

**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 AUGUST 2018**

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

September 21, 2018

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This is the eighth monthly report for program year (PY) 2018. 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 August 2018 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

September 21, 2018



San Diego Gas & Electric Company

Energy Savings Assistance Program (ESA)

Program

And

California Alternate Rates for Energy (CARE)

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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 August 2018			
	2018 Authorized / Planning Assumptions	Actual to Date ^{1 2}	%
Budget ³	\$34,839,223	\$13,038,184	37%
Homes Treated ⁴	21,332	10,116	47%
kWh Saved	6,866,075	2,704,336	43%
kW Demand Reduced	2,148	1,343	66%
Therms Saved	292,308	111,795	38%
GHG Emissions Reduced (Tons)	5,486	2,141	42%

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 August. 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 CSD leveraging and multifamily common area measure installations. Through August, there has been no measure installations for CSD leveraging or multifamily common area.

² Savings understated for August 2018 due to a system issue. Resolution is expected by the next reporting period.

³ Budget authorized in CPUC Resolution E-4884 which reflects program budget including unspent funds.

⁴ 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 August, door-to-door canvassing from SDG&E's largest O&A contractor resulted in 1,906 ESA Program leads and 585 enrollments. Overall, ESA Program marketing, education and outreach efforts were successful in creating 4,831 leads and 833 enrollments for the month of August.

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 August.

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 June, SDG&E implemented a new system for the ESA program which caused delays in providing GRID with the list of CARE HEU customers receiving ESA. SDG&E notified GRID of the delay and will be providing a list of customers who participated in June, July, and August in September.

Language Line

Language Line® is utilized to ensure customers with limited English proficiency (LEP) have a channel in which to communicate with ESA Program contractors in the language of their preference. In August, nine customers were served by the Language Line.

Language	Calls
Arabic	7
Swahili	1
Mandarin	1
TOTAL	9

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 2018 campaign's intent is to make an emotional connection with customers giving them one less thing to worry about and providing 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 August are summarized in the following sections:

Print Advertising:

SDG&E is running in-language print advertising in Chinese, Vietnamese, Tagalog (Filipino) and Spanish language publications. English print is also running in African American publications, as well as rural community newspapers. The 2018 print campaign will continue running through December.

Online Advertising:

SDG&E continued its 2018 digital advertising campaign consisting of online banner and paid search advertising. For the month of August, SDG&E did a paid search (or search engine marketing) campaign, which is a more targeted type of online advertising as customers are specifically searching for related information. Paid Search garnered 108,580 impressions with 22,829 clicking through to the CARE/ESA Programs online enrollment process. SDG&E also used display advertising (advertising on websites or apps through banners or other ad formats) which is used for general awareness and farther reach. Display garnered over 5.6 million impressions with 19,487 customers clicking through to the application.

Social Media:

Using Facebook and Twitter channels, CARE and ESA Program messages are sent out twice a week by SDG&E to an audience of more than 34,000 followers.

These followers are then able to redistribute the messages to their own networks on social media. Partner agencies as well as individuals also distributed these messages to their followers. In August, 228 messages were distributed by 55 unique partners. A few examples of these messages are included for reference.

CVCC Facebook

Home > Announcements > You may Qualify for a Discount on your SDG&E Bill

About > Family Resource Centers > Initiatives > Collaborative Meeting > Promotores >

Day of the Child Fair >

You may Qualify for a Discount on your SDG&E Bill

Community Announcements for Chula Vista and the South Bay community, updates from Chula Vista Community Collaboration, CVCC partners and community members.

[Submit an announcement to CVCC](#)

SDG&E offers several [Assistance Programs](#) to help lower your monthly energy bill while making your home comfortable.

1. California Alternate Rates for Energy (CARE) (sdge.com/CARE): Save 30% or more every month on your bill. Eligibility is based on participation in certain public assistance programs, or household income and how many people live in your home.
2. Family Electric Rate Assistance (FERA) (sdge.com/FERA): If you don't qualify for CARE, you may for FERA. You could receive a 12% discount on your energy bill. FERA is only open to households with three or more people.
3. Medical Baseline (sdge.com/medicalbaseline): This program has helped over 30,000 people, who have a qualifying medical need or medical device, to lower their energy costs.
4. Energy Savings Assistance (ESA) (sdge.com/ESAP): You may qualify for free energy-saving improvements to your apartment, condo, house or mobile home. Depending on your home, you may receive lighting, furnace repair, weather-stripping, attic insulation, and select appliances like a refrigerator.

For details on any of these programs, visit sdge.com/Assistance, call 1.800.411.7343 or email billdiscount@sdge.com.



DEAF COMMUNITY CALENDAR
Monthly Deaf events happening in San Diego

DEAFCOMMUNITYSERVICES.ORG

August 22, 2018



MESSAGES FROM SDG&E

You may qualify for a discount on your SDG&E bill

SDG&E offers several [Assistance Programs](#) to help lower your monthly energy bill while making your home comfortable.

1. California Alternate Rates for Energy (CARE) ([sdge.com/CARE](#)): Save 30% or more every month on your bill. Eligibility is based on participation in certain public assistance programs, or household income and how many people live in your home.
2. Family Electric Rate Assistance (FERA) ([sdge.com/FERA](#)): If you don't qualify for CARE, you may for FERA. You could receive a 12% discount on your energy bill. FERA is only open to households with three or more people.
3. Medical Baseline ([sdge.com/medicalbaseline](#)): This program has helped over 30,000 people, who have a qualifying medical need or medical device, to lower their energy costs.
4. Energy Savings Assistance (ESA) ([sdge.com/ESAP](#)): You may qualify for free energy-saving improvements to your apartment, condo, house or mobile home. Depending on your home, you may receive lighting, furnace repair, weather-stripping, attic insulation, and select appliances like a refrigerator.

For details on any of these programs, visit [sdge.com/Assistance](#), call 1.800.411.7343 or email billdiscount@sdge.com.

#espsdge #dcsofsd

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.

Each month, direct marketing efforts are focused on a particular segment of the population. For the month of August, SDG&E primarily targeted zip codes using its propensity model which considers a variety of factors to help identify customers that are more likely to qualify for CARE and ESA Programs.

In August, 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 CARE and to promote the ESA Program.⁵ 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 August generated 1,692 CARE enrollments, 217 Recertifications and 292 ESA Program leads.

Email:

SDG&E sent 19,744 ESA Program promotional emails to enrolled CARE customers that are potentially eligible for the ESA Program, to introduce the customers to the program and encourage them to apply for the ESA Program online. This nurture campaign includes an initial “intro to ESA” email and a follow-up email, reminding the customer to click through and apply. Over the course of the month, there was an average open rate of 27.6% and a 3.25% click through rate⁶. The responses contributed to 1,382 leads and 28 enrollments received through the online channel in August 2018.

