

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

Applications of Pacific Gas and Electric Company for Approval of the 2009-2011 Low Income Energy Efficiency and California Alternate Rates for Energy Programs and Budget (U39M)	Application 08-05-022 (Filed May 15, 2008)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011.	Application 08-05-024 (Filed May 15, 2008)
Application of Southern California Gas Company (U 904 G) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011.	Application 08-05-025 (Filed May 15, 2008)
Application of Southern California Edison Company (U 338-E) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009, 2010 and 2011.	Application 08-05-026 (Filed May 15, 2008)

**MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M) ON
LOW INCOME ASSISTANCE PROGRAMS FOR AUGUST 2009**

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September 21, 2009

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LOW INCOME ASSISTANCE PROGRAMS FOR AUGUST 2009**

This is the fifth monthly report utilizing a new reporting template developed by Energy Division (ED) in coordination with the investor-owned utilities.¹ The purpose of the new template is to minimize the reporting requirements by combining the LIEE and CARE (Low-Income Assistance Programs) report into one consolidated report while still providing the ED with all the necessary information to assist in analyzing the low-income programs.

In Ordering Paragraph 90 of Decision (D.) 08-11-031, the Commission directed utilities to begin reporting on the number of customer complaints they receive (either formal, informal, or wherever received) about their CARE recertification efforts and the nature of the complaints.

¹ Investor-owned utilities are Pacific Gas and Electric Company, San Diego Gas & Electric Company, Southern California Edison Company and Southern California Gas Company.

The utilities are to report this information in their monthly and annual reports beginning December 31, 2008.

This report presents actual year-to-date LIEE and CARE results and expenditures through August 2009.

Respectfully Submitted,

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LOW-INCOME ENERGY EFFICIENCY PROGRAM MONTHLY REPORT

1. LIEE Executive Summary

1.1 Low-Income Energy Efficiency Program Overview

Summary of the LIEE Program elements as approved in Decision (D.) 08-11-031:

LIEE Program Summary for Month			
	Authorized / Planning Assumptions	Actual to Date	%
Budget	\$21,184,008	\$7,910,350	44%
Homes Treated	20,000	11,375	57%
kWh Saved	8,887,914	3,460,844	39%
kW Demand Reduced	2,010	380	19%
Therms Saved	478,745	139,707	29%
GHG Emissions Reduced	7,661	2,721	36%

During the month of August, SDG&E enrolled 1,272 customers in the LIEE program. SDG&E also generated 2,623 leads in which it will work to convert to participants and homes treated in the upcoming months.

As shown in the tables above, SDG&E has treated 11,375 homes to date, saved 3,460,844 kWh, reduced 380 kW of demand, saved 139,707 therms and reduced 2,721 tons of Green House Gases (GHG) emissions through the LIEE program.

SDG&E is continuing to expand marketing outreach efforts through direct mail and outbound calling. Richard Heath and Associates (RHA), the SDG&E outreach contractor has added additional Energy Specialists in an effort to reach more eligible customers through canvassing efforts. Additionally SDG&E continues to work with adult education programs at both San Diego Community College District and Sweetwater Union High School District to reach eligible customers enrolled in specific classes at these sites.

2nd Quarter Satisfaction Results

SDG&E conducts customer satisfaction surveys each quarter in order to gauge satisfaction with the LIEE program. Second quarter results were positive with overall

satisfaction remaining high. This quarter, 91% of the LIEE customers surveyed rated the service as an “8”, “9” or “10” on a 10-point scale. Survey respondents indicated that they were pleased with both the quality of work and demeanor of service personnel. Four out of five (81%) said they are “more comfortable” as a result of the repairs/installations. Two-fifths of respondents said they heard about the program from someone who came to their home. This has risen to 50% among those residing in multi-family dwelling units. Door-to-door canvassing obviously remains an important LIEE outreach tactic for SDG&E. More than 75% of respondents found the enrollment process “very easy” which is similar to previous quarters’ results. Most respondents indicate that they received energy-saving tips from SDG&E through the LIEE program. Ratings of the usefulness of the tips are consistently favorable. The contractors who install LIEE measures continue to receive stellar scores with 94-98% rating 8, 9 or 10 on a 10-point scale. Ratings for the installation process continue to be high and are comparable to last quarter. Leading the list of most valuable items installed were showerheads, lighting and weatherstripping.

The following sections describe the Marketing, Education and Outreach efforts that contributed to this month’s results. Also included are descriptions of SDG&E’s Whole Neighborhood Approach (WNA) and updates on Workforce Education & Training (WET) efforts.

1.2 Whole Neighborhood Approach

1.2.1 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).

