

**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 2020**

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March 23, 2020

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This is the second monthly report for program year (PY) 2020. The purpose of this report is to consolidate activity for the California Alternate Rates for Energy (CARE) Program and Energy Savings Assistance (ESA) Program and provide the California Public Utilities Commission's (CPUC or Commission) Energy Division with information to assist in analyzing the low-income programs.

This report presents year-to-date ESA Program and CARE Program results and expenditures through February 29, 2020 for San Diego Gas & Electric Company (SDG&E).

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

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March 23, 2020



San Diego Gas & Electric Company

Energy Savings Assistance (ESA) Program

And

California Alternate Rates for Energy (CARE)

Program

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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 2020			
	2020 Authorized / Planning Assumptions	Actual to Date ¹	%
Budget ²	\$35,509,153	\$2,895,070	8%
Homes Treated ³	23,761	424	2%
kWh Saved	7,220,000	117,660	2%
kW Demand Reduced	3,954	19	0%
Therms Saved	420,000	4,667	1%
GHG Emissions Reduced (Tons)	6,428	92	1%

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.

¹ Energy, demand, emissions savings reflects total savings from program including California Department of Community Services and Development (CSD) leveraging and multifamily common area measure installations.

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

³ Includes total homes treated including CSD leveraging.

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 892 ESA Program leads and 805 enrollments⁴. Overall, ESA Program marketing, education and outreach efforts were successful in creating 6,129 leads and 1,311 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. Through February, SDG&E has not received any new leads through this leveraging effort. 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. A total of 46 leads were submitted to GRID for follow-up.

ESA Program Multifamily Common Area Measure (MF CAM) Initiative

In February 2020, SDG&E's ESA Program MF CAM implementer continued targeted marketing to potential ESA MF CAM properties, including re-

⁴ Enrollments are inclusive of all homes enrolled during February 2020. Enrollments not invoiced during the reporting month will not be represented in monthly reporting tables.

syndication projects in SDG&E's service territory. Five properties were completed and invoiced with ten other properties currently receiving measure installations. In addition, there are a total of ten properties pending energy assessments/audits.

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

Language Line

Language Line[®] is utilized to make sure 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, two customers were served by the Language Line.

Language	Calls
Vietnamese	2
TOTAL	2

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 intent of the 2020 campaign is to make a connection with customers in order to drive conservation and provide monthly savings on their energy bill. The campaign will run in English, Spanish and Asian languages and includes TV, newspaper, digital (including paid search), email, direct mail and bill inserts, as well as a robust outreach program. The majority of the campaign will begin on March 1, however, due to the state of emergency in California declared by Governor Newsom on March 4, 2020, and the national emergency declared by President Trump on March 13, 2020, and Governor Newsom's order on March 19, 2020 requiring Californians to stay home as a result of the COVID-19 epidemic, as well as other guidance from local, state, and federal health and emergency response agencies, SDG&E has implemented a number of changes to customer assistance program ME&O efforts which will have an impact on ongoing campaign planning for these programs. Those updates will be provided in subsequent monthly reports.

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 2020 are summarized in the following sections:

Print Advertising:

SDG&E is planning English print in rural communities and African-American publications. Additionally, SDG&E is running in language print in Chinese, Vietnamese, Tagalog (Filipino) and Spanish language publications. Updated campaign information as it relates to shifting tactics related to the COVID-19 emergency will be provided in subsequent monthly reports.

Online Advertising:

In 2020, SDG&E is planning a digital advertising campaign. Paid Search began in February 2020 and garnered 51,797 impressions with a click-through-rate (CTR) of 26%. Updated campaign information as it relates to shifting tactics related to the COVID-19 emergency will be provided in subsequent monthly reports.

Social Media:

Using e-newsletters, website posts and social media channels, the Energy Solutions Partner Network shared 100 CARE and ESA Program messages to an audience of more than 145,000 followers. SDG&E's social media profile also posts messaging to an audience of more than 48,000 followers. These messages are then able to be redistributed to other networks on social media.



Direct Marketing

In February 2020, 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.⁵

The campaign provides SDG&E with a way to directly connect with customers in the low-income and hard-to-reach areas. The Harris Group provides education

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

about the CARE and ESA Programs and assist customers in completing program application forms. Outbound call activities in February 2020 generated the following numbers:

The Harris Group	
ESA Leads	0
CARE Enrollments	1,126
CARE Recertifications	650

Email:

SDG&E sent 11,030 ESA Program promotional emails to potential ESA-eligible customers, which included customers enrolled in CARE, to introduce them 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 41% and a 4% click through rate⁶.

