Spanish	Medical Baseline Application Assistance	Not Available	1	SCE Direct Mail	0	0	0	1	0	Meeting with client.	0			
14	Chinese/Cantonese	HEAP/LiHeap Application Assistance Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation	Not Available	1	SCE Call Center	0	0	0	1	0	Meeting with client.	0			

	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>Reporting Period June 1, 2014 through June 30, 2014</b>														
3	CHANGES Participants' self- identified language of preference	Description of the session content identifying service provided (e.g. utility bill dispute resolution, 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>[3]</sup>
#				How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used			
									1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used		
15	English	Energy Assistance Fund Application Stop Disconnection	Not Available	1	VRU Enrollment	0	0	0	1	0	Meeting with client.	0			
16	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation	Not Available	1	SCE Outreach	0	0	0	0	0	Meeting with client.	0			
17	Spanish	Energy Assistance Fund Application	Not Available	1	SCE Outreach	0	0	0	0	1		0			
18	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Efficiency/ Conservation Stop Disconnection	Not Available	1	SCE Call Center	0	0	0	0	0	Meeting with client.	0			
19	Spanish	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation Set Up/Change Payment Extension Set Up/Change Payment Plan Stop Disconnection	Not Available	0	N/A	0	0	0	1	1		0			
20	Vietnamese	HEAP/LiHeap Application Assistance	Not Available	1	SCE Direct Mail	0	0	0	0	0	Meeting with client.	0			
21				13		0	0	0	6			1			19
22				72		0	0	0	25			1			105
23	[1] Total calls placed to 800# recorded by SCE from June 1, 2014 through June 30, 2014 is 19. Data on calls per each one-on-one session not available.														
24	[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.														
25	[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][3]</sup></b>						
2	<b>Reporting Period June 1, 2014 through June 30, 2014</b>						
3			<b>Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)</b>	<b>Session Logistics</b>			<b>Description of Information / Literature Provided</b>
4	<b>Date</b>	<b>Session Language</b>		<b># of Sessions</b>	<b>Length<sup>[1]</sup> (Hours)</b>	<b>Number of Attendees</b>	
5	Not Available	Cantonese	Understanding Your Bill	1	0.5	15	Not Available
6	Not Available	Mandarin	Understanding Your Bill	1	0.5	2	Not Available
7	Not Available	Cantonese	Safety Tips	1	0.5	12	Not Available
8	Not Available	Mandarin	Safety Tips	1	0.5	4	Not Available
9	Not Available	Spanish	Safety Tips	1	0.5	16	Not Available
10	Not Available	Tagalog	Safety Tips	1	0.5	20	Not Available
11	Not Available	Cantonese	Energy Conservation	1	0.5	18	Not Available
12	Not Available	Spanish	Energy Conservation	2	0.5	26	Not Available
13	Not Available	Vietnamese	Energy Conservation	1	0.5	22	Not Available
14	Not Available	Cantonese	CARE/FERA and Other Assistance Programs	1	0.5	18	Not Available
15	Not Available	Japanese	CARE/FERA and Other Assistance Programs	1	0.5	8	Not Available
16	Not Available	Spanish	CARE/FERA and Other Assistance Programs	2	0.5	35	Not Available
17	Not Available	Vietnamese	CARE/FERA and Other Assistance Programs	1	0.5	22	Not Available
18	Not Available	Spanish	Avoiding Disconnection	1	0.5	11	Not Available
19	Current Month Total			16		229	
20	Year-to-Date			224		3286	
21							
22	[1] Contractor states all sessions at least 30 minutes.						
23	[2] This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original version in order to have a more consistent appearance and format with existing SCE tables.						
24							
25	[3] The numbers provided by the CHANGES contractor are for SCE and SoCal Gas <b>combined</b> , due to the combined service territory.						
26							