⁵ THG is a Diverse Business Enterprise (DBE) vendor and a woman-owned business.

⁶ 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).

Direct Mail

SDG&E also sent an ESA Program promotional postcard to 1,115 recently enrolled CARE customers to inform them that they may also qualify for the ESA Program. The postcard encourages CARE customers to contact an authorized ESA Program 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 250 CBOs to connect customers to the CARE and ESA Program offerings. 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 space at events, and hosting enrollment day fairs at their locations. In August, partner outreach activities resulted in 23 ESA Program leads and 14 CARE enrollments and 18 Recertifications.

Partner Spotlight:

In August, the SDG&E Customer Solutions Outreach Team participated in 33 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 August, SDG&E's Outreach Team conducted a refresher training on the low-income programs to the San Ysidro WIC offices. There were 30 San Ysidro WIC employees that attended the training and learned about the changes to the CARE, ESA, and FERA programs income guidelines. The San Ysidro WIC offices, with five locations in the South Bay, is one of our top partners for bringing in CARE enrollments. The WIC employees are very motivated to promote all the programs applicable to low and middle-income households to help their clients.



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 August, SDG&E's third-party outreach contractors completed 28 outreach activities. A summary of these activities is listed below:

Date	Event Title	Location	Partner / Hosting Organization
8/3/2018	Tierrasanta Branch Library 4985 La Cuenta Dr. San Diego, CA 92124	Cool Zone	Cool Zone
8/7/2018	Alpine Sheriff's Station 2751 Alpine Blvd. Alpine, CA	Alpine Sheriff's Dept.	National Night Out
8/7/2018	Gompers Park 4926 Hilltop Dr. San Diego, CA 92102	Platicando Con Me Gente	National Night Out
8/7/2018	13396 Salmon Road San Diego, CA 92129	SDPD Northeastern	National Night Out
8/7/2018	Grape Day Park 321 N. Broadway Escondido, CA 92025	Escondido Police Dept.	National Night Out
8/7/2018	Target Parking Lot 2911 Jamacha Rd. El Cajon, CA 92021	Rancho San Diego Sheriff's Station	Night Out Against Crime
8/7/2018	South Bay Recreation Center 1885 Coronado Ave. San Diego, CA 92154	SDPD Southern Division	National Night Out
8/7/2018	340 N. Escondido Blvd. Escondido, CA 92025	California Center for the Arts	Mexihco

Date	Event Title	Location	Partner / Hosting Organization
8/11/2018	8085 University Ave. La Mesa, CA	La Mesa Police Dept.	La Mesa Police Dept. Safety Fair
8/11/2018	Kimball Park E. 12th St. National City, CA 91950	National Chamber of Commerce	Automobile Heritage Day Festival & Car Show
8/11/2018	Diamond Street Festival Imperial Ave. between 61st and 63rd.	SDBD Events	Diamond Street Festival
8/12/2018	209 Avenida Del Mar San Clemente, CA	San Clemente Chamber of Commerce	San Clemente Fiesta Music Festival
8/13/2018	165 S. First St., El Cajon, CA 92019	El Cajon Community Health Center	Community Health Center
8/14/2018	7967 Broadway, Lemon Grove, CA 91945	Lemon Grove Community Health Center	Community Health Center
8/15/2018	4060 Fairmont Ave. San Diego, CA 92105	City Heights Community Health Center	Community Health Center
8/17/2018	217 Highland Ave. San Diego, CA 91950	National City Community Health Center	Community Health Center
8/17/2018	1391 3rd Ave. Chula Vista, CA 91911	ECS	ECS Resource Fair
8/17/2018	Mira Mesa Senior Center 8460 Mira Mesa Blvd. San Diego, CA 92126	Mira Mesa Senior Center	Summer Senior Resource Event
8/18/2018	Community Health Group 2420 Fenton St., Suite 100 Chula Vista, CA 91914	CHGSD	CHG Health Fair
8/18/2018	16595 Dove Canyon Rd. San Diego, CA	Olivenhain Municipal Water District	Open House
8/18/2018	Bayside Park 999 Bayside Pkwy Chula Vista, CA 91910	City of Chula Vista	Green Zone Harbor Fest
8/23/2018	1401 National City Blvd. National City, CA 91950	National City Library	Cool Zone
8/23/2018	6899 Capri Dr. San Diego, CA 92120	Jewish Family Services	Jewish Family Services Luau Cool Zone

Date	Event Title	Location	Partner / Hosting Organization
8/25/2018	Bethel Baptist Church 1962 N. Euclid Ave. San Diego, CA	Bethel Baptist Church	Health Fair
8/25/2018	Liberty Station	SD Union Tribune	Festival of Books
8/25/2018	San Diego Convention Center	Home Show	Home Show
8/26/2018	San Diego Convention Center	Home Show	Home Show
8/30/2018	6065 Skyline Dr. San Diego, CA 92114	Maranatha Church	Food Distribution

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.16-06-054,⁷ SDG&E received Commission authorization for its CCC's Energy Service Specialists (ESSs) to enroll customers directly into the CARE Program over the phone. SDG&E's Branch Offices also support efforts to enroll customers in both the CARE and ESA Programs.

In August, SDG&E's CCC generated 148 CARE Program enrollments and 33 ESA leads. The Branch Offices generated 352 CARE Program enrollments and 14 ESA Program leads.

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. In July of 2017, SDG&E signed contracts with two local agencies offering Outreach and Assessments services. Previously, these organizations only contracted for the installation of weatherization measures. The agencies are leveraging LIHEAP payment

⁷ 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.

assistance customers as the leads for ESA Program treatment and retreatment efforts.

Over the course of 2017 and continuing into 2018, SDG&E worked with CSD to finalize Non-Disclosure Agreements to provide customer usage information for customers treated by CSD⁸. In December 2017, SDG&E received the first data request from CSD for usage data. SDG&E compiled the data and submitted it to CSD on January 30, 2018. The data sharing activity frequency will be bi-annual and will be submitted by CSD. SDG&E is currently in discussion with CSD on developing an application-programming interface (API), which would automate the data exchange process between SDG&E and CSD and allow for greater frequency of the data exchange. A cost benefit analysis will need to be conducted to determine the feasibility of the API. CSD and the utilities continue to work towards developing processes for sharing weatherization data and on leveraging ESA Program funds for the installation of Low-Income Weatherization Program (LIWP) measures.⁹

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

⁸ D.17-12-009, OP 140.

⁹ Measures installed through LIWP effort will be reflected in the monthly reporting tables, Table 2A. Through August, no activity has occurred.

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.

