

**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 MAY 2009**

Kim F. Hassan

Attorney for
San Diego Gas & Electric Company
101 Ash Street, HQ12B
San Diego, CA 92101-3017
Telephone: (619) 699-5006
Facsimile: (619) 699-5027
E-Mail: KHassan@sempra.com

June 22, 2009

**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 MAY 2009**

This is the second 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 accordance with 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

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

TABLE OF CONTENTS

1. LIEE Executive Summary	1
1.1 Low Income Energy Efficiency Program Overview	1
Summary of the LIEE Program elements as approved in Decision 08-11-031:.....	1
1.2 Whole Neighborhood Approach.....	2
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)......	2
1.3 LIEE Marketing, Education and Outreach	3
1.3.1 Summary of LIEE program marketing, education and outreach strategies deployed this month.....	3
1.4 Leveraging Success with CSD.....	7
1.4.1 Status of the leveraging effort with CSD.....	7
1.5 Workforce Education & Training.....	7
1.5.1 Summary of efforts to improve and expand LIEE workforce education and training.	7
2. CARE Executive Summary.....	7
2.1.1. CARE Program Summary.....	7
2.1.2 CARE program penetration rate to date:	8
2.2. CARE Marketing, Education and Outreach	8
2.2.1. Summary of CARE program marketing, education and outreach strategies deployed this month.....	8
2.3. CARE Capitation Contractors	9
2.4 CARE Recertification Complaints.....	10
2.5 Outreach for CARE and LIEE	10
2.5.1 Outreach Events.....	10
2.5.2. Public Relations	13
2.6. Leveraging for CARE and LIEE.....	13
3. Appendix: LIEE Tables and CARE Tables.....	15

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	5,318,889	25%
Homes Treated	20,000	6,579	32%
kWh Saved	8,887,914	2,021,219	23%
kW Demand Reduced	2,010	227	11%
Therms Saved	478,745	73,845	15%
GHG Emissions Reduced	7,661	1,544	20%

During the month of May, SDG&E enrolled 1,176 customers in the LIEE program and generated 2,459 leads in which it will work to convert to participants and homes treated in the upcoming months.

As shown in the table above, SDG&E has treated 6,579 homes to date, saved 2,021,219 kWh, reduced 227 kW of demand, saved 73,845 therms and reduced 1,544 tons of Green House Gases (GHG) emissions through the LIEE program. SDG&E had a challenging start to the program year with LIEE. This was primarily due the impact of implementing the new LIEE program parameters resulting from D.08-11-031, creating new materials and rolling the program out with enrollment and assessment contractors as well as the ramp up efforts of the installation contractors. Enrollments are steadily increasing and we expect to meet 2009 goals by the end of the year. Moreover, SDG&E is implementing new strategies, such as expanded outreach through the Whole Neighborhood Approach (WNA), to ramp up enrollments for the second half of the year.

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 WNA and updates on Workforce Education & Training 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 developed its geographic and customer segmentation strategy for the WNA in early 2009. This strategy involves the use of Prizm Code data² to identify the geographic segments or "neighborhoods" that contain the appropriate customer segments. These customer segments consist of households with high potential for LIEE eligibility.

In order to properly penetrate these neighborhoods and reach each household, SDG&E is implementing a comprehensive direct marketing plan that includes direct mail, automated outbound calling and door-to-door canvassing. The plan consists of a nine-week cycle that kicks off with a direct mail to households within the identified neighborhood. Approximately three weeks later, automated outbound calls will be made to the customers within the WNA-designated neighborhood. Then about three weeks after the automated outbound calling campaign is complete, door-to-door canvassing will begin. Finally, once the leads are collected and customers are enrolled, the contractors will begin treating the homes in the WNA-designated neighborhoods. With contractors in the

² Prizm codes are an area set of customer segmentation data widely used for marketing purposes in the United States. The data consist of demographic clusters that categorize every U.S. household into a segment. These segments were developed in part from the analysis of U.S. census data and categorize U.S. consumers into 14 distinct groups and 66 segments. The segments help marketers tailor content to consumers' needs and look at a variety of factors, including income, likes, dislikes, lifestyles and purchase behaviors.

neighborhood, program awareness is heightened and SDG&E can work to generate leads from client referrals.

Through this integrated approach, each household within the target neighborhood will receive three different direct communication attempts (direct mail, telephone, door-to-door) and one indirect communication attempt (potential referral) in an effort to increase interest and ultimately enrollment in the program.

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 May, direct marketing efforts included direct mail, outbound calling campaigns and door-to-door canvassing.

- **Direct Mail** – SDG&E mailed LIEE program information to approximately 16,690 LIEE-eligible households during the month of May.

The first campaign launched May 1 and targeted 1,699 households in the following communities:

Encinitas (92024)	Cardiff by the Sea (92007)
Solana Beach (92075)	Del Mar (92014)
Carmel Valley (92130)	Fallbrook (92028)
Bonsall (92003)	Valley Center (92082)

While several of these communities are typically known as higher-income neighborhoods, SDG&E has found pockets of low-income customers within these neighborhoods that are likely to qualify.

The second campaign launched May 8 and targeted 6,135 households in the following Chula Vista zip codes: 91910, 91911, 91912 and 91913.

The third campaign launched May 15 and targeted 2,685

households in the following communities:

Otay Mesa (92154)	San Ysidro (92173)
Coronado (92118)	

The last campaign of the month launched May 29 and targeted, based on Prizm codes, 6,171 “Young Mobile” and “Established”³ households within the following communities:

Otay Mesa (92154)	Oceanside (92054)
City Heights (92105)	

Typically, SDG&E focuses its direct mail efforts on customers in the “Challenged” segment⁴ due to the cost efficiencies achieved by enrolling them through income self-certification within targeted areas of SDG&E’s service territory. To increase participation in the LIEE program even further, SDG&E is now expanding its direct mail efforts to additional segments. A total of 605 leads were generated from May’s direct mail effort and 348 leads were generated as a result of April’s campaigns.

