

**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 DECEMBER 2018**

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**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.**

<b>ESA Program Summary through December 2018</b>			
	<b>2018 Authorized / Planning Assumptions</b>	<b>Actual to Date<sup>1</sup></b>	<b>%</b>
Budget <sup>2</sup>	\$34,839,223	\$22,778,519	65%
Homes Treated <sup>3</sup>	21,332	17,931	84%
kWh Saved	6,866,075	4,146,591	60%
kW Demand Reduced	2,148	1,517	71%
Therms Saved	292,308	156,057	53%
GHG Emissions Reduced (Tons)	5,486	3,194	58%

### 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 December.

Joint CARE and ESA Programs marketing, education and outreach efforts are provided in section 1.2.2 below.

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<sup>1</sup> Energy, demand, emissions savings reflects total savings from program including CSD leveraging and multifamily common area measure installations. Through December, there has been no measure installations for CSD leveraging or multifamily common area.

<sup>2</sup> Budget authorized in CPUC Resolution E-4884 which reflects program budget including unspent funds.

<sup>3</sup> 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 December, door-to-door canvassing from SDG&E's largest O&A contractor resulted in 832 ESA Program leads and 710 enrollments. Overall, ESA Program marketing, education and outreach efforts were successful in creating 5,765 leads and 1,055 enrollments for the month of December.

### 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 December.

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. SDG&E has generated the report for December and is reconciling and finalizing participants prior to submitting the final report to GRID Alternatives.

### ESA Program Multifamily Common Area Measure (MF CAM) Initiative

On May 30, 2018, SDG&E received approval of its ESA MF CAM Implementation Plan. Since the approval, SDG&E has been conducting outreach efforts utilizing SDG&E's multifamily Single Point of Contact (SPOC) and working to contract with a third party for the implementation of the program. In September, SDG&E finalized the contract with Willdan Energy, who will support ESA MF CAM implementation and act as a SPOC for eligible multifamily properties. SDG&E is working with Willdan Energy to establish processes and procedures for ESA Program MF CAM.

In December, 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. These efforts yielded the assessment of one property in the northern region of San Diego County. In addition, Willdan Energy has identified other potential properties and they have been scheduled for assessments in January of 2019.

To further assist the ESA Program MF CAM implementor, SDG&E established its MF CAM website that went live on 12/11/2018. The website's URL is <https://www.sdge.com/businesses/savings-center/esa-common-area-measures-program>. On the website page, SDG&E provides a description of the program, eligibility requirements, program flow, and how to get in contact with 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 December, 6 customers were served by the Language Line.

<b>Language</b>	<b>Calls</b>
Arabic	5
Korean	1
<b>TOTAL</b>	<b>6</b>

### **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 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 December are summarized in the following sections:

### Print Advertising:

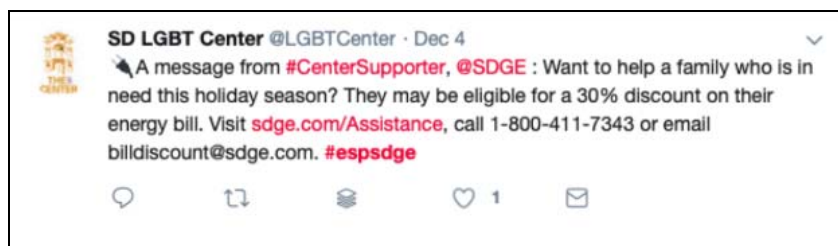
SDG&E is running in-language print advertising in Chinese, Vietnamese, Tagalog (Filipino) and Spanish language publications. English print is also running in African American publications, as well as rural community newspapers. The 2018 print campaign will continue running through December.

### Online Advertising:

SDG&E continued its 2018 digital advertising campaign consisting of online banner and paid search advertising. For the month of December, SDG&E did a paid search (or search engine marketing) campaign, which is a targeted type of online advertising for customers specifically searching for related information. The paid search advertising garnered 85,922 impressions with 24,964 customers clicking through to the CARE/ESA Programs online enrollment application. 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. The display advertising garnered over 2.9 million impressions with 16,660 customers clicking through to the online application.

## Social Media:

Using e-newsletters, website posts and social media channels, the Energy Solutions Partner Network shared 71 CARE and ESA Program messages to an audience of more than 63,000 followers. SDG&E's social media profile also posts messaging 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.



## **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 December 2018, 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 December 2018, 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.<sup>4</sup>

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 December 2018 generated 1,130 CARE Program enrollments, 478 CARE Program recertifications, and 604 ESA Program leads.

Email:

SDG&E sent 5,255 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 outreach contractor. Customers who clicked through would be connected by telephone 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 27% and a 3% click through rate<sup>5</sup>.

### Direct Mail

SDG&E sent an ESA Program promotional postcard to 1,659 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 250 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

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

<sup>5</sup> 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).

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 December 2018, partner outreach activities resulted in 28 ESA Program leads, 21 CARE Program enrollments, and 23 CARE Program recertifications.

Partner Spotlight:

In December 2018, the SDG&E Customer Solutions Outreach Team participated in 19 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 December 2018, the SDG&E Outreach team partnered with Balboa Park to host a table at the annual December Nights event. December Nights is a two-day

event from December 7 to December 8 where thousands of San Diego residents come to the park to celebrate the holiday season. Over 1,300 customers stopped by the booth to learn more about SDG&E’s programs. SDG&E’s Outreach team spoke to customers about programs offered to customers and provided CARE and ESA applications to eligible customers. The event is consistently a great success and provides SDG&E the opportunity to outreach to thousands of customers over the two-day period.

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 December 2018, SDG&E completed 9 outreach activities. A summary of these activities is listed below:

Date	Address	Partner	Event
12/3/2018	355 K St. Chula Vista, CA 91911	Silent Voices	December Enrollment Event
12/3/2018	SYHC WIC Offices 1655 Broadway Chula Vista, CA 91910	San Ysidro Health Center – WIC Program	December Enrollment Event
12/5/2018	2937 Beyer Blvd San Diego, CA 92154	We Support U	December Enrollment Event
12/7/2018	Civic Center Park	City of Lemon Grove	Lemon Grove Bonfire

Date	Address	Partner	Event
	3200 Main St. Lemon Grove, CA 91945		
12/7/2018	Balboa Park 1549 El Prado San Diego, CA 92101	Balboa Park Conservancy	Balboa Park's December Nights
12/8/2018	1963 Apple St. Oceanside, CA 92054	Womens Resource Center	Spirit of Giving
12/8/2018	Bonita Family Resource Center 3421 Willow St Bonita, CA 91902	We Support U	December Enrollment Event
12/15/2018	Willow Elementary 226 Willow Rd San Ysidro, CA 92673	Hearts and Hands Working Together	December Enrollment Event
12/20/2018	343 E. Main St, Suite 102 El Cajon, CA 92020	Barrio Logan College Institute	December Enrollment Event

### **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,<sup>6</sup> 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 December, SDG&E's CCC generated 41 CARE Program enrollments and 8 ESA Program leads. The Branch Offices generated 324 CARE Program enrollments and 20 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 assistance customers as the leads for ESA Program treatment and retreatment efforts.

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<sup>6</sup> 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.



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 CSD<sup>7</sup>. 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.<sup>8</sup>

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.

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<sup>7</sup> D.17-12-009, OP 140.

<sup>8</sup> Measures installed through LIWP effort will be reflected in the monthly reporting tables, Table 2A. Through December, no activity has occurred.

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.

In October 2018, 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 December 2018, SDG&E provided SDCWA with information on water measures installed for ESA customers. SDCWA is in 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.