As directed in D.16-11-022, SDG&E also enhanced water education to include shower timers, dye tabs and water displacement devices as part of the Toilet Tank Efficiency Kits.

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's WE&T team has been collaborating with the ESA Program staff to identify opportunities to offer ESA Program specific training to contractors.

SDG&E reached out to contractors for the types of training that would be helpful for SDG&E to offer and identified that the first class will be an NGAT refresher course. The course is scheduled to take place at the end of September. ESA Program staff will continue to partner with the WE&T team to deliver additional opportunities to ESA Program contractors.

1.5 Miscellaneous

1.5.1 ESA Program Studies

The current Low-Income Needs Assessment (LINA) must be completed by December 31, 2019, according to legislative mandate. A competitive solicitation for a consultant to conduct the statewide study was completed in January 2018. Research Into Action was selected as the winning bidder. A project initiation meeting with the consultant and the study team took place on February 14, 2018. The draft research plan was presented in a public webinar on May 29th. The final research plan was completed in June, and the study is now in the data collection phase.

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 IOUs to use the Phase 1 results for the midcycle filing. The study will continue with additional data analysis in Phase 2 after which a public workshop to present the results will be scheduled and a final report will be provided in 2019.

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 24th.

1.5.2 ESA Program Pilot

On May 3, 2018, SDG&E received approval of Advice Letter (AL) 3197-E/2655-G 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 smart

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

SDG&E has begun recruitment efforts, which included email campaigns and direct mail to CARE and FERA customers with higher energy use. Customers responding to the campaigns are receiving a follow-up call to confirm their interest and to enroll them in the pilot. SDG&E will complete the recruitment efforts in September 2018 and will begin installations of the PCTs in October 2018. Customers will transition to the TOU rate by the end of November 2018.

2. CARE EXECUTIVE SUMMARY

2.1 CARE Program Summary

2.1.1 Please provide CARE Program summary costs.

CARE Budget Categories	Authorized Budget ¹⁰	Actual Expenses to Date	% of Budget Spent
Outreach	3,327,551	1,409,456	42%
Proc., Certification and Verification	507,020	374,210	74%
Post Enrollment Verification	356,501	165,251	46%
Information Tech./Programming	1,661,365	776,297	47%
Pilots-CHANGES	262,500	154,677	59%
Regulatory Compliance	247,184	204,015	83%
General Administration	819,769	207,816	25%
CPUC Energy Division Staff	56,712	27,135	48%
Cooling Centers	43,069	12,867	30%
Total Expenses	7,281,672	3,331,722	46%
Subsidies and Benefits	73,102,151	\$83,407,211	114%
Total Program Costs and Discounts	80,383,823	\$86,738,933	108%

¹⁰ Reflects the authorized funding per year in D.17-12-009 and updated via Resolution E-4884 addressing conforming Advice Letter 3065-E/2568-G and 3065-E-A/2568-G-A.

2.1.2 Provide the CARE Program penetration rate to date.

CARE Penetration		
Participants Enrolled	Eligible Participants¹¹	Penetration rate
287,678	321,323	90%

2.2 Outreach

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

In August 2018, marketing and outreach efforts generated 10,695 completed CARE applications, and 13,470 new enrollments and 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 August 2018, SDG&E continued its rate comparison campaign by mailing a comparison letter to 26,677 potential CARE customers. The letter compares a customer's yearly total 2017 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

¹¹ On February 9, 2018, the IOUs filed the Annual Estimates of Care Eligible Customers and Related Information. This number reflects SDG&E's CARE Eligible Participants for 2018. As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates.

SDG&E's online application. The letter contributed to 787 CARE automated phone enrollments and 4,468 online enrollments.

Email

For the month of August 2018, SDG&E continued with its Nurture Campaign model from the previous month. 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. During the month, approximately 17,500 emails were sent to potential customers, with an average 30.38% open rate and a 5.44% click through rate.

SDG&E also continued its rate comparison nurture email in August 2018 sending approximately 103,297 emails to potential CARE customers. Like the Direct Mail comparison campaign described above, customers received up to two emails about potential savings during the month. The August campaign generated a 34.51% open rate and a 7.01% click through rate.

SDG&E also sent recertification reminder emails to 2,792 CARE customers who were due to recertify within the next 60 days. SDG&E received an open rate of 63.82% for these emails, with a click through rate of 45.41%.

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 services 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 August, SDG&E's CARE Partners enrolled 260 customers in the CARE Program and generated 60 ESA Program leads.

Cool Zones

SDG&E partners with the County of San Diego's Aging & Independent Services to promote over 118 county facilities that customers can visit to beat the heat in extreme hot weather conditions during the months of May through October each year. On the 6th of each month, the County provides a monthly report to SDG&E

highlighting activities provided by the County. For the month of August 2018, the County handled 121 calls.

Women's Infant & Children Organizations

SDG&E's Customer Solutions team provided training to the Women's Infant & Children's (WIC) Organizations, (San Diego State University, American Red Cross, North Park, El Cajon) which included training for case workers on the CARE and FERA programs. A total of five WIC offices were visited in the month of August.

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 August, 173 CARE applications were submitted to SDG&E resulting in 54 CARE enrollments and 103 program recertifications. Since January, 1,316 CARE applications have been submitted resulting in 481 enrollments and 631 recertifications.

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 August 2018, SDG&E received three customer complaints regarding CARE recertification. The first complaint was a dispute by the customer as to when SDG&E should have received the customer's recertification. The customer was removed from CARE briefly but completed the recertification process and is now back on CARE. The second complaint was a customer who stated they had never received their recertification letter and was removed from CARE. The customer was contacted, recertification completed over the phone, and a rebill was submitted at that time. The third complaint was a customer expressing concern that the recertification letter did not show an expiration date for the CARE discount. The customer was provided the information needed to complete the recertification process. The customer is currently on CARE, but still must complete the recertification process.

3. CHANGES REPORTING

In compliance with requirements outlined in D.12-12-011, SDG&E was not provided CARE Table 10 information for the month of June and July 2018. CARE Table 11 for the first quarter which covers May 1 through July 31, 2018 has been updated. June and July

2018 activity for Table 10, and Table 11 activity for August 1, 2018 through October 31, 2018, will be reported in a subsequent report.¹²

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

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

¹² SDG&E provides data from the previous month due to reporting delays from CHANGES which prevents SDG&E from reporting current month activity.