Direct Mail

SDG&E sent an ESA Program promotional postcard to 28,308 recently enrolled CARE customers and potential ESA customers to inform them that they may qualify for the ESA Program.

⁶ Per the 2019 IBM Watson Marketing Cloud Benchmark Study, 2019 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).

The postcard encourages CARE customers and potential ESA 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:

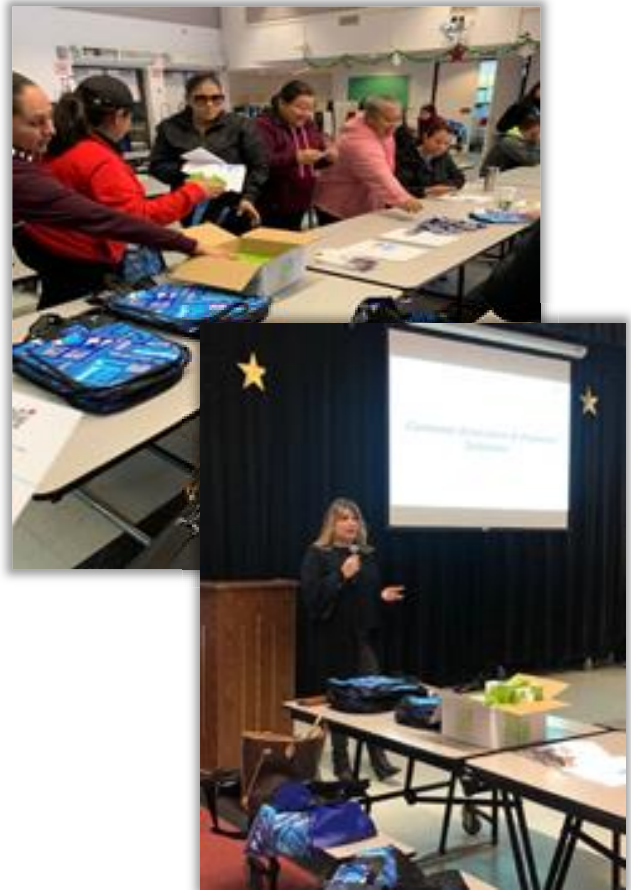
SDG&E works closely with a network of over 190 community-based organizations (CBOs) to connect customers to the CARE and ESA Programs. These organizations represent the diversity of SDG&E’s customers within its service area. A majority of these organizations are small, grassroots agencies serving customers 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 2020, SDG&E’s partner outreach activities resulted in the following activities:

Energy Solutions Partner Network	
ESA Leads	6
CARE Enrollments	11
CARE Recertifications	8

Partner Spotlight:

In February 2020, the SDG&E Customer Solutions Outreach Team participated in 35 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.

On February 7th, the Outreach team presented to parents of Cesar Chavez Elementary School. Every month, parents attend a “coffee with the principal” meeting and this month, SDG&E was able to present on the different low income program offerings. This informational presentation is part of a series of events and presentations that will occur over the next few months with the school educating teachers, parents and children of different programs.



On February 13, the Outreach team presented low income and Time-Of-Use program information to 25 Seniors during a lunch and learn at the Oceanside Senior Center. The customers had many questions on how to read their bills, Time-of-Use, and some filled out applications for CARE and Medical Baseline.



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 pairs multicultural contractors with employees that are fluent in various languages to help staff events and presentations. These contractors are fluent in the following languages: Spanish, Chinese, Aramaic/Arabic, and other languages as requested. During February 2020, SDG&E completed 20 outreach events. A summary of these activities is listed below:

