

**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 FEBRUARY 2019**

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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.

ESA Program Summary through February 2019			
	2019 Authorized / Planning Assumptions	Actual to Date <sup>1</sup>	%
Budget <sup>2</sup>	\$34,652,791	\$2,788,255	8%
Homes Treated <sup>3</sup>	22,641	748	3%
kWh Saved	6,880,000	284,235	4%
kW Demand Reduced	3,954	33	.3%
Therms Saved	400,000	4,364	1%
GHG Emissions Reduced (Tons)	6,124	182	3%

#### 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 February.

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 California Department of Community Services and Development (CSD) leveraging and multifamily common area measure installations. Through February, there has been no measure installations for CSD leveraging or multifamily common area.

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

### ESA Program Contractor Outreach

SDG&E's Outreach and Assessment (O&A) Contractors canvas targeted neighborhoods to enroll customers in the ESA Program. In February, door-to-door canvassing from SDG&E's largest O&A contractor resulted in 751 ESA Program leads and 688 enrollments. Overall, ESA Program marketing, education and outreach efforts were successful in creating 4,159 leads and 1,022 enrollments for the month of February.

### 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 February.

Additionally, D.16-11-022 required the utilities to provide GRID Alternatives with information on CARE high energy usage (HEU) customers who have

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

participated in the ESA program. Through February, SDG&E has provided GRID Alternatives with 28 leads from this effort.

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

In February 2019, SDG&E's ESA Program MF CAM implementor, Willdan, continued targeted marketing to potential ESA MF CAM properties, including re-syndication projects in SDG&E's service territory. In total, Willdan outreached to 120 properties in the month of February. These efforts yielded the assessment of three properties in San Diego County that are currently in progress. In addition, Willdan Energy has identified other potential properties and they have been scheduled for assessments in March 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<sup>®</sup> 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 February, seven customers were served by

the Language Line.

<b>Language</b>	<b>Calls</b>
Arabic	5
Spanish	2
<b>TOTAL</b>	<b>7</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 2019 campaign's intent is to make a connection with customers in order to drive conservation and provide monthly savings on their energy bill. The campaign--running in English, Spanish and Asian languages-- includes TV, newspaper, digital (including paid search), email, direct mail and bill inserts, as well as a robust outreach program.

#### **General Awareness Marketing**

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



Print Advertising:

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

Online Advertising:

In 2019, SDG&E continued its digital advertising campaign through paid search (search engine marketing). Banner and video ads will run later in 2019 Quarter 2. The paid search advertising garnered 92,114 impressions with 28,835 customers clicking through to the CARE/ESA Programs online enrollment application.

Social Media:

Using e-newsletters, website posts and social media channels, the Energy Solutions Partner Network shared 23 CARE and ESA Program messages to an audience of more than 17,000 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.

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

### Live CARE Call Campaign:

SDG&E's third-party contractor, The Harris Group (THG), called targeted customers to enroll in the CARE Program and to promote the ESA Program.<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 February 2019 generated the following numbers:

<b>The Harris Group</b>	
ESA Leads	526
CARE Enrollments	1,315
CARE Recertifications	438

Email:

SDG&E sent 10,240 ESA Program promotional emails to potentially ESA-eligible customers enrolled in CARE to introduce the customers to the ESA program and encourage them to apply online. SDG&E adjusted the creative materials for this campaign by having the email link directly to an ESA Program outreach contractor. Customers who clicked through would be connected by telephone 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 34% and a 5% click through rate<sup>5</sup>.

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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).

Direct Mail

SDG&E sent an ESA Program promotional postcard to 1,455 recently enrolled CARE customers to inform them that they may qualify for the ESA Program.

The postcard encourages CARE customers to contact an authorized ESA Program outreach contractor for more information and/or to schedule an appointment.

**Community Outreach & Engagement**

Energy Solutions Partner Network:

SDG&E works closely with a network of over 190 community-based organizations (CBOs) to connect customers to the CARE and ESA Programs. These organizations represent the diversity of SDG&E’s customers within its service area. A majority of these organizations are small, grassroots agencies serving customers that are multicultural/multilingual, seniors, veterans, special needs, and limited English proficient (LEP) audiences. These partners help educate and enroll customers in low-income programs utilizing a variety of tactics including: messaging through e-mail and social media channels such as Facebook, Twitter, and Instagram, posting information on their websites, providing booth space at events, and hosting enrollment day fairs at their locations. In February 2019, SDG&E’s partner outreach activities resulted in the following activities:

<b>Energy Solutions Partner Network</b>	
ESA Leads	0
CARE Enrollments	3
CARE Recertifications	0

Partner Spotlight:

In February 2019, the SDG&E Customer Solutions Outreach Team participated in 23 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 February 2019, the SDG&E Outreach team partnered with Bandini Elementary School in Logan Heights through the Neighborhood House Association. With approximately 15 attendees at the event, SDG&E held a Spanish language presentation on Customer Assistance Programs, Time of Use and other resources available.