SDG&E continues to implement the Whole Neighborhood Approach (WNA) as part of the LIEE program. Contractor flexibility has been key to the success of this approach. For example, SDG&E has a larger low-income population in the southern part of the service territory. Lead generation has also recently increased in that zone. As a result, contractors that normally serve only the northern and central zones were assigned additional customers in the southern zone. Through

this flexibility, SDG&E was able to successfully meet the expectations of all customers and maintain high levels of customer service despite the shifting of demand.

1.3 LIEE Marketing, Education and Outreach

1.3.1 Summary of LIEE program marketing, education and outreach strategies deployed this month.

Direct marketing - In August, direct marketing efforts included direct mail, outbound calling campaigns and door-to-door canvassing.

- o **Direct Mail** – SDG&E mailed LIEE program information to 35,646 households with high potential for LIEE eligibility during the month of August.

The first campaign launched August 7 and targeted 9,945 Established and Challenged² households in the following communities:

Chula Vista (91910, 91911, 91913, 91914)	
Spring Valley (91977, 91978)	
Mira Mesa (92121)	Hillcrest (92103)
Clairemont (92111)	Southcrest (92113)
Carmel Mountain (92129)	Scripps Ranch (92131)
Coronado (92118)	El Cajon (92020)

The second campaign launched August 14 and targeted 5,702 Established and Challenged households in the following communities:

² See Attachment A for more information on SDG&E residential market segments.

Alpine (91901)	Bonita (91902)
Chula Vista (91910, 91911, 91913, 91914)	
El Cajon (92020)	National City (91950)
Encanto (92114)	College Area (92115)
Kensington (92116)	Bay Ho (92117)
Allied Gardens (92120)	University City (92122)
Kearny Mesa (92123)	Serra Mesa (92124)
Miramar (92131)	Otay Mesa (92154)

The third campaign was launched on August 21 and targeted 10,459 Established and Challenged households in the following communities:

Chula Vista (91910, 91911, 91913, 91914, 91915)	
La Mesa (91942)	Spring Valley (91977)
San Carlos (92119)	Paradise Hills (92139)
Santee (92071)	

The last campaign launched on August 28 and targeted 9,540 Challenged households in the following communities:

Alpine (91901)	Chula Vista (91910, 91915)
Spring Valley (91977)	
La Mesa (91941)	Lakeside (92040)
Lemon Grove (91945)	Ramona (92065)
Rancho Santa Fe (92091)	Downtown (92101)
Golden Hill (92102)	Hillcrest (92103)
Otay Mesa (92154)	Santee (92071)
El Cajon (92019, 92020, 92021)	

A total of 356 leads were generated from August direct mail efforts and 218 households were in enrolled based on previous and current direct mail efforts.

- **Outbound Calling Campaigns** – Four calling campaigns were

launched in August and a total of 22,223 low-income households were contacted as part of this effort.

The first campaign ran from August 5-7 and targeted 5,812 customers. Of the total customers called, 251 (4.3%) answered the call, listened to the information and chose to be directly connected to a representative to learn more about the LIEE program.

The second campaign ran from August 12-14 and targeted 6,881 customers. Of the total customers called, 236 (3.4%) chose to be directly connected to a representative.

The third campaign ran from August 19-21 and the fourth from August 26-28. Together, they targeted a total of 9,530 customers. Of the total customers called, 313 (3.3%) chose to be directly connected to an LIEE representative.

SDG&E continues to refine automated outbound calling campaigns by testing different scripts and calling hours. Additionally, cell phones have now been approved for these campaigns which will greatly expand reach and hopefully improve overall results. SDG&E has enrolled a total of **702 customers** in the LIEE program year-to-date (January through August 2009) as a result of automated outbound calling efforts.

- **Door-to-Door Canvassing** In August, SDG&E's door-to-door canvassing contractor, RHA, called on approximately 4,000 low-income households in San Diego and neighboring communities with LIEE-eligible customers. Through RHA's door-to-door outreach efforts, SDG&E generated 703 leads (17.5%) for the LIEE program in August. Of the 703 leads generated, 666 resulted in enrollments.

1.4. Leveraging Success with CSD

1.4.1 Status of the leveraging effort with CSD.

SDG&E has signed contracts with Metropolitan Area Advisory Committee (MAAC), Campesinos Unidos, Inc. (CUI) and Community Action Partnership of Orange County (CAPOC) to begin offering measures from both LIEE and LIHEAP programs to eligible customers. The leveraging of these two programs will help increase overall energy savings for customers and reduce program outreach and marketing costs.

1.5 Workforce Education & Training

1.5.1 Summary of efforts to improve and expand LIEE workforce education and training.

SDG&E continues to evaluate opportunities to develop sustainability curricula at both San Diego Community College District (SDCCD) and Cuyamaca Community College.

The six-week Summer Youth Program that was developed with San Diego Urban Corps and employed young adults to promote CARE and LIEE programs ended on August 14th. The team was able to enroll 223 customers in the CARE program and recertify an additional 320 customers through neighborhood canvassing efforts. They also distributed more than 18,000 LIEE flyers to low-income households throughout the SDG&E service territory.