- **Outbound Calling Campaigns** – Three calling campaigns were launched in May and a total of 12,479 low-income households were contacted as part of this effort.

The first campaign ran from May 13 -15 and targeted non-responders from the March and April direct mail campaigns. Of the total customers called, 2.86% answered the call, listened to the information and chose to be directly connected to a representative to learn more about the LIEE program.

³ See Attachment A for more information on SDG&E’s residential market segments.

⁴ See Attachment A for more information on SDG&E’s residential market segments.

The second campaign ran from May 20 -23 and targeted low-income households in the Prizm Code's "Established" and "Young Mobile" segments⁵. Typically, SDG&E focuses its outbound calling efforts on customers in the Prizm Code's "Challenged" segment due to the cost efficiencies achieved by enrolling them through income self-certification. To increase participation in the LIEE program even further, SDG&E is now expanding its outbound calling efforts to additional segments. Of the total customers called, 2.86% answered, listened and direct connected.

The final campaign ran from May 27 -29 and targeted additional non-responders from the March and April direct mail campaigns. Of those called, 3.22% answered, listened and direct connected.

SDG&E has enrolled a total of 245 customers in the LIEE program year-to-date (January – May 2009) as a result of its outbound calling efforts.

- **Door-to-Door Canvassing**

In May, SDG&E's door-to-door canvassing contractor, Richard Heath & Associates (RHA), called on approximately 10,000 low-income households in San Diego and neighboring communities with LIEE-eligible customers. RHA works across San Diego County throughout the month and bases its canvassing schedule on previous direct mail and outbound calling efforts. Additionally, SDG&E and RHA are working to minimize the carbon footprint of contractors by reducing drive time through appropriate geographic segmentation. Through

⁵ See Attachment A for more information on SDG&E's residential market segments.

RHA's outreach efforts, SDG&E generated 807 leads for the LIEE program in May. Of the 807 leads generated 797 resulted in enrollments.

Community Outreach - On May 25, 2009, SDG&E was recognized for its community involvement by Rebuilding Together San Diego (RTSD), a non-profit organization specializing in home rehabilitation. RTSD held a celebration at its headquarters in Sherman Heights to thank its volunteers and partners. SDG&E leverages with RTSD to promote the LIEE and CARE programs to qualified customers whose homes are being renovated under the RTSD program. Together, SDG&E and RTSD offer customers a comprehensive home rehabilitation package that includes weatherization services, home repairs and energy-efficiency upgrades.

Integration – In May, SDG&E signed a contract with Synergy Companies, Energy Management, to provide energy efficiency and weatherization services to the low-income mobile home community through the LIEE program. Synergy is also a contractor for SDG&E's general energy-efficiency portfolio, implementing SDG&E's residential energy efficiency program for non-low income customers residing in mobile homes. The integration of these two SDG&E programs which both serve the mobile home community will result in greater energy savings for the region.

1.4. Leveraging Success with CSD

1.4.1 Status of the leveraging effort with CSD.

SDG&E is currently working with the three LIHEAP agencies serving San Diego and Southern Orange County to develop a leveraging platform that best suits the needs of both organizations. Several issues are still pending, including data sharing, data entry and fee schedules. SDG&E will report once negotiations are completed.

1.5 Workforce Education & Training

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

SDG&E is working with San Diego Workforce Partnership (WFP) to develop a summer youth employment program, in which 30 youths will be hired to conduct door-to-door outreach for both the LIEE and CARE programs. Training for the summer youth program is slated to begin June 22, 2009. All 60 employees are scheduled to deploy into the field the week of June 29.

2. CARE Executive Summary

2.1.1. CARE Program Summary

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach	\$1,520,638	\$562,036	37%
Proc., Certification and Verification	\$216,219	\$83,909	39%
Information Tech./Programming	\$508,795	\$136,675	27%
Pilots	N/A	N/A	N/A
Measurement and Evaluation	\$4,000	\$0	0%
Regulatory Compliance	\$184,015	\$63,130	34%

General Administration	\$399,065	\$165,993	42%
CPUC Energy Division Staff	\$102,900	\$19,382	19%
Cooling Centers			
Total Expenses	\$2,935,632	\$1,031,125	35%
Subsidies and Benefits	\$47,026,184	\$20,232,966	43%
Total Program Costs and Discounts	\$49,961,816	\$21,264,091	43%

2.1.2 CARE program penetration rate to date:

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
252,027	336,058	75%

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 May, direct marketing efforts included an outbound calling campaign and door-to-door canvassing.

- **Outbound Calling Campaign** – SDG&E launched a calling campaign to 30,476 low-income households in the service territory in May. The campaign ran from May 9-16 and targeted Prizm Code segments “Young Mobile” and “Established.”⁶ SDG&E achieved a 4% enrollment rate from this effort. .
- **Door-to-Door Canvassing**
In May, SDG&E’s door-to-door canvassing contractor, “Energy Save”, called on approximately 12,425 low-income households in San Diego, Escondido, Chula Vista, Vista, National City, San Ysidro, San Marcos, El Cajon, Oceanside, La Mesa and other communities with CARE-eligible customers. Energy Save works across San Diego County throughout the month and bases its canvassing schedule on its assessment of opportunities in the low-income market. Through

⁶ See Attachment A for more information on SDG&E’s residential market segments.

Energy Save's outreach efforts, SDG&E enrolled 1,424 customers during the month of May and 7,773 customers year-to-date in the CARE program. SDG&E also began a door-to-door canvassing campaign for submetered homes which is generating more than 150 applications per month. This is proving to be a highly effective method to reach the hardest-to-reach customers which have been non-responsive to more mass marketed efforts.