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 February 2019, SDG&E completed 15 outreach activities. A summary of these activities is listed below:

<b>Date</b>	<b>Location</b>	<b>Partner / Hosting Organization</b>	<b>Event Title</b>
2/1/2019	SDCCU Stadium 9449 Friars Rd. San Diego, CA 92108	Little Saigon San Diego Foundation	Lunar New Year Festival Tet Festival
2/2/2019	SDCCU Stadium 9449 Friars Rd. San Diego, CA 92109	Little Saigon San Diego Foundation	Lunar New Year Festival Tet Festival
2/3/2019	SDCCU Stadium 9449 Friars Rd. San Diego, CA 92110	Little Saigon San Diego Foundation	Lunar New Year Festival Tet Festival
2/6/2019	Educational Cultural Complex 4343 Ocean View Blvd. San Diego CA 92113	SD Continuing Education Foundation	SDCE Eats Farm to Family Fair
2/8/2019	Becton Dickinson 3750 Torrey View Ct. San Diego, CA 92130	Asian Business Association	Lunar New Year Celebration
2/9/2019	Lyceum Theatre 79 Horton Plaza San Diego, CA 92101	Urban Warriors	Kuumba Fest
2/9/2019	Steele Canyon High School 12440 Campo Rd. Spring Valley	Emergency Preparedness and Evacuation Prep Fair	Spring Valley Chamber of Commerce
2/13/2019	George Stevens Senior Center 570 S 65th St. San Diego, CA 92114	George Stevens Senior Center	Black History Tribute

Date	Location	Partner / Hosting Organization	Event Title
2/14/2019	4060 Fairmount Ave. San Diego, CA. 92105	La Maestra	Love Your Heart Health Fair
2/16/2019	428 3rd Ave. San Diego, CA 92101	Silk Road Productions	Chinese New Year
2/17/2019	428 3rd Ave. San Diego, CA 92101	Silk Road Productions	Chinese New Year
2/23/2019	Spring Valley Library 836 Kempton St. Spring Valley, CA 91977	Spring Valley Library	Karamu Community Festival
2/23/2019	200 Michigan Ave. Vista, CA 92084	North County Life Line	Lifeline's Community Resource Fair
2/28/2019	ASYMCA Paul Hartley Complex 3293 Santo Rd. San Diego, CA 92124	Words Alive	Neighborhood Exchange
2/28/2019	SD Central Library 330 Park Blvd. San Diego, CA 92101	SD Central Library	100 Years of Lift Every Voice and Sing

### **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 February 2019, SDG&E’s CCC generated the following applications and leads:

	<b>CCC</b>	<b>Branch Office</b>
ESA Leads	15	18
CARE Enrollments	46	269
CARE Recertifications	3	15

### **1.3 Leveraging Success Evaluation, Including CSD**

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

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

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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

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



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

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

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

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

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

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

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

## **1.4 Workforce Education & Training (WE&T)**

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

SDG&E continues to share relevant training information with contractors so they can provide their employees with opportunity to participate and expand their knowledge base. SDG&E is currently working with WE&T to finalize the 2019 plan which would offer more ESA Program specific training for contractors and anticipates offering courses in the 2nd quarter of 2019.

## **1.5 Miscellaneous**

### **1.5.1 ESA Program Studies**

According to the legislative mandate, the current Low-Income Needs Assessment (LINA) is scheduled to be completed by December 31, 2019. A competitive solicitation for a consultant to conduct the statewide study was completed in January 2018. Research Into Action is the consultant selected to undertake the evaluation. The draft research plan was presented in a public webinar on May 29, 2018. 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 investor-owned utilities (IOUs) to use the Phase 1 results for the Low-Income Mid-cycle filing.

Additional analysis was completed during phase 2 and a public webinar is scheduled for April 8, 2019 to present the phase 2 results.

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, SDG&E began the installation of the Smart Thermostats and transferred participating customers to the TOU rate. As of February 2019, SDG&E has 49 customers in the Treatment group and 84 customers in the Control group.

**2. CARE EXECUTIVE SUMMARY**

**2.1 CARE Program Summary**

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

<b>CARE Budget Categories</b>	<b>Authorized Budget<sup>8</sup></b>	<b>Actual Expenses to Date</b>	<b>% of Budget Spent</b>
Outreach	3,221,952	299,271	9%
Proc., Certification and Verification	512,090	53,357	10%
Post Enrollment Verification	360,066	40,171	11%
Information Tech./Programming	1,638,000	127,788	8%
Pilots-CHANGES	265,103	37,772	14%
Regulatory Compliance	348,031	9,056	3%
General Administration	781,092	56,344	7%
CPUC Energy Division Staff	57,279	0	0%
Cooling Centers	43,500	0	0%
<b>Total Expenses</b>	<b>7,227,114</b>	<b>623,758</b>	<b>9%</b>
Subsidies and Benefits	73,833,173	21,713,991	29%
<b>Total Program Costs and Discounts</b>	<b>81,060,287</b>	<b>22,337,749</b>	<b>28%</b>

**2.1.2 Provide the CARE Program penetration rate to date.**

<b>CARE Penetration</b>		
<b>Participants Enrolled</b>	<b>Eligible Participants<sup>9</sup></b>	<b>Penetration rate</b>
290,524	319,192	91%

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

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

## **2.2 Outreach**

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

In February 2019, marketing and outreach efforts generated 11,453 completed CARE applications, and 4,758 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 February 2019, SDG&E continued its rate comparison campaign by mailing a comparison letter to 11,807 potential CARE customers. The letter compares a customer's yearly total 2018 bill cost to what it would have been had they been enrolled in CARE receiving an average discount of 30%. Customers are encouraged to call SDG&E's toll-free enrollment number or to apply through SDG&E's online application. The letter contributed to 365 CARE automated phone enrollments and 1,951 online enrollments.