2. CARE Executive Summary

2.1. CARE Program Summary

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach	\$1,520,638	\$1,042,502	69%
Proc., Certification and Verification	\$216,219	\$140,011	65%
Information Tech./Programming	\$508,795	\$174,323	34%

Pilots	N/A		
Measurement and Evaluation	\$4,000	\$13,772	344%
Regulatory Compliance	\$184,015	\$106,838	58%
General Administration	\$399,065	\$262,839	66%
CPUC Energy Division Staff	\$102,900	\$31,811	31%
Cooling Centers			
Total Expenses	\$2,935,632	\$1,772,097	60%
Subsidies and Benefits	\$47,026,184	\$31,926,366	68%
Total Program Costs and Discounts	\$49,961,816	\$33,698,463	67%

2.1.1 CARE program penetration rate to date:

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
257,948	336,751	76.6%

In August, SDG&E increased participation in the CARE program from 255,896 to 257,948 participants and increased penetration by .6%.

The following sections describe the Marketing, Education and Outreach efforts and list the recertification complaints for the month.

2.2. CARE Marketing, Education and Outreach

2.2.1. Summary of CARE program marketing, education and outreach strategies deployed this month.

Direct Marketing - In August, direct marketing efforts consisted of direct mail and door-to-door canvassing.

- **Direct Mail** – SDG&E launched one direct mail campaign on August 25. Information on the CARE program was sent to 29,770 households falling in the Challenged segment. Results will be reported next month.
- **Door-to-Door Canvassing** - In August, SDG&E’s CARE door-to-door canvassing contractor, “Energy Save”, called on low-income households in San Diego, National City, Imperial Beach, Chula Vista,

El Cajon, Vista, San Marcos, Escondido, Fallbrook, Oceanside and other communities in the service territory. Through Energy Save's outreach efforts, SDG&E generated **1,489** applications and enrolled **1,068** customers in the CARE program during the month of August. Year-to-date SDG&E has enrolled **12,040** customers through its CARE door-to-door canvassing efforts.

Integration - In August, SDG&E generated 1,188 enrollments in the CARE program through integrated efforts with other groups in the company. Leads from the LIEE program group generated 186 CARE enrollments and referrals from the company's customer call center generated 1,002 CARE enrollments.

2.3 CARE Capitation Contractors

SDG&E leverages the resources of CARE capitation contractors to enroll customers in CARE and LIEE. The contractors leverage existing relationships with low-income clients to extend CARE and LIEE program benefits as part of their total assistance offering.

As a result in August, CARE capitation contractors enrolled **500** customers in CARE and generated **26** LIEE leads.

2.4 CARE Recertification Complaints

SDG&E received 16 CARE recertification complaints during the month of August.

3. Customer Assistance Marketing and Outreach

3.1 Advertising

3.1.1 Customer Assistance Campaign

The customer assistance mass media campaign promoting general

awareness of assistance programs is wrapping up and will conclude in September. The campaign was focused on educating customers about the numerous ways that SDG&E provides customer assistance, particularly during these times of economic hardship. The campaign targeted low-income English and Spanish speaking audiences. Tactics included radio spots, bus shelter posters and newspaper advertising in targeted community publications. Bus shelter posters will remain on display through September 13. Radio ads concluded on August 23 and newspaper ads will run through September. The campaign appears to have been a success, with a flood of calls coming in to the SDG&E customer call center requesting more information on available assistance. More specific campaign results will be reported in the upcoming months.

3.1.2 CARE and LIEE Campaign

Following on the heels of the general awareness campaign will be a direct response campaign that focuses specifically on generating enrollments and leads for CARE and LIEE programs. Once SDG&E increases general awareness of available assistance, customers will be more likely to respond to more complicated messaging about specific programs. The direct response campaign will include radio, online and print components and is scheduled to launch mid September.

3.2 Community Outreach

SDG&E leverages the resources of 2-1-1 San Diego to promote CARE, LIEE and Medical Baseline programs. 2-1-1 San Diego is a community disaster, health and human services center and resource providing information and referrals to customers in need. SDG&E works closely with 2-1-1 to train staff on the details of SDG&E's assistance programs. In August, 2-1-1 San Diego provided SDG&E with 133 CARE enrollments and 76 LIEE leads.

