

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

Application of Southern California Edison
Company (U 338E) for Approval of its Energy
Savings Assistance and California Alternate Rates
for Energy Programs and Budgets for Program
Years 2015-2017.

And Related Matters.

Application 14-11-007
(Filed November 18, 2014)

Application 14-11-009
Application 14-11-010
Application 14-11-011

**MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M) ON
LOW-INCOME ASSISTANCE PROGRAMS FOR APRIL 2019**

EDWARD L. HSU

Attorney for:

SAN DIEGO GAS & ELECTRIC COMPANY

555 West 5th Street, GT14E7

Los Angeles CA 90013

Telephone: (213) 244-8197

Facsimile: (213) 629-9620

E-Mail: ehsu2@semprautilities.com

May 21, 2019

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LOW-INCOME ASSISTANCE PROGRAMS FOR APRIL 2019**

This is the fourth monthly report for program year (PY) 2019. The purpose of this report is to consolidate activity for the California Alternate Rates for Energy (CARE) Program and Energy Savings Assistance (ESA) Program and provide the California Public Utilities Commission’s (CPUC or Commission) Energy Division with all the necessary information to assist in analyzing the low-income programs.

This report presents year-to-date ESA Program and CARE Program results and expenditures through April 2019 for San Diego Gas & Electric Company (SDG&E).

Respectfully Submitted
on behalf of San Diego Gas & Electric Company,

By: /s/ Edward L. Hsu
EDWARD L. HSU

Attorney for:
SAN DIEGO GAS & ELECTRIC COMPANY
555 West 5th Street, GT14E7
Los Angeles CA 90013
Telephone: (213) 244-8197
Facsimile: (213) 629-9620
E-Mail: ehsu2@semprautilities.com

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San Diego Gas & Electric Company

Energy Savings Assistance Program (ESA)

Program

And

California Alternate Rates for Energy (CARE)

TABLE OF CONTENTS

Contents	Page
1. ESA Program Executive Summary	2
1.1 <i>ESA Program Overview</i>	<i>2</i>
1.2 <i>ESA Program Customer Outreach and Enrollment Update</i>	<i>2</i>
1.3 <i>Leveraging Success Evaluation, Including CSD</i>	<i>13</i>
1.4 <i>Workforce Education & Training (WE&T)</i>	<i>15</i>
1.5 <i>Miscellaneous</i>	<i>16</i>
2. CARE Executive Summary	19
2.1 <i>CARE Program Summary</i>	<i>19</i>
2.2 <i>Outreach</i>	<i>20</i>
2.3 <i>CARE Recertification Complaints</i>	<i>23</i>
3. CHANGES Reporting	24
4. Appendix – ESA and CARE Program Tables.....	24

ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. ESA PROGRAM EXECUTIVE SUMMARY

1.1 ESA Program Overview

1.1.1 Provide a summary of the ESA Program elements as approved in Decision (D.) 16-11-022.

ESA Program Summary through April 2019			
	2019 Authorized / Planning Assumptions	Actual to Date ¹	%
Budget ²	\$34,652,791	\$6,109,770	18%
Homes Treated ³	22,641	3,381	15%
kWh Saved	6,880,000	1,235,132	18%
kW Demand Reduced	3,954	880	22%
Therms Saved	400,000	6,761	2%
GHG Emissions Reduced (Tons)	6,124	719	12%

1.2 ESA Program Customer Outreach and Enrollment Update

1.2.1 Provide a summary of the ESA Program outreach and enrollment strategies deployed this month.

Below is a summary of ESA Program specific efforts conducted in April. Joint CARE and ESA Programs marketing, education and outreach efforts are provided in section 1.2.2 below.

¹ Energy, demand, emissions savings reflects total savings from program including California Department of Community Services and Development (CSD) leveraging and multifamily common area measure installations. Through April, there has been no measure installations for CSD leveraging or multifamily common area.

² Budget authorized in CPUC approval of SDG&E Advice Letter 3250-E/2688-G dated December 27, 2018 for program years 2019 and 2020.

³ Includes total homes treated including CSD leveraging. Multifamily common area properties will be tracked separately once implemented.

ESA Program Contractor Outreach

SDG&E's Outreach and Assessment (O&A) Contractors canvas targeted neighborhoods to enroll customers in the ESA Program. In April, door-to-door canvassing from SDG&E's largest O&A contractor resulted in 633 ESA Program leads and 569 enrollments. Overall, ESA Program marketing, education and outreach efforts were successful in creating 5,735 leads and 886 enrollments for the month of April.

Single-Family Affordable Solar Housing (SASH) Program

SDG&E works with GRID Alternatives to enroll customers in the ESA Program based on participation in the SASH Program. Once approved, contractors install all feasible ESA Program measures in the home prior to the SASH Program's installation of a solar system. The ESA Program did not receive any leads from the SASH Program during the month of April.

Additionally, D.16-11-022 required the utilities to provide GRID Alternatives with information on CARE high energy usage (HEU) customers who have participated in the ESA program. In April, SDG&E provided GRID Alternatives with 25 leads from this effort.

ESA Program Multifamily Common Area Measure (MF CAM) Initiative

In April 2019, SDG&E's ESA Program MF CAM implementor, Willdan, continued targeted marketing to potential ESA MF CAM properties, including re-

syndication projects in SDG&E's service territory. In total, Willdan Energy outreached to 27 properties in the month of April. SDG&E's overall outreach efforts yielded the completion of 6 assessments in April, two of which are scheduled for measure installations in the month of May. However, these 6 assessments will not be reflected in the April monthly reporting tables as they have not yet been invoiced by SDG&E's ESA CAM vendor. In addition, Willdan Energy has identified other potential properties and they have been scheduled for assessments in the month of May 2019.

For information on the MF CAM initiative, go to SDG&E's website page at "<https://www.sdge.com/businesses/savings-center/esa-common-area-measures-program>" to get a description of the MF CAM initiative, eligibility requirements, program flow, and contact information for Willdan Energy, SDG&E's implementor.

Language Line

Language Line[®] is utilized to verify customers with limited English proficiency (LEP) have a channel in which to communicate with ESA Program contractors in the language of their preference. In April, one customer was served in Spanish by the Language Line.

1.2.2 Customer Assistance Marketing, Education and Outreach for the CARE and ESA Programs.

Marketing, Education and Outreach activities summarized below represent joint efforts on behalf of the CARE and ESA Programs. SDG&E utilizes an integrated

marketing, education and outreach strategy by connecting with customers using general awareness marketing, direct marketing, and community outreach and engagement. The 2019 campaign's intent is to make a connection with customers in order to drive conservation and provide monthly savings on their energy bill. The campaign running in English, Spanish and Asian languages includes TV, newspaper, digital (including paid search), email, direct mail and bill inserts, as well as a robust outreach program.

General Awareness Marketing

General awareness marketing allows SDG&E to connect with its customers through mass media efforts reaching both mass audiences and hard-to-reach populations including customers in rural areas, seniors, customers with special needs and multilingual/multicultural customers. The tactics for April 2019 are summarized in the following sections:

Print Advertising:

SDG&E is running English print in rural communities and African-American publications. In-language print in Chinese, Vietnamese, Tagalog (Filipino) and Spanish language publications began in March. The 2019 print campaign will continue running through December 2019.

Online Advertising:

In 2019, SDG&E continued its digital advertising campaign. In April, paid search advertising garnered 68,939 impressions with 16,351 customers clicking through

to the CARE/ESA Programs online enrollment application. Banner ads and paid social media began running. Banner ads contributed 959,151 impressions with 1,564 clicks. Paid social media garnered 816,794 impressions with 7,665 clicks. Pre-roll video will begin running in May 2019.

Social Media:

Using e-newsletters, website posts and social media channels, the Energy Solutions Partner Network shared 30 CARE and ESA Program messages to an audience of more than 26,000 followers. SDG&E’s social media profile also posts messaging to an audience of more than followers. These followers are then able to redistribute the messages to their own networks on social media.



Direct Marketing

SDG&E continues its direct marketing campaign which allows SDG&E to connect with individual customers through targeted tactics including direct mail, e-mail, live calls, and outbound calling.