Date	Event Title	Partner / Hosting Organization	Location
2/1/2020	Burn Run 5K	Burn Institute	De Anza Cove 3000 N Mission Bay Drive San Diego, CA 92109
2/5/2020	Farm to Family Fair	SDEats	4343 Ocean View Blvd. San Diego, CA 92113
2/7/2020	Donut Party	Alliance to Save Energy	Monterey Heights Elementary 7550 Canton Dr Lemon Grove, CA 91945
2/8/2020	Chinese New Year Fair	Silk Roads Production	428 3rd Ave San Diego, CA 92101
2/9/2020	Chinese New Year Fair	Silk Roads Production	428 3rd Ave San Diego, CA 92101
2/10/2020	Health Fairs	Mexican Consulate	Mexican Consulate 1549 India St. San Diego, CA 92101
2/11/2020	Health Fairs	Mexican Consulate	Mexican Consulate 1549 India St. San Diego, CA 92101
2/12/2020	Health Fairs	Mexican Consulate	Mexican Consulate 1549 India St. San Diego, CA 92101
2/12/2020	Food Distribution	Feeding San Diego	Julian Library 1850 CA-78 Julian, CA 92036 Shelter Valley Community Center 7217 Great Southern Overland Stage Route Julian, CA 92036

2/13/2020	Food Distribution	ASYMCA	Bayview Hills Military Housing 1842-1934 Sky Harbor San Diego, CA 92139
2/13/2020	Donut Party	Alliance to Save Energy	Cesar Chavez Elementary 1404 S 40th St San Diego, CA 92113
2/14/2020	Health and Nutrition Health Fair	La Maestra CHC	City Heights Clinic 4060 Fairmount Ave. San Diego, CA 92105
2/15/2020	Rancho San Luis Rey Home Improvement Fair	GSMOL	200 N. El Camino Real Oceanside, CA 92058
2/18/2020	Basic Needs Resource Fair and Mobile Food	Grossmont College	Grossmont College 8800 Grossmont College Dr. El Cajon, CA 92020
2/22/2020	Health Fair	Mexican Consulate	Church of the Resurrection 1445 Conway Dr. Escondido, CA 92027
2/22/2020	Home Ownership and Wealth Building Resource Fair	Urban League San Diego County	City Heights Center 4305 University Avenue San Diego, CA 92105
2/26/2020	Food Distribution	Feeding San Diego	Julian Library 1850 CA-780 Julian, CA 92036 Shelter Valley Community Center 7217 Great Southern Overland Stage Route Julian, CA 92036

2/27/2020	Food Distribution	ASYMCA	Murphy Canyon Military Housing 3293 Santo Road San Diego, CA 92124
2/27/2020	Resource Fair	Anthem Blue Cross	Horton House 333 G Street San Diego, CA 92101
2/29/2020	Youth and Family Resource Fair	North County Lifeline	North County Lifeline 200 Michigan Ave. Vista, CA 92084

Other Customer Engagement Efforts

Subject to emergency declarations mentioned above in section 1.2.2., 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. Updated information as it relates to ongoing customer engagement and the impacts of the COVID-19 emergency will be provided in subsequent monthly reports.

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, the Outreach team assists at Branch Office locations on a seasonal basis to help enroll customers.

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

In February 2020, SDG&E's CCC generated the following applications and leads:

	CCC	Branch Office
ESA Leads	7	37
CARE Enrollments	18	184
CARE Recertifications	4	13

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 continues to partner 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 assessment services to provide greater leveraging opportunities and provide customers with the benefits of both programs. In February, LIHEAP organizations enrolled 115 customers in the ESA Program.

As part of SDG&E's leveraging agreement with San Diego County Water Authority (SDCWA), SDCWA reimburses SDG&E for water measures installed, as part of the ESA Program, in homes where customers have an active SDCWA

account. This agreement will continue until December 31, 2020 or until SDCWA's funds are exhausted. In February, SDG&E submitted two invoices to SDCWA for the following measures;

Measure Name	Qty. Installed
Combined Showerhead/TSV	6
High Efficiency Clothes Washer	187
Low Flow Showerhead	4,823
Thermostatic Shower Valve	2,378
Tub Diverter	6

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 did not conduct any training in conjunction with WE&T efforts in February 2020.

1.5 Miscellaneous

1.5.1 ESA Program Studies

In February, the IOUs continued discussions with Energy Division on research topics for the 2022 LINA study. A broad list of suggested topics was discussed in an effort to prepare a proposed work scope to be presented at a public webinar in April.

The IOUs identified three consulting firms qualified to respond to the Non-Energy Benefits (NEB) Verification study. This project will review and verify

the results of the 2019 NEB Study. SDG&E provided each firm a detailed scope of work and requested a proposal and budget to conduct the study. The IOUs plan to select a consultant and commence the project in March.

