

**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 NOVEMBER 2009**

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December 21, 2009

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This is the eleventh 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 November 2009 for San Diego Gas and Electric (SDG&E).

Respectfully Submitted,

/s/ Kim F. Hassan

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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	\$13,096,925	62%
Homes Treated	20,000	16,283	80%
kWh Saved	8,887,914	5,022,513	57%
kW Demand Reduced	2,010	535	27%
Therms Saved	478,745	209,039	44%
GHG Emissions Reduced	7,661	3,985	52%

During the month of November SDG&E enrolled 1,697 customers in the LIEE program and generated an additional 2,832 leads through its marketing, education and outreach efforts. In the upcoming weeks, SDG&E will work to convert these 2,832 leads into enrollments and homes treated.

As seen in the table above, 16,283 homes have been treated to date. This is 80% of the 2009 annual goal. In addition to treating 16,283 homes, SDG&E has saved 5,022,513 kWh, reduced 535 kW of demand, saved 209,039 therms and reduced 3,985 tons of Green House Gas (GHG) emissions through the LIEE program.

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 support the Whole Neighborhood Approach by marketing to customers geographically by neighborhood. SDG&E also continues to coordinate its outreach to city and community organizations by neighborhood. This outreach is coordinated with direct marketing efforts to customers.

1.3 LIEE Marketing, Education and Outreach

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

Public Relations

KNSD-TV Interview about Going Green: On Nov. 11, SDG&E conducted an interview on KNSD-TV about SDG&E's low-income and no-cost energy efficiency measures for their "Green is Universal Week." The spot ran the week of Nov. 16.

Direct marketing - In November, direct marketing efforts included the following: direct mail, automated outbound calling and door-to-door canvassing. Below are details on these efforts.

- **Direct Mail**

SDG&E mailed LIEE program information to 44,365 households with high potential for LIEE eligibility in November. A total of 306 leads were generated from November direct mail and a total of 121 households were enrolled based on previous and current direct mail efforts.

A special mailing was sent to customers in the South Bay communities who had recently used payment centers to pay their SDG&E bills. Typically, customers who pay in person are either low-income or experiencing financial difficulties. The letter stated that SDG&E recognized the tough economic times many customers are facing and empathized with their potential need for assistance. It was mailed to customers who had previously made three consecutive cash or money order bill payments in an SDG&E branch office or authorized payment office.

- **Automated Outbound Calling**

SDG&E contacted 20,288 households about the LIEE program through automated outbound calls during November 2009. The average response rate was 3.39% and a total of 564 LIEE leads were generated. Year-to-date, 4,644

leads have been generated and a total of 1,320 customers have been enrolled in LIEE as part of this marketing effort.

- **Door-to-Door Canvassing**

SDG&E's door-to-door canvassing contractor, Richard Heath & Associates (RHA) continued to aggressively canvass the SDG&E service territory in November, calling on 8,549 homes and generating 1,190 leads. Of the 1,190 leads, 1,134 were converted into LIEE enrollments. Year-to-date, canvassing has generated 12,293 leads and 10,661 enrollments.

1.3.2. Customer Assistance Marketing, Education and Outreach for both LIEE and CARE programs

- **CARE and LIEE Advertising Campaign**

The CARE and LIEE campaign that was launched in September and consisted of radio and online advertising will wrap up the first week of December. This campaign was designed to generate direct responses from customers who either call or apply online. It capitalized on the interest generated by previous a campaign and urged customers to either go online or call to apply.

Thirty-second radio ads ran on English and Spanish stations, such as KMFB-FM (Jack 100.7) and KLVN (Radio La Nueva) and online ads ran on a number of English and Spanish websites, such as Yahoo, MySpace, PuntoFox, Univision and Es Mas. Text ads ran on Facebook and paid search ads ran on all the major search engines, such as Yahoo, Google and Bing. Campaign results will be available in December.

- **CARE and LIEE Community Outreach**

- **2-1-1 San Diego**

- SDG&E leverages the resources of 2-1-1 San Diego to promote CARE, LIEE and Medical Baseline Allowance 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. Through referrals in October, 2-1-1 San Diego provided SDG&E with 133 CARE enrollments, 23 LIEE program leads and 16 Medical Baseline Allowance program applications.