In April 2019, direct marketing efforts included the following tactics:

Live CARE Call Campaign:

SDG&E's third-party contractor, The Harris Group (THG), called targeted customers to enroll in the CARE Program and to promote the ESA Program.⁴

The campaign provides SDG&E with a way to directly connect with customers in the low-income and hard-to-reach areas. The Harris Group provides education about the CARE and ESA Programs and assist customers in completing program application forms. Outbound call activities in April 2019 generated the following numbers:

The Harris Group	
ESA Leads	0
CARE Enrollments	2,632
CARE Recertifications	508

Email:

SDG&E sent 7,600 ESA Program promotional emails to potentially ESA-eligible customers enrolled in CARE to introduce the customers to the ESA program and encourage them to apply online. SDG&E adjusted the creative materials for this campaign by having the email link directly to an ESA Program outreach contractor. Customers who clicked through would be connected by telephone

⁴ THG is a Diverse Business Enterprise (DBE) vendor and a woman-owned business.

and/or online calling to a contractor. This adjustment was made to help streamline the qualified lead process. Over the course of the month, there was an average open rate of 39% and a 4% click through rate⁵.

Direct Mail

SDG&E sent an ESA Program promotional postcard to 1,175 recently enrolled CARE customers to inform them that they may qualify for the ESA Program. The postcard encourages CARE customers to contact an authorized ESA Program outreach contractor for more information and/or to schedule an appointment.

Community Outreach & Engagement

Energy Solutions Partner Network:

SDG&E works closely with a network of over 190 community-based organizations (CBOs) to connect customers to the CARE and ESA Programs. These organizations represent the diversity of SDG&E's customers within its service area. A majority of these organizations are small, grassroots agencies serving customers that are multicultural/multilingual, seniors, veterans, special needs, and limited English proficient (LEP) audiences. These partners help educate and enroll customers in low-income programs utilizing a variety of tactics including messaging through e-mail and social media channels such as Facebook, Twitter, and Instagram, posting information on their websites, providing booth

⁵ Per the 2018 IBM Watson Marketing Cloud Benchmark Study, 2018 baseline averages for email metrics for the utility segment are: 28.4% Open Rate (recipients who open an email) and 3.2% Click Through Rate (recipients who click through to the offer).

space at events, and hosting enrollment day fairs at their locations. In April 2019, SDG&E’s partner outreach activities resulted in the following activities:

Energy Solutions Partner Network	
ESA Leads	24
CARE Enrollments	21
CARE Recertifications	83

Partner Spotlight:

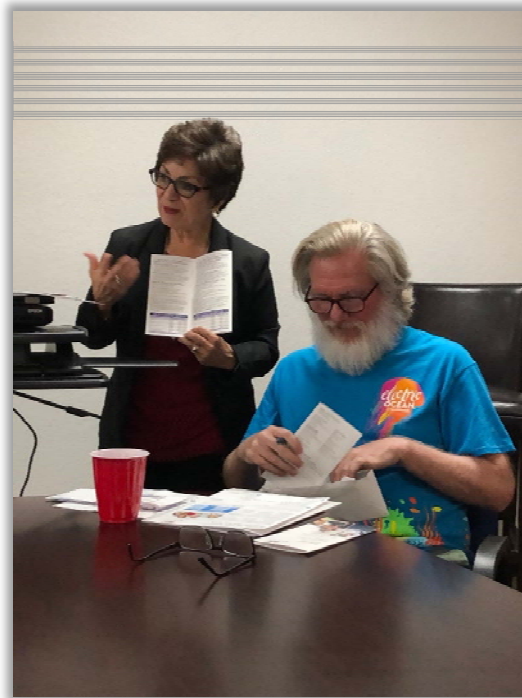
In April 2019, the SDG&E Customer Solutions Outreach Team participated in 64 events, presentations and trainings/workshops that featured information and enrollment in energy solutions programs, services and tools. Outreach activities were focused around engaging customers with solutions such as the CARE and ESA Programs.

In April 2019, the SDG&E Outreach team partnered with the City of Chula Vista to educate the city’s employees who work with city residents on Customer Assistance Programs and Residential Time of Use.



During April, the Outreach team also partnered with Interfaith Housing Services, which works with low-income, homeless and under-served people in San Diego

County. SDG&E presented Residential Time of Use, CARE, ESA, Medical Baseline, SHARE and Level Pay Plan information to staff and residents. The residents previously had their utilities paid by Interfaith Community Services so this presentation assisted the residents in what to expect as well as programs and services available to them. Those in attendance were appreciative and expressed the need for additional workshops. Some also expressed the concern regarding their ability to pay the monthly utility bill, which spurred additional conversations of services offered by the utility and 2-1-1 San Diego.



Multicultural Outreach:

To continue efforts to reduce potential barriers for customers in the rural, multicultural/multilingual and special needs customer segments, as well as to increase education and program enrollments, SDG&E employs multicultural contractors with employees that are fluent in various languages to help at staff

events and presentations. These contractors provide staff that are fluent in the following languages: Spanish, Vietnamese, Chinese, Tagalog, Aramaic/Arabic, American Sign Language, and other languages as requested. During April 2019, SDG&E completed 26 outreach activities. A summary of these activities is listed below:

Date	Location	Partner / Hosting Organization	Event Title
4/3/2019	Educational Cultural Complex 4343 Ocean View Blvd San Diego, CA 92113	SDCEats	Community Health Event
4/5/2019	EIC 4760 Clairemont Mesa Blvd, San Diego, CA 92117	SDG&E	Inspiring Future Leaders Kickoff Mixer
4/5/2019	South Bay Pentacostal Church 395 D St. Chula Vista CA. 91910	Community Resource Fair	Resource Fair
4/6/2019	Urban League of San Diego County 4305 University Ave, Suite 640 San Diego, CA 92105	Urban League of San Diego County	Financial Fitness Workshop
4/6/2019	Balboa Park 6th Ave and Laurel, San Diego, CA 92101	National Foundation for Autism Research	Race for Autism
4/6/2019	Foothills Church 365 West Bradley Ave, El Cajon 92020	County of San Diego	Grandparents Raising Grandchildren
4/6/2019	Rancho Bernardo Community Park 18448 West Bernardo Drive San Diego CA	RB Community Council	Earth Day Fair
4/6/2019	WRC Thrift Store 3385 Mission Ave, Oceanside, CA 92058	Women's Resource Center	Thrift Shop Awareness Event
4/6/2019	SPR Baseball Field, Lake Wohlford Rd, Valley Center	Indigenous Regeneration	Unite the Tribe San Pasqual Earth Day Concert
4/6/2019	Memorial Park 373 Park Way Chula Vista CA 91910	City of Chula Vista	South Bay Earth Day
4/7/2019	Julian Mining Company 4381 California 78, Santa Ysabel, CA 92070	Julian Chamber of Commerce	Julian Gold Rush Days
4/10/2019	4060 Fairmount Ave. San Diego, CA 92105	La Maestra Community Health Center	Spring to Health Fair
4/12/2019	3252 Bonita Rd Chula Vista CA 91910	Altus Schools	Teacher and Staff Health & Wellness Fair
4/12/2019	Sherman Academy 301 22nd St, San Diego, CA 92102	Family Health Centers of San Diego	6th Annual Healthy Heroes
4/13/2019	Fallbrook Community Center, 341 Heald Lane, Fallbrook, CA	Fallbrook Community Center	Breakfast with the Bunny

Date	Location	Partner / Hosting Organization	Event Title
4/13/2019	La Jolla Camp Ground 22000 HWY 76 Pauma Valley, CA 92061	Tribal Community	Intertribal Earth Day
4/13/2019	Liberty Station, 2875 Dewey Rd, San Diego, CA 92106	SD Union Tribune	Caregiver SD Community Expo
4/19/2019	4350 El Cajon Blvd.	City Heights Community Development Corp.	Open Air Market
4/23/2019	3131 Market St. San Diego CA 92102	ABC Youth Foundation	ABC Youth Foundation Open House
4/25/2019	Sharp Memorial Metro Hospital 3075 Health Center Drive, San Diego, CA 92123	Sharp Memorial Metro	Earth Fair
4/25/2019	ASYMCA Paul Hartley Complex 3293 Santo Rd, San Diego 92124	Words Alive	The Neighborhood Exchange Event
4/25/2019	777 S Resort Dr, Valley Center, CA 92082	Harrah's	Code Green Event
4/27/2019	Harry Griffen Park 9550 Mildren St., La Mesa, CA 91942	City of La Mesa	Earth and Arbor Day
4/27/2019	6900 Linda Vista Road (between Comstock and Ulric Street)	Silk Road Productions	Linda Vista Multi-Cultural Fair
4/27/2019	Memorial Park 373 Park Way Chula Vista CA 91910	Chula Vista Community Collaborative	Day of the Child
4/30/2019	Ramona Library 1275 Main Street, Ramona, CA 92065	North County Health Services	Ramona Family Fiesta

Other Customer Engagement Efforts

SDG&E has several other customer engagement efforts to educate, enroll, and provide direct service to its customers. These efforts include direct service from SDG&E's Customer Contact Center and Payment Offices, as well as the distribution of materials through other SDG&E customer-facing groups/programs and field services teams.