##### Email

For the month of February 2019, SDG&E continued with its Rate Comparison Nurture Campaign. The Nurture Campaign sends a series of automated, pre-written messages over a specified period to move customers closer to conversion.

Contacts receive messages based on behavioral triggers and may receive up to three messages (including reminders) over a 30-day period, depending on engagement level. The February campaign was sent to 62,414 customers and generated a 32% open rate and a 5% click through rate over the course of the month.

SDG&E also sent recertification reminder emails to 2,564 CARE customers who were due to recertify within the next 60 days. SDG&E received an open rate of 60% 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 February, the following numbers were generated by the Capitation Agencies:

<b>Capitation Agencies</b>	
ESA Leads	82
CARE Enrollments	210
CARE Recerts	108

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, 2018, the Cool Zone program closed for the remainder of the year. The Cool Zone Program will reopen in the Spring of 2019. Therefore, there will be no activity in the months of January through April 2019.

Women’s Infant & Children Organizations

SDG&E’s Customer Solutions team provided training to the Women’s Infant & Children’s (WIC) Organizations, which included training for case workers on the CARE and FERA programs. As most of the WIC trainings occur in late summer, early fall, there were no trainings scheduled for the offices in February.

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 February, the following applications were received:

Health and Human Services Agencies		YTD
ESA Leads	0	0
CARE Enrollments	85	155
CARE Recerts	85	175

**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 February 2019, SDG&E received no customer complaints regarding CARE recertification.

**3. CHANGES REPORTING**

In compliance with requirements outlined in D.12-12-011, SDG&E has updated CARE Table 10 information for the month of January 2019 and CARE Table 11 activity for November 1, 2018 through January 31, 2019. February 2019 activity for Table 10, and Table 11 activity for February 1, 2019 through April 31, 2019, will be reported in a subsequent report.<sup>10</sup>

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

**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

**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	<b>Energy Savings Assistance Program Table 1 - Expenses</b>												
2	<b>San Diego Gas &amp; Electric</b>												
3	<b>February 2019</b>												
4		<b>Authorized Budget [1] [2]</b>			<b>Current Month Expenses [3]</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	\$ 882,134	\$ 330,261	\$ 1,212,395	\$ 152,979	\$ -	\$ 152,979	\$ 204,517	\$ -	\$ 204,517	23%	0%	17%
8	Domestic Hot Water	\$ 63,436	\$ 2,051,084	\$ 2,114,520	\$ 3,868	\$ 125,076	\$ 128,944	\$ 5,416	\$ 175,128	\$ 180,544	9%	9%	9%
9	Enclosure	\$ 2,462,449	\$ 3,264,177	\$ 5,726,626	\$ 134,266	\$ 177,980	\$ 312,246	\$ 210,052	\$ 278,441	\$ 488,492	9%	9%	9%
10	HVAC [3]	\$ 408,617	\$ 3,563,903	\$ 3,972,520	\$ 57,970	\$ 159,596	\$ 217,567	\$ 57,772	\$ 185,302	\$ 243,074	14%	5%	6%
11	Maintenance	\$ 6,793	\$ 280,466	\$ 287,259	\$ -	\$ 35,554	\$ 35,554	\$ -	\$ 45,998	\$ 45,998	0%	16%	16%
12	Lighting	\$ 4,465,300	\$ -	\$ 4,465,300	\$ 407,113	\$ -	\$ 407,113	\$ 571,402	\$ -	\$ 571,402	13%	0%	13%
13	Miscellaneous	\$ 1,699,780	\$ -	\$ 1,699,780	\$ 71,499	\$ -	\$ 71,499	\$ 81,918	\$ -	\$ 81,918	5%	0%	5%
14	Customer Enrollment [3]	\$ 2,091,279	\$ 2,091,279	\$ 4,182,557	\$ 188,834	\$ 188,834	\$ 377,668	\$ 186,942	\$ 186,942	\$ 373,884	9%	9%	9%
15	In Home Education	\$ 331,856	\$ 331,856	\$ 663,712	\$ 34,517	\$ 34,517	\$ 69,034	\$ 34,517	\$ 34,517	\$ 69,035	10%	10%	10%
16	Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
18	Multi-Family Common Area Measures	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	<b>Energy Efficiency TOTAL</b>	<b>\$ 12,411,644</b>	<b>\$ 11,913,026</b>	<b>\$ 24,324,670</b>	<b>\$ 1,051,045</b>	<b>\$ 721,557</b>	<b>\$ 1,772,602</b>	<b>\$ 1,352,537</b>	<b>\$ 906,328</b>	<b>\$ 2,258,865</b>	<b>11%</b>	<b>8%</b>	<b>9%</b>
20													
21	Training Center	\$ 244,205	\$ 244,205	\$ 488,411	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
22	Inspections	\$ 88,441	\$ 88,441	\$ 176,882	\$ 3,664	\$ 3,664	\$ 7,328	\$ 7,478	\$ 7,478	\$ 14,956	8%	8%	8%
23	Marketing and Outreach	\$ 600,000	\$ 600,000	\$ 1,200,000	\$ 41,323	\$ 41,323	\$ 82,646	\$ 69,477	\$ 69,477	\$ 138,954	12%	12%	12%
24	Statewide Marketing Education and Outreach	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
25	Measurement and Evaluation Studies [4]	\$ 17,083	\$ 17,083	\$ 34,166	\$ (27,063)	\$ (27,063)	\$ (54,126)	\$ (7,347)	\$ (7,347)	\$ (14,693)	-43%	-43%	-43%
26	Regulatory Compliance [5]	\$ 165,472	\$ 165,472	\$ 330,943	\$ (4,687)	\$ (4,687)	\$ (9,374)	\$ 11,630	\$ 11,630	\$ 23,260	7%	7%	7%
27	General Administration	\$ 1,341,766	\$ 1,341,766	\$ 2,683,531	\$ 111,753	\$ 111,753	\$ 223,506	\$ 133,620	\$ 133,621	\$ 267,241	10%	10%	10%
28	CPUC Energy Division	\$ 23,409	\$ 23,409	\$ 46,818	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
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>\$ 15,235,867</b>	<b>\$ 14,737,249</b>	<b>\$ 29,973,116</b>	<b>\$ 1,176,035</b>	<b>\$ 846,547</b>	<b>\$ 2,022,582</b>	<b>\$ 1,567,396</b>	<b>\$ 1,121,187</b>	<b>\$ 2,688,583</b>	<b>10%</b>	<b>8%</b>	<b>9%</b>
32	<b>Funded Outside of ESA Program Budget</b>												
33	Indirect Costs				\$ 36,379	\$ 34,896	\$ 71,275	\$ 69,404	\$ 67,299	\$ 136,704			
34	NGAT Costs		\$ 288,000	\$ 288,000		\$ 24,629	\$ 24,629		\$ 26,346	\$ 26,346		9%	9%
35													
36	[1] Authorized budget does not include shifted funds from previous years and/or program cycles. Shifted funds, referred to as "2009-2016 Unspent ESA Program Funds", are reflected in ESA Table 1A.												
37	[2] Reflects the authorized funding approved in the CPUC Energy Division Disposition Letter dated 12/27/2018 approving SDG&E Advice Letter 3250-E/2688-G.												
38	[3] Current Month Expenses for Energy Efficiency Total includes February accrual and re-accrual of \$709,533 in the following reporting categories: Appliances \$69,573; Domestic Hot Water \$7,069; HVAC \$44,154; Misc. \$48,489; Lighting \$154,928; Maintenance \$454; Enclosure \$0; Customer Enrollment \$326,672; In Home Energy Education \$58,194.												
39	[4] Negative amounts due to reimbursements received from SCE and PG&E for their share of the NEB's Study.												
40	[5] Negative amounts due to reimbursements received from SCE and PG&E for their share of vendor disaggregation.												
41													
42	<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 1A - Expenses Funded From 2009-2016 Unspent ESA Program Funds  
San Diego Gas & Electric  
February 2019**