1.4. Leveraging Success with CSD

1.4.1 Status of the leveraging effort with CSD.

SDG&E continues to work with Metropolitan Area Advisory Committee, Campesinos Unidos, Inc. and Community Action Partnership of Orange County to provide eligible customers with all feasible measures from both the LIEE and LIHEAP programs. Although there has not yet been optimal leveraging among these programs, SDG&E is committed to working with all stakeholders to identify barriers to this effort and improve leveraging opportunities.

1.5 Workforce Education & Training

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

Discussions with the San Diego Community College District or Cuyamaca Community College regarding a sustainability curriculum have ceased. It has been mutually decided by SDG&E and San Diego Community College District that to start developing a sustainability curriculum at this time would not be advantageous for the college district.

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	\$1,419,143	93%
Proc., Certification and Verification	\$216,219	\$204,480	95%
Information Tech./Programming	\$508,795	\$313,862	62%
Pilots	N/A		
Measurement and Evaluation	\$4,000	\$13,772	344%
Regulatory Compliance	\$184,015	\$149,998	82%
General Administration	\$399,065	\$338,615	85%
CPUC Energy Division Staff	\$102,900	\$40,262	39%
Cooling Centers	\$52,000	\$34,603	66%
Total Expenses	\$2,935,632	\$2,480,131	84%
Subsidies and Benefits	\$47,026,184	\$44,584,916	95%
Total Program Costs and Discounts	\$49,961,816	\$47,065,047	94%

In November 2009, SDG&E's year-to-date Measure and Evaluation (M&E) costs were 244 percent over the authorized budget for 2009. The actual authorized budget for the M&E category for program year (PY) 2009 was a total of \$4,000. The \$13,772.15 overage was strictly due to 2006-2008 CARE Eligibility Estimates, which SDG&E was not billed for until this PY and the receipt of Low Income Needs Assessment Study billing costs in 2009, which were not included in SDG&E's 2009-2011 Application. The stated amount reflects SDG&E's 15% share of the cost of the project. There weren't any other costs charged to M&E category for PY 2009.

2.1.2 CARE program penetration rate to date:

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
267,518	337,539	79.3

SDG&E increased participation in the CARE program from 265,384 to 267,518 participants and penetration from 78.6% to 79.3% in the month of November.

2.2. CARE Marketing, Education and Outreach

2.2.1. Summary of CARE program marketing, education and outreach

strategies deployed this month.

CARE Capitation Contractors

SDG&E leverages the resources of community-based organizations and agencies called CARE Capitation Contractors to enroll customers in the CARE and LIEE programs. These organizations leverage existing relationships with low income clients to extend CARE and LIEE program benefits as part of their total assistance offering. As an incentive, SDG&E provides them with a fee for each enrollment generated. In November, SDG&E enrolled 519 customers on the CARE program through 121 service calls to 42 organizations.

CARE Integration - SDG&E generated thousands of CARE enrollments through integrated efforts with other areas of the company in November. Referrals from the LIEE program resulted in 167 CARE enrollments and referrals from the SDG&E call center generated 1,307 referrals.

CARE Direct Marketing - In November, direct marketing efforts consisted of direct mail and automated outbound calling.

- **Direct Mail**

In November, SDG&E mailed CARE program information to 27,897 households with high potential for CARE eligibility. During the month, 948 customers were enrolled from direct mail efforts.

- **Automated Outbound Calling**

SDG&E contacted 22,656 households about the CARE program through automated outbound calls during the month of November. A total of 629 customers were enrolled in CARE as a part of this campaign.

2.3 CARE Recertification Complaints

There were no CARE recertification complaints in November.