SDG&E Customer Contact Center (CCC), Branch Offices and Payment Offices

SDG&E's CCC, Branch Offices and Payment Offices promote and offer the CARE and ESA Programs to potentially-eligible customers. SDG&E also promotes these customer assistance solutions at its Authorized Payment Locations (APLs). Additionally, customer

engagement events called Customer Solutions Tailgates are held at the Branch Office locations on a quarterly basis to help enroll customers.

In D.16-06-054,⁶ SDG&E received Commission authorization for its CCC's Energy Service Specialists (ESSs) to enroll customers directly into the CARE Program over the telephone.

In April 2019, SDG&E's CCC generated the following applications and leads:

	CCC	Branch Office
ESA Leads	11	12
CARE Enrollments	36	366
CARE Recertifications	2	32

1.3 Leveraging Success Evaluation, Including CSD

1.3.1 Please provide a status of the leveraging effort with CSD. What new steps or programs have been implemented? What were the results in terms of new enrollments?

SDG&E has been working closely with local Low-Income Home Energy Assistance Program (LIHEAP) agencies to improve leveraging opportunities between CSD's LIHEAP and the ESA Program. SDG&E contracts with two local agencies offering Outreach and Assessments services to provide greater leveraging opportunities and provide customers with the benefits of both programs. In 2018, SDG&E entered into a Non-Disclosure Agreements with CSD to provide customer usage information for customers treated by CSD.⁷ In December 2018, SDG&E received the data request from CSD for 2017/2018

⁶ Decision Addressing the General Rate Cases of San Diego Gas & Electric Company and Southern California Gas Company and the Proposed Settlements, dated July 1, 2016

⁷ D.17-12-009, OP 140.

usage data. SDG&E compiled the data and submitted it to CSD on January 11, 2019. The data sharing activity frequency will be annually and will be submitted by CSD. SDG&E was exploring the opportunity to provide the data to CSD through an application-programming interface (API); however, based on the limited frequency of the data exchange and volume of data, at this time an API does not seem to be justified. SDG&E will continue to explore this option should the process become too burdensome using the current approach.

As a result of the drought emergency that impacted California in 2015-2016, SDG&E collaborated with the San Diego County Water Authority (SDCWA) to distribute SDCWA's supplemental water conservation educational materials entitled "Save Every Way, Every Day" with its education packet to all ESA Program enrollees.

In June 2018, the SDCWA and SDG&E entered into an agreement to implement a residential low-income water-energy collaboration. This effort will allow SDCWA to augment ESA Program funding for certain measures that save both energy and water, thereby expanding the number of customers served and the amount of energy and water saved. Additionally, SDG&E and SDCWA will leverage outreach opportunities to raise awareness of their respective programs. SDCWA will promote the ESA Program as part of their customer education efforts, while SDG&E will continue to include SDCWA water saving educational materials as part of the In-Home Education process under the ESA Program. This

collaboration will continue through December 31, 2020. SDG&E will work with other water agencies within its service territory to explore other opportunities for leveraging.

In September 2018, SDG&E also entered into an agreement with Moulten Nigel Water District (MNWD) in an effort to leverage installation of water saving measures. Efforts with MNWD will be similar to those identified with SDCWA.

SDG&E began working with MNWD to develop education collateral materials to be included in SDG&E's ESA Program In-Home Education workbook in late 2018. SDG&E continues to work on these efforts with partners at MNWD.

SDG&E has provided SDCWA with information on water measures installed for ESA customers in 2018. SDCWA began the process of reconciling the customer information with their records to identify which customers are within their water district. Once that information has been reconciled, SDCWA will rebate SDG&E for the eligible water measures installed through the ESA Program. As of January 2019, SDG&E has not received the reconciled data.

1.4 Workforce Education & Training (WE&T)

1.4.1 Please summarize efforts to improve and expand ESA Program workforce education and training. Describe steps taken to hire and train low-income workers and how such efforts differ from prior program years.

SDG&E continues to share relevant training information with contractors so they

can provide their employees with opportunity to participate and expand their knowledge base. Based on contractors' needs, SDG&E will be offering an NGAT refresher training in June and continue to work on additional opportunities for training throughout 2019.

1.5 Miscellaneous

1.5.1 ESA Program Studies

According to the legislative mandate, the current Low-Income Needs Assessment (LINA) is scheduled to be completed by December 31, 2019. A competitive solicitation for a consultant to conduct the statewide study was completed in January 2018. Research Into Action is the consultant selected to undertake the evaluation. The draft research plan was presented in a public webinar on May 29, 2018, and the final research plan was completed in June 2018. During the subsequent months, the study team developed and refined data collection instruments, conducted customer and contractor surveys and interviews, and began analysis of the data. A draft report is expected in third quarter 2019.

The current Impact Evaluation Study for the ESA Program has been underway since January 2017. Phase 1 results were delivered on March 31, 2018 and revised on June 6, 2018. Energy Division directed the investor-owned utilities (IOUs) to use the Phase 1 results for the Low-Income Mid-cycle filing.

Additional analysis was completed during phase 2, which involved adding additional data and refining the analysis. The final results were presented in a webinar on April 8, 2019. The study is now complete.

A competitive solicitation for the Non-Energy Benefits Study was initiated in March 2018. The work scope was approved by the statewide study team and the ESA Cost Effectiveness Working Group. The study objectives are to update the non-energy benefit values used in ESA cost effectiveness analyses and to provide a workbook with the calculations. Skumatz Economic Research Associates (SERA) was selected to conduct the study, and the kickoff meeting was held on August 24, 2018. The Study Team met biweekly during September and October to discuss status on the research and to plan a webinar to present the draft research plan. The webinar took place on October 12, 2018. During the subsequent months the study team worked with the consultant to produce a draft report and model. Draft deliverables were provided by the consultant at the end of April 2019, and the IOUs provided extensive comments and edits on these deliverables in early May. A revised set of deliverables is expected to be delivered in May 2019 and a stakeholder webinar will take place in June 2019. The study is expected to be completed by the end of the second quarter 2019.

1.5.2 ESA Program Pilot

On May 3, 2018, SDG&E received approval of Advice Letter 3197-E/2655-G (AL) for the Programmable Communicating Thermostat (PCT or smart thermostat) Time-of-Use (TOU) Pilot, ordered in D.17-12-009. The goal of the pilot is to explore and evaluate whether a PCT paired with a mobile application impacts the behavior of high usage customers as they transition to TOU. The Pilot will have a Treatment Group, which will receive a smart thermostat and transition to TOU, and a control group, which will transition to TOU but will not receive the

thermostat. All customers will receive three surveys and will be compensated for their participation in the pilot.

SDG&E has completed recruitment efforts, which included email campaigns and direct mail to CARE and FERA customers with higher energy use. Customers responding to the campaigns received a follow-up call to confirm their interest and to enroll them in the Pilot. Recruitment efforts did not yield the results SDG&E anticipated. SDG&E's final recruitment efforts resulted in 168 participants.

In December 2018, SDG&E provided the pilot evaluator, Evergreen Economics, with the final list of participants and data necessary for the identification of the Control and Treatment groups. Customers also received the initial survey and a "Welcome" letter specific to each group, providing them with the next steps in the study process.

In January 2019, SDG&E began the installation of the Smart Thermostats and transferred participating customers to the TOU rate. As of February 2019, SDG&E has 49 customers in the Treatment group and 84 customers in the Control group. In March, one customer reported an issue with one of the installations. The product manufacturer and installation contractor worked closely with the customer to try to correct the issues, but ultimately it was in the

best interest of the customer to install their previous thermostat. Current thermostat participation is at 48 customers in the Treatment group.

In April, SDG&E did not have any significant Pilot activity. However, SDG&E does anticipate an interim report on the initial survey results sometime in May.

2. CARE EXECUTIVE SUMMARY

2.1 CARE Program Summary

2.1.1 Please provide CARE Program summary costs.

CARE Budget Categories	Authorized Budget⁸	Actual Expenses to Date	% of Budget Spent
Outreach	3,221,952	696,057	22%
Proc., Certification and Verification	512,090	169,588	33%
Post Enrollment Verification	360,066	81,951	23%
Information Tech./Programming	1,638,000	312,017	19%
Pilots-CHANGES	265,103	89,592	34%
Regulatory Compliance	348,031	39,368	11%
General Administration	781,092	134,645	17%
CPUC Energy Division Staff	57,279	4,388	8%
Cooling Centers	43,500	0	0%
Total Expenses	7,227,114	1,527,606	21%
Subsidies and Benefits	73,833,173	39,500,407	53%
Total Program Costs and Discounts	81,060,287	41,028,013	51%

⁸ Budget authorized in CPUC approval of SDG&E Advice Letter 3250-E/2688-G dated December 27, 2018 for program years 2019 and 2020.