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	August 2018												
4		Authorized Budget^[1,2]			Current Month Expenses^[3]			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 [4]	\$ 3,555,699	\$ 1,331,212	\$ 4,886,911	\$ 105,189	\$ -	\$ 105,189	\$ 1,225,916	\$ (81,639)	\$ 1,144,277	34%	-6%	23%
8	Domestic Hot Water	\$ 63,721	\$ 2,060,311	\$ 2,124,032	\$ 4,046	\$ 130,822	\$ 134,868	\$ 25,384	\$ 820,760	\$ 846,144	40%	40%	40%
9	Enclosure	\$ 1,917,114	\$ 2,966,933	\$ 4,884,047	\$ 220,408	\$ 292,169	\$ 512,578	\$ 1,197,106	\$ 1,586,861	\$ 2,783,967	62%	53%	57%
10	HVAC [4]	\$ 424,438	\$ 3,701,892	\$ 4,126,330	\$ (8,847)	\$ 182,790	\$ 173,943	\$ 3,181	\$ 1,509,042	\$ 1,512,223	1%	41%	37%
11	Maintenance [4]	\$ 13,491	\$ 556,995	\$ 570,486	\$ -	\$ 21,211	\$ 21,211	\$ (13,176)	\$ 130,604	\$ 117,429	-98%	23%	21%
12	Lighting [5]	\$ 2,977,421	\$ -	\$ 2,977,421	\$ 331,450	\$ -	\$ 331,450	\$ 2,464,389	\$ -	\$ 2,464,389	83%	0%	83%
13	Miscellaneous	\$ 1,576,005	\$ -	\$ 1,576,005	\$ 52,029	\$ -	\$ 52,029	\$ 267,674	\$ -	\$ 267,674	17%	0%	17%
14	Customer Enrollment	\$ 2,150,145	\$ 2,150,145	\$ 4,300,290	\$ (10,635)	\$ (10,635)	\$ (21,269)	\$ 798,055	\$ 798,055	\$ 1,596,110	37%	37%	37%
15	In Home Education	\$ 330,757	\$ 330,757	\$ 661,513	\$ (438)	\$ (438)	\$ (877)	\$ 123,505	\$ 123,505	\$ 247,009	37%	37%	37%
16	Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17	Energy Efficiency TOTAL	\$ 13,008,791	\$ 13,098,244	\$ 26,107,035	\$ 693,203	\$ 615,920	\$ 1,309,123	\$ 6,092,033	\$ 4,887,188	\$ 10,979,221	47%	37%	42%
18													
19	Training Center	\$ 239,417	\$ 239,417	\$ 478,834	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
20	Inspections	\$ 86,707	\$ 86,707	\$ 173,414	\$ 6,192	\$ 6,192	\$ 12,384	\$ 42,128	\$ 42,128	\$ 84,257	49%	49%	49%
21	Marketing and Outreach	\$ 600,000	\$ 600,000	\$ 1,200,000	\$ 34,796	\$ 34,796	\$ 69,592	\$ 241,517	\$ 241,517	\$ 483,033	40%	40%	40%
22	Statewide Marketing Education and Outreach	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
23	Measurement and Evaluation Studies [6]	\$ 17,083	\$ 17,083	\$ 34,166	\$ 738	\$ 738	\$ 1,477	\$ 21,291	\$ 21,292	\$ 42,583	125%	125%	125%
24	Regulatory Compliance	\$ 136,982	\$ 136,982	\$ 273,964	\$ 8,887	\$ 8,887	\$ 17,773	\$ 65,960	\$ 65,960	\$ 131,920	48%	48%	48%
25	General Administration	\$ 1,315,457	\$ 1,315,457	\$ 2,630,913	\$ 101,367	\$ 101,367	\$ 202,735	\$ 674,086	\$ 674,093	\$ 1,348,179	51%	51%	51%
26	CPUC Energy Division	\$ 22,950	\$ 22,950	\$ 45,900	\$ -	\$ -	\$ -	\$ 5,815	\$ 5,815	\$ 11,629	25%	25%	25%
27	Reallocation (ME&O budget reduced from \$1.2M)	\$ 343,848	\$ 343,848	\$ 687,695	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
28													
29	TOTAL PROGRAM COSTS	\$ 15,771,234	\$ 15,860,687	\$ 31,631,921	\$ 845,183	\$ 767,900	\$ 1,613,084	\$ 7,142,830	\$ 5,937,992	\$ 13,080,822	45%	37%	41%
30	Funded Outside of ESA Program Budget												
31	Indirect Costs				\$ 46,877	\$ 46,641	\$ 93,518	\$ 278,093	\$ 273,212	\$ 551,305			
32	NGAT Costs [6]		\$ 305,000	\$ 305,000		\$ 22,670	\$ 22,670		\$ 115,088	\$ 115,088	38%	38%	
33													
34	[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", is reflected in ESA Table 1A.												
35	[2] 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.												
36	[3] Current Month Expenses for Energy Efficiency Total includes AUGUST accrual of \$536,181 in the following reporting categories: Appliances \$52,380; Domestic Hot Water \$39,282; HVAC \$75,703; Misc. \$14,159; Lighting \$120,551; Maintenance \$1,455; Enclosure \$137,167; Customer Enrollment \$80,490; In Home Energy Education \$14,994.												
37	[4] Negative amounts are due to the accrual-reversals and/or adjustments for 2017 invoices posted in 2018.												
38	[5] Increased expense due to additional installation of LED measures that were not included in the original budget.												
39	[6] The budget amount of \$34,166 only reflects the 2018 portion of the total cycle budget of \$179,998. Expenditures include bills in 2018 for studies that were authorized in prior years.												
40													
41													
42	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
August 2018**

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 [2]	\$ 989,875	\$ 1,010,125	\$ 2,000,000	\$ (2,423)	\$ (2,423)	\$ (4,846)	\$ (47,219)	\$ (47,219)	\$ (94,439)	-5%	-5%	-5%
In-Home Education	\$ 168,628	\$ 168,628	\$ 337,256	\$ -	\$ -	\$ -	\$ 23,438	\$ 23,438	\$ 46,877	14%	14%	14%
Leveraging - CSD	\$ 241,216	\$ 241,216	\$ 482,431	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Pilot [3]	\$ 112,500	\$ 112,500	\$ 225,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Measurement and Evaluation Studies [4]	\$ 30,625	\$ 30,625	\$ 61,250	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Regulatory Compliance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
General Administration	\$ 50,683	\$ 50,683	\$ 101,365	\$ 302	\$ 302	\$ 604	\$ 2,462	\$ 2,462	\$ 4,925	5%	5%	5%
TOTAL UNSPENT PROGRAM COSTS	\$ 1,593,526	\$ 1,613,776	\$ 3,207,302	\$ (2,121)	\$ (2,121)	\$ (4,242)	\$ (21,319)	\$ (21,319)	\$ (42,637)	14%	14%	14%

[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.

[2] Negative amount is a result of reclassifying 2017 MF CAM charges to General Administration (ESA Table 1) as outlined in the CPUC's Energy Division disposition letter AL 3196-E/2654-G.