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

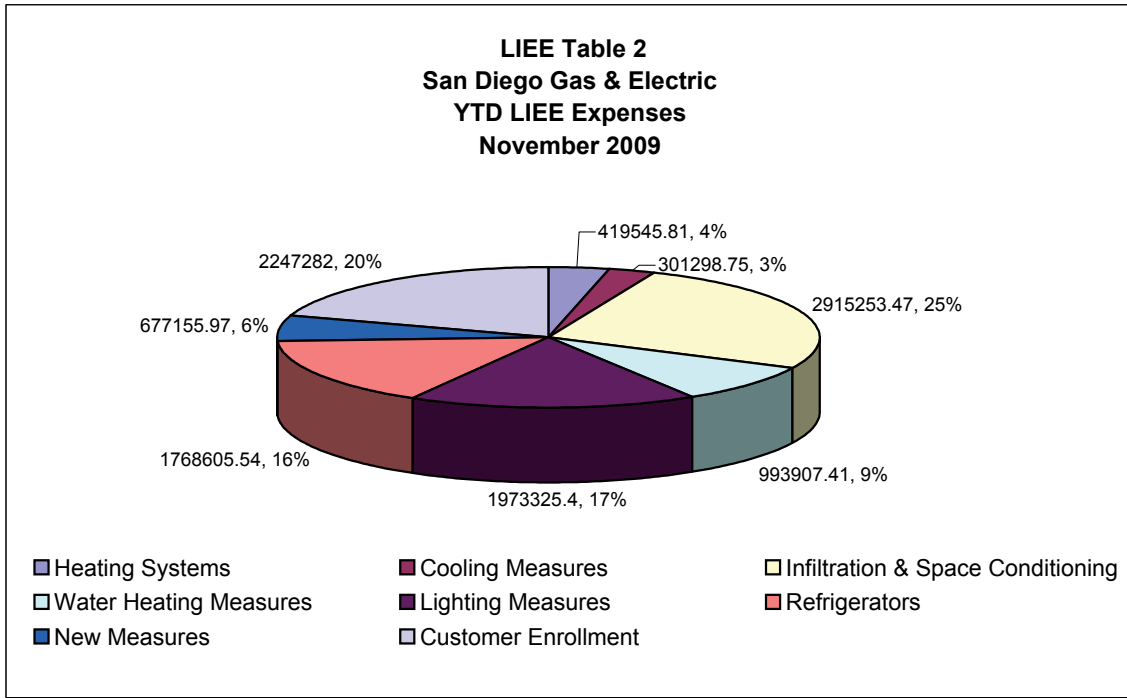
CARE- Table 6- Recertification Results

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
LIEE Table 1 - LIEE Program Expenses												
San Diego Gas & Electric												
November 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
6	Energy Efficiency											
7	- Gas Appliances	\$ -	\$ 2,496,401	\$ 2,496,401	\$ -	\$ 176,948	\$ 176,948	\$ -	\$ 971,433	\$ 971,433	0%	39%
8	- Electric Appliances	\$ 7,724,611	\$ -	\$ 7,724,611	\$ 299,416	\$ -	\$ 299,416	\$ 3,851,787	\$ 54,654	\$ 3,906,441	50%	0%
9	- Weatherization	\$ -	\$ 4,081,115	\$ 4,081,115	\$ -	\$ 522,560	\$ 522,560	\$ -	\$ 4,175,901	\$ 4,175,901	0%	102%
10	- Outreach and Assessment	\$ 1,096,914	\$ 1,096,914	\$ 2,193,828	\$ 74,690	\$ 147,042	\$ 221,732	\$ 963,256	\$ 963,256	\$ 1,926,513	88%	88%
11	- In Home Energy Education	\$ 715,835	\$ 715,835	\$ 1,431,670	\$ 12,410	\$ 24,420	\$ 36,830	\$ 159,683	\$ 159,683	\$ 319,366	22%	22%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%
13	- Pilot	\$ 3,839	\$ 3,839	\$ 7,678	\$ 2,394	\$ 2,394	\$ 4,787	\$ 2,394	\$ 2,394	\$ 4,787	0%	0%
14	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%
15	Energy Efficiency TOTAL	\$ 9,541,199	\$ 8,394,104	\$ 17,935,303	\$ 388,910	\$ 873,363	\$ 1,262,273	\$ 4,977,120	\$ 6,327,321	\$ 11,304,441	52%	75%
16	Energy Efficiency											
17	Training Center	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%
18	Inspections	\$ 29,474	\$ 29,474	\$ 58,948	\$ 2,570	\$ 2,570	\$ 5,141	\$ 20,450	\$ 20,450	\$ 40,899	69%	69%
19	Marketing	\$ 378,735	\$ 378,734	\$ 757,469	\$ 23,306	\$ 23,306	\$ 46,612	\$ 186,440	\$ 186,439	\$ 372,879	49%	49%
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	\$ 5,775	\$ 5,775	\$ 11,551	\$ 70,261	\$ 70,261	\$ 140,521	52%	52%
22	General Administration	\$ 1,001,049	\$ 1,001,048	\$ 2,002,097	\$ 49,178	\$ 49,178	\$ 98,356	\$ 600,667	\$ 600,665	\$ 1,201,332	60%	60%
23	CPUC Energy Division	\$ 22,474	\$ 22,474	\$ 44,948	\$ -	\$ -	\$ -	\$ 8,628	\$ 8,628	\$ 17,255	38%	38%
24	TOTAL PROGRAM COSTS											
25	TOTAL PROGRAM COSTS	\$ 11,165,553	\$ 10,018,455	\$ 21,184,008	\$ 469,740	\$ 954,193	\$ 1,423,933	\$ 5,873,364	\$ 7,223,561	\$ 13,096,925	53%	72%
26	Funded Outside of LIEE Program Budget											
27	Indirect Costs	\$ -	\$ -	\$ -	\$ 32,710	\$ 35,172	\$ 67,882	\$ 361,856	\$ 374,425	\$ 736,281		
28	NGAT Costs	\$ -	\$ -	\$ -	\$ 15,243	\$ 15,243	\$ 15,243	\$ -	\$ 237,977	\$ 237,977		