2.1.2 Provide the CARE Program penetration rate to date.

CARE Penetration		
Participants Enrolled	Eligible Participants⁹	Penetration rate
290,647	319,125	91%

2.2 Outreach

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

In April 2019, marketing and outreach efforts generated 16,422 completed CARE applications, and 6,271 new enrollments/recertifications for the program. Below is a summary of CARE specific outreach efforts. A summary of SDG&E’s joint CARE and ESA Program marketing, education and outreach efforts are provided in section 1.2.2.

Direct Marketing

Direct Mail

For April 2019, SDG&E continued its rate comparison campaign by mailing a comparison letter to 11,802 potential CARE customers. The letter compares a customer’s yearly total 2018 bill cost to what it would have been had they been enrolled in CARE receiving an average discount of 30%. Customers are encouraged to call SDG&E’s toll-free enrollment number or to apply through

⁹ On February 12, 2019, Pacific Gas and Electric Company (PG&E), on behalf of the IOUs filed the Annual Estimates of CARE Eligible Customers and Related Information. This number reflects SDG&E’s CARE Eligible Participants for 2019. As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates.

SDG&E's online application. The letter contributed to 2,534 CARE automated phone enrollments and online enrollments.

Email

For the month of April 2019, SDG&E continued with its Rate Comparison Nurture Campaign. The Nurture Campaign sends a series of automated, pre-written messages over a specified period to move customers closer to conversion. Contacts receive messages based on behavioral triggers and may receive up to three messages (including reminders) over a 30-day period, depending on engagement level. The April campaign was sent to 28,814 customers and generated a 43% open rate and a 9% click through rate over the course of the month.

SDG&E also sent recertification reminder emails to 3,032 CARE customers who were due to recertify within the next 60 days. SDG&E received an open rate of 64% for these emails, with a click through rate of 9%.

Community Outreach & Engagement

Community outreach & engagement efforts allow SDG&E to educate, connect and directly engage with customers in communities where they work and live. Outreach and engagement activities included events, presentations, workshops, trainings, partnerships with CBOs, and customized efforts.

CARE Partners (Capitation Agencies)

SDG&E partners with 20 social service agencies such as the WIC program, refugee assimilation organizations, 2-1-1 San Diego, and others to help enroll its hardest-to-reach customers. These organizations serve high-risk, low-income individuals and families with enrollment in state and federally-funded assistance programs, including Cal Fresh, LIHEAP, Covered California, and California Lifeline. The partnering organizations are located in diverse low-income communities serving multicultural/multilingual, seniors, veterans, special needs, and limited English proficient (LEP) audiences and provide multilingual staffing. During the month of April, the following numbers were generated by the Capitation Agencies:

Capitation Agencies	
ESA Leads	10
CARE Enrollments	301
CARE Recerts	138

Cool Zones

SDG&E partners with the County of San Diego’s Aging & Independent Services to promote 116 county facilities that customers can visit to beat the heat in extreme hot weather conditions during the months of May through October each year. The 2019 Cool Zone Program kicks off on May 29 with a kick-off event hosted by the County of San Diego and SDG&E. Therefore, there will be no activity in the months of January through April 2019.

Women’s Infant & Children Organizations

SDG&E’s Customer Solutions team provided training to the Women’s Infant &

Children’s (WIC) Organizations, which included training for case workers on the CARE and FERA programs. In April, the Outreach team hosted three trainings to the SDSU WIC offices in Logan Heights, Barrio Logan, and the WIC Main Office reaching over 70 enrollment specialists.

County Health and Human Service Agency Collaboration:

SDG&E collaborates with the County of San Diego Health and Human Services Agency (HHSA) to connect customers to programs like CARE. All field HHSA offices include a source coded CARE application in their new client intake packets. In the month of April, the following applications were received:

Health and Human Services Agencies	YTD	
ESA Leads	0	0
CARE Enrollments	54	270
CARE Recerts	66	312

2.3 CARE Recertification Complaints

2.3.1 Report the number of customer complaints received (formal or informal, however and wherever received) about their CARE recertification efforts, with the nature of the complaints and resolution.

During April 2019, SDG&E did not receive any customer complaints regarding CARE recertification.

3. CHANGES REPORTING

In compliance with requirements outlined in D.12-12-011, SDG&E has updated CARE Table 10 information for the month of March 2019. April 2019 activity for Table 10, and Table 11 activity for February 1, 2019 through April 31, 2019, will be reported in a subsequent report.¹⁰

4. APPENDIX – ESA AND CARE PROGRAM TABLES

ESA Program - Table 1 - Program Expenses

ESA Program - Table 1A – Program Expenses Funded from 2009-2016 Unspent ESA Program Funds

ESA Program - Table 2 - Program Expenses & Energy Savings by Measures Installed

ESA Program - Table 2A - Program Expenses & Energy Savings by Measures Installed (CSD Leveraging)

ESA Program - Table 2B - Program Expenses & Energy Savings by Measures Installed (Multifamily Common Area Measures)

ESA Program - Table 3 - Average Bill Savings per Treated Home

ESA Program - Table 4a - Homes Treated

ESA Program - Table 4b - Homes Unwilling/Unable to Participate

ESA Program - Table 5 - Program Customer Summary

ESA Program - Table 6 - Expenditures for Pilots and Studies

¹⁰ SDG&E provides data from the previous month due to reporting delays from CHANGES which prevents SDG&E from reporting current month activity.

ESA Program – Table 7 - Second Refrigerator, In-Home Education,
MyEnergy/MyAccount Platform

CARE Program - Table 1 - CARE Overall Program Expenses

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

CARE Program - Table 3a - CARE Post-Enrollment Verification Results (Model)

CARE Program - Table 3b - CARE Post-Enrollment Verification Results (High Usage)