#### **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.**

The ESA Program continues to identify opportunities to coordinated with the WE&T department to provide a training for ESA Program contractors. SDG&E plans on offering a second training class on Natural Gas Appliance Testing (NGAT) by the end of 2018 for those contractors that were unable to attend the original training.

## **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. The final research plan was completed in June 2018, 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 Low-Income Mid-cycle 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 issued 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 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. Study results are due in Q1 2019, when another webinar will be scheduled to present the results and draft report.

### **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, the installation contractor will begin scheduling the installation of the PCT and transitioning customers to the TOU rate.

## 2. CARE EXECUTIVE SUMMARY

### 2.1 CARE Program Summary

#### 2.1.1 Please provide CARE Program summary costs.

CARE Budget Categories	Authorized Budget <sup>9</sup>	Actual Expenses to Date	% of Budget Spent
Outreach	3,327,551	2,747,262	83%
Proc., Certification and Verification	507,020	606,657	120%
Post Enrollment Verification	356,501	254,167	71%
Information Tech./Programming	1,661,365	1,398,802	84%
Pilots-CHANGES	262,500	215,805	82%
Regulatory Compliance	247,184	242,653	98%
General Administration	819,769	387,271	47%
CPUC Energy Division Staff	56,712	34,395	61%
Cooling Centers	43,069	40,943	95%
<b>Total Expenses</b>	<b>7,281,672</b>	<b>5,927,954</b>	<b>81%</b>
Subsidies and Benefits	73,102,151	126,165,599	173%
<b>Total Program Costs and Discounts</b>	<b>80,383,823</b>	<b>132,093,553</b>	<b>164%</b>

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<sup>9</sup> 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.**

<b>CARE Penetration</b>		
<b>Participants Enrolled</b>	<b>Eligible Participants<sup>10</sup></b>	<b>Penetration rate</b>
287,932	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 December 2018, marketing and outreach efforts generated 18,265 completed CARE applications, and 9,940 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 December 2018, SDG&E continued its rate comparison campaign by mailing a comparison letter to 13,798 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

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<sup>10</sup> 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 341 CARE automated phone enrollments and 1,945 online enrollments.

### Email

For the month of December 2018, 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 December campaign was sent to 52,593 customers and generated a 27% open rate and a 4% click through rate over the course of the month.

SDG&E also sent recertification reminder emails to 2,333 CARE customers who were due to recertify within the next 60 days. SDG&E received an open rate of 59% for these emails, with a click through rate of 42%.

### **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 December 2018, SDG&E's CARE Partners enrolled 270 customers in the CARE Program and generated 87 ESA Program leads.

### Cool Zones

SDG&E partners with the County of San Diego's Aging & Independent Services to promote 117 county facilities that customers can visit to beat the heat in extreme hot weather conditions during the months of May through October each year. As of October 31, the Cool Zone program closed for the remainder of the year. The Cool Zone Program will reopen in the Spring of 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. As most of the WIC trainings occur in late summer, early fall, there were no trainings scheduled for the offices in December.

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 December 2018, 182 CARE applications were submitted to SDG&E resulting in 67 CARE enrollments and 84 program recertifications. Since January, 2,000 CARE applications have been submitted resulting in 718 enrollments and 956 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 December 2018, SDG&E received one customer complaint regarding CARE recertification. The customer was removed from the CARE Program at a previous account/address in June 2018 due to non-response to recertification notices. The customer requested to be rebilled from July 2018 to November 2018. Because the loss of CARE status was due to the customer's non-response, the customer was enrolled on CARE at the new address but was not rebilled for July to November 2018.

### **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 November 2018. December 2018 activity for Table 10, and Table 11 activity for November 1, 2018 through January 31, 2019, will be reported in a subsequent report.<sup>11</sup>

### **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

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**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