1.5.2 ESA Program Pilot

The Programmable Communicating Thermostat (PCT or smart thermostat) Time-of-Use (TOU) Pilot, ordered in D.17-12-009 and approved in Advice Letter 3197-E/2655-G (AL) is in the final stages of completion. The state-wide program evaluator, Evergreen Consultants, completed all three customer surveys and has begun the pilot analysis needed to complete the final report, expected to be completed by March 31, 2020.

2. CARE EXECUTIVE SUMMARY

2.1 CARE Program Summary

2.1.1 Please provide CARE Program summary costs.

CARE Budget Categories	Authorized Budget⁷	Actual Expenses to Date	% of Budget Spent
Outreach	\$3,254,171	\$193,256	6%
Proc., Certification and Verification	\$517,211	\$101,258	20%
Post Enrollment Verification	\$363,667	\$23,431	6%
Information Tech./Programming	\$1,719,900	\$25,688	1%
Pilots-CHANGES	\$267,733	\$24,779	9%
Regulatory Compliance	\$303,653	\$51,998	17%
General Administration	\$836,246	\$108,505	13%
CPUC Energy Division Staff	\$57,852	\$16,802	29%
Cooling Centers	\$43,935	\$0	0%
Total Expenses	\$7,364,368	\$545,718	7%
Subsidies and Benefits	\$74,571,504	\$21,987,254	29%

⁷ Budget authorized in CPUC approval of SDG&E Advice Letter 3250-E/2688-G dated December 27, 2018 for program years 2019 and 2020.

Total Program Costs and Discounts	\$81,935,872	\$22,532,972	28%
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2.1.2 Provide the CARE Program penetration rate to date.

CARE Penetration		
Participants Enrolled	Eligible Participants ⁸	Penetration rate
300,058	302,245	99%

2.2 Outreach

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

In February 2020, marketing and outreach efforts generated 5,825 completed CARE applications, and 2,572 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

In February 2020, SDG&E continued its rate comparison campaign by mailing a comparison letter to 5,630 potential CARE customers. The letter compares a customer's average bill total for the last 12 months to what it would have been had they been enrolled in CARE receiving an average discount of 30%.

⁸ On March 17, 2020, Pacific Gas and Electric Company (PG&E), on behalf of the IOUs, filed the revised Annual Estimates of CARE Eligible Customers and Related Information. This number reflects estimates of SDG&E's CARE Eligible Participants for 2020, as reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates.

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 2,572 CARE automated phone enrollments and online enrollments.

Email

In February 2020, 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. In February 2020, SDG&E sent out 296,464 emails (many of these reminders) which generated a 31% open rate and a 5% click through rate over the course of the month.

SDG&E also sent recertification reminder emails to 3,348 CARE customers who were due to recertify within the next 60 days. SDG&E received an open rate of 56% for these emails, with a click through rate of 38%.

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 Women's Infant & Children Organization (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 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:

Capitation Agencies	
ESA Leads	176
CARE Enrollments	193
CARE Recerts	125

Cool Zones

The Cool Zones are active between May and October each year, there were no cool zone activities in February.

Women's Infant & Children Organizations

In February, SDG&E met with various WIC offices to plan messaging and tactics for 2020. No public events were held for this month. As mentioned previously, SDG&E helped educate the employees of WIC to better understand the programs offered by the company so they may, in turn, help their community.

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 February 2020, the following applications were received:

HHSA	February	YTD
ESA Leads	0	0
CARE Enrollments	50	140
CARE Recerts	51	137

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.

In February 2020, SDG&E received two customer complaints regarding CARE recertification. In the first complaint, the customer claimed they had submitted their recertification, but SDG&E did not have any record of receiving documents from the customer. SDG&E aided customer in recertifying online and provided rebill for time off CARE. In the second complaint, the customer is disputing removal from CARE Program. The customer claimed he/she did not receive notifications. SDG&E verified notifications were sent per CARE guidelines. The customer recertified online without SDG&E assistance and is back on CARE.

3. CHANGES REPORTING

In compliance with requirements outlined in D.12-12-011, SDG&E has updated CARE Table 10 and Table 11 information for the month of January 2020. February 2020 activity for Table 10 and Table 11 will be reported in a subsequent report.⁹

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 2B-1 – Eligible Common Area Measures List

ESA Program - Table 3A & 3B - Average Bill Savings per Treated Home/Common Area

ESA Program - Table 4A-1, 4B & 4C– Homes/Buildings Treated

ESA Program - Table 4A-2 - Homes Unwilling/Unable to Participate

ESA Program - Table 5A, 5B & 5C - Program Customer Summary

ESA Program - Table 6 - Expenditures for Pilots and Studies

⁹ SDG&E provides data from the previous month due to reporting delays from CHANGES which prevents SDG&E from reporting current month activity.