CARE Program - Table 4 - Self Certification and Re-Certification

CARE Program - Table 5 - Enrollment by County

CARE Program - Table 6 - Recertification Results

CARE Program - Table 7 - Capitation Contractors

CARE Program - Table 8 - Participants as of Month End

CARE Program - Table 9 - Expenditures for the CHANGES Pilot

CARE Program - Table 10 - CHANGES One-On-One Customer Assistance Sessions

CARE Program - Table 11 - CHANGES Group Customer Assistance Sessions

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Expenses												
2	San Diego Gas & Electric												
3	April 2019												
4		Authorized Budget [1] [2]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
5	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	Appliances	\$ 882,134	\$ 330,261	\$ 1,212,395	\$ 151,653	\$ -	\$ 151,653	\$ 439,772	\$ -	\$ 439,772	50%	0%	36%
8	Domestic Hot Water	\$ 63,436	\$ 2,051,084	\$ 2,114,520	\$ 2,146	\$ 69,379	\$ 71,524	\$ 12,092	\$ 390,961	\$ 403,053	19%	19%	19%
9	Enclosure	\$ 2,462,449	\$ 3,264,177	\$ 5,726,626	\$ 118,347	\$ 156,879	\$ 275,225	\$ 482,188	\$ 639,179	\$ 1,121,366	20%	20%	20%
10	HVAC	\$ 408,617	\$ 3,563,903	\$ 3,972,520	\$ 13,588	\$ 69,799	\$ 83,387	\$ 132,677	\$ 516,065	\$ 648,741	32%	14%	16%
11	Maintenance	\$ 6,793	\$ 280,466	\$ 287,259	\$ -	\$ (138)	\$ (138)	\$ -	\$ 84,896	\$ 84,896	0%	30%	30%
12	Lighting	\$ 4,465,300	\$ -	\$ 4,465,300	\$ 203,177	\$ -	\$ 203,177	\$ 1,087,414	\$ -	\$ 1,087,414	24%	0%	24%
13	Miscellaneous	\$ 1,699,780	\$ -	\$ 1,699,780	\$ 32,783	\$ -	\$ 32,783	\$ 148,468	\$ -	\$ 148,468	9%	0%	9%
14	Customer Enrollment	\$ 2,091,279	\$ 2,091,279	\$ 4,182,557	\$ 47,421	\$ 47,421	\$ 94,843	\$ 309,487	\$ 309,487	\$ 618,974	15%	15%	15%
15	In Home Education	\$ 331,856	\$ 331,856	\$ 663,712	\$ 9,407	\$ 9,407	\$ 18,815	\$ 57,969	\$ 57,969	\$ 115,938	17%	17%	17%
16		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
18		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	Energy Efficiency TOTAL [3]	\$ 12,411,644	\$ 11,913,026	\$ 24,324,670	\$ 578,523	\$ 352,746	\$ 931,269	\$ 2,670,067	\$ 1,998,557	\$ 4,668,623	22%	17%	19%
20													
21	Training Center	\$ 244,205	\$ 244,205	\$ 488,411	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
22	Inspections	\$ 88,441	\$ 88,441	\$ 176,882	\$ 6,241	\$ 6,241	\$ 12,481	\$ 19,080	\$ 19,080	\$ 38,160	22%	22%	22%
23	Marketing and Outreach	\$ 600,000	\$ 600,000	\$ 1,200,000	\$ 4,860	\$ 4,860	\$ 9,721	\$ 147,230	\$ 147,230	\$ 294,460	25%	25%	25%
24	Statewide Marketing Education and Outreach	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
25	Measurement and Evaluation Studies	\$ 17,083	\$ 17,083	\$ 34,166	\$ 8,391	\$ 8,391	\$ 16,783	\$ 4,075	\$ 4,075	\$ 8,149	24%	24%	24%
26	Regulatory Compliance	\$ 165,472	\$ 165,472	\$ 330,943	\$ 10,993	\$ 10,993	\$ 21,986	\$ 34,768	\$ 34,768	\$ 69,537	21%	21%	21%
27	General Administration	\$ 1,341,766	\$ 1,341,766	\$ 2,683,531	\$ 103,928	\$ 104,060	\$ 207,988	\$ 408,062	\$ 408,063	\$ 816,125	30%	30%	30%
28	CPUC Energy Division	\$ 23,409	\$ 23,409	\$ 46,818	\$ -	\$ -	\$ -	\$ 940	\$ 940	\$ 1,881	4%	4%	4%
29	Reallocation (ME&O budget reduced from \$1.2M)	\$ 343,848	\$ 343,848	\$ 687,695	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
30													
31	TOTAL PROGRAM COSTS	\$ 15,235,867	\$ 14,737,249	\$ 29,973,116	\$ 712,936	\$ 487,291	\$ 1,200,226	\$ 3,284,222	\$ 2,612,712	\$ 5,896,935	22%	18%	20%
32	Funded Outside of ESA Program Budget												
33	Indirect Costs				\$ 46,048	\$ 44,867	\$ 90,916	\$ 104,208	\$ 102,215	\$ 206,423			
34	NGAT Costs		\$ 288,000	\$ 288,000		\$ 10,292	\$ 10,292		\$ 51,609	\$ 51,609		18%	18%
35													
36	[1] Authorized budget does not include shifted funds from previous years and/or program cycles. Shifted funds, referred to as "2009-2016 Unspent ESA Program Funds", are reflected in ESA Table 1A.												
37	[2] Reflects the authorized funding approved in the CPUC Energy Division Disposition Letter dated 12/27/2018 approving SDG&E Advice Letter 3250-E/2688-G.												
38	[3] Current Month Expenses for Energy Efficiency Total includes April accrual and re-accrual of \$426,700 in the following reporting categories: Appliances \$21,790; Domestic Hot Water \$13,052; HVAC \$49,843 Misc. \$29,366; Lighting \$94,349; Maintenance \$13,111; Enclosure \$0; Customer Enrollment \$173,772; In Home Energy Education \$31,417.												
39													
40													
41	NOTE: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

Energy Savings Assistance Program Table 1A - Expenses Funded From 2009-2016 Unspent ESA Program Funds
San Diego Gas & Electric
April 2019

ESA Program:	Authorized Budget [1]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Multi-Family Common Area Measures	\$ 1,817,500	\$ 1,817,500	\$ 3,635,000	\$ 2,429	\$ 2,429	\$ 4,857	\$ 61,221	\$ 61,221	\$ 122,441	3%	3%	3%
In-Home Education	\$ 177,060	\$ 177,060	\$ 354,119	\$ -	\$ -	\$ -	\$ 34,572	\$ 34,572	\$ 69,145	20%	20%	20%
Leveraging - CSD	\$ 241,216	\$ 241,216	\$ 482,431	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Pilot [2]	\$ 50,000	\$ 50,000	\$ 100,000	\$ 4,150	\$ 4,150	\$ 8,300	\$ 10,208	\$ 10,208	\$ 20,416	20%	20%	20%
Measurement and Evaluation Studies [3]	\$ 30,625	\$ 30,625	\$ 61,250	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Regulatory Compliance	\$ 23,438	\$ 23,438	\$ 46,875	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
General Administration			\$ -	\$ -	\$ -	\$ -	\$ 417	\$ 417	\$ 833	0%	0%	0%
TOTAL PROGRAM COSTS	\$ 2,339,838	\$ 2,339,838	\$ 4,679,675	\$ 6,579	\$ 6,579	\$ 13,157	\$ 106,418	\$ 106,418	\$ 212,835	43%	43%	43%

[1] Reflects the authorized funding approved in the CPUC Energy Division Disposition Letter dated 12/27/2018 approving SDG&E Advice Letter 3250-E/2688-G.

[2] Funding authorized for Programmable Communicating Thermostat (PCT) Pilot.

[3] Funding authorized for Rapid Feedback Research and Analysis and Potential and Goals Study.

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

Energy Savings Assistance Program Table 2A
San Diego Gas & Electric
April 2019

Measures	Units	ESA Program - CSD Leveraging					
		Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh[3] (Annual)	kW[3] (Annual)	Therms[3] (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%
Refrigerators	Each	-	-	-	-	\$ -	0.0%
Microwaves [4]	Each	-	-	-	-	\$ -	0.0%
Domestic Hot Water							
Water Heater Blanket	Home	-	-	-	-	\$ -	0.0%
Low Flow Shower Head	Home	-	-	-	-	\$ -	0.0%
Water Heater Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
Faucet Aerator	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%
Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%
Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%
Enclosure							
Air Sealing / Envelope [1]	Home	-	-	-	-	\$ -	0.0%
Caulking	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
HVAC							
FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%
Furnace Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
Room A/C Replacement	Each	-	-	-	-	\$ -	0.0%
Central A/C replacement	Each	-	-	-	-	\$ -	0.0%
Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%
Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%
Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%
Duct Testing and Sealing	Home	-	-	-	-	\$ -	0.0%
Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%
Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%
High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
A/C Time Delay	Home	-	-	-	-	\$ -	0.0%
Maintenance							
Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%
Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%
Lighting							
Interior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%
Exterior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%
Torchiere LED	Each	-	-	-	-	\$ -	0.0%
Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%
LED Night Lights	Each	-	-	-	-	\$ -	0.0%
LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	\$ -	0.0%
LED Reflector Bulb	Each	-	-	-	-	\$ -	0.0%
LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%
LED A-Lamps	Each	-	-	-	-	\$ -	0.0%
Miscellaneous							
Pool Pumps	Each	-	-	-	-	\$ -	0.0%
Smart Power Strips - Tier 1	Each	-	-	-	-	\$ -	0.0%
Smart Power Strips - Tier 2	Each	-	-	-	-	\$ -	0.0%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	-	-	-	-	\$ -	0.0%
In-Home Education	Home	-	-	-	-	\$ -	0.0%
Total Savings/Expenditures							
			-	-	-	\$ -	0.0%
Total Households Weatherized [2]							
CSD MF Buildings Treated							
			Total				
			-				
- Multifamily			-				

[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.

[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.

[3] All savings are calculated based on the following sources:

Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013.

[4] Microwave savings are from ECONorthWest Study received in December of 2011.