ESA Program:	Authorized Budget [1]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
<b>Energy Efficiency</b>												
Multi-Family Common Area Measures	\$ 1,817,500	\$ 1,817,500	\$ 3,635,000	\$ 13,286	\$ 13,286	\$ 26,571	\$ 14,134	\$ 14,134	\$ 28,268	1%	1%	1%
In-Home Education	\$ 177,060	\$ 177,060	\$ 354,119	\$ -	\$ -	\$ -	\$ 34,572	\$ 34,572	\$ 69,145	20%	20%	20%
Leveraging - CSD	\$ 241,216	\$ 241,216	\$ 482,431	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Pilot [2]	\$ 50,000	\$ 50,000	\$ 100,000	\$ 407	\$ 407	\$ 813	\$ 713	\$ 713	\$ 1,426	1%	1%	1%
Measurement and Evaluation Studies [3]	\$ 30,625	\$ 30,625	\$ 61,250	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Regulatory Compliance	\$ 23,438	\$ 23,438	\$ 46,875	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
General Administration			\$ -	\$ 83	\$ 83	\$ 167	\$ 417	\$ 417	\$ 833	0%	0%	0%
<b>TOTAL PROGRAM COSTS</b>	<b>\$ 2,339,838</b>	<b>\$ 2,339,838</b>	<b>\$ 4,679,675</b>	<b>\$ 13,776</b>	<b>\$ 13,776</b>	<b>\$ 27,551</b>	<b>\$ 49,836</b>	<b>\$ 49,836</b>	<b>\$ 99,672</b>	<b>22%</b>	<b>22%</b>	<b>22%</b>

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

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

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

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



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

Measures	Units	ESA Program - CSD Leveraging					
		Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh[3] (Annual)	kW[3] (Annual)	Therms[3] (Annual)	Expenses (\$)	% of Expenditure
<b>Appliances</b>							
High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%
Refrigerators	Each	-	-	-	-	\$ -	0.0%
Microwaves [4]	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%
Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%
Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%
<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%
Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%
Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%
High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
A/C Time Delay	Home	-	-	-	-	\$ -	0.0%
<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%
LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	\$ -	0.0%
LED Reflector Bulb	Each	-	-	-	-	\$ -	0.0%
LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%
LED A-Lamps	Each	-	-	-	-	\$ -	0.0%
<b>Miscellaneous</b>							
Pool Pumps	Each	-	-	-	-	\$ -	0.0%
Smart Power Strips - Tier 1	Each	-	-	-	-	\$ -	0.0%
Smart Power Strips - Tier 2	Each	-	-	-	-	\$ -	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 Households Weatherized [2]</b>							
<b>CSD MF Buildings Treated</b>							
			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  
February 2019**