Integration – In May, SDG&E received referrals from the Customer Call Center and the LIEE program to achieve the following CARE enrollments:

- Customer Call Center: 1,145
- LIEE: 276

2.3. CARE Capitation Contractors

SDG&E leverages the resources of CARE capitation contractors to enroll customers in CARE and LIEE. The objective is to extend CARE and LIEE program benefits to eligible customers through existing relationships between the agencies, SDG&E and SDG&E's customers.

As a result of 184 calls on 38 agencies during the month of May, CARE capitation contractors enrolled 479 customers in CARE and generated 212 LIEE leads.

SDG&E is currently cultivating relationships with the following organizations in an effort to recruit them as CARE capitation contractors:

- **Union of Pan-Asian Communities (UPAC)** - UPAC's mission is to improve the general well being and education of the Asian, Pacific Islander and other ethnic communities of San Diego County and is the primary provider of human care services to San Diego's Asian and Pacific Islander communities. The UPAC staff represents over 29 different cultures, languages, and dialects and serves over 18,000 people annually.
- **American Indian Resource Center** - The American Indian Resource Center

provides educational and community services for non-gaming tribes of Native American Indians in San Diego County.

2.4 CARE Recertification Complaints

SDG&E did not have any recertification complaints during the month of May.

2.5 Outreach for CARE and LIEE

2.5.1 Outreach Events

SDG&E participated in a variety of outreach events in May where CARE, LIEE and Medical Baseline were promoted. Below is a description of each event and results:

- **Healing Arts Festival**

May 3, 2009, San Diego, CA

SDG&E co-sponsored booths at the Healing Arts Festival in Balboa Park, along with California Center for Sustainable Energy (CCSE) and the San Diego County Water Authority, on May 3, 2009. CCSE is a nonprofit organization that helps residents, businesses and public agencies save energy, reduce grid demand and generate their own power through a variety of rebate, technical assistance and education programs. The San Diego County Water Authority (SDCWA) is a public agency serving the San Diego region as a wholesale supplier of water. The SDCWA works through its 24 member agencies to provide a safe, reliable water supply and to provide water education and conservation information to its customers. Energy efficiency and customer assistance programs were highlighted and discussed with participants at the SDG&E booth and several CARE, LIEE and Medical Baseline completed applications were obtained from interested customers. Several thousand participants attended this event and sponsor credits were advertised in local newspapers and magazines and on local radio and television stations.

- **Employment Development Department Outreach Services**

SDG&E conducted outreach at three different Employment Development Department (EDD) offices in the service territory during the month of May. SDG&E offered

CARE and LIEE programs to county residents seeking employment information at EDD offices in El Cajon on May 5, Escondido on May 6, Oceanside on May 6 and Chula Vista on May 7. Information on customer assistance programs was distributed to over 300 customers and 37 CARE applications and 2 LIEE leads were captured.

- **Native American Cultural Festival**

On May 9 and 10, SDG&E leveraged outreach and enrollment efforts at several tribal clinics within the San Diego service territory. This outreach effort was significant because the Native American population is historically difficult to reach. While only six CARE applications were received, this event served to connect with key service providers in the community.

- **“Even Start” Weekly Literacy Class**

May 11, 2009, Edison Elementary School, San Diego

Even Start, a family literacy program designed to help break the cycle of poverty and illiteracy by improving educational opportunities for low-income families, provides weekly literacy classes for participants at Edison Elementary School in San Diego. Even Start invites local organizations to come speak during these weekly classes in order to educate them about various services and assistance throughout the county. SDG&E presented information on both CARE and LIEE programs at the May 11 class and was joined by CCSE which provided information on energy efficiency. SDG&E’s participation in this event resulted in 15 CARE applications and 13 LIEE leads.

- **“Second Chance” Community Resource Fair**

May 15, 2009, Second Chance, San Diego

Second Chance is an organization dedicated to breaking the cycle of unemployment, poverty, homelessness, substance abuse and incarceration in San Diego. They accomplish this by offering job readiness training, job placement, affordable housing, mental health counseling and case management to men and women who desire to change their lives. SDG&E participated in Second Chance’s Resource Fair on May

15 in the Encanto neighborhood of San Diego, distributing CARE applications and LIEE program information to individuals transitioning from prison, half-way houses and rehabilitation centers. As a result of this outreach effort, 27 CARE applications were completed, and participants who will soon be new SDG&E customers will be able to make educated and informed choices about securing discounted utility services in their new homes.

○ **San Diego “Community Cares” Information Fairs**

The “Community Cares Project” is a San Diego Food Bank program that combines food distribution with “advice clinics” for people in need. The program provides a “one-stop-shop” where people can receive food assistance and help signing up for a range of other programs, including food stamps, employment, healthcare assistance, gas, electricity and telephone discounts and assistance for the elderly and disabled. Leveraging the relationship with the San Diego Food Bank, SDG&E participated in community events with AT&T, San Diego County Health and Human Resources Agency, South Bay Community Collaborative, La Maestra, Mental Health America, and San Diego Food Bank in the following locations:

May 1	Chula Vista (91910)
May 5	San Diego (92103)
May 8	La Mesa (91941)
May 11	San Diego (92105)
May 12	San Ysidro (92173)
May 18	San Diego (92114)
May 19	El Cajon (92109)
May 22	Lemon Grove (91945)
May 26	Spring Valley (91977)

Participation in the Information Fairs during the month of May resulted in 212 CARE applications and 52 LIEE referrals. Furthermore, the locations are significant due to their high concentrations of Hispanic, Kurdish, African American, and Asian customers. Many of these areas (San Diego 92103, 92105, 91114; La Mesa 91941; El Cajon 92109, Lemon Grove 91945; & Spring Valley 91977) are high CARE gap zip codes where less than 10% of the customers have received LIEE services.