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

**Energy Savings Assistance Program Table 2B
San Diego Gas & Electric
April 2019**

Measures	Units	*ESA Program - Multifamily Common Area					
		Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh[3] (Annual)	kW[3] (Annual)	Therms[3] (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Each						0.0%
Refrigerators	Each						0.0%
Microwaves	Each						0.0%
Domestic Hot Water							
Water Heater Blanket	Home						0.0%
Low Flow Shower Head	Home						0.0%
Water Heater Pipe Insulation	Home						0.0%
Faucet Aerator	Home						0.0%
Water Heater Repair/Replacement	Each						0.0%
Thermostatic Shower Valve	Each						0.0%
Combined Showerhead/TSV	Each						0.0%
Heat Pump Water Heater	Each						0.0%
Tub Diverter/ Tub Spout	Each						0.0%
Thermostat-controlled Shower Valve	Each						0.0%
Enclosure							
Air Sealing / Envelope [1]	Home						0.0%
Caulking	Home						0.0%
Attic Insulation	Home						0.0%
HVAC							
FAU Standing Pilot Conversion	Each						0.0%
Furnace Repair/Replacement	Each						0.0%
Room A/C Replacement	Each						0.0%
Central A/C replacement	Each						0.0%
Heat Pump Replacement	Each						0.0%
Evaporative Cooler (Replacement)	Each						0.0%
Evaporative Cooler (Installation)	Each						0.0%
Duct Testing and Sealing	Home						0.0%
Energy Efficient Fan Control	Home						0.0%
Prescriptive Duct Sealing	Home						0.0%
High Efficiency Forced Air Unit (HE FAU)	Home						0.0%
A/C Time Delay	Home						0.0%
Maintenance							
Furnace Clean and Tune	Home						0.0%
Central A/C Tune up	Home						0.0%
Lighting							
Interior Hard wired LED fixtures	Each						0.0%
Exterior Hard wired LED fixtures	Each						0.0%
Torchiere LED	Each						0.0%
Occupancy Sensor	Each						0.0%
LED Night Lights	Each						0.0%
LED Diffuse Bulb (60W Replacement)	Each						0.0%
LED Reflector Bulb	Each						0.0%
LED Reflector Downlight Retrofit Kits	Each						0.0%
LED A-Lamps	Each						0.0%
Miscellaneous							
Pool Pumps	Each						0.0%
Smart Power Strips - Tier 1	Each						0.0%
Smart Power Strips - Tier 2	Each						0.0%
Ancillary Services							
Commissioning [5]	Home						0.0%
Audit	Home						0.0%
Administration [4]	Home						0.0%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home				\$ -		0.0%
In-Home Education	Home				\$ -		0.0%
Total Savings/Expenditures			-	-	-	\$ -	0.0%
Total Multifamily Buildings Weatherized [2]							
Multifamily Buildings Treated		Total					
- Multifamily		0					

[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.

[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.

[3] All savings are calculated based on the following sources:

Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013.

[4] Per D.16-11-022 at p.210, the CPUC imposes a cap of 10% of ESA Program funds for administrative activities and a ceiling of 20% for direct implementation non-incentive costs.

[5] Refers to optimizing the installation of the measure installed such as retrofitting pipes, etc.

* Note: Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022 where 65% of tenants are income eligible based on CPUC income requirements of at or below 200% of the Federal Poverty Guidelines.

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

Note: Implementation of the MF CAM Initiative AL 3196-E-A_2654-G-A was approved effective 5/30/2018.

	A	B
1	Energy Savings Assistance Program Table 3 - Energy Savings and Average	
2	Bill Savings per Treated Home/Common Area	
3	San Diego Gas & Electric	
4	April 2019	
5	ESA Program	
6	Annual kWh Savings	1,235,132
7	Annual Therm Savings	6,761
8	Lifecycle kWh Savings	17,891,472
9	Lifecycle Therm Savings	(2,103)
10	Current kWh Rate	\$ 0.26
11	Current Therm Rate	\$ 1.20
12	Average 1st Year Bill Savings / Treated households	\$ 67.40
13	Average Lifecycle Bill Savings / Treated Household	\$ 944.23
14		
15		
16	ESA Program - CSD Leveraging	
17	Annual kWh Savings	-
18	Annual Therm Savings	-
19	Lifecycle kWh Savings	-
20	Lifecycle Therm Savings	-
21	Current kWh Rate	\$ -
22	Current Therm Rate	\$ -
23	Average 1st Year Bill Savings / Treated Households	\$ -
24	Average Lifecycle Bill Savings / Treated Household	\$ -
25		
26		
27	ESA Program - Multifamily Common Area	
28	Annual kWh Savings	-
29	Annual Therm Savings	-
30	Lifecycle kWh Savings	-
31	Lifecycle Therm Savings	-
32	Current kWh Rate	\$ -
33	Current Therm Rate	\$ -
34	Average 1st Year Bill Savings / Treated Buildings	\$ -
35	Average Lifecycle Bill Savings / Treated Buildings	\$ -
36		
37		
38	Summary - ESA Program/CSD Leveraging/ Multifamily Common Area [1]	
39	Annual kWh Savings	1,235,132
40	Annual Therm Savings	6,761
41	Lifecycle kWh Savings	17,891,472
42	Lifecycle Therm Savings	(2,103)
43	Current kWh Rate	\$ 0.26
44	Current Therm Rate	\$ 1.20
45	Average 1st Year Bill Savings / Treated households and Buildings	\$ 67.40
46	Average Lifecycle Bill Savings / Treated Household and Buildings	\$ 944.23
47		
48	[1] Summary is the sum of ESA Program + CSD Leveraging + Multifamily Common Area.	

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4A - Homes/Buildings Treated						
2	San Diego Gas & Electric						
3	April 2019						
4							
5	ESA Program						
6	Eligible Households			Households Treated YTD			
7	County	Rural [1]	Urban	Total	Rural	Urban	Total
8	ORANGE	0	19,168	19,168	0	138	138
9	SAN DIEGO	7,819	292,205	300,024	41	3,202	3,243
10	Total	7,819	311,373	319,192	41	3,340	3,381
11							
12							
13	ESA Program - CSD Leveraging						
14					Households Treated YTD		
15	County				Rural	Urban	Total
16							0
17							0
18	Total				0	0	0
19							
20							
21	ESA Program - Multifamily Common Area						
22					Buildings Treated YTD		
23	County				Rural	Urban	Total
24							0
25							0
26	Total				0	0	0
27							
28	[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.						
29	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

**Energy Savings Assistance Program Table 4B - Homes Unwilling / Unable to Participate
San Diego Gas & Electric
April 2019**

ESA Program		Reason Provided					
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/Ineligible
SAN DIEGO	2,350	2,141	8	0	1,742	195	81
ORANGE	30	113	1	0	52	0	3
Total	2,380	2,254	9	0	1,794	195	84

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																
2	San Diego Gas & Electric																
3	April 2019																
4	ESA Program																
5		Gas & Electric				Gas Only				Electric Only				Total			
6		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
7	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
8	January	73	48	100,120	80	-	-	-	-	8	-	12,501	9	81	48	112,621	89
9	February	566	2,475	287,558	269	-	-	-	-	130	-	36,658	19	696	2,475	324,216	288
10	March	1,514	2,051	373,597	243	-	-	-	-	156	-	38,490	17	1,670	2,051	412,087	260
11	April	902	2,187	368,271	238	-	-	-	-	32	-	17,937	5	934	2,187	386,208	243
12	May																
13	June																
14	July																
15	August																
16	September																
17	October																
18	November																
19	December																
20	YTD	3,055	6,761	1,129,546	831	-	-	-	-	326	-	105,586	50	3,381	6,761	1,235,132	880
21																	
22	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2.																
23	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																
24																	
25																	
26	ESA Program - CSD Leveraging																
27		Gas & Electric				Gas Only				Electric Only				Total			
28		# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)		
29	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
30	January																
31	February																
32	March																
33	April																
34	May																
35	June																
36	July																
37	August																
38	September																
39	October																
40	November																
41	December																
42	YTD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
43																	
44																	
45	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2A.																
46	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																
47																	
48	ESA Program - Multifamily Common Area																
49		Gas & Electric				Gas Only				Electric Only				Total			
50		# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)		
51	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
52	January																
53	February																
54	March																
55	April																
56	May																
57	June																
58	July																
59	August																
60	September																
61	October																
62	November																
63	December																
64	YTD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
65																	
66	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2B.																
67	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	San Diego Gas & Electric												
3	April 2019												
4		Authorized 2019 Funding [1]			Current Month Expenses			Expenses Since January 1, 2018			% of Budget Expended		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots												
7	Programmable Communicating Thermostat (PCT) [2]	\$ 50,000	\$ 50,000	\$100,000	\$4,150	\$4,150	\$8,300	\$10,208	\$10,208	\$20,416	20%	20%	20%
8													
9													
10	Total Pilots	\$50,000	\$50,000	\$100,000	\$4,150	\$4,150	\$8,300	\$10,208	\$10,208	\$20,416	0%	0%	0%
11													
12													
13	Studies												
14													
15	Low Income Needs Assessment Study	\$8,334	\$8,334	\$16,667	\$9,291	\$9,291	\$18,582	\$9,291	\$9,291	\$0	111%	111%	0%
16	Load Impact Evaluation Study [3]	\$9,167	\$9,167	\$18,333	-\$900	-\$900	-\$1,800	\$1,589	\$1,589	\$4,977	17%	17%	27%
17	Equity Criteria and Non Energy Benefits Evaluation (NEB's) [4]	\$2,500	\$2,500	\$5,000	\$0	\$0	\$0	-\$6,805	-\$6,805	-\$13,611	-272%	-272%	-272%
18	Unallocated Funds [5]	-\$2,917	-\$2,917	-\$5,834	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
19	2017 Potential and Goals Study	\$5,625	\$5,625	\$11,250	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
20	Rapid Feedback Research and Analysis	\$25,000	\$25,000	\$50,000	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
21													
22													
23	Total Studies	\$47,708	\$47,708	\$95,416	\$8,391	\$8,391	\$16,783	\$4,075	\$4,075	-\$8,633	9%	9%	-9%
24													
25	[1] Reflects the authorized funding in D.16-11-022 and updated via Resolution E-4884 addressing conforming Advice Letters 3065-E/2568-G and 3065-E-A/2568-G-A.												
26	[2] Programmable Communicating Thermostat (PCT) Pilot budget approved via al 3250-E/2688-G. [Table 1A]. An amount of \$613 was inadvertently omitted from the Jan report and has been added to the YTD total.												
27	[3] Negative amount due to accrual-reversal from March's accrual.												
28	[4] No expense activity for the month of April. Negative YTD amounts due to reimbursements posted in February from SCE and PG&E for their share of the NEB's Study.												
29	[5] Unallocated funds represent the amount of funds originally requested for the Energy Education Phase II Study which was subsequently not authorized in D.16-11-022. However the budget was authorized and is not unallocated to a specific study [Table 1].												
30													
31	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