Measures	Units	*ESA Program - Multifamily Common Area					
		Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh[3] (Annual)	kW[3] (Annual)	Therms[3] (Annual)	Expenses (\$)	% of Expenditure
<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%
Combined Showerhead/TSV	Each						0.0%
Heat Pump Water Heater	Each						0.0%
Tub Diverter/ Tub Spout	Each						0.0%
Thermostat-controlled Shower Valve	Each						0.0%
<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%
Energy Efficient Fan Control	Home						0.0%
Prescriptive Duct Sealing	Home						0.0%
High Efficiency Forced Air Unit (HE FAU)	Home						0.0%
A/C Time Delay	Home						0.0%
<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%
LED Diffuse Bulb (60W Replacement)	Each						0.0%
LED Reflector Bulb	Each						0.0%
LED Reflector Downlight Retrofit Kits	Each						0.0%
LED A-Lamps	Each						0.0%
<b>Miscellaneous</b>							
Pool Pumps	Each						0.0%
Smart Power Strips - Tier 1	Each						0.0%
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%
Total Multifamily Buildings Weatherized [2]							
<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>February 2019</b>	
5	<b>ESA Program</b>	
6	Annual kWh Savings	284,235
7	Annual Therm Savings	4,364
8	Lifecycle kWh Savings	4,072,463
9	Lifecycle Therm Savings	40,299
10	Current kWh Rate	\$ 0.17
11	Current Therm Rate	\$ 0.63
12	Average 1st Year Bill Savings / Treated households	\$67.88
13	Average Lifecycle Bill Savings / Treated Household	\$764.41
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	284,235
40	Annual Therm Savings	4,364
41	Lifecycle kWh Savings	4,072,463
42	Lifecycle Therm Savings	40,299
43	Current kWh Rate	\$ 0.17
44	Current Therm Rate	\$ 0.63
45	Average 1st Year Bill Savings / Treated households and Buildings	\$ 67.88
46	Average Lifecycle Bill Savings / Treated Household and Buildings	\$ 764.41
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>February 2019</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	19,168	19,168	0	60	60
9	SAN DIEGO	7,819	292,205	300,024	7	681	688
10	<b>Total</b>	<b>7,819</b>	<b>311,373</b>	<b>319,192</b>	<b>7</b>	<b>741</b>	<b>748</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							0
17							0
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							0
25							0
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  
February 2019**

<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	536	275	3	0	441	89	10
ORANGE	32	10	1	0	64	0	2
<b>Total</b>	<b>568</b>	<b>285</b>	<b>4</b>	<b>0</b>	<b>505</b>	<b>89</b>	<b>12</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>February 2019</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	73	657	72,287	8	-	-	-	-	8	-	7,574	1	81	657	79,861	10
9	February	537	3,706	189,658	22	-	-	-	-	130	-	14,715	1	667	3,706	204,374	24
10	March																
11	April																
12	May																
13	June																
14	July																
15	August																
16	September																
17	October																
18	November																
19	December																
20	<b>YTD</b>	<b>610</b>	<b>4,364</b>	<b>261,946</b>	<b>31</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>138</b>	<b>-</b>	<b>22,289</b>	<b>2</b>	<b>748</b>	<b>4,364</b>	<b>284,235</b>	<b>33</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																
31	February																
32	March																
33	April																
34	May																
35	June																
36	July																
37	August																
38	September																
39	October																
40	November																
41	December																
42	<b>YTD</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0</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																
53	February																
54	March																
55	April																
56	May																
57	June																
58	July																
59	August																
60	September																
61	October																
62	November																
63	December																
64	<b>YTD</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0</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>February 2019</b>												
4		<b>Authorized 2019 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]	\$ 50,000	\$ 50,000	\$100,000	\$407	\$407	\$813	\$713	\$713	\$1,426	1%	1%	1%
8													
9													
10	<b>Total Pilots</b>	<b>\$50,000</b>	<b>\$50,000</b>	<b>\$100,000</b>	<b>\$407</b>	<b>\$407</b>	<b>\$813</b>	<b>\$713</b>	<b>\$713</b>	<b>\$1,426</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
11													
12													
13	<b>Studies</b>												
14													
15	Low Income Needs Assessment Study	\$8,334	\$8,334	\$16,667	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
16	Load Impact Evaluation Study [3]	\$9,167	\$9,167	\$18,333	\$0	\$0	\$0	-\$541	-\$541	-\$1,082	-6%	-6%	-6%
17	Equity Criteria and Non Energy Benefits Evaluation (NEB's) [4]	\$2,500	\$2,500	\$5,000	-\$27,063	-\$27,063	-\$54,126	-\$6,805	-\$6,805	-\$13,611	-272%	-272%	-272%
18	Unallocated Funds [5]	-\$2,917	-\$2,917	-\$5,834	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
19	2017 Potential and Goals Study	\$5,625	\$5,625	\$11,250	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
20	Rapid Feedback Research and Analysis	\$25,000	\$25,000	\$50,000	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
21													
22													
23	<b>Total Studies</b>	<b>\$47,708</b>	<b>\$47,708</b>	<b>\$95,416</b>	<b>-\$27,063</b>	<b>-\$27,063</b>	<b>-\$54,126</b>	<b>-\$7,347</b>	<b>-\$7,347</b>	<b>-\$14,693</b>	<b>-15%</b>	<b>-15%</b>	<b>-15%</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] Programmable Communicating Thermostat (PCT) Pilot budget approved via al 3250-E/2688-G. [Table 1A]. An amount of \$613 was inadvertently omitted from the Jan report and has been added to Feb's YTD total.												
27	[3] No expense activity for the month of February. Negative YTD amount due to accrual-reversal for over-estimation of Dec 2018 accruals [Table 1].												
28	[4] Negative amounts due to reimbursements from SCE and PG&E for their share of the NEB's Study [Table 1].												
29	[5] Unallocated funds represent the amount of funds originally requested for the Energy Education Phase II Study which was subsequently not authorized in D.16-11-022. However the budget was authorized and is not unallocated to a specific study [Table 1].												
30													
31	<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  
February 2019**