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 November 2009



	A	B
1	LIEE Table 3 - Average Bill Savings per Treated Home San Diego Gas & Electric November 2009	
2	Year-to-date Installations - Expensed	
3		
4	Annual kWh Savings	5,039,340
5	Annual Therm Savings	215,863
6	Lifecycle kWh Savings	46,695,050
7	Lifecycle Therm Savings	2,178,398
8	Current kWh Rate	\$ 0.13
9	Current Therm Rate	\$ 1.09
10	Number of Treated Homes	16,283
11	Average 1st Year Bill Savings / Treated Home	54.15
12	Average Lifecycle Bill Savings / Treated Home	428.79
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 November 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	666	15,608	16,274
6							
7	Total	17,171	326,689	343,860	666	15,617	16,283
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 November 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 Treated	Therm	kWh	kW				
4	Month																				
5	Jan-09	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
6	Feb-09	1,248	11,255	404,969	52	0	0	0	0	30	0	17,859	3	1,278	11,255	422,828	55				
7	Mar-09	3,252	39,066	1,017,536	114	0	0	0	0	77	0	54,805	8	3,329	39,066	1,072,341	123				
8	Apr-09	4,531	55,398	1,411,081	155	0	0	0	0	113	0	75,680	11	4,644	55,398	1,486,761	167				
9	May-09	6,403	73,843	1,934,578	213	0	0	0	0	176	0	90,634	14	6,579	73,843	2,025,212	226				
10	Jun-09	7,745	91,620	2,333,778	254	0	0	0	0	233	0	131,885	20	7,978	91,620	2,465,663	274				
11	Jul-09	10,045	113,944	2,866,579	311	0	0	0	0	353	0	180,294	27	10,398	113,944	3,046,872	338				
12	Aug-09	10,979	139,707	3,223,673	344	0	0	0	0	396	0	237,171	37	11,375	139,707	3,460,844	380				
13	Sep-09	12,130	152,322	3,515,934	374	0	0	0	0	456	0	277,010	43	12,586	152,322	3,792,944	417				
14	Oct-09	14,468	180,405	4,194,573	440	0	0	0	0	570	0	349,645	53	15,038	180,405	4,544,219	493				
15	Nov-09	15,648	215,863	4,631,710	474	0	0	0	0	635	0	407,630	61	16,283	215,863	5,039,340	535				
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 November 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	\$ 2,394	\$ 2,394	\$ 4,787	\$ 2,394	\$ 2,394	\$ 4,787	0%	0%	0%	0%
9	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%	0%
10													
11													
12													
13													
14	\$ 202,480	\$ 202,480	\$ 404,960	\$ 2,394	\$ 2,394	\$ 4,787	\$ 2,394	\$ 2,394	\$ 4,787	0%	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				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
24	\$ 112,084	\$ 112,083	\$ 224,167	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%