4. Appendix: LIEE Tables and CARE Tables

LIEE- Table 1- LIEE Program Expenses

LIEE- Table 2- LIEE Expenses & Energy Savings by Measures Installed

LIEE- Table 3- LIEE Average Bill Savings per Treated Home

LIEE- Table 4- LIEE Homes Treated

LIEE- Table 5- LIEE Customer Summary

LIEE- Table 6- LIEE Expenditures for Pilots and Studies

LIEE- Table 7- Whole Neighborhood Approach

CARE- Table 1- CARE Overall Program Expenses

CARE- Table 2- CARE Enrollment, Recertification, Attrition, and Penetration

CARE- Table 3- CARE Verification

CARE- Table 4- Self Certification and Re-Certification

CARE- Table 5- Enrollment by County

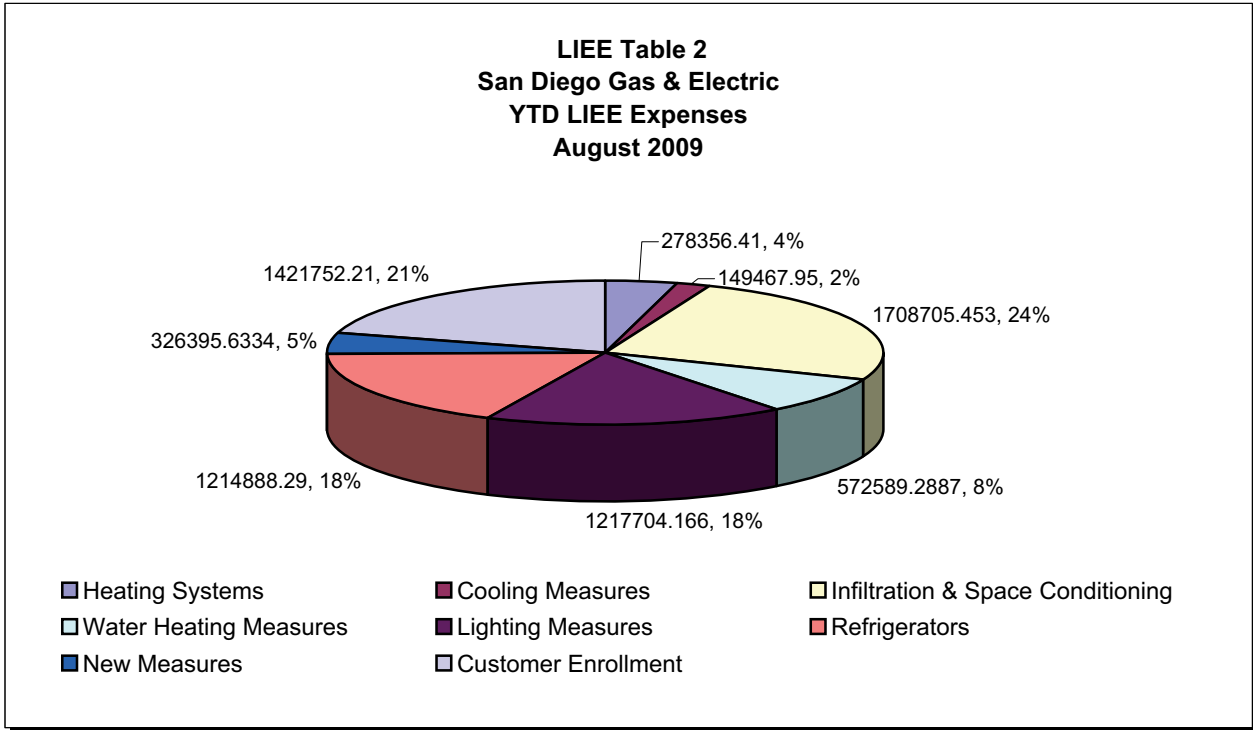
CARE- Table 6- Recertification Results

CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month End

A	B	C	D	E	F	G	H	I	J	K	L	M
LIEE Table 1 - LIEE Program Expenses												
San Diego Gas & Electric												
August 2009												
1												
2												
3												
4												
5	LIEE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas
6	Energy Efficiency											
7	- Gas Appliances	\$ -	\$ 2,496,401	\$ 2,496,401	\$ -	\$ 80,972	\$ 80,972	\$ -	\$ 729,292	\$ 729,292	0%	29%
8	- Electric Appliances	\$ 7,724,611	\$ -	\$ 7,724,611	\$ 297,631	\$ -	\$ 297,631	\$ 2,737,601	\$ -	\$ 2,737,601	35%	0%
9	- Weatherization	\$ -	\$ 4,081,115	\$ 4,081,115	\$ -	\$ 504,573	\$ 504,573	\$ -	\$ 2,884,290	\$ 2,884,290	0%	71%
10	- Outreach and Education	\$ 1,096,914	\$ 1,096,914	\$ 2,193,828	\$ 58,998	\$ 58,998	\$ 117,995	\$ 668,770	\$ 668,770	\$ 1,337,541	61%	61%
11	- In Home Energy Education	\$ 715,835	\$ 715,835	\$ 1,431,670	\$ 9,710	\$ 9,710	\$ 19,420	\$ 110,813	\$ 110,813	\$ 221,626	15%	15%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%
13	- Pilot	\$ 3,839	\$ 3,839	\$ 7,678	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%
14	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%
15	Energy Efficiency TOTAL	\$ 9,541,199	\$ 8,394,104	\$ 17,935,303	\$ 366,238	\$ 654,252	\$ 1,020,491	\$ 3,517,184	\$ 4,393,166	\$ 7,910,350	37%	52%
16												
17	Training Center	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%
18	Inspections	\$ 29,474	\$ 29,474	\$ 58,948	\$ 1,347	\$ 1,347	\$ 2,694	\$ 13,917	\$ 13,917	\$ 27,834	47%	47%
19	Marketing	\$ 378,735	\$ 378,734	\$ 757,469	\$ 27,048	\$ 27,048	\$ 54,095	\$ 93,701	\$ 93,701	\$ 187,402	25%	25%
20	M&E Studies	\$ 56,902	\$ 56,902	\$ 113,804	\$ -	\$ -	\$ -	\$ 9,799	\$ 9,799	\$ 19,597	17%	17%
21	Regulatory Compliance	\$ 135,720	\$ 135,719	\$ 271,439	\$ 6,448	\$ 6,448	\$ 12,896	\$ 51,457	\$ 51,457	\$ 102,914	38%	38%
22	General Administration	\$ 1,001,049	\$ 1,001,048	\$ 2,002,097	\$ 49,666	\$ 49,666	\$ 99,333	\$ 469,527	\$ 469,525	\$ 939,053	47%	47%
23	CPUC Energy Division	\$ 22,474	\$ 22,474	\$ 44,948	\$ 1,128	\$ 1,128	\$ 2,257	\$ 6,817	\$ 6,817	\$ 13,634	30%	30%
24												
25	TOTAL PROGRAM COSTS	\$ 11,165,553	\$ 10,018,455	\$ 21,184,008	\$ 451,876	\$ 739,889	\$ 1,191,765	\$ 4,162,402	\$ 5,038,381	\$ 9,200,783	37%	50%
26												
27	Indirect Costs				\$ 28,798	\$ 31,261	\$ 60,057	\$ 274,920	\$ 281,398	\$ 556,318		
28												
29	NGAT Costs				\$ 19,798	\$ 19,798	\$ 19,798	\$ 171,041	\$ 171,041	\$ 171,041		
30	Any required corrections/adjustments are reported herein and supersede results reported in prior months and reflect YTD adjustments.											

PIE CHART 1- Expenses by Measures Category For August 2009



	A	B
1	LIEE Table 3 - Average Bill Savings per Treated Home San Diego Gas & Electric July 2009	