<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	0

<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>
728	59	20





	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
1	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration<sup>5</sup></b>																								
2	<b>San Diego Gas &amp; Electric</b>																								
3	<b>February 2019</b>																								
4		<b>New Enrollment</b>									<b>Recertification</b>					<b>Attrition (Drop Offs)</b>				<b>Enrollment</b>		<b>Total CARE Participants</b>	<b>Estimated CARE Eligible<sup>5</sup></b>	<b>Penetration Rate % (W/X)</b>	
5		<b>Automatic Enrollment</b>				<b>Self-Certification (Income or Categorical)</b>					<b>Total New Enrollment (E+J)</b>	<b>Scheduled</b>	<b>Non-Scheduled (Duplicates)</b>	<b>Automatic</b>	<b>Total Recertification (L+M+N)</b>	<b>No Response<sup>4</sup></b>	<b>Failed PEV</b>	<b>Failed Recertification</b>	<b>Other</b>	<b>Total Attrition (P+Q+R+S)</b>	<b>Gross (K+O)</b>				<b>Net Adjusted (K-T)</b>
6		<b>Inter-Utility<sup>1</sup></b>	<b>Intra-Utility<sup>2</sup></b>	<b>Leveraging<sup>3</sup></b>	<b>Combined (B+C+D)</b>	<b>Online</b>	<b>Paper</b>	<b>Phone</b>	<b>Capitation</b>	<b>Combined (F+G+H+I)</b>															
7	<b>January</b>	141	56	0	197	1,778	1,297	98	186	3,359	3,556	2,482	2,156	4,231	8,869	1,563	49	88	4,889	6,589	12,425	-3,033	292,706	319,125	92%
8	<b>February</b>	20	37	0	57	1,395	978	221	120	2,714	2,771	2,589	1,550	3,298	7,437	1,801	20	74	3,058	4,953	10,208	-2,182	290,524	319,125	91%
9	<b>March</b>																								
10	<b>April</b>																								
11	<b>May</b>																								
12	<b>June</b>																								
13	<b>July</b>																								
14	<b>August</b>																								
15	<b>September</b>																								
16	<b>October</b>																								
17	<b>November</b>																								
18	<b>December</b>																								
19	<b>YTD Total</b>	<b>161</b>	<b>93</b>	<b>0</b>	<b>254</b>	<b>3,173</b>	<b>2,275</b>	<b>319</b>	<b>306</b>	<b>6,073</b>	<b>6,327</b>	<b>5,071</b>	<b>3,706</b>	<b>7,529</b>	<b>16,306</b>	<b>3,364</b>	<b>69</b>	<b>162</b>	<b>7,947</b>	<b>11,542</b>	<b>22,633</b>	<b>-5,215</b>	<b>290,524</b>	<b>319,125</b>	<b>91%</b>
20																									
21	<sup>1</sup> Enrollments via data sharing between the IOUs.																								
22	<sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.																								
23	<sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																								
24	<sup>4</sup> No response includes no response to both Recertification and Verification.																								
25	<sup>5</sup> As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates filed February 12, 2019.																								
26																									
27	<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
1	<b>CARE Table 3A - Post-Enrollment Verification Results (Model)</b>								
2	<b>San Diego Gas &amp; Electric</b>								
3	<b>February 2019</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	292,706	1,234	0.4%	0	4	4	0.3%	0.0%
6	February	290,524	1,128	0.4%	0	2	2	0.2%	0.0%
7	March			0.0%			0	0.0%	0.0%
8	April			0.0%			0	0.0%	0.0%
9	May			0.0%			0	0.0%	0.0%
10	June			0.0%			0	0.0%	0.0%
11	July			0.0%			0	0.0%	0.0%
12	August			0.0%			0	0.0%	0.0%
13	September			0.0%			0	0.0%	0.0%
14	October			0.0%			0	0.0%	0.0%
15	November			0.0%			0	0.0%	0.0%
16	December			0.0%			0	0.0%	0.0%
17	<b>YTD Total</b>	<b>290,524</b>	<b>2,362</b>	<b>0.8%</b>	<b>0</b>	<b>6</b>	<b>6</b>	<b>0.3%</b>	<b>0.0%</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 **Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD

24

	<b>CARE Table 3B Post-Enrollment Verification Results (Electric only High Usage)</b>								
	<b>San Diego Gas &amp; Electric</b>								
	<b>February 2019</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	292,706	954	0.3%	186	0	186	19.5%	0.1%
30	February	290,524	1,067	0.4%	2	0	2	0.2%	0.0%
31	March			0.0%			0	0.0%	0.0%
32	April			0.0%			0	0.0%	0.0%
33	May			0.0%			0	0.0%	0.0%
34	June			0.0%			0	0.0%	0.0%
35	July			0.0%			0	0.0%	0.0%
36	August			0.0%			0	0.0%	0.0%
37	September			0.0%			0	0.0%	0.0%
38	October			0.0%			0	0.0%	0.0%
39	November			0.0%			0	0.0%	0.0%
40	December			0.0%			0	0.0%	0.0%
41	<b>YTD Total</b>	<b>290,524</b>	<b>2,021</b>	<b>0.7%</b>	<b>188</b>	<b>0</b>	<b>188</b>	<b>9.3%</b>	<b>0.1%</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

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

	A	B	C	D	E	F	G							
1	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications<sup>1</sup></b>													
2								<b>San Diego Gas &amp; Electric</b>						
3								<b>February 2019</b>						
4		<b>Provided</b>	<b>Received</b>	<b>Approved</b>	<b>Denied</b>	<b>Pending/Never Completed</b>	<b>Duplicates</b>							
5	Total (Y-T-D)	98,904	24,687	10,142	3,008	1,459	10,078							
6	Percentage		100%	41%	12%	6%	41%							
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>February 2019</b>									
4	County	Estimated Eligible Households <sup>1</sup>			Total Households Enrolled <sup>2</sup>			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural <sup>3</sup>	Total
6	Orange	19,168	0	19,168	12,470	0	12,470	65%	NA	65%
7	San Diego	292,139	7,818	299,957	272,020	6,034	278,054	93%	77%	93%
8	<b>Total</b>	<b>311,307</b>	<b>7,818</b>	<b>319,125</b>	<b>284,490</b>	<b>6,034</b>	<b>290,524</b>	<b>91%</b>	<b>77%</b>	<b>91%</b>
9										
10	1 As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates filed February 9, 2019.									
11	2 Total Households Enrolled includes submeter tenants.									
12	3 No Rural eligible population exists in Orange County in SDG&E territory, therefore penetration for Orange County Rural is not appli									
13	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6 - Recertification Results</b>							
2	<b>San Diego Gas &amp; Electric</b>							
3	<b>February 2019</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	292,706	5,001	1.7%	1,346	56	26.9%	0.0%
6	February	290,524	3,770	1.3%	270	0	7.2%	0.0%
7	March							
8	April							
9	May							
10	June							
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	<b>YTD</b>	<b>290,524</b>	<b>8,771</b>	<b>3.0%</b>	<b>1,616</b>	<b>56</b>	<b>18.4%</b>	<b>0.0%</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>February 2019</b>						
4	<b>Contractor</b>	<b>Contractor Type</b>				<b>Total Enrollments</b>	
5		<b>(Check one or more if applicable)</b>				<b>Current</b>	<b>Year-to-Date</b>
6		<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>	<b>Month</b>	
7	211 SAN DIEGO (SD)		X			102	352
8	ALLIANCE FOR AFRICAN ASSISTANCE		X			-	-
9	AMERICAN RED CROSS WIC		X	X		3	7
10	CATHOLIC CHARITIES		X			-	1
11	CHULA VISTA COMM COLLABORATIVE		X			2	7
12	COMMUNITY RESOURCE CENTER - 2010		X			-	6
13	DEAF COMMUNITY SERVICES		X			-	-
14	HEARTS AND HANDS TOGETHER		X			-	-
15	INTERFAITH COMMUNITY SERVICES		X			-	-
16	LA MAESTRA FAMILY CLINIC (LMFC)		X			1	3
17	MAAC PROJECT - CARE		X		X	-	4
18	NEIGHBORHOOD HEALTH CARE		X			2	5
19	NEIGHBORHOOD HEALTH INSURANCE CENTER	X				-	-
20	NORTH COUNTY HEALTH SERVICES		X			3	5
21	SAN DIEGO STATE UNIVERSITY WIC		X			5	9
22	SAN YSIDRO HEALTH CENTERS		X			-	-
23	SCRIPPS HEALTH WIC (SHW)		X			-	3
24	UNION OF PAN ASIAN COMMUNITIES (UPAC)		X			-	-
25	VISTA COMMUNITY CLINIC		X			-	-
26	<b>Total Enrollments</b>					<b>118</b>	<b>402</b>
27							
28	<sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
29	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 8 - Households as of Month-End</b>								
2	<b>San Diego Gas &amp; Electric</b>								
3	<b>February 2019</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	174,184	N/A	118,522	292,706	319,125	92%	-1.3%	1,297,665
6	February	172,520	N/A	118,004	290,524	319,125	91%	-2.0%	1,298,263
7	March		N/A						
8	April		N/A						
9	May		N/A						
10	June		N/A						
11	July		N/A						
12	August		N/A						
13	September		N/A						
14	October		N/A						
15	November		N/A						
16	December		N/A						
17	<b>YTD</b>	<b>172,520</b>	<b>N/A</b>	<b>118,004</b>	<b>290,524</b>	<b>319,125</b>	<b>91%</b>	<b>-2.0%</b>	<b>1,298,263</b>
18									
19	1 As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates filed February 9, 2019.								
20	2 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>February 2019</b>				
4	<b>2019</b>	<b>Authorized 2019 Budget</b>	<b>Current Month Expenses</b>	<b>Expenses Since Jan. 1, 2019</b>	<b>% of 2019 Budget Expended</b>
5		<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>
6					
7					
8	CHANGES Program	\$ 265,103	\$ 21,875	\$ 37,772	14%
9					
10					
11	<b>Total</b>	<b>\$ 265,103</b>	<b>\$ 21,875</b>	<b>\$ 37,772</b>	<b>14%</b>
12					
13	[1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.				
14					
15	<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</b>	
<b>Reporting Period January 2019[1]</b>	
<b>No. of attendees at education sessions</b>	<b>211</b>
<b>Disputes</b>	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	0
Changed 3rd party Company/Gas Aggregation	0
Changed 3rd Party Electricity Aggregation	0
Medical Baseline Application	0
Enroll in Energy Assistance Programs	26
Request Meter Service or Testing	0
Request Bill Adjustment	3
Request Customer Service Visit	0
Schedule Energy Audit	0
Payment Extension	18
Payment Plan	3
Solar	0
Stop Disconnection	25
Time of Use	0
Wildfire Related Issue	0
<b>Total disputes [3]</b>	<b>75</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	0
Medical Baseline	0
Neighbor to Neighbor	16
REACH	0
Reported Safety Problem	0
Reported Scam	0
Set Up 3rd Party Notification	0
Set Up New Account	0
Payment Extension	0
Payment Plan	0
Wildfire Related Issue	0
<b>Total Needs Assistance [2]</b>	<b>16</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.cpuc.ca.gov/team\\_and\\_changes/](http://consumers.cpuc.ca.gov/team_and_changes/)