	A	B	C	D	E	G
1	LIEE Table 7					
2	Whole Neighborhood Approach					
3	San Diego Gas & Electric					
4	Nov-09					
5						
6	A	B	C	D	E	
7	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]	
8	91910-34	651	379	129	231	
9	91911-29	475	248	247	(25)	
10	91911-49	695	393	225	108	
12	91941-75	551	170	13	135	
13	91941-76	474	166	14	138	
14	91977-12	210	43	6	16	
15	91977-22	268	106	23	69	
16	91977-31	358	96	75	10	
17	91977-40	370	198	108	40	
18	91977-41	523	294	170	44	
19	92020-48	523	301	185	102	
20	92020-50	447	264	204	58	
21	92020-51	430	216	241	(58)	
22	92020-54	370	215	51	152	
23	92020-61	410	198	182	15	
24	92020-66	418	218	148	65	
25	92020-74	530	208	140	67	
26	92020-76	537	251	179	66	
27	92021-47	482	231	136	85	
28	92021-48	736	345	147	197	
29	92021-55	408	145	95	46	
30	92021-56	312	118	76	31	
31	92021-61	429	236	212	17	
32	92021-64	278	152	78	56	
33	92021-68	555	321	326	(49)	
34	92021-69	359	215	196	8	
35	92021-70	545	413	290	106	
36	92021-80	79	59	73	(29)	
37	92021-85	575	267	77	156	
38	92026-20	634	131	32	98	
39	92027-21	374	164	130	33	
40	92028-23	321	149	2	95	
41	92028-31	429	226	114	109	
42	92028-32	374	188	44	139	
43	92040-17	177	50	9	37	
44	92040-20	512	149	123	(19)	
45	92040-28			123	(130)	
46	92040-45	983	293	10	257	
47	92054-33	356	226	122	103	
48	92054-36	659	189	32	131	
49	92058-17	968	347	25	308	
50	92065-21	198	73	27	7	
51	92065-22			177	(178)	
52	92065-52			179	(203)	
53	92078-36	318	91	37	1	
54	92078-37	491	237	132	91	
55	92101-67	763	228	-	223	
56	92101-68	575	229	3	207	
57	92104-39	552	320	75	227	
58	92115-64	291	132	34	97	
59	92154-19	479	184	105	65	
60	92154-31			-	(6)	
61	92154-51				(8)	
62	92173-13				(58)	
63						
64	^[1] Neighborhood defined as zip+7 area (or zip+2).					
65	^[2] All active residential customers in zip+7.					
66	^[3] Total estimated eligible per Athens Research. Calculated by multiplying the percent eligible by the total residential population in zip+7.					
67	^[4] Total units treated 2002-2009 year-to-date.					
68						