- **SDG&E Lighting Exchange, Energy & Water-Saving Kit Giveaway**

- Events**

- CARE and LIEE were vigorously promoted in an integrative effort between the Residential Energy Efficiency program team and the Customer Assistance program team at two events during the month of May. Participation in the event in El Cajon (92020 & 92021) on May 2 resulted in 34 CARE applications, 13 LIEE leads and the distribution of 12 Medical Baseline applications. The event in San Diego (92123) on May 30 produced similar results with SDG&E receiving 28 CARE applications and 7 LIEE leads.

- **Community Outreach**

- In May, SDG&E launched customer assistance program enrollment events targeting hard-to-reach customers at local grocery and drug stores throughout low-income neighborhoods in San Diego. This outreach was conducted at Food-for-Less in San Diego (92109) on May 8, Rite Aid in Chula Vista (91910) on May 8, Food-for-Less in Escondido (92945) on May 13, Big Lots in La Mesa (91941) on May 21 and Henry's Marketplace in Vista (92081) on May 21. The events proved to be successful in reaching Hispanic, Asian and African American customers and resulted in 113 CARE applications.

- 2.5.2. Public Relations**

- American Gas magazine featured Sempra Energy Utilities Senior Vice-President of Customer Services on the front cover of the June 2009 issue of American Gas magazine and included an article on customer assistance programs offered by SDG&E and SoCalGas. The article highlights all of the proactive steps the two utilities are undertaking to help educate customers about assistance programs and all the measures taken to increase the level of customer assistance during these tough economic times.

- 2.6. Leveraging for CARE and LIEE**

- In addition to the outreach events and efforts of CARE capitation contractors mentioned above, SDG&E also leveraged the resources of the following agencies and organizations in May to promote CARE, LIEE and Medical Baseline programs. Below is more detail

on these leveraging efforts:

- **2-1-1 San Diego** - SDG&E leverages the resources of 2-1-1 San Diego to enroll customers in CARE, LIEE, Medical Baseline and Neighbor-to-Neighbor 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 ensure their staff is properly trained on SDG&E's assistance programs. In May, 2-1-1 San Diego provided 125 CARE enrollments and 77 LIEE leads.

SDG&E is developing relationships with the following organizations to increase awareness and interest in the LIEE and CARE programs:

- **U.S. Department of the Treasury, Internal Revenue Service (IRS)** – SDG&E met with a representative from the IRS to discuss a partnership between SDG&E's CARE and LIEE programs and the Earned Income Tax Credit (EITC) program. Through a network of partners, the IRS provides no-cost tax services and generates awareness about the EITC to low-income taxpayers. SDG&E is working with these partners to learn how to leverage their existing client relationships to increase awareness about the LIEE and CARE programs. During tax season, SDG&E helped increase awareness of the EITC program by providing EITC information to each LIEE client through its energy education program.
- **Veteran Family Regional Forum Group** – This coalition of organizations works jointly to support active and retired military personnel and their families by providing a number of social services. They meet monthly to share information, coordinate efforts and work on events that support the military. SDG&E presented information at the monthly group meeting in May and will continue to develop its relationship with this group in order to increase LIEE and CARE program awareness with active and retired military families in San Diego.

3. 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

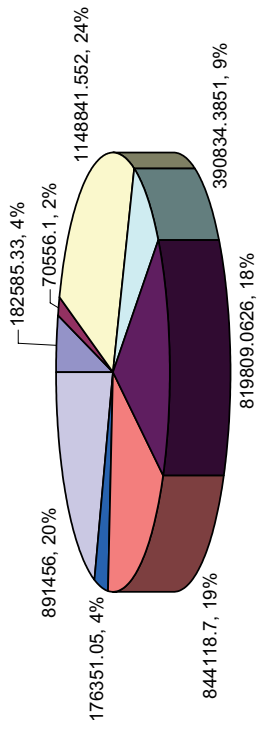
CARE- Table 8- Participants as of Month End