[3] Programmable Communicating Thermostat (PCT) Pilot budget reduced to \$450,000 (\$225,000/yr. for 2018 and 2019), from requested amount of \$500,000, effective May 2018, pursuant to CPUC's Energy Division disposition letter dated 5/3/1 E/2655-G.

[4] 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 2

San Diego Gas & Electric

August 2018

Measures	ESA Program (Summary) Total							ESA Program (First Touch Homes Treated)						ESA Program (Re-Treated Homes/Go Backs)						ESA Program (Aliso Canyon - SCG & SCE) [6]								
	Units	Year-To-Date Completed & Expensed Installation						Units	Year-To-Date Completed & Expensed Installation					Units	Year-To-Date Completed & Expensed Installation					Units	Year-To-Date Completed & Expensed Installation							
		Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses (\$) [7]	% of Expenditure		Quantity Installed	kWh[4] (Annual)	kW[4] (Annual)	Therms[4] (Annual)	Expenses (\$)		% of Expenditure	Quantity Installed	kWh[4] (Annual)	kW[4] (Annual)	Therms[4] (Annual)		Expenses (\$)	% of Expenditure	Quantity Installed	kWh[4] (Annual)	kW[4] (Annual)	Therms[4] (Annual)	Expenses (\$)	% of Expenditure
Appliances		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)																						
High Efficiency Clothes Washer	Each	208	1,107	0	3,156	\$ 158,243	1.5%	Each	117	861	0	1,745	\$ 88,962.76	0.8%	Each	91	246	0	1,412	\$ 69,280	0.7%	Each	-	-	-	-	\$ -	0.0%
Refrigerators	Each	537	330,341	39	-	\$ 456,717	4.4%	Each	354	217,902	26	-	\$ 311,003	3.0%	Each	183	112,440	13	-	\$ 145,714	1.4%	Each	-	-	-	-	\$ -	0.0%
Microwaves [5]	Each	4,374	76,232	1	75,330	\$ 478,026	4.6%	Each	1,053	23,681	0	16,122	\$ 119,572	1.1%	Each	3,321	52,551	1	59,208	\$ 358,455	3.4%	Each	-	-	-	-	\$ -	0.0%
Domestic Hot Water																												
Water Heater Blanket	Home	129	16	0	58	\$ 7,493	0.1%	Home	89	16	0	41	\$ 5,188	0.0%	Home	40	-	-	17	\$ 2,306	0.0%	Home	-	-	-	-	\$ -	0.0%
Low Flow Shower Head	Home	5,041	400	0	3,174	\$ 285,670	2.7%	Home	2,873	358	0	2,009	\$ 174,217	1.7%	Home	2,168	41	0	1,165	\$ 111,452	1.1%	Home	-	-	-	-	\$ -	0.0%
Water Heater Pipe Insulation	Home	391	0	-	3	\$ 3,722	0.0%	Home	171	0	-	2	\$ 2,433	0.0%	Home	220	-	-	1	\$ 1,289	0.0%	Home	-	-	-	-	\$ -	0.0%
Faucet Aerator	Home	7,692	289	0	2,576	\$ 61,356	0.6%	Home	2,372	183	0	974	\$ 22,367	0.2%	Home	5,320	106	0	1,602	\$ 38,990	0.4%	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Each	489	-	-	286	\$ 320,130	3.1%	Each	301	-	-	54	\$ 147,698	1.4%	Each	188	-	-	231	\$ 172,431	1.6%	Each	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valve	Each	2,038	25,935	-	19,296	\$ 127,581	1.2%	Each	1,248	22,743	-	14,351	\$ 78,127	0.7%	Each	790	3,192	-	4,945	\$ 49,454	0.5%	Each	-	-	-	-	\$ -	0.0%
New - Combined Showerhead/TSV	Each	1	-	-	10	\$ 68	0.0%	Each	1	-	-	10	\$ 68	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
New - Tub Diverter/ Tub Spout	Each	10	65	0	14	\$ 1,003	0.0%	Each	6	65	0	6	\$ 602	0.0%	Each	4	-	-	8	\$ 401	0.0%	Each	-	-	-	-	\$ -	0.0%
New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
Enclosure																												
Air Sealing / Envelope [1]	Home	5,968	197,230	41	9,654	\$ 2,521,848	24.0%	Home	3,595	161,714	34	8,109	\$ 1,475,005	14.1%	Home	2,373	35,516	7	1,545	\$ 1,046,843	10.0%	Home	-	-	-	-	\$ -	0.0%
Caulking	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	1,329	18,129	4	4,583	\$ 208,967	2.0%	Home	126	12,962	3	3,274	\$ 151,025	1.4%	Home	1,203	5,167	1	1,309	\$ 57,942	0.6%	Home	-	-	-	-	\$ -	0.0%
HVAC																												
FAU Standing Pilot Conversion	Each	1	-	-	15	\$ 324	0.0%	Each	1	-	-	15	\$ 324	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
Furnace Repair/Replacement	Each	2,452	-	-	-	\$ 1,261,379	12.0%	Each	1,629	-	-	-	\$ 857,449	8.2%	Each	823	-	-	-	\$ 403,931	3.9%	Each	-	-	-	-	\$ -	0.0%
Room A/C Replacement	Each	99	2,060	0	-	\$ 90,647	0.9%	Each	72	1,729	0	-	\$ 67,486	0.6%	Each	27	331	0	-	\$ 23,161	0.2%	Each	-	-	-	-	\$ -	0.0%
Central A/C replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
Duct Testing and Sealing	Home	118	6,519	1	1,656	\$ 26,025	0.2%	Home	104	5,739	1	1,471	\$ 23,040	0.2%	Home	14	780	0	185	\$ 2,985	0.0%	Home	-	-	-	-	\$ -	0.0%
New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
Maintenance																												
Furnace Clean and Tune	Home	1,161	-	-	10,355	\$ 89,574	0.9%	Home	976	-	-	8,685	\$ 75,700	0.7%	Home	185	-	-	1,670	\$ 13,873	0.1%	Home	-	-	-	-	\$ -	0.0%
Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
Lighting																												
Interior Hard wired LED fixtures	Each	3,368	293,665	385	-	\$ 411,864	3.9%	Each	1,263	177,306	306	-	\$ 216,640	2.1%	Each	2,105	116,359	80	-	\$ 195,224	1.9%	Each	-	-	-	-	\$ -	0.0%
Exterior Hard wired LED fixtures	Each	1,353	133,581	85	-	\$ 119,163	1.1%	Each	730	95,649	70	-	\$ 72,381	0.7%	Each	623	37,933	15	-	\$ 46,782	0.4%	Each	-	-	-	-	\$ -	0.0%
Torchiere LED	Each	5,032	425,415	680	-	\$ 722,128	6.9%	Each	2,336	300,911	536	-	\$ 427,783	4.1%	Each	2,696	124,504	143	-	\$ 294,345	2.8%	Each	-	-	-	-	\$ -	0.0%
Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
LED Night Lights	Each	28,502	31,717	3	-	\$ 98,699	0.9%	Each	9,563	11,049	1	-	\$ 33,416	0.3%	Each	18,939	20,668	2	-	\$ 65,283	0.6%	Each	-	-	-	-	\$ -	0.0%
New - LED Diffuse Bulb (60W Replacement)	Each	66,338	926,836	92	(16,614)	\$ 928,732	8.9%	Each	33,678	475,627	47	(8,387)	\$ 471,492	4.5%	Each	32,660	451,209	45	(8,227)	\$ 457,240	4.4%	Each	-	-	-	-	\$ -	0.0%
New - LED Reflector Bulb	Each	4,104	108,502	11	(1,757)	\$ 63,203	0.6%	Each	2,925	78,051	8	(1,266)	\$ 45,046	0.4%	Each	1,179	30,452	3	(491)	\$ 18,157	0.2%	Each	-	-	-	-	\$ -	0.0%
New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
New - LED A-Lamps	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
Miscellaneous																												
Pool Pumps	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
Smart Power Strips - Tier 1	Each	4,028	96,653	-	-	\$ 152,485	1.5%	Each	2,578	62,255	-	-	\$ 97,586	0.9%	Each	1,450	34,398	-	-	\$ 54,899	0.5%	Each	-	-	-	-	\$ -	0.0%
New - Smart Power Strips - Tier 2	Each	1,467	29,645	-	-	\$ 101,030	1.0%	Each	779	16,832	-	-	\$ 53,740	0.5%	Each	688	12,814	-	-	\$ 47,290	0.5%	Each	-	-	-	-	\$ -	0.0%
Pilots																												
Customer Enrollment																												
Outreach & Assessment	Home	10,099	-	-	-	\$ 1,514,320	14.4%	Home	3,548	-	-	-	\$ 491,212	4.7%	Home	6,551	-	-	-	\$ 1,023,108	9.8%	Home	-	-	-	-	\$ -	0.0%
In-Home Education	Home	10,084	-	-	-	\$ 277,616	2.6%	Home	3,539	-	-	-	\$ 90,445															