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

CARE Program - Table 1 - CARE Overall Program Expenses

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

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

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

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

CARE Program - Table 5 - Enrollment by County

CARE Program - Table 6 - Recertification Results

CARE Program - Table 7 - Capitation Contractors

CARE Program - Table 8 - Participants as of Month End

CARE Program - Table 9 - Expenditures for the CHANGES Pilot

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

CARE Program - Table 11 - CHANGES Group Customer Assistance Sessions

Appendix

ESA and CARE Program Tables

Energy Savings Assistance Program Table 1A - Expenses Funded From 2009-2016 "Unspent ESA Program Funds"
SDG&E
February 2020

ESA Program [1]:	Authorized Budget [2]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Multi-Family Common Area Measures	\$ 1,767,500	\$ 1,767,500	\$ 3,535,000	\$ 41,753	\$ 41,753	\$ 83,505	\$ 34,122	\$ 34,122	\$ 68,244	2%	2%	2%
In-Home Education	\$ 185,912	\$ 185,912	\$ 371,824	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Leveraging - CSD [3]	\$ 241,216	\$ 241,216	\$ 482,431	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Pilot [4] [5]	\$ 25,000	\$ 25,000	\$ 50,000	\$ (1,500)	\$ (1,500)	\$ (3,000)	\$ (1,500)	\$ (1,500)	\$ (3,000)	-6%	-6%	-6%
Studies [6] [7]	\$ 30,625	\$ 30,625	\$ 61,250	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Regulatory Compliance												
General Administration												
TOTAL PROGRAM BUDGET/EXPENSES	\$ 2,250,253	\$ 2,250,253	\$ 4,500,505	\$ 40,253	\$ 40,253	\$ 80,505	\$ 32,622	\$ 32,622	\$ 65,244	1%	1%	1%

[1] Add additional categories if relevant to your utility

[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. Budgets updated and approved via AL 3250-E/2688-G.

[3] Refers to budget spent supporting CSD's LIWP program

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

[5] Negative amount is the result of expense related to thermostats reclassified to Marketing and Outreach.

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

[7] There is no YTD and February expense activity.

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							
SDG&E							
February 2020							
Measures	Units	ESA Program - CSD Leveraging					
		Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh[3] (Annual)	kW[3] (Annual)	Therms[3] (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%
Refrigerators	Each	-	-	-	-	\$ -	0.0%
Microwaves [4]	Each	-	-	-	-	\$ -	0.0%
Domestic Hot Water							
Water Heater Blanket	Home	-	-	-	-	\$ -	0.0%
Low Flow Shower Head	Home	-	-	-	-	\$ -	0.0%
Water Heater Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
Faucet Aerator	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%
Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%
Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%
Enclosure							
Air Sealing / Envelope [1]	Home	-	-	-	-	\$ -	0.0%
Caulking	Home	-	-	-	-	-	0.0%
Attic Insulation	Home	-	-	-	-	\$ -	0.0%
HVAC							
FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%
Furnace Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
Room A/C Replacement	Each	-	-	-	-	\$ -	0.0%
Central A/C replacement	Each	-	-	-	-	\$ -	0.0%
Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%
Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%
Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%
Duct Testing and Sealing	Home	-	-	-	-	\$ -	0.0%
Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%
Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%
High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
A/C Time Delay	Home	-	-	-	-	\$ -	0.0%
Maintenance							
Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%
Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%
Lighting							
Interior Hard wired LED fixtures	Each						
Exterior Hard wired LED fixtures	Each						
Torchiere LED	Each	-	-	-	-	\$ -	0.0%
Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%
LED Night Lights	Each	-	-	-	-	\$ -	0.0%
LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	\$ -	0.0%
LED Reflector Bulb	Each	-	-	-	-	\$ -	0.0%
LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%
LED A-Lamps	Each	-	-	-	-	\$ -	0.0%
Miscellaneous							
Pool Pumps	Each	-	-	-	-	\$ -	0.0%
Smart Power Strips - Tier 1	Each	-	-	-	-	\$ -	0.0%
Smart Power Strips - Tier 2	Each	-	-	-	-	\$ -	0.0%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	-				\$ -	0.0%
In-Home Education	Home	-				\$ -	0.0%
Total Savings/Expenditures			-	-	-	\$ -	0.0%
Total Households Weatherized [2]							
CSD MF Tenant Units Treated			Total				
			-				