Energy Savings Assistance Program Table 7 (Second Refrigerators, In-Home Education, MyEnergy/My Account Platform)

**San Diego Gas & Electric
April 2019**

Measures	Units	Received Refrigerator	Not eligible for Refrigerator due to Less than Six Occupants
Second Refrigerators	Each	1	0

Measures	Units	Households that Only Received Energy Education
In-Home Education	Home	0

Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
3,220	487	161

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration⁵																								
2	San Diego Gas & Electric																								
3	April 2019																								
4		New Enrollment									Recertification					Attrition (Drop Offs)				Enrollment		Total CARE Participants	Estimated CARE Eligible⁵	Penetration Rate % (W/X)	
5		Automatic Enrollment				Self-Certification (Income or Categorical)					Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response⁴	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)				Net Adjusted (K-T)
6		Inter-Utility¹	Intra-Utility²	Leveraging³	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)															
7	January	141	56	0	197	1,778	1,297	98	186	3,359	3,556	2,482	2,156	4,231	8,869	1,563	49	88	4,889	6,589	12,425	-3,033	292,706	319,125	92%
8	February	20	37	0	57	1,395	978	221	120	2,714	2,771	2,589	1,550	3,298	7,437	1,801	20	74	3,058	4,953	10,208	-2,182	290,524	319,125	91%
9	March	37	88	0	125	3,139	1,422	171	176	4,908	5,033	4,904	1,777	3,659	10,340	1,047	655	1,088	167	2,957	15,373	2,076	290,406	319,125	91%
10	April	12	63	0	75	1,945	1,695	82	167	3,889	3,964	3,394	1,908	2,439	7,741	949	174	187	2,413	3,723	11,705	241	290,647	319,125	91%
11	May																								
12	June																								
13	July																								
14	August																								
15	September																								
16	October																								
17	November																								
18	December																								
19	YTD Total	210	244	0	454	8,257	5,392	572	649	14,870	15,324	13,369	7,391	13,627	34,387	5,360	898	1,437	10,527	18,222	49,711	-2,898	290,647	319,125	91%
20																									
21	¹ Enrollments via data sharing between the IOUs.																								
22	² Enrollments via data sharing between departments and/or programs within the utility.																								
23	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																								
24	⁴ No response includes no response to both Recertification and Verification.																								
25	⁵ As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates filed February 12, 2019.																								
26																									
27	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																								

	A	B	C	D	E	F	G	H	I
1	CARE Table 3A - Post-Enrollment Verification Results (Model)								
2	San Diego Gas & Electric								
3	April 2019								

4	Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ²	Total Households De-enrolled ³	% De-enrolled through Post Enrollment Verification ⁴	% of Total CARE Households De-enrolled
5	January	292,706	1,234	0.4%	472	131	603	48.9%	0.2%
6	February	290,524	1,128	0.4%	2	25	27	2.4%	0.0%
7	March	290,406	1,097	0.4%	0	8	8	0.7%	0.0%
8	April	290,647	1,344	0.5%	0	2	2	0.1%	0.0%
9	May			0.0%			0	0.0%	0.0%
10	June			0.0%			0	0.0%	0.0%
11	July			0.0%			0	0.0%	0.0%
12	August			0.0%			0	0.0%	0.0%
13	September			0.0%			0	0.0%	0.0%
14	October			0.0%			0	0.0%	0.0%
15	November			0.0%			0	0.0%	0.0%
16	December			0.0%			0	0.0%	0.0%
17	YTD Total	290,647	4,803	1.7%	474	166	640	13.3%	0.2%

18

19 ¹ Includes all customers who failed SDG&E's CARE eligibility probability model.

20 ² Includes customers verified as over income or who requested to be de-enrolled.

21 ³ Verification results are tied to the month initiated and the verification process allows customers 90 days to respond to the verification request.

22 ⁴ Percentage of customers dropped compared to the total participants requested to provide verification in that month.

23 **Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD

24

25	CARE Table 3B Post-Enrollment Verification Results (Electric only High Usage)								
26	San Diego Gas & Electric								
27	April 2019								

28	Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ²	Total Households De-enrolled ³	% De-enrolled through Post Enrollment Verification ⁴	% of Total CARE Households De-enrolled
29	January	292,706	954	0.3%	653	0	653	68.4%	0.2%
30	February	290,524	1,067	0.4%	775	0	775	72.6%	0.3%
31	March	290,406	588	0.2%	79	0	79	13.4%	0.0%
32	April	290,647	548	0.2%	2	0	2	0.4%	0.0%
33	May			0.0%			0	0.0%	0.0%
34	June			0.0%			0	0.0%	0.0%
35	July			0.0%			0	0.0%	0.0%
36	August			0.0%			0	0.0%	0.0%
37	September			0.0%			0	0.0%	0.0%
38	October			0.0%			0	0.0%	0.0%
39	November			0.0%			0	0.0%	0.0%
40	December			0.0%			0	0.0%	0.0%
41	YTD Total	290,647	3,157	1.1%	1,509	0	1,509	47.8%	0.5%

42

43 ¹ Includes all participants who were selected for high usage verification process.

44 ² Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.

45 ³ Medium (400%) and high usage (600%) customers are dropped at 60 days (2 or 3 bill cycles) for non-response to HUV (high usage income verification request). Additionally, 600% + users that have not reduced usage within the 60 day window (2 or 3 bill cycles) are removed from the program. Results may be pending due to the time permitted for a participant to respond.

46 ⁴ Percentage of customers dropped compared to the total participants requested to provide verification in that month.

47

48 **Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹						
2							
3							
		Provided	Received	Approved	Denied	Pending/Never Completed	Duplicates
4							
5	Total (Y-T-D)	73,768	55,760	23,058	5,031	1,234	26,437
6	Percentage		100%	41%	9%	2%	47%
7							
8	¹ Includes sub-metered.						
9	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	San Diego Gas & Electric									
3	April 2019									
4	County	Estimated Eligible Households¹			Total Households Enrolled²			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural³	Total
6	Orange	19,168	0	19,168	12,205	0	12,205	64%	NA	64%
7	San Diego	292,139	7,818	299,957	272,404	6,038	278,442	93%	77%	93%
8	Total	311,307	7,818	319,125	284,609	6,038	290,647	91%	77%	91%
9										
10	1 As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates filed February 12, 2019.									
11	2 Total Households Enrolled includes submeter tenants.									
12	3 No Rural eligible population exists in Orange County in SDG&E territory, therefore penetration for Orange County Rural is not appli									
13	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results							
2	San Diego Gas & Electric							
3	April 2019							
4	Month	Total CARE Households	Households Requested to Recertify ¹	% of Households Total (C/B)	Households Recertified ²	Households De-enrolled ³	Recertification Rate % ⁴ (E/C)	% of Total Households De-enrolled (F/B)
5	January	292,706	5,001	1.7%	3,133	964	62.6%	0.3%
6	February	290,524	3,770	1.3%	2,426	195	64.4%	0.1%
7	March	290,406	3,849	1.3%	2,016	93	52.4%	0.0%
8	April	290,647	3,600	1.3%	625	1	17.4%	0.0%
9	May							
10	June							
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	YTD	290,647	16,220	5.6%	8,200	1,253	50.6%	0.4%
18								
19	¹ Excludes count of customers recertified through the probability model.							
20	² Recertification results are tied to the month initiated and the recertification process allows customers 90 days (3 or 4 bill cycles) to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.							
21	³ Includes customers who did not respond or who requested to be de-enrolled.							
22	⁴ Percentage of customers recertified compared to the total participants requested to recertify in that month.							
23	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	CARE Table 7 - Capitation Contractors¹						
2	San Diego Gas & Electric						
3	April 2019						
4	Contractor	Contractor Type				Total Enrollments	
5		(Check one or more if applicable)				Current	Year-to-Date
6		Private	CBO	WMDVBE	LIHEAP	Month	
7	211 SAN DIEGO (SD)		X			150	781
8	ALLIANCE FOR AFRICAN ASSISTANCE		X			0	-
9	AMERICAN RED CROSS WIC		X	X		2	10
10	CASA FAMILIAR		X			0	-
11	CATHOLIC CHARITIES		X			0	5
12	CHULA VISTA COMM COLLABORATIVE		X			1	15
13	COMMUNITY RESOURCE CENTER - 2010		X			0	6
14	DEAF COMMUNITY SERVICES		X			0	-
15	HEARTS AND HANDS TOGETHER		X			0	-
16	INTERFAITH COMMUNITY SERVICES		X			0	6
17	LA MAESTRA FAMILY CLINIC (LMFC)		X			5	13
18	MAAC PROJECT - CARE		X		X	1	7
19	NEIGHBORHOOD HEALTH CARE		X			1	6
20	NEIGHBORHOOD HEALTH INSURANCE CENTER	X				0	-
21	NORTH COUNTY HEALTH SERVICES		X			2	11
22	SAN DIEGO STATE UNIVERSITY WIC		X			1	20
23	SAN YSIDRO HEALTH CENTERS		X			0	-
24	SCRIPPS HEALTH WIC (SHW)		X			0	5
25	UNION OF PAN ASIAN COMMUNITIES (UPAC)		X			0	-
26	VISTA COMMUNITY CLINIC		X			0	1
27	Total Enrollments					163	886
28	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year. Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
29							
30							