**Energy Savings Assistance Program Table 2A
San Diego Gas & Electric
August 2018**

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%
New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
New - Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%
New - 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%
New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%
New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%
New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
New - 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%
New - LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	\$ -	0.0%
New - LED Reflector Bulb	Each	-	-	-	-	\$ -	0.0%
New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%
New - LED A-Lamps	Each	-	-	-	-	\$ -	0.0%
Miscellaneous							
Pool Pumps	Each	-	-	-	-	\$ -	0.0%
Smart Power Strips - Tier 1	Each	-	-	-	-	\$ -	0.0%
New - 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							
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
August 2018**

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%
New - Combined Showerhead/TSV	Each						0.0%
New - Heat Pump Water Heater	Each						0.0%
New - Tub Diverter/ Tub Spout	Each						0.0%
New - 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%
New - Energy Efficient Fan Control	Home						0.0%
New - Prescriptive Duct Sealing	Home						0.0%
New - High Efficiency Forced Air Unit (HE FAU)	Home						0.0%
New - 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%
New - LED Diffuse Bulb (60W Replacement)	Each						0.0%
New - LED Reflector Bulb	Each						0.0%
New - LED Reflector Downlight Retrofit Kits	Each						0.0%
New - LED A-Lamps	Each						0.0%
Miscellaneous							
Pool Pumps	Each						0.0%
Smart Power Strips - Tier 1	Each						0.0%
New - 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	August 2018	
5	ESA Program	
6	Annual kWh Savings	2,704,336
7	Annual Therm Savings	111,795
8	Lifecycle kWh Savings	30,045,825
9	Lifecycle Therm Savings	1,220,375
10	Current kWh Rate	\$ 0.17
11	Current Therm Rate	\$ 0.63
12	Average 1st Year Bill Savings / Treated households	\$ 77.04
13	Average Lifecycle Bill Savings / Treated Household	\$ 548.22
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	2,704,336
40	Annual Therm Savings	111,795
41	Lifecycle kWh Savings	30,045,825
42	Lifecycle Therm Savings	1,220,375
43	Current kWh Rate	\$ 0.17
44	Current Therm Rate	\$ 0.63
45	Average 1st Year Bill Savings / Treated households and Buildings	\$ 77.04
46	Average Lifecycle Bill Savings / Treated Household and Buildings	\$ 548.22
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	August 2018						
4							
5	ESA Program						
6	Eligible Households			Households Treated YTD			
7	County	Rural [1]	Urban	Total	Rural	Urban	Total
8	ORANGE	0	19,358	19,358	0	760	760
9	SAN DIEGO	7,533	305,205	312,738	321	9,035	9,356
10	Total	7,533	324,563	332,096	321	9,795	10,116
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
August 2018**

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	41,203	239	0	0	7,404	637	375
ORANGE	963	5	0	0	358	3	19
Total	42,166	244	0	0	7,762	640	394