2	Year-to-date Installations - Expensed	
3		
4	Annual kWh Savings	3,460,844
5	Annual Therm Savings	139,707
6	Lifecycle kWh Savings	32,825,884
7	Lifecycle Therm Savings	1,446,709
8	Current kWh Rate	\$ 0.13
9	Current Therm Rate	\$ 1.09
10	Number of Treated Homes	11,375
11	Average 1st Year Bill Savings / Treated Home	52.41
12	Average Lifecycle Bill Savings / Treated Home	421.22
13	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	LIEE Table 4 - LIEE Homes Treated San Diego Gas & Electric August 2009						
2	County	Eligible Customers			Homes Treated Year-To-Date		
3		Rural	Urban	Total	Rural	Urban	Total
4	Orange County	0	14,781	14,781		9	9
5	San Diego	17,171	311,908	329,079	369	10,997	11,366
6							
7	Total	17,171	326,689	343,860	369	11,006	11,375
8	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	J	K	L	M	N	O	P	Q					
	LIEE Table 5 - LIEE Customer Summary San Diego Gas & Electric August 2009																					
1																						
2		Gas & Electric						Gas Only						Electric Only						Total		
3		# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes	Therm	kWh	kW	# of YTD Homes	Therm	kWh	kW	# of YTD Homes	Therm	kWh	kW	# of YTD Homes	Therm	kWh	kW	
4	Month																					
5	Jan-09	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
6	Feb-09	1,248	11,255	404,969	52	0	0	0	0	30	0	17,859	3	1,278	11,255	422,828	55	3,329	39,066	1,072,341	123	
7	Mar-09	3,252	39,066	1,017,536	114	0	0	0	0	77	0	54,805	8	4,644	55,398	1,486,761	167	6,579	73,843	2,025,212	226	
8	Apr-09	4,531	55,398	1,411,081	155	0	0	0	0	113	0	75,680	11	7,978	91,620	2,465,663	274	10,398	113,944	3,046,872	338	
9	May-09	6,403	73,843	1,934,578	213	0	0	0	0	176	0	90,634	14	11,375	139,707	3,460,844	380	11,375	139,707	3,460,844	380	
10	Jun-09	7,745	91,620	2,333,778	254	0	0	0	0	233	0	131,885	20									
11	Jul-09	10,045	113,944	2,866,579	311	0	0	0	0	353	0	180,294	27									
12	Aug-09	10,979	139,707	3,223,673	344	0	0	0	0	396	0	237,171	37									
13	Sep-09																					
14	Oct-09																					
15	Nov-09																					
16	Dec-09																					
17	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.																					
18	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	J	K	L	M
LIEE Table 6 - Expenditures for Pilots and Studies San Diego Gas & Electric August 2009													
	Authorized 3-Year Budget			Current Month Expenses			Expenses Since January 1, 2009			% of 3-Year Budget Spent			
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	
6	Pilots:												
7	\$ 81,570	\$ 81,570	\$ 163,140	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
8	\$ 120,910	\$ 120,910	\$ 241,820	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
10													
11													
12													
13													
14	\$ 202,480	\$ 202,480	\$ 404,960	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Studies:												
17	\$ 15,000	\$ 15,000	\$ 30,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
18	\$ 18,750	\$ 18,750	\$ 37,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	\$ 45,000	\$ 45,000	\$ 90,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
20	\$ 33,334	\$ 33,333	\$ 66,667	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
21	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
22				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
23													
24	\$ 112,084	\$ 112,083	\$ 224,167	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%