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<sup>11</sup> SDG&E provides data from the previous month due to reporting delays from CHANGES which prevents SDG&E from reporting current month activity.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 1 - Expenses</b>												
2	<b>San Diego Gas &amp; Electric</b>												
3	<b>December 2018</b>												
4		<b>Authorized Budget [1] [2]</b>			<b>Current Month Expenses [5]</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
5	<b>ESA Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Energy Efficiency</b>												
7	Appliances [3]	\$ 3,555,699	\$ 1,331,212	\$ 4,886,911	\$ 334,064	\$ -	\$ 334,064	\$ 2,230,595	\$ (81,639)	\$ 2,148,955	63%	-6%	44%
8	Domestic Hot Water	\$ 63,721	\$ 2,060,311	\$ 2,124,032	\$ 2,896	\$ 93,632	\$ 96,528	\$ 39,754	\$ 1,285,371	\$ 1,325,125	62%	62%	62%
9	Enclosure	\$ 1,917,114	\$ 2,966,933	\$ 4,884,047	\$ 103,424	\$ 137,097	\$ 240,522	\$ 1,805,181	\$ 2,392,914	\$ 4,198,095	94%	81%	86%
10	HVAC	\$ 424,438	\$ 3,701,892	\$ 4,126,330	\$ 40,563	\$ 74,924	\$ 115,487	\$ 95,762	\$ 2,116,361	\$ 2,212,124	23%	57%	54%
11	Maintenance [3]	\$ 13,491	\$ 556,995	\$ 570,486	\$ -	\$ 18,804	\$ 18,804	\$ (13,176)	\$ 180,126	\$ 166,950	-98%	32%	29%
12	Lighting [4]	\$ 2,977,421	\$ -	\$ 2,977,421	\$ 557,221	\$ -	\$ 557,221	\$ 4,255,230	\$ -	\$ 4,255,230	143%	0%	143%
13	Miscellaneous	\$ 1,576,005	\$ -	\$ 1,576,005	\$ 52,629	\$ -	\$ 52,629	\$ 492,709	\$ -	\$ 492,709	31%	0%	31%
14	Customer Enrollment	\$ 2,150,145	\$ 2,150,145	\$ 4,300,290	\$ 400,983	\$ 400,983	\$ 801,967	\$ 1,660,554	\$ 1,660,554	\$ 3,321,109	77%	77%	77%
15	In Home Education	\$ 330,757	\$ 330,757	\$ 661,513	\$ 71,582	\$ 71,582	\$ 143,164	\$ 280,961	\$ 280,961	\$ 561,922	85%	85%	85%
16	Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17	Fund Shifting Offset			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
18	Multi-Family Common Area Measures			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	<b>Energy Efficiency TOTAL</b>	<b>\$ 13,008,791</b>	<b>\$ 13,098,244</b>	<b>\$ 26,107,035</b>	<b>\$ 1,563,363</b>	<b>\$ 797,022</b>	<b>\$ 2,360,385</b>	<b>\$ 10,847,570</b>	<b>\$ 7,834,649</b>	<b>\$ 18,682,219</b>	<b>83%</b>	<b>60%</b>	<b>72%</b>
20													
21	Training Center	\$ 239,417	\$ 239,417	\$ 478,834	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
22	Inspections	\$ 86,707	\$ 86,707	\$ 173,414	\$ 3,765	\$ 3,765	\$ 7,531	\$ 59,226	\$ 59,226	\$ 118,451	68%	68%	68%
23	Marketing and Outreach [6] [7]	\$ 600,000	\$ 600,000	\$ 1,200,000	\$ 124,763	\$ 124,763	\$ 249,526	\$ 584,810	\$ 584,810	\$ 1,169,620	97%	97%	97%
24	Statewide Marketing Education and Outreach	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
25	Measurement and Evaluation Studies [8]	\$ 17,083	\$ 17,083	\$ 34,166	\$ 6,271	\$ 6,271	\$ 12,542	\$ 28,261	\$ 28,261	\$ 56,522	165%	165%	165%
26	Regulatory Compliance	\$ 136,982	\$ 136,982	\$ 273,964	\$ 16,518	\$ 16,518	\$ 33,035	\$ 135,912	\$ 135,911	\$ 271,823	99%	99%	99%
27	General Administration [9] [10]	\$ 1,315,457	\$ 1,315,457	\$ 2,630,913	\$ 206,919	\$ 206,919	\$ 413,838	\$ 1,183,369	\$ 1,183,370	\$ 2,366,739	90%	90%	90%
28	CPUC Energy Division	\$ 22,950	\$ 22,950	\$ 45,900	\$ -	\$ -	\$ -	\$ 7,370	\$ 7,370	\$ 14,741	32%	32%	32%
29	Reallocation (ME&O budget reduced from \$1.2M)	\$ 343,848	\$ 343,848	\$ 687,695	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
30													
31	<b>TOTAL PROGRAM COSTS</b>	<b>\$ 15,771,234</b>	<b>\$ 15,860,687</b>	<b>\$ 31,631,921</b>	<b>\$ 1,921,599</b>	<b>\$ 1,155,258</b>	<b>\$ 3,076,858</b>	<b>\$ 12,846,518</b>	<b>\$ 9,833,597</b>	<b>\$ 22,680,115</b>	<b>81%</b>	<b>62%</b>	<b>72%</b>
32	<b>Funded Outside of ESA Program Budget</b>												
33	Indirect Costs				\$ 53,534	\$ 49,584	\$ 103,118	\$ 492,362	\$ 478,309	\$ 970,671			
34	NGAT Costs		\$ 305,000	\$ 305,000		\$ 20,220	\$ 20,220		\$ 174,180	\$ 174,180		57%	57%
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 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.												
38	[3] Negative amounts are due to the accrual-reversals and/or adjustments for 2017 invoices posted in 2018.												
39	[4] Increased expense due to additional installation of LED measures that were not included in the original authorized budget.												
40	[5] Current Month Expenses for Energy Efficiency Total includes December accrual and re-accrual of \$1,713,643 in the following reporting categories: Appliances \$239,547; Domestic Hot Water \$57,380; HVAC \$116,725; Misc. \$47,911; Lighting \$377,327; Maintenance \$14,224; Enclosure \$157,922; Customer Enrollment \$595,859; In Home Energy Education \$106,748.												
41	[6] YTD total includes the reclassification of \$285,468 Outreach expenditure previously reported in General Administration.												
42	[7] YTD total includes the reclassification of \$50,181 (Labor) to General Administration.												
43	[8] Expense activity for Load Impact Evolution Study higher than anticipated, however expenses are expected to stay within 2017-2020 cycle budget of \$82,500. In addition, SDG&E paid the full amount of December NEB invoice as lead Utility. SDG&E will seek reimbursement from the other IOU's, thereby decreasing SDG&E's share to stay within the 2017-2020 cycle budget of \$22,500.												
44	[9] Includes the reclassification of \$95,913 from Multi-Family Common Area Measures (previously reported in 2017 ESA Table 1A) to General Administration as directed by the CPUC Energy Division disposition letter dated 5/23/18 regarding SDG&E AL 3196-E/2654-G.												
45	[10] YTD total includes the reclassification of \$88,335 to Multi-Family Common Area Measures in Table 1A.												
46													
47	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  
December 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
<b>Energy Efficiency</b>												
Multi-Family Common Area Measures [2] [4]	\$ 989,875	\$ 1,010,125	\$ 2,000,000	\$ 63,540	\$ 63,540	\$ 127,079	\$ 16,320	\$ 16,320	\$ 32,640	2%	2%	2%
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	\$ -	\$ -	\$ -	\$ 5,538	\$ 5,538	\$ 11,076	0%	0%	5%
Measurement and Evaluation Studies [5]	\$ 30,625	\$ 30,625	\$ 61,250	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Regulatory Compliance [6]	\$ -	\$ -	\$ -	\$ (7,645)	\$ (7,645)	\$ (15,289)	\$ -	\$ -	\$ -	0%	0%	0%
General Administration	\$ 50,683	\$ 50,683	\$ 101,365	\$ 372	\$ 372	\$ 743	\$ 3,906	\$ 3,906	\$ 7,811	8%	8%	8%
<b>TOTAL UNSPENT PROGRAM COSTS</b>	<b>\$ 1,593,526</b>	<b>\$ 1,613,776</b>	<b>\$ 3,207,302</b>	<b>\$ 56,267</b>	<b>\$ 56,267</b>	<b>\$ 112,533</b>	<b>\$ 49,202</b>	<b>\$ 49,202</b>	<b>\$ 98,404</b>	<b>23%</b>	<b>23%</b>	<b>28%</b>

[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] Includes the reclassification of \$95,913 from Multi-Family Common Area Measures charged in 2017 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 5/3/18 regarding SDG&E AL 3197-E/2655-G.

[4] YTD total includes the reclassification of \$88,335 previously reported in General Administration (ESA Table 1).

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

[6] Negative amount is the result of reclassifying expense to Multi-Family Common Area Measures incorrectly charged to Regulatory Compliance.