	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	November 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	\$ 107,821	\$ 26,955	\$ 134,776	\$ 1,096,778	\$ 322,365	\$ 1,419,143	99%	79%	93%
7	Automatic Enrollment	\$ -	\$ -	\$ -	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	0%	0%	0%
8	Processing/ Certification/Verification	\$ 157,840	\$ 58,379	\$ 216,219	\$ 20,765	\$ 5,191	\$ 25,956	\$ 157,914	\$ 46,566	\$ 204,480	100%	80%	95%
9	Information Technology / Programming	\$ 371,420	\$ 137,375	\$ 508,795	\$ 83,894	\$ 20,974	\$ 104,868	\$ 244,585	\$ 69,277	\$ 313,862	66%	50%	62%
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	\$ 10,742	\$ 3,030	\$ 13,772	368%	281%	344%
18	Regulatory Compliance	\$ 134,331	\$ 49,684	\$ 184,015	\$ 11,602	\$ 2,900	\$ 14,502	\$ 115,796	\$ 34,203	\$ 149,998	86%	69%	82%
19	General Administration	\$ 291,317	\$ 107,748	\$ 399,065	\$ 34,215	\$ 8,554	\$ 42,769	\$ 260,371	\$ 78,244	\$ 338,615	89%	73%	85%
20	CPUC Energy Division	\$ 75,117	\$ 27,783	\$ 102,900	\$ 0	\$ 0	\$ 0	\$ 30,911	\$ 9,351	\$ 40,262	41%	34%	39%
21													
22	SUBTOTAL MANAGEMENT COSTS	\$ 2,143,011	\$ 792,621	\$ 2,935,632	\$ 258,298	\$ 64,574	\$ 322,872	\$ 1,917,097	\$ 563,034	\$ 2,480,131	89%	71%	84%
23													
24	CARE Rate Discount	\$ 34,329,114	\$ 12,697,070	\$ 47,026,184	\$ 3,177,975	\$ 778,938	\$ 3,956,913	\$ 35,899,393	\$ 8,685,523	\$ 44,584,916	105%	68%	95%
25	Service Establishment Charge Discount	\$ -	\$ -	\$ -	\$ 0	\$ 0	\$ 0	\$ -	\$ -	\$ -	0%	0%	0%
26													
27	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 36,472,126	\$ 13,489,690	\$ 49,961,816	\$ 3,436,273	\$ 843,512	\$ 4,279,785	\$ 37,816,490	\$ 9,248,557	\$ 47,065,047	104%	69%	94%
28													
29	Other CARE Rate Benefits												
30	DWR Bond Charge Exemption				\$ 506,601		\$ 506,601	\$ 5,563,415		\$ 5,563,415			
31	CARE PPP Exemption				\$ 248,657	\$ 116,957	\$ 365,614	\$ 2,734,536	\$ 1,317,874	\$ 4,052,410			
32	California Solar Initiative Exemption ^[3]				\$ 0		\$ 0	\$ -		\$ 0			
33	kWh Surcharge Exemption				\$ 1,219,011		\$ 1,219,011	\$ 15,218,684		\$ 15,218,684			
34	TOTAL - OTHER CARE RATE BENEFITS				\$ 1,974,269	\$ 116,957	\$ 2,091,226	\$ 23,516,635	\$ 1,317,874	\$ 24,834,509			
35													
36	Indirect Costs				\$ 49,124	\$ 12,281	\$ 61,405	\$ 387,532	\$ 131,649	\$ 568,304			
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
CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																		
San Diego Gas & Electric																		
November 2009																		
1	Gross Enrollment																	
	Automatic Enrollment																	
2	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/Q)	
3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4	0	325	7	0	0	332	592	6,669	7,593	6,358	13,951	4,772	9,179	2,821	248,857	335,680	74.1%	
5	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%	
6	0	165	2	0	0	167	416	6,844	7,427	7,309	14,736	6,231	8,505	1,196	253,223	336,058	75.4%	
7	0	184	0	0	0	184	500	6,687	7,371	9,002	16,373	4,698	11,675	2,673	255,896	336,751	76.0%	
8	0	188	0	0	0	188	499	5,939	6,626	6,451	13,077	4,574	8,503	2,052	257,948	336,751	76.6%	
9	0	7	0	0	0	7	769	7,306	8,082	5,572	13,654	5,095	8,559	2,987	260,935	336,751	77.5%	
10	0	427	2,745	0	0	3,172	376	5,491	9,039	7,145	16,184	4,590	11,594	4,449	265,384	337,539	78.6%	
11	0	167	83	0	0	250	525	5,453	6,228	6,045	12,273	4,094	8,179	2,134	267,518	337,540	79.3%	
12	0	0	0	0	0	0	5,291	70,172	80,042	74,796	154,838	53,720	101,118	26,322	0	0	0	
13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
20	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
24	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