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	August 2018																
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	60	4,507	118,496	98	-	-	-	21	-	12,111	2	81	4,507	130,607	100	
9	February	1,874	21,876	383,674	206	-	-	-	202	-	52,921	12	2,076	21,876	436,594	218	
10	March	2,135	26,553	471,716	289	-	-	-	237	-	56,700	16	2,372	26,553	528,417	305	
11	April	1,871	22,578	438,121	288	-	-	-	240	-	51,971	15	2,111	22,578	490,092	303	
12	May	2,089	23,075	522,932	356	-	-	-	125	-	30,414	6	2,214	23,075	553,346	363	
13	June	47	2,491	109,675	11	-	-	-	9	-	8,682	1	56	2,491	118,357	12	
14	July	537	6,647	185,156	18	-	-	-	41	-	16,402	2	578	6,647	201,558	20	
15	August	502	4,069	210,234	20	-	-	-	126	-	35,132	3	628	4,069	245,366	23	
16	September	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
17	October	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
18	November	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
19	December	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
20	YTD	9,115	111,795	2,440,004	1,286	-	-	-	1,001	-	264,332	57	10,116	111,795	2,704,336	1,343	
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	Savings understated for June and July, 2018 due to a system issue. Resolution is expected by next reporting period.																
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	0															
31	February	0															
32	March	0															
33	April	0															
34	May	0															
35	June	0															
36	July	0															
37	August																
38	September																
39	October																
40	November																
41	December																
42	YTD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
43																0	
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	0															
53	February	0															
54	March	0															
55	April	0															
56	May	0															
57	June	0															
58	July	0															
59	August																
60	September																
61	October																
62	November																
63	December																
64	YTD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
65																0	
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	August 2018												
4		Authorized 2018 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)	\$ 112,500	\$ 112,500	\$225,000	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
8													
9													
10	Total Pilots	\$112,500	\$112,500	\$225,000	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
11													
12													
13	Studies												
14													
15	Rapid Feedback Research and Analysis [2]	\$3,750	\$3,750	\$7,500			\$0			\$0	0%	0%	0%
16	Low Income Needs Assessment (LINA)	\$9,375	\$9,375	\$18,750			\$0			\$0	0%	0%	0%
17	Load Impact Evaluation Study [3]	\$10,313	\$10,313	\$20,625	\$738	\$738	\$1,477	\$21,291	\$21,292	\$42,583	206%	206%	206%
18	2017 Potential and Goals Study [2]	\$9,375	\$9,375	\$18,750			\$0			\$0	0%	0%	0%
19	Equity Criteria and Non Energy Benefits Evaluation (NEB's)	\$2,813	\$2,813	\$5,625			\$0			\$0	0%	0%	0%
20	Unallocated Funds [4]	\$6,563	\$6,563	\$13,125			\$0			\$0	0%	0%	0%
21													
22													
23	Total Studies [2]	\$42,188	\$42,188	\$84,375	\$738	\$738	\$1,477	\$21,291	\$21,292	\$42,583	50%	50%	50%
24													
25	[1] Budget authorized in D.16-11-022.												
26	[2] D.16-11-022 directed the budget to be allocated from unspent 2009-2016 ESA program funds.												
27	[3] The budget amount of \$20,625 only reflects one-fourth of 2017-2020 cycle budget of \$82,500. Expenditures include bills in 2018 for studies that were authorized in prior years.												
28	[4] 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 now unallocated to any specific study.												
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 7 (Second Refrigerators, In-Home Education, MyEnergy/My Account Platform)

**San Diego Gas & Electric
August 2018**

Measures	Units	Received Refrigerator	Not eligible for Refrigerator due to Less than Six Occupants
Second Refrigerators	Each	4	14

Measures	Units	Households that Only Received Energy Education
In-Home Education	Home	3

Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
4,021	875	70

CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration⁵
San Diego Gas & Electric
August 2018

Month	New Enrollment										Recertification				Attrition (Drop Offs)				Enrollment		Total CARE Participants	Estimated CARE Eligible ⁵	Penetration Rate % (W/X)		
	Automatic Enrollment				Self-Certification (Income or Categorical)						Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response ⁴	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)				Gross (K+O)	Net Adjusted (K-T)
	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)																
January	1	301	0	302	4,613	226	275	882	5,996	6,298	2,971	3,445	4,121	10,537	2,948	66	77	3,787	6,878	16,835	-580	281,648	321,323	88%	
February	0	260	0	260	3,640	1,461	203	303	5,607	5,867	2,477	2,707	3,200	8,384	1,924	126	106	3,664	5,820	14,251	47	281,695	321,323	88%	
March	0	226	0	226	3,667	1,071	322	217	5,277	5,503	1,951	2,573	4,158	8,682	1,819	55	80	2,297	4,251	14,185	1,252	282,947	321,323	88%	
April	0	227	0	227	3,368	943	262	186	4,759	4,986	2,289	2,154	3,354	7,797	648	44	66	4,685	5,443	12,783	-457	282,490	321,323	88%	
May	0	179	0	179	4,198	1,197	330	240	5,965	6,144	2,620	2,037	4,400	9,057	1,340	41	52	2,873	4,306	15,201	1,838	284,328	321,323	88%	
June	0	36	0	36	3,603	1,111	339	102	5,155	5,191	1,481	1,163	3,263	5,907	1,298	48	27	11,081	12,454	11,098	-7,263	277,065	321,323	86%	
July	0	27	0	27	2,681	1,065	188	109	4,043	4,070	1,196	2,583	2,353	6,132	1,285	41	63	-5,990	-4,601	10,202	8,671	285,736	321,323	89%	
August	0	74	0	74	5,793	1,727	788	260	8,568	8,642	2,140	2,688	3,079	7,907	851	62	210	5,577	6,700	16,549	1,942	287,678	321,323	90%	
September			0	0						0				0					0	0	0				
October			0	0						0				0					0	0	0				
November			0	0						0				0					0	0	0				
December			0	0						0				0					0	0	0				
YTD Total	1	1,330	0	1,331	31,563	8,801	2,707	2,299	45,370	46,701	17,125	19,350	27,928	64,403	12,113	483	681	27,974	41,251	111,104	5,450	287,678	321,323	90%	

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 No response includes no response to both Recertification and Verification.
⁵ As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates filed February 9, 2018.
⁶ In June, the Total CARE Participants count decreased due to an issue with a new system implementation that affected application processing and customer updates. The root cause has been identified and resolved.
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	August 2018								
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	281,648	1,590	0.6%	461	114	575	36.2%	0.2%
6	February	281,695	816	0.3%	290	40	330	40.4%	0.1%
7	March	282,947	965	0.3%	311	65	66	6.8%	0.0%
8	April	282,490	937	0.3%	429	65	494	52.7%	0.2%
9	May	284,328	1,013	0.4%	440	71	511	50.4%	0.2%
10	June	277,065	1,035	0.4%	0	45	45	4.3%	0.0%
11	July	285,736	1,068	0.4%	0	25	25	2.3%	0.0%
12	August	287,678	1,048	0.4%	0	4	4	0.4%	0.0%
13	September								
14	October								
15	November								
16	December								
17	YTD Total	287,678	8,472	2.9%	1,931	429	2,050	24.2%	0.7%
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	August 2018								
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	281,648	430	0.2%	278	28	306	71.2%	0.1%
30	February	281,695	414	0.1%	275	22	297	71.7%	0.1%
31	March	282,947	220	0.1%	115	15	130	59.1%	0.0%
32	April	282,490	307	0.1%	168	8	176	57.3%	0.1%
33	May	284,328	164	0.1%	68	5	73	44.5%	0.0%
34	June	277,065	187	0.1%	74	2	76	40.6%	0.0%
35	July	285,736	178	0.1%	2	6	8	4.5%	0.0%
36	August	287,678	3,385	1.2%	0	5	5	0.1%	0.0%
37	September								
38	October								
39	November								
40	December								
41	YTD Total	287,678	5,285	1.8%	980	91	1,071	20.3%	0.4%
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	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)	1,660,560	105,547	80,391	15,450	759	8,947
6	Percentage		100%	76%	15%	1%	8%
7	¹ Includes sub-metered. Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
8							
9							