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**  
**December 2018**

ESA Program (Summary) Total							ESA Program (First Touch Homes Treated)						ESA Program (Re-Treated Homes/Go Backs)						ESA Program (Aliso Canyon - SCG & SCE) [6]									
Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation						Year-To-Date Completed & Expensed Installation						Year-To-Date Completed & Expensed Installation									
Measures	Units	Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses (\$) [7]	% of Expenditure	Units	Quantity Installed	kWh[4] (Annual)	kW[4] (Annual)	Therms[4] (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh[4] (Annual)	kW[4] (Annual)	Therms[4] (Annual)	Expenses (\$)	% of Expenditure	Units	Quantity Installed	kWh[4] (Annual)	kW[4] (Annual)	Therms[4] (Annual)	Expenses (\$)	% of Expenditure
<b>Appliances</b>		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)																						
High Efficiency Clothes Washer	Each	303	1,107	0	4,250	\$ 231,279	1.4%	Each	161	861	0	2,284	\$ 122,989.04	1.4%	Each	142	246	0	1,967	\$ 108,290	1.3%	Each	-	-	-	-	\$ -	0.0%
Refrigerators	Each	943	585,632	69	-	\$ 805,161	4.7%	Each	563	348,734	41	-	\$ 495,898	5.8%	Each	380	236,898	28	-	\$ 309,263	3.6%	Each	-	-	-	-	\$ -	0.0%
Microwaves [5]	Each	8,026	190,779	24	111,887	\$ 871,819	5.1%	Each	2,061	60,533	8	24,654	\$ 230,027	2.7%	Each	5,965	130,246	16	87,233	\$ 641,791	7.5%	Each	-	-	-	-	\$ -	0.0%
<b>Domestic Hot Water</b>																												
Water Heater Blanket	Home	192	16	0	80	\$ 11,125	0.1%	Home	122	16	0	52	\$ 7,090	0.1%	Home	70	-	-	28	\$ 4,035	0.0%	Home	-	-	-	-	\$ -	0.0%
Low Flow Shower Head	Home	8,071	400	0	4,415	\$ 432,808	2.5%	Home	4,142	358	0	2,484	\$ 235,206	2.8%	Home	3,929	41	0	1,931	\$ 197,602	2.3%	Home	-	-	-	-	\$ -	0.0%
Water Heater Pipe Insulation	Home	239	0	-	5	\$ 7,099	0.0%	Home	195	0	-	4	\$ 5,935	0.1%	Home	44	-	-	1	\$ 1,164	0.0%	Home	-	-	-	-	\$ -	0.0%
Faucet Aerator	Home	14,316	289	0	3,746	\$ 101,102	0.6%	Home	4,526	183	0	1,361	\$ 35,430	0.4%	Home	9,790	106	0	2,385	\$ 65,672	0.8%	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Each	664	-	-	1,537	\$ 505,011	3.0%	Each	401	-	-	707	\$ 249,664	2.9%	Each	263	-	-	830	\$ 255,347	3.0%	Each	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valve	Each	3,382	25,935	-	21,915	\$ 211,716	1.2%	Each	1,907	22,743	-	15,620	\$ 119,381	1.4%	Each	1,475	3,192	-	6,295	\$ 92,335	1.1%	Each	-	-	-	-	\$ -	0.0%
New - Combined Showerhead/TSV	Each	2	-	-	19	\$ 137	0.0%	Each	2	-	-	19	\$ 137	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	11	65	0	16	\$ 1,103	0.0%	Each	9	65	0	12	\$ 903	0.0%	Each	2	-	-	4	\$ 201	0.0%	Each	-	-	-	-	\$ -	0.0%
New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
<b>Enclosure</b>																												
Air Sealing / Envelope [1]	Home	8,903	429,693	90	16,792	\$ 3,947,513	23.1%	Home	4,843	238,731	50	11,317	\$ 2,102,453	24.7%	Home	4,060	190,962	40	5,476	\$ 1,845,060	21.5%	Home	-	-	-	-	\$ -	0.0%
Caulking	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	246	22,929	5	5,860	\$ 296,146	1.7%	Home	166	16,340	3	4,081	\$ 205,624	2.4%	Home	80	6,590	1	1,779	\$ 90,522	1.1%	Home	-	-	-	-	\$ -	0.0%
<b>HVAC</b>																												
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	3,972	-	-	-	\$ 1,846,105	10.8%	Each	2,247	-	-	-	\$ 1,190,601	14.0%	Each	1,725	-	-	-	\$ 655,504	7.6%	Each	-	-	-	-	\$ -	0.0%
Room A/C Replacement	Each	149	2,060	0	-	\$ 145,508	0.9%	Each	81	1,729	0	-	\$ 75,401	0.9%	Each	68	331	0	-	\$ 70,107	0.8%	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	119	6,519	1	1,656	\$ 26,231	0.2%	Home	104	5,739	1	1,471	\$ 23,040	0.3%	Home	15	780	0	185	\$ 3,191	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%
<b>Maintenance</b>																												
Furnace Clean and Tune	Home	1,160	-	-	10,355	\$ 89,510	0.5%	Home	976	-	-	8,685	\$ 75,700	0.9%	Home	184	-	-	1,670	\$ 13,810	0.2%	Home	-	-	-	-	\$ -	0.0%
Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
<b>Lighting</b>																												
Interior Hard wired LED fixtures	Each	6,790	441,847	396	-	\$ 685,260	4.0%	Each	2,230	218,246	308	-	\$ 293,667	3.5%	Each	4,560	223,601	87	-	\$ 391,593	4.6%	Each	-	-	-	-	\$ -	0.0%
Exterior Hard wired LED fixtures	Each	2,279	173,724	88	-	\$ 183,057	1.1%	Each	1,171	114,124	72	-	\$ 102,810	1.2%	Each	1,108	59,599	17	-	\$ 80,247	0.9%	Each	-	-	-	-	\$ -	0.0%
Torchiere LED	Each	9,855	540,768	694	-	\$ 1,154,414	6.8%	Each	3,969	338,805	541	-	\$ 574,149	6.8%	Each	5,886	201,963	153	-	\$ 580,265	6.8%	Each	-	-	-	-	\$ -	0.0%
Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
LED Night Lights	Each	51,165	58,879	5	-	\$ 176,217	1.0%	Each	18,010	21,672	2	-	\$ 62,766	0.7%	Each	33,155	37,206	3	-	\$ 113,452	1.3%	Each	-	-	-	-	\$ -	0.0%
New - LED Diffuse Bulb (60W Replacement)	Each	112,096	1,292,523	128	(23,812)	\$ 1,569,344	9.2%	Each	57,923	700,164	69	(12,899)	\$ 810,922	9.5%	Each	54,173	592,359	59	(10,913)	\$ 758,422	8.8%	Each	-	-	-	-	\$ -	0.0%
New - LED Reflector Bulb	Each	7,022	160,079	16	(2,680)	\$ 108,140	0.6%	Each	4,813	115,060	11	(1,926)	\$ 74,122	0.9%	Each	2,209	45,019	4	(754)	\$ 34,019	0.4%	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%
<b>Miscellaneous</b>																												
Pool Pumps	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
Smart Power Strips - Tier 1	Each	6,619	162,827	-	-	\$ 250,550	1.5%	Each	4,330	106,747	-	-	\$ 163,899	1.9%	Each	2,289	56,081	-	-	\$ 86,651	1.0%	Each	-	-	-	-	\$ -	0.0%
New - Smart Power Strips - Tier 2	Each	2,803	50,519	-	-	\$ 194,070	1.1%	Each	2,016	34,178	-	-	\$ 140,050	1.6%	Each	787	16,342	-	-	\$ 54,020	0.6%	Each	-	-	-	-	\$ -	0.0%
<b>Pilots</b>																												
<b>Customer Enrollment</b>																												
Outreach & Assessment	Home	17,914	-	-	-	\$ 2,723,707	16.0%	Home	6,575	-	-	-	\$ 923,172	10.9%	Home	11,339	-	-	-	\$ 1,800,536	21.0%	Home	-	-	-	-	\$ -	0.0%
In-Home Education	Home	17,915	-	-	-	\$ 500,696	2.9%	Home																				





**Energy Savings Assistance Program Table 2B  
San Diego Gas & Electric  
December 2018**

<b>*ESA Program - Multifamily Common Area</b>							
<b>Measures</b>	<b>Units</b>	<b>Year-To-Date Completed &amp; Expensed Installation</b>					
		<b>Quantity Installed</b>	<b>kWh[3] (Annual)</b>	<b>kW[3] (Annual)</b>	<b>Therms[3] (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>
<b>Appliances</b>							
High Efficiency Clothes Washer	Each						0.0%
Refrigerators	Each						0.0%
Microwaves	Each						0.0%
<b>Domestic Hot Water</b>							
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%
<b>Enclosure</b>							
Air Sealing / Envelope [1]	Home						0.0%
Caulking	Home						0.0%
Attic Insulation	Home						0.0%
<b>HVAC</b>							
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%
<b>Maintenance</b>							
Furnace Clean and Tune	Home						0.0%
Central A/C Tune up	Home						0.0%
<b>Lighting</b>							
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%
<b>Miscellaneous</b>							
Pool Pumps	Each						0.0%
Smart Power Strips - Tier 1	Each						0.0%
New - Smart Power Strips - Tier 2	Each						0.0%
<b>Ancillary Services</b>							
Commissioning [5]	Home						0.0%
Audit	Home						0.0%
Administration [4]	Home						0.0%
<b>Pilots</b>							
<b>Customer Enrollment</b>							
Outreach & Assessment	Home					\$ -	0.0%
In-Home Education	Home					\$ -	0.0%
<b>Total Savings/Expenditures</b>							
			-	-	-	\$ -	0.0%
<b>Total Multifamily Buildings Weatherized [2]</b>							
<b>Multifamily Buildings Treated</b>							
	<b>Total</b>						
- 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	<b>Energy Savings Assistance Program Table 3 - Energy Savings and Average</b>	
2	<b>Bill Savings per Treated Home/Common Area</b>	
3	<b>San Diego Gas &amp; Electric</b>	
4	<b>December 2018</b>	
5	<b>ESA Program</b>	
6	Annual kWh Savings	4,146,591
7	Annual Therm Savings	156,057
8	Lifecycle kWh Savings	50,245,103
9	Lifecycle Therm Savings	1,636,408
10	Current kWh Rate	\$ 0.17
11	Current Therm Rate	\$ 0.63
12	Average 1st Year Bill Savings / Treated households	\$44.54
13	Average Lifecycle Bill Savings / Treated Household	\$472.90
14		
15		
16	<b>ESA Program - CSD Leveraging</b>	
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	<b>ESA Program - Multifamily Common Area</b>	
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	<b>Summary - ESA Program/CSD Leveraging/ Multifamily Common Area [1]</b>	
39	Annual kWh Savings	4,146,591
40	Annual Therm Savings	156,057
41	Lifecycle kWh Savings	50,245,103
42	Lifecycle Therm Savings	1,636,408
43	Current kWh Rate	\$ 0.17
44	Current Therm Rate	\$ 0.63
45	Average 1st Year Bill Savings / Treated households and Buildings	\$ 44.54
46	Average Lifecycle Bill Savings / Treated Household and Buildings	\$ 472.90
47		
48	[1] Summary is the sum of ESA Program + CSD Leveraging + Multifamily Common Area.	