	A	B	C	D	E	F	G
1	LIEE Table 7						
2	Whole Neighborhood Approach						
3	San Diego Gas & Electric						
4	August 2009						
5	A	B	C	D	E	F	G
6	Neighborhood (County, Zipcode, Zip+7 etc.)	Total Residential Customers ^[2]	Total Estimated Eligible ^[3]	Total Treated 2002-2008	Remain to be Treated (C-D)	Total Treated Year-to-	Penetration (F/E)
7	Targeted ^[1]						
8	91910-34	651	379	129	250	19	0.08
9	91911-50	544	313	223	90	31	0.34
10	91977-40	370	198	108	90	67	0.74
11	91977-41	523	294	170	124	73	0.59
12	92020-50	447	264	204	60	2	0.03
13	92020-51	430	216	241	159	33	0.21
14	92020-54	370	215	51	164	15	0.09
15	92020-61	410	198	182	16	1	0.06
16	92020-66	418	218	148	70	5	0.07
17	92020-74	530	208	140	68	1	0.01
18	92020-76	537	251	179	72	6	0.08
19	92021-47	482	231	136	95	12	0.13
20	92021-55	408	145	95	50	6	0.12
21	92021-56	312	118	76	42	11	0.26
22	92021-61	429	236	212	24	7	0.29
23	92021-68	555	321	326	(5)	49	(9.43)
24	92021-69	359	215	196	19	11	0.58
25	92028-31	429	226	114	112	3	0.03
26	92028-32	374	188	44	144	5	0.03
27	92040-17	177	50	9	41	5	0.12
28	92040-20	512	149	119	30	41	1.37
29	92078-36	318	91	37	54	53	0.98
30	92078-37	491	237	132	105	15	0.14
31	92101-67	763	228	-	228	5	0.02
32	92101-68	575	229	3	226	19	0.08
33	92154-19	479	184	105	79	14	
34							
35	^[1] Neighborhood defined as zip+7 area (or zip+2).						
36	^[2] All active residential customers in zip+7.						
37	^[3] Total estimated eligible per Athens Research. Calculated by multiplying the percent eligible by the total residential population in zip+7.						
38	^[4] Total units treated 2002-2009, year-to-date. D=total treated 2009, year-to-date.						

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R			
CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																					
San Diego Gas & Electric																					
August 2009																					
	Gross Enrollment																				
	Automatic Enrollment						Other Sources ⁵						Recertification		Total Adjusted (J+K)		Attrition (Drop Offs)		Enrollment		Estimated CARE Eligible
Inter-Utility ¹	Intra-Utility ²	Leveraging ³	One-e-App ⁴	SB580	Combined (B+C+D+E+F)	Capitation	Other Sources ⁵	Total (G+H+I)	Recertification	Total Adjusted (J+K)	Attrition (Drop Offs)	Net (L-M)	Net Adjusted (N-K)	Total CARE Participants							
2009																					
7 January						499	5,399	5,898	7,736	13,634	5,268	8,366	630	241,826	335,680	72.0%					
8 February						312	6,190	6,502	7,218	13,720	5,132	8,588	1,370	243,196	335,680	72.4%					
9 March						324	7,501	7,825	5,010	12,835	4,985	7,850	2,840	246,036	335,680	73.3%					
10 April	0	325	7	0	0	592	6,669	7,593	6,368	13,951	4,772	9,179	2,821	248,857	335,680	74.1%					
11 May	0	276	3	0	279	479	6,693	7,451	6,950	14,401	4,281	10,120	3,170	252,027	336,058	75.0%					
12 June	0	165	2	0	167	416	6,844	7,427	7,309	14,736	6,231	8,505	1,196	253,223	336,058	75.4%					
13 July	0	184	0	0	184	500	6,687	7,371	9,002	16,373	4,698	11,675	2,673	255,896	336,751	76.0%					
14 August	0	188	0	0	188	499	5,939	6,626	6,451	13,077	4,574	8,503	2,052	257,948	336,751	76.6%					
15 September																					
16 October																					
17 November																					
18 December																					
19 Total for 2009						3,621	51,922	56,693	56,034	112,727	39,941	72,786	16,752								

¹ Enrollments via data sharing between the IOUs.