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	LIEE Table 1 - LIEE Program Expenses												
2	San Diego Gas & Electric												
3	May 2009												
4		Authorized Budget			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date		
5	LIEE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency	\$ -	\$ 2,496,401	\$ 2,496,401	\$ -	\$ 87,354	\$ 87,354	\$ -	\$ 421,694	\$ 421,694	0%	17%	17%
7	- Gas Appliances	\$ 7,724,611	\$ -	\$ 7,724,611	\$ 424,295	\$ -	\$ 424,295	\$ 1,632,753	\$ -	\$ 1,632,753	21%	0%	21%
8	- Electric Appliances	\$ -	\$ 4,081,115	\$ 4,081,115	\$ -	\$ 399,290	\$ 399,290	\$ -	\$ 1,583,832	\$ 1,583,832	0%	39%	39%
9	- Weatherization	\$ 1,096,914	\$ 1,096,914	\$ 2,193,828	\$ 114,210	\$ 114,210	\$ 228,419	\$ 382,023	\$ 382,023	\$ 764,047	35%	35%	35%
10	- Outreach and Assessment	\$ 715,835	\$ 715,835	\$ 1,431,670	\$ 18,945	\$ 18,945	\$ 37,890	\$ 63,003	\$ 63,003	\$ 126,006	9%	9%	9%
11	- In Home Energy Education	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
12	- Education Workshops	\$ 3,839	\$ 3,839	\$ 7,678	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Energy Efficiency TOTAL	\$ 9,541,199	\$ 8,394,104	\$ 17,935,303	\$ 557,449	\$ 619,799	\$ 1,177,248	\$ 2,077,780	\$ 2,450,553	\$ 4,528,332	22%	29%	25%
16	Training Center												
17	Training Center	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
18	Inspections	\$ 29,474	\$ 29,474	\$ 58,948	\$ 1,951	\$ 1,951	\$ 3,902	\$ 9,203	\$ 9,203	\$ 18,406	31%	31%	31%
19	Marketing	\$ 378,735	\$ 378,734	\$ 757,469	\$ 6,111	\$ 6,111	\$ 12,222	\$ 33,829	\$ 33,829	\$ 67,658	9%	9%	9%
20	M&E Studies	\$ 56,902	\$ 56,902	\$ 113,804	\$ 9,799	\$ 9,799	\$ 19,598	\$ 9,799	\$ 9,799	\$ 19,598	17%	17%	17%
21	Regulatory Compliance	\$ 135,720	\$ 135,719	\$ 271,439	\$ 7,623	\$ 7,623	\$ 15,246	\$ 34,057	\$ 34,057	\$ 68,114	25%	25%	25%
22	General Administration	\$ 1,001,049	\$ 1,001,048	\$ 2,002,097	\$ 71,516	\$ 71,516	\$ 143,032	\$ 304,237	\$ 304,236	\$ 608,473	30%	30%	30%
23	CPUC Energy Division	\$ 22,474	\$ 22,474	\$ 44,948	\$ -	\$ -	\$ -	\$ 4,153	\$ 4,153	\$ 8,307	18%	18%	18%
24	TOTAL PROGRAM COSTS												
25	TOTAL PROGRAM COSTS	\$ 11,165,553	\$ 10,018,455	\$ 21,184,008	\$ 654,449	\$ 716,799	\$ 1,371,248	\$ 2,473,058	\$ 2,845,830	\$ 5,318,888	22%	28%	25%
26	Funded Outside of LIEE Program Budget												
27	Indirect Costs	\$ -	\$ -	\$ -	\$ 37,204	\$ 37,824	\$ 75,029	\$ 177,035	\$ 179,017	\$ 356,052			
28	NGAT Costs	\$ -	\$ -	\$ -	\$ -	\$ 28,064	\$ 28,064	\$ -	\$ 96,048	\$ 96,048			
30	Any required corrections/adjustments are reported herein and supersede results reported in prior months and reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	
1	LIEE Table 2								
2	LIEE Expenses and Energy Savings by Measures Installed								
	San Diego Gas & Electric								
	May 2009								
3	Measures	Units	Year-To-Date Completed & Expensed Installations						
4			Quantity Installed	kWh (Annual)	kW (Annual)¹	Therms (Annual)	Expenses	% of Expenditure	
5	Heating Systems								
6	Furnaces	Each	588	-	-	204	\$ 182,897	4%	
7	Cooling Measures								
8	A/C Replacement - Room	Each	73	6,151	-	-	\$ 65,966	1%	
9	A/C Replacement - Central	Each	1	-	-	-	\$ 3,600	0.1%	
10	A/C Tune-up - Central	Each	9	-	-	-	\$ 990	0.02%	
11	A/C Services - Central	Each	-	-	-	-	\$ -	0%	
12	Heat Pump	Each	-	-	-	-	\$ -	0%	
13	Evaporative Coolers	Each	-	-	-	-	\$ -	0%	
14	Evaporative Cooler Maintenance	Each	-	-	-	-	\$ -	0%	
15	Infiltration & Space Conditioning								
16	Envelope and Air Sealing Measures	Home	4,771	46,448	-	12,554	\$ 988,214	22%	
17	Duct Sealing	Home	15	-	-	-	\$ 16,795	0.4%	
18	Attic Insulation	Home	156	17,304	13	5,643	\$ 143,833	3%	
19	Water Heating Measures								
20	Water Heater Conservation Measures	Home	5,049	45,632	10	55,441	\$ 381,454	8%	
21	Water Heater Replacement - Gas	Each	12	-	-	-	\$ 9,380	0.2%	
22	Water Heater Replacement - Electric	Each	-	-	-	-	\$ -	-	
23	Tankless Water Heater - Gas	Each	-	-	-	-	\$ -	-	
24	Tankless Water Heater - Electric	Each	-	-	-	-	\$ -	-	
25	Lighting Measures								
26	CFLs	Each	38,954	623,264	78	-	\$ 278,814	6%	
27	Interior Hard wired CFL fixtures	Each	4,495	287,680	9	-	\$ 330,406	7%	
28	Exterior Hard wired CFL fixtures	Each	1,119	13,072	-	-	\$ 60,524	1%	
29	Torchiere	Each	1,636	312,476	3	-	\$ 154,642	3%	
30	Refrigerators								
31	Refrigerators -Primary	Each	898	669,192	113	-	\$ 844,412	19%	
32	Refrigerators - Secondary	Each	-	-	-	-	\$ -	0%	
33	Pool Pumps								
34	Pool Pumps	Each	-	-	-	-	\$ -	0%	
35	New Measures								
36	Forced Air Unit Standing Pilot Change Out	Each	12	-	-	-	\$ 3,309	0%	
37	Furnace Clean and Tune	Each	3,094	0	0	0	\$ 172,997	4%	
38	High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0%	
39	Microwave	Each	-	-	-	-	\$ -	0%	
40	Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0%	
41	LED Night Lights	Each	17	-	-	-	\$ 45	0%	
42	Occupancy Sensor		-	-	-	-	\$ -	0%	
43	Pilots								
44	A/C Tune-up Central	Home	-	-	-	-	\$ -	0%	
45	Interior Hard wired CFL fixtures	Each	-	-	-	-	\$ -	0%	
46	Ceiling Fans	Each	-	-	-	-	\$ -	0%	
47	In-Home Display	Each	-	-	-	-	\$ -	0%	
48	Programmable Controllable Thermostat	Each	-	-	-	-	\$ -	0%	
49	Forced Air Unit	Each	-	-	-	-	\$ -	0%	
50	Microwave		-	-	-	-	\$ -	0%	
51	High Efficiency Clothes Washer		-	-	-	-	\$ -	0%	
52	Customer Enrollment								
53	Outreach & Assessment	Home	6,550	-	-	-	\$ 764,047	17%	
54	In-Home Education	Home	6,509	-	-	-	\$ 126,006	3%	
55	Education Workshops	Participant	-	-	-	-	\$ -	0%	
56	Total Savings/Expenditures			2,021,219	227	73,843	\$ 4,528,332	100%	
57									
58	Homes Weatherized	Home	5,088						
59									
60	Homes Treated								
61	- Single Family Homes Treated	Home	3,390						
62	- Multi-family Homes Treated	Home	3,096						
63	- Mobile Homes Treated	Home	93						
64	- Total Number of Homes Treated	Home	6,579						
65	# Eligible Homes to be Treated for PY²	Home	20,384						
66	% OF Homes Treated	%	32%						
67									
68	- Total Master-Metered Homes Treated	Home	63						
69	¹ Energy savings is based on the 2005 Load Impact Evaluation.								
70	² Based on Attachment H of D0811031								
71	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
72									
73									
74									
75									
76									
77									