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	November 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%	331	10	341	71.49%	0.13%
12	August	257,948	494	0.19%	306	13	319	64.57%	0.12%
13	September	260,935	559	0.21%	324	26	350	62.61%	0.13%
14	October	265,384	554	0.21%	132	26	158	28.52%	0.06%
15	November	267,518	504	0.19%	0	2	2	0.40%	0.00%
16	December								
17	Total for 2009		5,012		2,552	213	2,765	55.17%	
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						
2							
3							
4		Provided	Received	Approved	Denied	Pending/Never Completed	Duplicates
5	Total	82,984	13,914	12,273	408	826	330
6	Percentage		16.77%	88.21%	2.93%	5.94%	2.37%
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	November 2009									
4		Estimated Eligible			Total Participants			Penetration Rate		
5	County	Urban ¹	Rural ¹	Total	Urban	Rural	Total	Urban	Rural	Total
6	Orange County	15,012		15,012	9930		9,930	66%		66%
7	San Diego	305,529	16,999	322,528	247,574	10014	257,588	81%	59%	80%
8										
9	Total	320,541	16,999	337,539	257,504	10,014	267,518	80.3%	58.9%	79.3%
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	November 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%	1,351	677	64.83%	0.26%
12	August	257,948	1,993	0.77%	1,201	674	60.26%	0.26%
13	September	260,935	2,330	0.89%	1,533	644	65.79%	0.25%
14	October	265,384	3,302	1.24%	1,862	459	56.39%	0.17%
15	November	267,518	2,694	1.01%	549	0	20.38%	0.00%
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								
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**CARE Table 8 - Participants as of Month-End
San Diego Gas & Electric
November 2009**

	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change ¹
2009							
January	163,436	N/A	78,390	241,826	335,680	72.0%	
February	165,207	N/A	77,989	243,196	335,680	72.4%	0.57%
March	167,349	N/A	78,687	246,036	335,680	73.3%	1.17%
April	169,021	N/A	79,836	248,857	336,058	74.1%	1.03%
May	171,167	N/A	80,860	252,027	336,058	75.0%	1.27%
June	172,266	N/A	80,957	253,223	336,058	75.4%	0.47%
July	174,152	N/A	81,744	255,896	336,751	76.0%	0.85%
August	175,172	N/A	82,776	257,948	336,751	76.6%	0.80%
September	177,169	N/A	83,766	260,935	336,751	77.5%	1.16%
October	180,194	N/A	85,190	265,384	337,539	78.6%	1.71%
November	182,258	N/A	85,260	267,518	337,539	79.3%	0.80%
December		N/A					
Total for 2009		N/A					

¹Explain any monthly variance of 5% or more in the number of participants.

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 2007, 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	12%	17%	16%
% of Annual Electric Usage	8%	16%	11%
Avg Annual Electric Usage	340 kWh/month	500 kWh/month	360 kWh/month
Demographics	<ul style="list-style-type: none"> • HHI \$45,000 • Mostly renters • High school • Mostly 25-54 • 2nd highest Hispanics • Low central A/C 	<ul style="list-style-type: none"> • HHI \$51,000 • Mostly homeowners • High school / some college • 30% are 65+ • Mostly whites 	<ul style="list-style-type: none"> • HHI \$29,000 • Mostly renters • Least educated • Mostly 45 or younger, 20% are 65+ • 40% Hispanics • Lowest central A/C
Channel Preference	Other than mail, likely to pay in person, average online payments	Other than mail, likely to pay in person, low online payments	Other than mail, likely to pay in person, lowest online payments
Behavior/Interactions	<ul style="list-style-type: none"> • High service needs • Highest My Account • 2nd highest CARE enrolled 	<ul style="list-style-type: none"> • High seasonal service users • Low My Account • 2nd highest CARE enrolled 	<ul style="list-style-type: none"> • Greater need for payment assistance • Lowest My Account • 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 NOVEMBER 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 December, 2009 at San Diego, California.

 /s/ Jenny Norin
Jenny Norin