² Enrollments via data sharing between departments and/or programs within the utility.

³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.

⁴ One-E-App is a pilot program set up by The Center to Promote Healthcare Access (the Center) and PG&E. The pilot will occur within two PG&E counties and looks to implement a strategy of automatic enrollment for low-income customers into the CARE program based on the customers' applications or reapplications for related low-income health and social welfare services. (e.g. Medical, Healthy Families, CALKIDS, etc.) The goal is to develop another means by which low income families can be introduced into the CARE program and,

⁵ Not including Recertification.

⁶ Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

	A	B	C	D	E	F	G	H	I
1	CARE Table 3 - Standard Random Verification Results								
2	San Diego Gas & Electric								
3	August 2009								
4	2009	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped	% Dropped through Random Verification ¹	% of Total Population Dropped
5	January	241,826	203	0.08%	125	17	142	69.95%	0.06%
6	February	243,196	403	0.17%	228	23	251	62.28%	0.10%
7	March	246,036	536	0.22%	342	22	364	67.91%	0.15%
8	April	248,857	533	0.21%	299	29	328	61.54%	0.13%
9	May	252,027	188	0.07%	109	11	120	63.83%	0.05%
10	June	253,223	561	0.22%	356	34	390	69.52%	0.15%
11	July	255,896	477	0.19%	154	10	164	34.38%	0.06%
12	August	257,948	494	0.19%	0	0	0	0.00%	0.00%
13	September								
14	October								
15	November								
16	December								
17	Total for 2009		3,395		1,613	146	1,759	51.81%	
18									

^[1] Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond. Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹ San Diego Gas & Electric August 2009						
2							
3							
4		Provided	Received	Approved	Denied	Pending/Never Completed	Duplicates
5	Total	57,557	14,396	13,077	370	529	420
6	Percentage		25.01%	90.84%	2.57%	3.67%	2.92%
7							
8	¹ Includes sub-metered customers.						