PIE CHART 1- Expenses by Measures Category For May 2009

LIEE Table 2
San Diego Gas & Electric
YTD LIEE Expenses
May 2009



- Heating Systems
- Cooling Measures
- Lighting Measures
- Infiltration & Space Conditioning
- Water Heating Measures
- Customer Enrollment
- New Measures

	A	B
1	LIEE Table 3 - Average Bill Savings per Treated Home San Diego Gas & Electric May 2009	
2	Year-to-date Installations - Expensed	
3		
4	Annual kWh Savings	2,021,219
5	Annual Therm Savings	73,843
6	Lifecycle kWh Savings	19,430,313
7	Lifecycle Therm Savings	762,749
8	Current kWh Rate	\$ 0.13
9	Current Therm Rate	\$ 1.09
10	Number of Treated Homes	6,579
11	Average 1st Year Bill Savings / Treated Home	51.64
12	Average Lifecycle Bill Savings / Treated Home	417.48
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 May 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		8	8
5	San Diego	17,171	311,908	329,079	119	6,452	6,571
6							
7	Total	17,171	326,689	343,860	119	6,460	6,579
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
1	LIEE Table 5 - LIEE Customer Summary San Diego Gas & Electric May 2009																
2		Gas & Electric				Gas Only				Electric Only				Total			
3		# of YTD				# of YTD				# of YTD				# of YTD			
4	Month	Homes	Therm	kWh	kW	Homes	Therm	kWh	kW	Homes	Therm	kWh	kW	Homes	Therm	kWh	kW
5	Jan-09	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	Feb-09	1,248	11,260	400,895	58	0	0	0	0	30	0	17,535	3	1,278	11,260	418,430	61
7	Mar-09	3,252	39,038	1,011,563	112	0	0	0	0	77	0	54,355	11	3,329	39,038	1,065,918	122
8	Apr-09	4,531	55,365	1,404,039	153	0	0	0	0	113	1	75,230	15	4,644	55,366	1,479,269	168
9	May-09	6,403	73,843	1,930,585	211	0	0	0	0	176	0	90,634	18	6,579	73,843	2,021,219	229
10	Jun-09																
11	Jul-09																
12	Aug-09																
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
1	LIEE Table 6 - Expenditures for Pilots and Studies												
2	San Diego Gas & Electric												
3	May 2009												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since January 1, 2009			% of 3-Year Budget Spent		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots:												
7	CPUC WE&T	\$ 22,685	\$ -	\$ 22,685	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
8	In Home Display (IHD)	\$ 145,000	\$ -	\$ 145,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	Programmable Communicating Thermostat (PCT)	\$ 230,000	\$ -	\$ 230,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
10													
11													
12													
13													
14	Total Pilots	\$ 397,685	\$ -	\$ 397,685	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Studies:												
16	Studies:												
17	Non-Energy Benefits	\$ 30,000	\$ -	\$ 30,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
18	Process Evaluation	\$ 37,500	\$ -	\$ 37,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	Impact Evaluation	\$ 90,000	\$ -	\$ 90,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
20	Household Segmentation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
21	Refrigerator Degradation	\$ 66,667	\$ -	\$ 66,667	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
22	High Usage Needs Assessment	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
23													
24	Total Studies	\$ 224,167	\$ -	\$ 224,167	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%

	A	B	C	D	E
1	LIEE Table 7				
2	Whole Neighborhood Approach				
3	San Diego Gas & Electric				
4	May 2009				
5	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted ¹	Total Residential Customers ²	Total Estimated Eligible ³	Total Treated 2002-2008	Target to Treated This Year ⁴
6	91977-40	370	198	108	50
7	91977-41	523	294	170	73
8	92020-50	447	264	204	2
9	92020-54	370	215	51	12
10	92020-61	410	198	182	1
11	92020-66	418	218	148	2
12	92020-74	530	208	140	1
13	92020-76	537	251	179	6
14	92021-47	472	231	136	8
15	92021-55	408	145	95	4
16	92021-56	312	118	76	11
17	92021-61	429	236	212	7
18	92021-68	555	321	326	44
19	92028-31	429	226	114	3
20	92028-32	374	188	44	5
21	92040-17	177	50	9	4
22	92078-36	318	91	37	52
23	92078-37	491	237	132	14
24	92101-67	763	228	-	5
25	92101-68	575	229	3	19
26	¹ Neighborhood defined as zip+7 area (or zip+2).				
27	² All active residential customers in zip+7.				
28	³ Total estimated eligible per Athens Research. Calculated by multiplying the percent eligible by the total residential population in zip+7.				
29	⁴ Total units treated 2002-2009 year-to-date. Total treated 2009 year-to-date.				