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Households as of Month-End								
2	San Diego Gas & Electric								
3	April 2019								
4	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households ¹	Penetration	% Change ³	Total Residential Accounts ²
5	January	174,184	N/A	118,522	292,706	319,125	92%	-1.3%	1,297,665
6	February	172,520	N/A	118,004	290,524	319,125	91%	-0.7%	1,298,263
7	March	172,102	N/A	118,302	290,406	319,125	91%	0.0%	1,314,244
8	April	172,077	N/A	118,570	290,647	319,125	91%	0.1%	1,339,676
9	May		N/A						
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	YTD	172,077	N/A	118,570	290,647	319,125	91%	-0.6%	1,339,676
18									
19	1 As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates filed February 12, 2019.								
20	2 Data represents total residential electric customers.								
21	3 Total percentage change (row 17) = current Penetration - January Penetration (G17-G5) and represents 2018 percentage change.								
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E
1	CARE Program Table 9 - Expenditures for Pilots/CHANGES Program [1]				
2	San Diego Gas & Electric				
3	April 2019				
4	2019	Authorized 2019 Budget	Current Month Expenses	Expenses Since Jan. 1, 2019	% of 2019 Budget Expended
5		Total	Total	Total	Total
6					
7					
8	CHANGES Program	\$ 265,103	\$ 9,898	\$ 89,592	34%
9					
10					
11	Total	\$ 265,103	\$ 9,898	\$ 89,592	34%
12					
13	[1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.				
14					
15	NOTE: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.				

CARE Table 10 CHANGES One-On-One Customer Assistance San Diego Gas & Electric	
Reporting Period March 2019[1]	
No. of attendees at education sessions	387
Disputes	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	0
Changed 3rd party Company/Gas Aggregation	0
Changed 3rd Party Electricity Aggregation	0
Medical Baseline Application	0
Enroll in Energy Assistance Programs	53
Request Meter Service or Testing	0
Request Bill Adjustment	0
Request Customer Service Visit	17
Schedule Energy Audit	0
Payment Extension	20
Payment Plan	6
Solar	0
Stop Disconnection	49
Time of Use	0
Wildfire Related Issue	0
Total disputes [3]	145

Needs Assistance	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	0
Assisted with Changes to Account	0
Energy Efficiency Tool	0
Assisted High Energy User with CARE Doc Submission	0
Assisted with Reconnection	0
Billing Language Changed	0
Consumer Education Only	0
Electricity Aggregation	0
Energy Alerts	0
Enrolled in Demand Response Programs	0
ESAP	0
HEAP	0
Medical Baseline	0
Neighbor to Neighbor	2
REACH	0
Reported Safety Problem	0
Reported Scam	0
Set Up 3rd Party Notification	0
Set Up New Account	0
Payment Extension	0
Payment Plan	0
Wildfire Related Issue	0
Total Needs Assistance [2]	2

Education: Education sessions were held in a mix of one on one, and group sessions. Education materials are available as fact sheets on the CPUC Website: http://consumers.cpsc.ca.gov/team_and_changes/

Disputes & Needs Assistance -Support was provided in the following languages: English, Spanish, ASL

[1] There is a one-month lag behind the current reporting month. The data for April will be reported once received.

[2] Contractor is in the process of validating the total. If there is a discrepancy in the numbers reported, the numbers will be corrected in the May 2019 report.

[3] Per CHANGES Vendor: The total number of services may exceed the total number of cases because some cases will include more than one service provided.

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

CARE Table 11 CHANGES Group Customer Assistance Sessions

San Diego Gas & Electric

Q3 November 1, 2018 - January 31, 2019 [1,2]

Date ³	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
			# of Sessions	Length (Hours) ⁴	Number of Attendees	Description of Information / Literature Provided
N/A	Arabic	CARE/FERA and Other Assistance Programs	26	N/A	63	CHANGES Ed Handout
N/A	ASL	CARE/FERA and Other Assistance Programs	1	N/A	9	CHANGES Ed Handout
N/A	Burmese	CARE/FERA and Other Assistance Programs	1	N/A	1	CHANGES Ed Handout
N/A	Chaldean	CARE/FERA and Other Assistance Programs	1	N/A	1	CHANGES Ed Handout
N/A	Dari	CARE/FERA and Other Assistance Programs	2	N/A	5	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	27	N/A	44	CHANGES Ed Handout
N/A	Farsi	CARE/FERA and Other Assistance Programs	6	N/A	13	CHANGES Ed Handout
N/A	French	CARE/FERA and Other Assistance Programs	3	N/A	5	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	1	N/A	1	CHANGES Ed Handout
N/A	Swahili	CARE/FERA and Other Assistance Programs	2	N/A	3	CHANGES Ed Handout
N/A	Tigrinia	CARE/FERA and Other Assistance Programs	1	N/A	1	CHANGES Ed Handout
N/A	Arabic	Electric and Natural Gas Safety	6	N/A	20	CHANGES Ed Handout
N/A	English	Electric and Natural Gas Safety	10	N/A	20	CHANGES Ed Handout
N/A	Farsi	Electric and Natural Gas Safety	2	N/A	6	CHANGES Ed Handout
N/A	French	Electric and Natural Gas Safety	1	N/A	1	CHANGES Ed Handout
N/A	Swahili	Electric and Natural Gas Safety	3	N/A	4	CHANGES Ed Handout
N/A	Urdu	Electric and Natural Gas Safety	1	N/A	2	CHANGES Ed Handout
N/A	Arabic	Energy Conservation	1	N/A	3	CHANGES Ed Handout
N/A	English	Energy Conservation	1	N/A	2	CHANGES Ed Handout
N/A	English	Gas Aggregation	1	N/A	1	CHANGES Ed Handout
N/A	Farsi	Gas Aggregation	1	N/A	2	CHANGES Ed Handout
N/A	Arabic	High Energy Use	2	N/A	8	CHANGES Ed Handout
N/A	English	High Energy Use	1	N/A	1	CHANGES Ed Handout
N/A	Amharic	Understanding Your Bill	1	N/A	1	CHANGES Ed Handout
N/A	Arabic	Understanding Your Bill	1	N/A	10	CHANGES Ed Handout
N/A	English	Understanding Your Bill	3	N/A	13	CHANGES Ed Handout
N/A	Farsi	Understanding Your Bill	3	N/A	17	CHANGES Ed Handout
N/A	French	Understanding Your Bill	5	N/A	73	CHANGES Ed Handout
N/A	Russian	Understanding Your Bill	1	N/A	1	CHANGES Ed Handout
N/A	Somali	Understanding Your Bill	1	N/A	40	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	1	N/A	7	CHANGES Ed Handout
Current Month			117		378	
Year-to-Date			520		2919	

[1] This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original version in order to have a more consistent appearance and format with existing SDG&E tables.

[2] As of May 1st, 2017, CHANGES one-on-one data reports have moved from monthly to quarterly the program year. The data for Q4 February 1, 2019 through April 31, 2019 will be reported once received.

[3] Date of the workshops not available.

[4] Contractor states all sessions last at least 30 minutes.

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