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	San Diego Gas & Electric									
3	August 2009									
4		Estimated Eligible			Total Participants			Penetration Rate		
5	County	Urban ¹	Rural ¹	Total	Urban	Rural	Total	Urban	Rural	Total
6	Orange County	14,965		14,965	7841		7,841	52%		52%
7	San Diego	304,874	16,912	321,786	240728	9379	250,107	79%	55%	78%
8										
9	Total	319,839	16,912	336,751	248,569	9,379	257,948	77.7%	55.5%	76.6%
10										
11										
12	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
1	CARE Table 6 - Recertification Results							
2	San Diego Gas & Electric							
3	August 2009							
4	2009	Total CARE Population	Participants Requested to Recertify	% of Population Total	Participants Recertified	Participants Dropped	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
5	January	241,826	4,242	1.75%	3,238	903	76.33%	0.37%
6	February	243,196	3,312	1.36%	2,352	795	71.01%	0.33%
7	March	246,036	3,665	1.49%	2,587	890	70.59%	0.36%
8	April	248,857	3,176	1.28%	2,234	823	70.34%	0.33%
9	May	252,057	2,419	0.96%	1,736	541	71.77%	0.21%
10	June	253,223	2,969	1.17%	2,227	650	75.01%	0.26%
11	July	255,896	2,084	0.81%	1,001	511	48.03%	0.20%
12	August	257,948	1,993	0.77%	183	5	9.18%	0.00%
13	September							
14	October							
15	November							
16	December							
17	Total for 2009							
18	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	
1	CARE Table 7 - Capitation Contractors								
2	San Diego Gas & Electric								
3	August 2009								
4									
5									
6	Contractor Name	Contractor Type				Year-to-Date			
7		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total	
8	AARP - Tax Aid		X				112	112	
9	ACCESS TO INDEPENDENCE OF SAN DIEGO		X				4	4	
10	AFE		X				0	0	
11	AFRICAN ALLIANCE						99	99	
12	ALPHA KAPPA ALPHA HEAD START		X				53	53	
13	Alpha of San Diego		X				0	0	
14	American Red Cross		X				762	762	
15	Bayside Community Center		X				4	4	
16	Barrio Station						1	1	
17	BOYS AND GIRLS CLUBS		X				1	1	
18	CAMPESINOS UNIDOS, INC		X		X		272	272	
19	CASA FAMILIAR		X				53	53	
20	Catholic Charities		X				155	155	
21	CHICANO FEDERATION		X				2	2	
22	CHINESE SERVICE CENTER OF SAN DIEGO		X				13	13	
23	CHULA VISTA COMMUNITY COLLABORATIVE		X				28	28	
24	CITY HEIGHTS COMMUNITY DEVELOPMENT CORP		X				2	2	
25	CITY OF SAN DIEGO - Clairemont Community Center		X				1	1	
26	COMMUNITY ACTION PARTNERSHIP - Orange County		X		X		5	5	
27	Community Research Foundation		X				7	7	
28	COMMUNITY RESOURCE CENTER						1	1	
29	Crisis House		X				40	40	
30	ELDER HELP OF SAN DIEGO 2009		X				14	14	
31	EPISCOPAL COMMUNITY SERVICES		X				9	9	
32	Family Health Centers of San Diego		X				25	25	
33	Foster Lift		X				247	247	
34	Harmonium		X				12	12	
35	HEARTS AND HANDS TOGETHER		X				88	88	
36	HOME START 2009		X				64	64	
37	HORN OF AFRICA		X				4	4	
38	INTERNATIONAL RESCUE COMMITTEE		X				32	32	
39	Julian Pathways		X				0	0	
40	KURISH HUMAN RIGHTS WATCH, INC						14	14	
41	LA MAESTRA FAMILY CLINIC 2009		X				31	31	
42	LEGAL AID SOCIETY OF SAN DIEGO, INC.		X				3	3	
43	LUTHERAN SOCIAL SERVICES, INC		X				1	1	
44	MAAC PROJECT		X		X		164	164	
45	MABUHAY ALLIANCE						60	60	
46	MID CITY CHRISTIAN SERVICES 2009		X	X			2	2	
47	MONTE VISTA HIGH SCHOOL COMMUNITY RESOURCE CENTER		X				1	1	
48	MOUNTAIN HEALTH & COMMUNITY SERVICES, INC.		X				10	10	
49	Neighborhood Health Care		X				318	318	
50	NEIGHBORHOOD HOUSE						45	45	
51	North County Community Services		X				0	0	
52	North County Health Project		X				95	95	
53	North County Interfaith		X				14	14	
54	REBUILDING TOGETHER SAN DIEGO		X				15	15	
55	Salvation Army		X				45	45	
56	San Diego State University		X				445	445	
57	SAN DIEGO YOUTH & COMMUNITY SERVICES		X				2	2	
58	San Ysidro Health Center		X				84	84	
59	SAY SAN DIEGO		X				13	13	
60	SCRIPPS HEALTH WIC						37	37	
61	SOUTH BAY COMMUNITY SERVICES		X				20	20	
62	TRINITY HOUSE						1	1	
63	Turning the Hearts		X				4	4	
64	Veteran's Village		X				1	1	
65	Vista Community Clinic		X				79	79	
66	YMCA YOUTH AND FAMILY SERVICES						7	7	
67	Total Enrollments						0	3,621	3,621

	A	B	C	D	E	F	G	H
1	CARE Table 8 - Participants as of Month-End							
2	San Diego Gas & Electric							
3	August 2009							
4	2009	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change¹
5	January	163,436	N/A	78,390	241,826	335,680	72.0%	
6	February	165,207	N/A	77,989	243,196	335,680	72.4%	0.57%
7	March	167,349	N/A	78,687	246,036	335,680	73.3%	1.17%
8	April	169,021	N/A	79,836	248,857	336,058	74.1%	1.03%
9	May	171,167	N/A	80,860	252,027	336,058	75.0%	1.27%
10	June	172,266	N/A	80,957	253,223	336,058	75.4%	0.47%
11	July	174,152	N/A	81,744	255,896	336,751	76.0%	0.85%
12	August	175,172	N/A	82,776	257,948	336,751	76.6%	0.80%
13	September		N/A					
14	October		N/A					
15	November		N/A					
16	December		N/A					
17	Total for 2009		N/A					
18								
19	¹ Explain any monthly variance of 5% or more in the number of participants.							
20	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

CERTIFICATE OF SERVICE

I hereby certify that a copy of **MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M) ON LOW INCOME ASSISTANCE PROGRAMS FOR AUGUST 2009** has been electronically mailed to each party of record of the service list in A.08-05-022, A.08-05-024, A.08-05-025, and A.08-05-026. Any party on the service list who has not provided an electronic mail address was served by placing copies in properly addressed and sealed envelopes and by depositing such envelopes in the United States Mail with first-class postage prepaid.

Copies were also sent via Federal Express to the assigned Administrative Law Judges and Commissioner.

Executed this 21st day of September, 2009 at San Diego, California.

 /s/ Jenny Norin
Jenny Norin