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

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

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

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

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

## CARE Table 11 CHANGES Group Customer Assistance Sessions

### San Diego Gas & Electric

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

Date <sup>3</sup>	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) <sup>4</sup>	Number of Attendees	Description of Information / Literature Provided
N/A	Arabic	CARE/FERA and Other Assistance Programs	26	N/A	63	CHANGES Ed Handout
N/A	ASL	CARE/FERA and Other Assistance Programs	1	N/A	9	CHANGES Ed Handout
N/A	Burmese	CARE/FERA and Other Assistance Programs	1	N/A	1	CHANGES Ed Handout
N/A	Chaldean	CARE/FERA and Other Assistance Programs	1	N/A	1	CHANGES Ed Handout
N/A	Dari	CARE/FERA and Other Assistance Programs	2	N/A	5	CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs	27	N/A	44	CHANGES Ed Handout
N/A	Farsi	CARE/FERA and Other Assistance Programs	6	N/A	13	CHANGES Ed Handout
N/A	French	CARE/FERA and Other Assistance Programs	3	N/A	5	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	1	N/A	1	CHANGES Ed Handout
N/A	Swahili	CARE/FERA and Other Assistance Programs	2	N/A	3	CHANGES Ed Handout
N/A	Tigrinia	CARE/FERA and Other Assistance Programs	1	N/A	1	CHANGES Ed Handout
N/A	Arabic	Electric and Natural Gas Safety	6	N/A	20	CHANGES Ed Handout
N/A	English	Electric and Natural Gas Safety	10	N/A	20	CHANGES Ed Handout
N/A	Farsi	Electric and Natural Gas Safety	2	N/A	6	CHANGES Ed Handout
N/A	French	Electric and Natural Gas Safety	1	N/A	1	CHANGES Ed Handout
N/A	Swahili	Electric and Natural Gas Safety	3	N/A	4	CHANGES Ed Handout
N/A	Urdu	Electric and Natural Gas Safety	1	N/A	2	CHANGES Ed Handout
N/A	Arabic	Energy Conservation	1	N/A	3	CHANGES Ed Handout
N/A	English	Energy Conservation	1	N/A	2	CHANGES Ed Handout
N/A	English	Gas Aggregation	1	N/A	1	CHANGES Ed Handout
N/A	Farsi	Gas Aggregation	1	N/A	2	CHANGES Ed Handout
N/A	Arabic	High Energy Use	2	N/A	8	CHANGES Ed Handout
N/A	English	High Energy Use	1	N/A	1	CHANGES Ed Handout
N/A	Amharic	Understanding Your Bill	1	N/A	1	CHANGES Ed Handout
N/A	Arabic	Understanding Your Bill	1	N/A	10	CHANGES Ed Handout
N/A	English	Understanding Your Bill	3	N/A	13	CHANGES Ed Handout
N/A	Farsi	Understanding Your Bill	3	N/A	17	CHANGES Ed Handout
N/A	French	Understanding Your Bill	5	N/A	73	CHANGES Ed Handout
N/A	Russian	Understanding Your Bill	1	N/A	1	CHANGES Ed Handout
N/A	Somali	Understanding Your Bill	1	N/A	40	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	1	N/A	7	CHANGES Ed Handout
Current Month			117		378	
Year-to-Date			520		2919	

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

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

[3] Date of the workshops not available.

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

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