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses												
2	San Diego Gas & Electric												
3	May 2009												
4		Authorized Budget			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date		
5	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Outreach ^[1]	\$ 1,110,066	\$ 410,572	\$ 1,520,638	\$ 90,536	\$ 27,043	\$ 117,580	\$ 424,678	\$ 137,358	\$ 562,036	38%	33%	37%
7	Automatic Enrollment	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
8	Processing/ Certification/Verification	\$ 157,840	\$ 58,379	\$ 216,219	\$ 12,579	\$ 3,757	\$ 16,336	\$ 63,132	\$ 20,777	\$ 83,909	40%	36%	39%
9	Information Technology / Programming	\$ 371,420	\$ 137,375	\$ 508,795	\$ 51,692	\$ 15,440	\$ 67,132	\$ 104,080	\$ 32,594	\$ 136,675	28%	24%	27%
10													
11	Pilots												
12	- Pilot SB 580	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Total Pilots	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17	Measurement & Evaluation ^[2]	\$ 2,920	\$ 1,080	\$ 4,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
18	Regulatory Compliance	\$ 134,331	\$ 49,684	\$ 184,015	\$ 12,286	\$ 3,670	\$ 15,955	\$ 47,604	\$ 15,526	\$ 63,130	35%	31%	34%
19	General Administration	\$ 291,317	\$ 107,748	\$ 399,065	\$ 25,376	\$ 7,580	\$ 32,955	\$ 124,855	\$ 41,138	\$ 165,993	43%	38%	42%
20	CPUC Energy Division	\$ 75,117	\$ 27,783	\$ 102,900	\$ -	\$ -	\$ -	\$ 14,541	\$ 4,842	\$ 19,382	19%	17%	19%
21													
22	SUBTOTAL MANAGEMENT COSTS	\$ 2,143,011	\$ 792,621	\$ 2,935,632	\$ 192,468	\$ 57,490	\$ 249,958	\$ 778,891	\$ 252,235	\$ 1,031,125	36%	32%	35%
23													
24	CARE Rate Discount	\$ 34,329,114	\$ 12,697,070	\$ 47,026,184	\$ 2,841,158	\$ 654,332	\$ 3,495,490	\$ 14,941,644	\$ 5,291,322	\$ 20,232,966	44%	42%	43%
25	Service Establishment Charge Discount	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
26													
27	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 36,472,126	\$ 13,489,690	\$ 49,961,816	\$ 3,033,626	\$ 711,822	\$ 3,745,448	\$ 15,720,535	\$ 5,543,557	\$ 21,264,091	43%	41%	43%
28													
29	Other CARE Rate Benefits												
30	DWR Bond Charge Exemption				\$ 454,255		\$ 454,255	\$ 2,390,721		\$ 2,390,721			
31	CARE PPP Exemption				\$ 222,965	\$ 113,691	\$ 336,656	\$ 1,177,269	\$ 786,604	\$ 1,963,873			
32	California Solar Initiative Exemption ^[3]				\$ -		\$ -	\$ -		\$ -			
33	kWh Surcharge Exemption				\$ 975,555		\$ 975,555	\$ 5,269,040		\$ 5,269,040			
34	TOTAL - OTHER CARE RATE BENEFITS				\$ 1,652,775	\$ 113,691	\$ 1,766,466	\$ 8,837,030	\$ 786,604	\$ 9,623,634			
35													
36	Indirect Costs				\$ 39,880	\$ 11,912	\$ 51,792	\$ 213,621	\$ 70,486	\$ 284,108			
37													
38	^[1] Outreach includes costs associated with Capitation Fees, Other Outreach and Mass Media.												
39	^[2] There are no Measurement & Evaluation expenses for April 2009.												
40	^[3] Based on CPUC D.08-12-004, SDG&E is to temporarily suspend 2009 CSI collections from ratepayers as the program is adequately funded to support 2009 incentive payments for those who participate in the program.												
41	Any required corrections/adjustments are reported herein and supersede results reported in prior months and reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																		
2	San Diego Gas & Electric																		
3	May 2009																		
4		Gross Enrollment										Enrollment							
5		Automatic Enrollment																	
6	2009	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	Estimated CARE Eligible	Penetration Rate % (P/O)	
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	332	592	6,669	7,593	6,358	13,951	4,772	9,179	2,821	246,857	335,680	74.1%	
11	May	0	276	3	0	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																		
13	July																		
14	August																		
15	September																		
16	October																		
17	November																		
18	December																		
19	Total for 2009							2,206	32,452	35,269		33,272	68,541	24,438	44,103	10,831			
20																			
21	Enrollments via data sharing between the IOUs.																		
22	Enrollments via data sharing between departments and/or programs within the utility.																		
23	Enrollments via data sharing with programs outside the IOU that serve low-income customers.																		
24	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,																		
25	Not including Recertification.																		
26	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	May 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%	0	19	19	3.56%	0.01%
9	May	252,027	188	0.07%	0	1	1	0.53%	0.00%
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	Total for 2009		1,863		695	82	777	41.71%	
18									
19	[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								
20	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 May 2009						
2							
3							
4		Provided	Received	Approved	Denied	Pending/Never Completed	Duplicates
5	Total	51,809	15,440	14,407	366	391	276
6	Percentage		29.80%	93.31%	2.37%	2.53%	1.79%
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	May 2009									
4		Estimated Eligible			Total Participants			Penetration Rate		
5	County	Urban ¹	Rural ¹	Total	Urban	Rural	Total	Urban	Rural	Total
6	Orange County	14,987		14,987	7,505		7,505	50.1%	0.0%	50.1%
7	San Diego	304,280	16,791	321,071	235,498	9,024	244,522	77.4%	53.7%	76.2%
8										
9	Total	319,267	16,791	336,058	243,003	9,024	252,027	76.1%	53.7%	75.0%
10										
11	^[1] Define Urban vs Rural									
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	May 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%	1,460	65	45.97%	0.03%
9	May	252,057	2,408	0.96%	8	2	0.33%	0.00%
10	June							
11	July							
12	August							
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	May 2009							
4	Contractor Name	Contractor Type				Year-to-Date		
5		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
6	AARP - Tax Aid		X				107	107
7	ACCESS TO INDEPENDENCE OF SAN DIEGO		X				3	3
8	AFE		X				0	0
9	AFRICAN ALLIANCE						63	63
10	ALPHA KAPPA ALPHA HEAD START		X				51	51
11	Alpha of San Diego		X				0	0
12	American Red Cross		X				425	425
13	Bayside Community Center		X				0	0
14	Barrio Station						1	1
15	BOYS AND GIRLS CLUBS		X				1	1
16	CAMPESINOS UNIDOS, INC		X		X		128	128
17	CASA FAMILIAR		X				30	30
18	Catholic Charities		X				77	77
19	CHICANO FEDERATION		X				2	2
20	CHINESE SERVICE CENTER OF SAN DIEGO		X				11	11
21	CHULA VISTA COMMUNITY COLLABORATIVE		X				25	25
22	CITY HEIGHTS COMMUNITY DEVELOPMENT CORP		X				1	1
23	CITY OF SAN DIEGO - Clairemont Community Center		X				1	1
24	COMMUNITY ACTION PARTNERSHIP - Orange County		X		X		1	1
25	Community Research Foundation		X				4	4
26	COMMUNITY RESOURCE CENTER						1	1
27	Crisis House		X				29	29
28	ELDER HELP OF SAN DIEGO 2009		X				14	14
29	EPISCOPAL COMMUNITY SERVICES		X				9	9
30	Family Health Centers of San Diego		X				15	15
31	Foster Lift		X				204	204
32	Harmonium		X				0	0
33	HEARTS AND HANDS TOGETHER		X				50	50
34	HOME START 2009		X				57	57
35	HORN OF AFRICA		X				3	3
36	INTERNATIONAL RESCUE COMMITTEE		X				10	10
37	Julian Pathways		X				0	0
38	LA MAESTRA FAMILY CLINIC 2009		X				17	17
39	LEGAL AID SOCIETY OF SAN DIEGO, INC.		X				1	1
40	LUTHERAN SOCIAL SERVICES, INC		X				1	1
41	MAAC PROJECT		X		X		51	51
42	MABUHAY ALLIANCE						56	56
43	Mid City		X	X			0	0
44	MONTE VISTA HIGH SCHOOL COMMUNITY RESOURCE CENTER		X				1	1
45	MOUNTAIN HEALTH & COMMUNITY SERVICES, INC.		X				8	8
46	Neighborhood Health Care		X				192	192
47	NEIGHBORHOOD HOUSE						39	39
48	North County Community Services		X				0	0
49	North County Health Project		X				68	68
50	North County Interfaith		X				12	12
51	REBUILDING TOGETHER SAN DIEGO		X				13	13
52	Salvation Army		X				43	43
53	San Diego State University		X				208	208
54	SAN DIEGO YOUTH & COMMUNITY SERVICES		X				2	2
55	San Ysidro Health Center		X				84	84
56	SAY SAN DIEGO		X				10	10
57	SOUTH BAY COMMUNITY SERVICES		X				16	16
58	TRINITY HOUSE						1	1
59	Turning the Hearts		X				2	2
60	Vista Community Clinic		X				55	55
61	YMCA YOUTH AND FAMILY SERVICES						2	2
62	Total Enrollments						0	2,205
63								
64	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 8 - Participants as of Month-End							
2	San Diego Gas & Electric							
3	May 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		N/A					
11	July		N/A					
12	August		N/A					
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.							