	A	B	C	D	E	F	G
1	<b>Energy Savings Assistance Program Table 4A - Homes/Buildings Treated</b>						
2	<b>San Diego Gas &amp; Electric</b>						
3	<b>December 2018</b>						
4							
5	<b>ESA Program</b>						
6	<b>Eligible Households</b>			<b>Households Treated YTD</b>			
7	<b>County</b>	<b>Rural [1]</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
8	ORANGE	0	19,358	<b>19,358</b>	0	942	<b>942</b>
9	SAN DIEGO	7,533	305,205	<b>312,738</b>	480	16,509	<b>16,989</b>
10	<b>Total</b>	<b>7,533</b>	<b>324,563</b>	<b>332,096</b>	<b>480</b>	<b>17,451</b>	<b>17,931</b>
11							
12							
13	<b>ESA Program - CSD Leveraging</b>						
14					<b>Households Treated YTD</b>		
15	<b>County</b>				<b>Rural</b>	<b>Urban</b>	<b>Total</b>
16							<b>0</b>
17							<b>0</b>
18	<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>
19							
20							
21	<b>ESA Program - Multifamily Common Area</b>						
22					<b>Buildings Treated YTD</b>		
23	<b>County</b>				<b>Rural</b>	<b>Urban</b>	<b>Total</b>
24							<b>0</b>
25							<b>0</b>
26	<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>
27							
28	[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.						
29	<b>Note:</b> 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  
December 2018**

<b>ESA Program</b>		<b>Reason Provided</b>					
<b>County</b>	<b>Customer Unwilling/Declined Program Measures</b>	<b>Customer Unavailable - Scheduling Conflicts</b>	<b>Hazardous Environment (unsafe/unclean)</b>	<b>Landlord Refused to Authorize Participation</b>	<b>Household Exceeds Allowable Limits</b>	<b>Unable to Provide Required Documentation</b>	<b>Other Infeasible/ Ineligible</b>
SAN DIEGO	27,422	297	0	0	8,747	818	395
ORANGE	475	4	0	0	492	1	12
<b>Total</b>	<b>27,897</b>	<b>301</b>	<b>0</b>	<b>0</b>	<b>9,239</b>	<b>819</b>	<b>407</b>

**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	<b>Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary</b>																
2	<b>San Diego Gas &amp; Electric</b>																
3	<b>December 2018</b>																
4	<b>ESA Program</b>																
5		<b>Gas &amp; Electric</b>				<b>Gas Only</b>				<b>Electric Only</b>				<b>Total</b>			
6		<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>		
7	<b>Month</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>
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	2,728	132,697	16	-	-	-	-	9	-	7,009	1	56	2,728	139,707	17
14	July	533	5,486	226,499	26	-	-	-	-	34	-	12,676	2	567	5,486	239,174	28
15	August	501	4,892	241,340	27	-	-	-	-	124	-	16,736	1	625	4,892	258,076	28
16	September	441	2,393	267,468	28	-	-	-	-	33	-	8,142	1	474	2,393	275,611	29
17	October	2,903	17,498	365,278	42	-	-	-	-	116	-	19,371	2	3,019	17,498	384,650	44
18	November	1,726	11,778	351,647	41	-	-	-	-	159	-	25,754	2	1,885	11,778	377,401	44
19	December	2,318	12,694	319,078	38	-	-	-	-	133	-	13,840	1	2,451	12,694	332,918	39
20	<b>YTD</b>	<b>16,498</b>	<b>156,057</b>	<b>3,838,946</b>	<b>1,456</b>	-	-	-	-	<b>1,433</b>	-	<b>307,645</b>	<b>61</b>	<b>17,931</b>	<b>156,057</b>	<b>4,146,591</b>	<b>1,517</b>
21																	
22	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2.																
23	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																
24																	
25																	
26	<b>ESA Program - CSD Leveraging</b>																
27		<b>Gas &amp; Electric</b>				<b>Gas Only</b>				<b>Electric Only</b>				<b>Total</b>			
28		<b># of Buildings Treated by Month</b>	<b>(Annual)</b>			<b># of Buildings Treated by Month</b>	<b>(Annual)</b>			<b># of Buildings Treated by Month</b>	<b>(Annual)</b>			<b># of Buildings Treated by Month</b>	<b>(Annual)</b>		
29	<b>Month</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>
30	January	0															
31	February	0															
32	March	0															
33	April	0															
34	May	0															
35	June	0															
36	July	0															
37	August	0															
38	September	0															
39	October																
40	November																
41	December																
42	<b>YTD</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
43																	
44																	
45	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2A.																
46	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																
47																	
48	<b>ESA Program - Multifamily Common Area</b>																
49		<b>Gas &amp; Electric</b>				<b>Gas Only</b>				<b>Electric Only</b>				<b>Total</b>			
50		<b># of Buildings Treated by Month</b>	<b>(Annual)</b>			<b># of Buildings Treated by Month</b>	<b>(Annual)</b>			<b># of Buildings Treated by Month</b>	<b>(Annual)</b>			<b># of Buildings Treated by Month</b>	<b>(Annual)</b>		
51	<b>Month</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>
52	January	0															
53	February	0															
54	March	0															
55	April	0															
56	May	0															
57	June	0															
58	July	0															
59	August	0															
60	September	0															
61	October																
62	November																
63	December																
64	<b>YTD</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
65																	
66	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2B.																
67	<b>Note:</b> 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	<b>Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies</b>												
2	<b>San Diego Gas &amp; Electric</b>												
3	<b>December 2018</b>												
4		<b>Authorized 2018 Funding [1]</b>			<b>Current Month Expenses</b>			<b>Expenses Since January 1, 2018</b>			<b>% of Budget Expended</b>		
5		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Pilots</b>												
7	Programmable Communicating Thermostat (PCT) [2]	\$ 112,500	\$ 112,500	\$225,000	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
8													
9													
10	<b>Total Pilots</b>	<b>\$112,500</b>	<b>\$112,500</b>	<b>\$225,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
11													
12													
13	<b>Studies</b>												
14													
15	Low Income Needs Assessment Study [3]	\$8,334	\$8,334	\$16,667	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
16	Load Impact Evaluation Study [3] [4]	\$9,167	\$9,167	\$18,333	-\$7,300	-\$7,300	-\$14,600	\$14,690	\$14,690	\$29,380	160%	160%	160%
17	Equity Criteria and Non Energy Benefits Evaluation (NEB's) [3] [5]	\$2,500	\$2,500	\$5,000	\$13,571	\$13,571	\$27,142	\$13,571	\$13,571	\$27,142	543%	543%	543%
18	Unallocated Funds [3] [6]	-\$2,917	-\$2,917	-\$5,834	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
19	2017 Potential and Goals Study [3]	\$5,625	\$5,625	\$11,250	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
20	Rapid Feedback Research and Analysis [3]	\$25,000	\$25,000	\$50,000	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
21													
22													
23	<b>Total Studies</b>	<b>\$47,708</b>	<b>\$47,708</b>	<b>\$95,416</b>	<b>\$6,271</b>	<b>\$6,271</b>	<b>\$12,542</b>	<b>\$28,261</b>	<b>\$28,261</b>	<b>\$56,522</b>	<b>59%</b>	<b>59%</b>	<b>59%</b>
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] AL 3197-E/2655-G reduces the Programmable Communicating Thermostat (PCT) Pilot budget from SDG&E's requested amount of \$500,000 to \$450,000, to be split between PY's 2018 and 2019. [Table 1A]												
27	[3] Budget amounts updated as a result of recalculation and reallocation of 2018-2020 budget amounts.												
28	[4] Expense activity higher than anticipated, however expenses are expected to stay within 2017-2020 cycle budget of \$82,500.												
29	[5] Overage due to SDG&E paying the full amount of December NEB invoice as lead Utility. SDG&E will seek reimbursement from the other IOU's, thereby decreasing SDG&E's share to stay within cycle budget of \$22,500.												
30	[6] 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.												
31													
32	<b>Note:</b> 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  
December 2018**