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	San Diego Gas & Electric									
3	August 2018									
4	County	Estimated Eligible Households¹			Total Households Enrolled²			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Orange	18,049	0	18,049	11,308	0	11,308	63%	0%	63%
7	San Diego	295,928	7,346	303,274	270,516	5,854	276,370	91%	80%	91%
8	Total	313,977	7,346	321,323	281,824	5,854	287,678	90%	80%	90%
9										
10	¹ As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates filed February 9, 2018.									
11	² Total Households Enrolled includes submeter tenants									
12	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	August 2018							
4	Month	Total CARE Households	Households Requested to Recertify ^{1, 5}	% 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	281,648	2,970	1.1%	2,106	477	70.9%	0.2%
6	February	281,695	2,174	0.8%	1,548	359	71.2%	0.1%
7	March	282,947	3,299	1.2%	2,631	637	79.8%	0.2%
8	April	282,490	2,832	1.0%	1,990	628	70.3%	0.2%
9	May	284,328	1,954	0.7%	1,360	389	69.6%	0.1%
10	June	277,065	2,402	0.9%	1,145	82	47.7%	0.0%
11	July	285,736	2,917	1.0%	1,186	74	40.7%	0.0%
12	August	287,678	2,730	0.9%	252	13	9.2%	0.0%
13	September							
14	October							
15	November							
16	December							
17	YTD	287,678	21,278	7.4%	12,218	2,659	57.4%	0.9%
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	August 2018						
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			217	1,229
8	ALLIANCE FOR AFRICAN ASSISTANCE		X			0	9
9	AMERICAN RED CROSS WIC		X	X		7	41
10	CHULA VISTA COMM COLLABORATIVE		X			2	25
11	COMMUNITY RESOURCE CENTER - 2010		X			0	2
12	DEAF COMMUNITY SERVICES		X			0	0
13	HEARTS AND HANDS TOGETHER		X			1	1
14	INTERFAITH COMMUNITY SERVICES		X			0	4
15	LA MAESTRA FAMILY CLINIC (LMFC)		X			2	32
16	MAAC PROJECT - CARE		X		X	10	43
17	NEIGHBORHOOD HEALTH CARE		X			0	7
18	NEIGHBORHOOD HEALTH INSURANCE CENTER	X				0	1
19	NORTH COUNTY HEALTH SERVICES		X			9	66
20	SAN DIEGO STATE UNIVERSITY WIC		X			3	20
21	SAN YSIDRO HEALTH CENTERS		X			7	102
22	SCRIPPS HEALTH WIC (SHW)		X			2	9
23	UNION OF PAN ASIAN COMMUNITIES (UPAC)		X			0	0
24	VISTA COMMUNITY CLINIC		X			0	7
25	Total Enrollments					260	1,598
26	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.						
27							
28							

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Households as of Month-End								
2	San Diego Gas & Electric								
3	August 2018								
4	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households ¹	Penetration	% Change	Total Residential Accounts ²
5	January	182,376	N/A	99,272	281,648	321,323	88%	0.1%	1,287,352
6	February	181,926	N/A	99,769	281,695	321,323	88%	0.0%	1,288,509
7	March	182,776	N/A	100,171	282,947	321,323	88%	0.4%	1,289,393
8	April	182,038	N/A	100,452	282,490	321,323	88%	-0.1%	1,291,259
9	May	183,734	N/A	100,594	284,328	321,323	88%	0.6%	1,292,452
10	June	184,136	N/A	92,929	277,065	321,323	86%	-2.3%	1,293,419
11	July	183,967	N/A	101,769	285,736	321,323	89%	2.7%	1,288,593
12	August	184,839	N/A	102,839	287,678	321,323	90%	0.6%	1,289,272
13	September								
14	October								
15	November								
16	December								
17	YTD	184,839	N/A	102,839	287,678	321,323	90%	0.6%	1,289,272
18									
19	¹ As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates filed February 9, 2018.								
20	² Data represents total residential electric customers.								
21									
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	August 2018				
4	2018	Authorized 2018 Budget	Current Month Expenses	Expenses Since Jan. 1, 2018	% of 2018 Budget Expended
5		Total	Total	Total	Total
6					
7					
8	CHANGES Program	\$ 262,500	\$ 21,875	\$ 154,677	59%
9					
10					
11	Total	\$ 262,500	\$ 21,875	\$ 154,677	59%
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 Sessions
San Diego Gas & Electric**

Reporting Period June and July 2018¹

Date	CHANGES Participants' self-identified language of preference	Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) ³	Description of each contact made with that customer's utility until a solution is reached.	Initially Enrolled		Through CHANGES CBO's			Customers Receiving Assistance with Bill		Disputes, including bill modification, by the		Calls to Dedicated 800 # Recorded by IOU ²
				#	How Enrolled	CARE	FERA	Medical Baseline	Dedicated Toll-Free Number Used		dedicated Toll-Free Number Used		
									1=Yes 0=No	Reason 800 # Not Used	1=Yes 0=No	Reason 800 # Not Used	

N/A = Not Available

[1]Data was not received from the CPUC for the months of June and July to log for the current reporting month.

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

* 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

Q1 May 1, 2018 - July 31, 2018^{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	Spanish	Avoiding Disconnection	3	N/A	65	CHANGES Ed Handout
N/A	Arabic	CARE/FERA and Other Assistance Programs	18	N/A	61	CHANGES Ed Handout
N/A	Dari	CARE/FERA and Other Assistance Programs	1	N/A	1	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	14	N/A	52	CHANGES Ed Handout
N/A	Farsi	CARE/FERA and Other Assistance Programs	3	N/A	5	CHANGES Ed Handout
N/A	ASL	CARE/FERA and Other Assistance Programs	1	N/A	11	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	4	N/A	53	CHANGES Ed Handout
N/A	Swahili	CARE/FERA and Other Assistance Programs	4	N/A	7	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	5	N/A	128	CHANGES Ed Handout
N/A	Spanish	Gas Aggregation	1	N/A	30	CHANGES Ed Handout
N/A	Spanish	High Energy Use	1	N/A	20	CHANGES Ed Handout
N/A	ASL	Understanding Your Bill	1	N/A	12	CHANGES Ed Handout
N/A	English	Understanding Your Bill	2	N/A	48	CHANGES Ed Handout
N/A	Farsi	Understanding Your Bill	2	N/A	11	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	7	N/A	186	CHANGES Ed Handout
N/A	Swahili	Understanding Your Bill	2	N/A	9	CHANGES Ed Handout
Current Month			69		699	
Year-to-Date			146		1513	

[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 Q2 August 1, 2018 through October 31, 2018 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.