SDG&E Residential Market Segments at a Glance

Target Segments for Customer Assistance

In 2006, SDG&E developed residential segments in order to improve understanding of customer needs and preferences and to provide more targeted communication and education efforts to increase participation in SDG&E's programs and services.

These segments are based on a combination of customers' PRIZM code and total annual gas and electric bills. Statistical analyses and business insights about the SDG&E service territory were incorporated to validate segment attributes.

Below is a summary of the three segments SDG&E has identified as target segments for Customer Assistance programs.

	Young Mobiles	Established	Challenged
% of SDG&E Residential Customers	14%	20%	20%
% of Annual Electric Usage	9%	19%	14%
Avg Annual Electric Usage	350 kWh/month	500 kWh/month	370 kWh/month
Demographics	<ul style="list-style-type: none"> • HHI \$44,000 • Mostly renters • High school • Mostly 25-54 • 2nd highest Hispanic 	<ul style="list-style-type: none"> • HHI \$49,000 • Mostly homeowners • 30% are 65+ 	<ul style="list-style-type: none"> • HHI \$29,000 • Mostly renters • Mostly 45 or younger • 20% are 65+ • 40% Hispanic
Channel Preference	Other than mail, likely to pay online or in person	Other than mail, likely to pay in person	Other than mail, likely to pay in person
Behavior/Interactions	<ul style="list-style-type: none"> • High service needs • Highest online payment • 2nd highest CARE enrolled 	<ul style="list-style-type: none"> • High seasonal service users • Low online payment 	<ul style="list-style-type: none"> • Greater need for payment assistance • Lowest online payment • Highest CARE enrolled
Energy Efficiency & Demand Response Participation	Low EE/DR	Mid EE/DR	Low EE/DR

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 MAY 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 22nd day of June, 2009 at San Diego, California.

 /s/ Jenny Norin
Jenny Norin