<b>Measures</b>	<b>Units</b>	<b>Received Refrigerator</b>	<b>Not eligible for Refrigerator due to Less than Six Occupants</b>
Second Refrigerators	Each	1	3

<b>Measures</b>	<b>Units</b>	<b>Households that Only Received Energy Education</b>
In-Home Education	Home	0

<b>Households for My Energy/My Account Platform</b>		
<b>Opt-Out</b>	<b>Already Enrolled</b>	<b>Opt-In</b>
10,287	2,386	242

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses</b>												
2	<b>San Diego Gas &amp; Electric</b>												
3	<b>December 2018</b>												
4		<b>Authorized Budget [1]</b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
5	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Outreach	\$ 2,994,796	\$ 332,755	\$ 3,327,551	\$ 539,298	\$ 46,895	\$ 586,193	\$ 2,516,463	\$ 230,799	\$ 2,747,262	84%	69%	83%
7	Processing / Certification Re-certification [2]	\$ 456,318	\$ 50,702	\$ 507,020	\$ 68,864	\$ 5,988	\$ 74,853	\$ 555,333	\$ 51,324	\$ 606,657	122%	101%	120%
8	Post Enrollment Verification	\$ 320,851	\$ 35,650	\$ 356,501	\$ 17,092	\$ 1,486	\$ 18,579	\$ 232,567	\$ 21,600	\$ 254,167	72%	61%	71%
9	IT Programming	\$ 1,495,229	\$ 166,137	\$ 1,661,365	\$ 194,840	\$ 16,943	\$ 211,782	\$ 1,278,903	\$ 119,899	\$ 1,398,802	86%	72%	84%
10	Cooling Centers	\$ 38,762	\$ 4,307	\$ 43,069	\$ 14,360	\$ 1,249	\$ 15,609	\$ 37,600	\$ 3,343	\$ 40,943	97%	78%	95%
11													
12	Pilots/CHANGES Program [3]	\$ 236,250	\$ 26,250	\$ 262,500	\$ (4,137)	\$ (360)	\$ (4,496)	\$ 197,162	\$ 18,643	\$ 215,805	83%	71%	82%
13	Studies [4]	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Regulatory Compliance	\$ 222,466	\$ 24,718	\$ 247,184	\$ 31,278	\$ 2,720	\$ 33,997	\$ 221,720	\$ 20,932	\$ 242,653	100%	85%	98%
15	General Administration [5]	\$ 737,792	\$ 81,977	\$ 819,769	\$ (3,896)	\$ (339)	\$ (4,235)	\$ 356,470	\$ 30,801	\$ 387,271	48%	38%	47%
16	CPUC Energy Division	\$ 51,041	\$ 5,671	\$ 56,712	\$ -	\$ -	\$ -	\$ 31,411	\$ 2,984	\$ 34,395	62%	53%	61%
17													
18	<b>SUBTOTAL MANAGEMENT COSTS</b>	<b>\$ 6,553,505</b>	<b>\$ 728,167</b>	<b>\$ 7,281,672</b>	<b>\$ 857,700</b>	<b>\$ 74,583</b>	<b>\$ 932,282</b>	<b>\$ 5,427,629</b>	<b>\$ 500,325</b>	<b>\$ 5,927,954</b>	<b>83%</b>	<b>69%</b>	<b>81%</b>
19													
20	CARE Rate Discount	\$ 65,791,936	\$ 7,310,215	\$ 73,102,151	\$ 8,008,503	\$ 1,118,286	<b>\$ 9,126,789</b>	\$ 116,158,861	\$ 10,006,738	<b>\$ 126,165,599</b>	177%	137%	173%
21													
22	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	<b>\$ 72,345,440</b>	<b>\$ 8,038,382</b>	<b>\$ 80,383,823</b>	<b>\$ 8,866,203</b>	<b>\$ 1,192,869</b>	<b>\$ 10,059,071</b>	<b>\$ 121,586,490</b>	<b>\$ 10,507,063</b>	<b>\$ 132,093,553</b>	<b>168%</b>	<b>131%</b>	<b>164%</b>
23													
24	Other CARE Rate Benefits												
25	- DWR Bond Charge Exemption				\$ 546,312		\$ 546,312	\$ 6,837,455		\$ 6,837,455			
26	- CARE Surcharge Exemption				\$ 448,659	\$ 32,648	\$ 481,307	\$ 5,533,018	\$ 345,387	\$ 5,878,405			
27	- California Solar Initiative Exemption				\$ 13,865		\$ 13,865	\$ 182,547		\$ 182,547			
28	- kWh Surcharge Exemption				\$ 20,997		\$ 20,997	\$ 870,849		\$ 870,849			
29	- Vehicle Grid Integration Exemption				\$ 49,748		\$ 49,748	\$ 608,224		\$ 608,224			
30	Total Other CARE Rate Benefits				<b>\$ 1,079,583</b>	<b>\$ 32,648</b>	<b>\$ 1,112,231</b>	<b>\$ 14,032,093</b>	<b>\$ 345,387</b>	<b>\$ 14,377,480</b>			
31													
32	Indirect Costs				\$ 83,854	\$ 7,292	<b>\$ 91,146</b>	\$ 849,234	\$ 77,346	<b>\$ 926,580</b>			
33													
34	[1] Reflects the authorized funding per year in D.16-11-022 and updated via Resolution E-4884 addressing conforming Advice Letter 3065-E/2568-G and 3065-E-A/2568-G-A.												
35	[2] Overage due to additional labor for transfer of employees from Customer Contact Center at the beginning of Q2, coupled with increased labor hours for CARE re-bill project.												
36	[3] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein. Negative Dec amount due to decreased accrual forecast from vendor.												
37	[4] Reflects the Annual Eligibility Estimates prepared by Athens Research on behalf of the utilities. This effort was formerly referenced as Measurement and Evaluation.												
38	[5] Negative Dec amount due to reclass of agency labor from Gen Admin to IT/Programming.												
39													



**CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration<sup>5</sup>**  
**San Diego Gas & Electric**  
**December 2018**

Month	New Enrollment										Recertification				Attrition (Drop Offs)				Enrollment		Total CARE Participants	Estimated CARE Eligible <sup>5</sup>	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 <sup>4</sup>	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)				Gross (K+O)	Net Adjusted (K-T)
	Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	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	133	0	133	4,072	1,203	597	231	6,103	6,236	1,557	2,728	2,685	6,970	786	53	173	2,045	3,057	13,206	3,179	290,857	321,323	91%	
October	0	320	0	320	3,741	653	199	224	4,817	5,137	2,049	4,104	3,003	9,156	2,413	49	119	6,884	9,465	14,293	-4,328	284,884	321,323	89%	
November	500	296	0	796	3,297	997	176	238	4,704	5,500	1,740	2,775	3,765	8,280	7,310	38	61	2,494	9,903	13,780	-4,403	280,481	321,323	87%	
December	5,245	200	0	5,445	3,088	809	348	271	4,704	10,149	2,030	2,721	3,734	8,485	2,087	34	87	490	2,698	18,634	7,451	287,932	321,323	90%	
<b>YTD Total</b>	<b>5,746</b>	<b>2,279</b>	<b>0</b>	<b>8,025</b>	<b>45,761</b>	<b>12,463</b>	<b>4,027</b>	<b>3,263</b>	<b>65,698</b>	<b>73,723</b>	<b>24,501</b>	<b>31,678</b>	<b>41,115</b>	<b>97,294</b>	<b>24,709</b>	<b>657</b>	<b>1,121</b>	<b>39,887</b>	<b>66,374</b>	<b>171,017</b>	<b>7,349</b>	<b>287,932</b>	<b>321,323</b>	<b>90%</b>	

<sup>1</sup> Enrollments via data sharing between the IOUs.  
<sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.  
<sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.  
<sup>4</sup> No response includes no response to both Recertification and Verification.  
<sup>5</sup> As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates filed February 9, 2018.

**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	<b>CARE Table 3A - Post-Enrollment Verification Results (Model)</b>								
2	<b>San Diego Gas &amp; Electric</b>								
3	<b>December 2018</b>								
4	Month	Total CARE Households Enrolled	Households Requested to Verify <sup>1</sup>	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) <sup>2</sup>	Total Households De-enrolled <sup>3</sup>	% De-enrolled through Post Enrollment Verification <sup>4</sup>	% of Total CARE Households De-enrolled
5	January	290,016	1,808	0.6%	938	55	993	54.9%	0.3%
6	February	288,055	1,063	0.4%	585	40	625	58.8%	0.2%
7	March	289,906	1,162	0.4%	644	34	678	58.3%	0.2%
8	April	287,654	1,029	0.4%	520	39	559	54.3%	0.2%
9	May	289,639	1,134	0.4%	631	48	679	59.9%	0.2%
10	June	289,371	1,124	0.4%	430	27	457	40.7%	0.2%
11	July	287,470	1,451	0.5%	816	35	851	58.6%	0.3%
12	August	290,328	1,472	0.5%	973	23	996	67.7%	0.3%
13	September	289,212	1,202	0.4%	622	9	631	52.5%	0.2%
14	October	284,884	1,480	0.5%	28	6	34	2.3%	0.0%
15	November	280,481	1,188	0.4%	8	1	9	0.8%	0.0%
16	December	287,932	1,163	0.4%	2	0	2	0.2%	0.0%
17	<b>YTD Total</b>	<b>287,932</b>	<b>15,276</b>	<b>5.3%</b>	<b>6,197</b>	<b>317</b>	<b>6,514</b>	<b>42.6%</b>	<b>2.3%</b>
18									
19	<sup>1</sup> Includes all customers who failed SDG&E's CARE eligibility probability model.								
20	<sup>2</sup> Includes customers verified as over income or who requested to be de-enrolled.								
21	<sup>3</sup> Verification results are tied to the month initiated and the verification process allows customers 90 days to respond to the verification request.								
22	<sup>4</sup> Percentage of customers dropped compared to the total participants requested to provide verification in that month.								
23	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD								
24									
25	<b>CARE Table 3B Post-Enrollment Verification Results (Electric only High Usage)</b>								
26	<b>San Diego Gas &amp; Electric</b>								
27	<b>December 2018</b>								
28	Month	Total CARE Households Enrolled	Households Requested to Verify <sup>1</sup>	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) <sup>2</sup>	Total Households De-enrolled <sup>3</sup>	% De-enrolled through Post Enrollment Verification <sup>4</sup>	% of Total CARE Households De-enrolled
29	January	281,648	1,590	0.6%	461	114	575	36.2%	0.2%
30	February	281,695	816	0.3%	290	40	330	40.4%	0.1%
31	March	282,947	965	0.3%	311	65	376	39.0%	0.1%
32	April	282,490	937	0.3%	429	65	494	52.7%	0.2%
33	May	284,328	1,013	0.4%	525	82	607	59.9%	0.2%
34	June	277,065	1,035	0.4%	276	54	330	31.9%	0.1%
35	July	285,736	1,068	0.4%	83	56	139	13.0%	0.0%
36	August	287,678	1,048	0.4%	2,322	59	2,381	227.2%	0.8%
37	September	290,857	1,056	0.4%	4,370	66	4,436	420.1%	1.5%
38	October	284,884	954	0.3%	388	26	414	43.4%	0.1%
39	November	280,481	662	0.2%	4	11	15	2.3%	0.0%
40	December	287,932	5,544	1.9%	0	2	2	0.0%	0.0%
41	<b>YTD Total</b>	<b>287,932</b>	<b>16,688</b>	<b>5.8%</b>	<b>9,459</b>	<b>640</b>	<b>10,099</b>	<b>60.5%</b>	<b>3.5%</b>
42									
43	<sup>1</sup> Includes all participants who were selected for high usage verification process.								
44	<sup>2</sup> Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.								
45	<sup>3</sup> 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	<sup>4</sup> Percentage of customers dropped compared to the total participants requested to provide verification in that month.								
47	<sup>5</sup> Number of customers requested to verify was due to extreme temperatures in prior months triggering high usage, as well as a system issue in October and November that failed to send high usage verification requests to some customers timely.								
48	<b>Note:</b> 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	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications<sup>1</sup></b>						
2							
3							
		<b>Provided</b>	<b>Received</b>	<b>Approved</b>	<b>Denied</b>	<b>Pending/Never Completed</b>	<b>Duplicates</b>
4							
5	Total (Y-T-D)		143,662	110,588	21,701	133	11,240
6	Percentage		100%	77%	15%	0%	8%
7							
8	<sup>1</sup> 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	<b>CARE Table 5 - Enrollment by County</b>									
2	<b>San Diego Gas &amp; Electric</b>									
3	<b>December 2018</b>									
4	<b>County</b>	<b>Estimated Eligible Households<sup>1</sup></b>			<b>Total Households Enrolled<sup>2</sup></b>			<b>Penetration Rate</b>		
5		<b>Urban</b>	<b>Rural</b>	<b>Total</b>	<b>Urban</b>	<b>Rural</b>	<b>Total</b>	<b>Urban</b>	<b>Rural</b>	<b>Total</b>
6	Orange	18,049	0	18,049	12,484	0	12,484	69%	0%	69%
7	San Diego	295,928	7,346	303,274	269,431	6,017	275,448	91%	82%	91%
8	<b>Total</b>	<b>313,977</b>	<b>7,346</b>	<b>321,323</b>	<b>281,915</b>	<b>6,017</b>	<b>287,932</b>	<b>90%</b>	<b>82%</b>	<b>90%</b>
9										
10	<sup>1</sup> As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates filed February 9, 2018.									
11	<sup>2</sup> 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	<b>CARE Table 6 - Recertification Results</b>							
2	<b>San Diego Gas &amp; Electric</b>							
3	<b>December 2018</b>							
4	Month	Total CARE Households	Households Requested to Recertify <sup>1</sup>	% of Households Total (C/B)	Households Recertified <sup>2</sup>	Households De-enrolled <sup>3</sup>	Recertification Rate % <sup>4</sup> (E/C)	% of Total Households De-enrolled (F/B)
5	January	281,648	2,970	1.1%	2,226	645	70.9%	0.2%
6	February	281,695	2,174	0.8%	1,625	450	71.2%	0.1%
7	March	282,947	3,299	1.2%	2,732	616	79.8%	0.2%
8	April	282,490	2,832	1.0%	2,096	620	70.3%	0.2%
9	May	284,328	1,954	0.7%	1,436	405	69.6%	0.1%
10	June	277,065	2,402	0.9%	1,224	389	47.7%	0.0%
11	July	285,736	2,917	1.0%	2,315	630	57.4%	0.0%
12	August	287,678	2,730	0.9%	1,828	775	32.5%	0.0%
13	September	290,857	2,571	0.9%	1,765	630	5.2%	0.0%
14	October	284,884	3,091	1.1%	1,643	96	53.2%	0.0%
15	November	280,481	3,635	1.3%	878	37	24.2%	0.0%
16	December	287,932	3,614	1.3%	197	4	5.5%	0.0%
17	<b>YTD</b>	<b>287,932</b>	<b>34,189</b>	<b>11.9%</b>	<b>19,965</b>	<b>5,297</b>	<b>58.4%</b>	<b>1.8%</b>
18								
19	<sup>1</sup> Excludes count of customers recertified through the probability model.							
20	<sup>2</sup> 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	<sup>3</sup> Includes customers who did not respond or who requested to be de-enrolled.							
22	<sup>4</sup> Percentage of customers recertified compared to the total participants requested to recertify in that month.							
23	<b>Note:</b> 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	<b>CARE Table 7 - Capitation Contractors<sup>1</sup></b>						
2	<b>San Diego Gas &amp; Electric</b>						
3	<b>December 2018</b>						
4	Contractor	Contractor Type (Check one or more if applicable)				Total Enrollments	
5		Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date
6							
7	211 SAN DIEGO (SD)		X			314	2,809
8	ALLIANCE FOR AFRICAN ASSISTANCE		X			1	17
9	AMERICAN RED CROSS WIC		X	X		10	134
10	CHULA VISTA COMM COLLABORATIVE		X			5	56
11	COMMUNITY RESOURCE CENTER - 2010		X			0	7
12	DEAF COMMUNITY SERVICES		X			0	0
13	HEARTS AND HANDS TOGETHER		X			0	7
14	INTERFAITH COMMUNITY SERVICES		X			0	6
15	LA MAESTRA FAMILY CLINIC (LMFC)		X			16	317
16	MAAC PROJECT - CARE		X		X	9	148
17	NEIGHBORHOOD HEALTH CARE		X			1	22
18	NEIGHBORHOOD HEALTH INSURANCE CENTER	X				0	1
19	NORTH COUNTY HEALTH SERVICES		X			17	245
20	SAN DIEGO STATE UNIVERSITY WIC		X			8	74
21	SAN YSIDRO HEALTH CENTERS		X			24	396
22	SCRIPPS HEALTH WIC (SHW)		X			4	29
23	UNION OF PAN ASIAN COMMUNITIES (UPAC)		X			0	0
24	VISTA COMMUNITY CLINIC		X			0	17
25	<b>Total Enrollments</b>					<b>409</b>	<b>4,285</b>
26	<sup>1</sup> 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	<b>CARE Table 8 - Households as of Month-End</b>								
2	<b>San Diego Gas &amp; Electric</b>								
3	<b>December 2018</b>								
4	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households <sup>1</sup>	Penetration	% Change	Total Residential Accounts <sup>2</sup>
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	187,148	N/A	103,709	290,857	321,323	91%	1.0%	1,290,427
14	October	174,117	N/A	110,767	284,884	321,323	89%	-2.3%	1,295,377
15	November	170,799	N/A	109,682	280,481	321,323	87%	-1.4%	1,295,600
16	December	173,284	N/A	114,648	287,932	321,323	90%	2.3%	1,296,797
17	<b>YTD</b>	<b>170,799</b>	<b>N/A</b>	<b>109,682</b>	<b>280,481</b>	<b>321,323</b>	<b>87%</b>	<b>1.0%</b>	<b>1,296,797</b>
18									
19	<sup>1</sup> As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates filed February 9, 2018.								
20	<sup>2</sup> Data represents total residential electric customers.								
21									
22	<b>Note:</b> 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	<b>CARE Program Table 9 - Expenditures for Pilots/CHANGES Program [1]</b>				
2	<b>San Diego Gas &amp; Electric</b>				
3	<b>December 2018</b>				
4	<b>2018</b>	<b>Authorized 2018 Budget</b>	<b>Current Month Expenses [2]</b>	<b>Expenses Since Jan. 1, 2018</b>	<b>% of 2018 Budget Expended</b>
5		<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>
6					
7					
8	CHANGES Program	\$ 262,500	\$ (4,496)	\$ 215,805	82%
9					
10					
11	<b>Total</b>	<b>\$ 262,500</b>	<b>\$ (4,496)</b>	<b>\$ 215,805</b>	<b>82%</b>
12					
13	[1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.				
14	[2] Negative Dec amount due to decreased accrual forecast from vendor.				
15					
16	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.				



<b>CARE Table 10 CHANGES One-On-One Customer Assistance San Diego Gas &amp; Electric Reporting Period November 2018[1]</b>	
<b>No. of attendees at education sessions</b>	<b>84</b>
<b>Disputes</b>	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	2
Changed 3rd party Company/Gas Aggregation	0
Changed 3rd Party Electricity Aggregation	0
Medical Baseline Application	0
Refer to Energy Assistance Programs	6
Request Meter Service or Testing	0
Request Bill Adjustment	0
Request Customer Service Visit	0
Schedule Energy Audit	0
Payment Extension	0
Payment Plan	0
Solar	0
Stop Disconnection	6
Time of Use	0
Wildfire Related Issue	0
<b>Total disputes [3]</b>	<b>14</b>

<b>Needs Assistance</b>	
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	4
Medical Baseline	0
Neighbor to Neighbor	26
REACH	0
Reported Safety Problem	0
Reported Scam	0
Set Up 3rd Party Notification	0
Set Up New Account	0
Payment Extension	5
Payment Plan	0
Wildfire Related Issue	0
<b>Total Needs Assistance [2]</b>	<b>35</b>

**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/](http://consumers.cpsc.ca.gov/team_and_changes/)

Disputes & Needs Assistance -Support was provided in the following languages: Arabic, English, Eritrean, Pashto, and Spanish.

[1] There is a one-month lag behind the current reporting month.  
 [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 December 2018 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.