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

[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:

Energy Savings Assistance Common Area Measures Program Table 2B
SDG&E
February 2020

	Table 2B ESA Program - Multifamily Common Area Measures ⁵						
		Year-To-Date Completed & Expensed Installation					
	Units (of Measure such as "each")	Quantity Installed	kWh (Annual)	kW (Annual)	Therms (Annual)	Expenses (\$)	% of Expenditure
ESA CAM Measures ^{1,6}							
Appliances							
Domestic Hot Water							
Pipe Insulation	Each	3	-	-	25	\$ 2,913	
Envelope							
HVAC							
Furnace Replacement	Each	10	-	-	3	4,812.00	
HEAT Pump Split System	Each	18	310	-	-	33,346.00	
Lighting							
Exterior LED Lighting	Fixture	4,275	319,928	-	-	\$ 884,228	
Interior LED Lighting	KiloLumen	984	24,450	6	-	\$ 144,694	
Interior TLED Type A Lamps	Lamp	140	5,263	1	(41)	\$ 1,743	
Interior TLED Type C Lamps	Lamp	132	4,962	1	(38)	\$ 3,522	
Interior LED Exit Sign	Fixture	6	58	-	-	\$ 783	
Interior LED Fixture	Fixture	2,324	240,513	59	(738)	\$ 264,658	
Interior LED Screw-in	Fixture	273	24,050	6	(41)	\$ 2,815	
Miscellaneous							
Tier-2 Smart Power Strip	Each	6	811	-	(10)	576	
Variable Speed Pool Pump	Each	1	2,418	-	-	1,316	
Ancillary Services							
Audit ⁴	Each	-					
Total	-	8,172	622,763	73	(840)	\$1,345,406	

Multifamily Properties Treated	Number
Total Number of Multifamily Properties Treated ²	5
Subtotal of Master-metered Multifamily Properties Treated	1
Total Number of Multifamily Tenant Units w/in Properties Treated ³	317

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration	\$ 8,391	\$ 8,391	\$ 16,783
Direct Implementation (Non-Incentive)	\$ 26,620	\$ 26,620	\$ 53,239
Direct Implementation ⁷	\$ (889)	\$ (889)	\$ (1,777)
TOTAL MF CAM COSTS	\$ 34,122	\$ 34,122	\$ 68,244

<<Includes measures costs

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

Standard Notes 1 - 6 (do not delete)

1. Measures are customized by each IOU, see 'Table 2B-1, Eligible Measures List'. Measures list may change based on available information on both costs and benefits and may vary across climate zones. Each IOU should fill out Table 2B as it pertains to their program. Table 2B-1 Column A should match Table 2B Column A for eligible (not canceled) measures.

2. Multifamily properties are sites with at least five (5) or more dwelling units. The properties may have multiple buildings.

3. Multifamily tenant units are the number of dwelling units located within properties treated. This number does not represent the same number of dwellings treated as captured in table 2A.

4. Audit costs may be covered by other programs or projects may utilize previous audits. Not all participants will have an audit cost associated with their project.

5. Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022, modified by D.17-12-009, where 65% of tenants are income eligible based (at or below 200% of the Federal Poverty Guidelines).

6. Commissioning costs, as allowable per the Decision, are included in measures total cost unless otherwise noted.

7. Energy savings shown in ESA Table 2B are sourced from DEER and/or workpapers.

8. Negative amount is a result of over-estimation of December 2019 accrual estimate.

**Energy Savings Assistance CAM Program Table 2B-1, Eligible Common Area Measures
List
SDG&E
February 2020**

Common Area Measures Category and Eligible Measures Title [1]	Effective Date	End Date[2]	Eligible Climate Zones [3]
Appliances			
Domestic Hot Water			
Envelope			
HVAC			
Furnace Replacement	May-18		6, 7, 8, 10, 14, 15
HEAT Pump Split System	May-18		6, 7, 8, 10, 14, 15
Lighting			
Exterior LED Lighting	May-18		6, 7, 8, 10, 14, 15
Interior LED Lighting	May-18		6, 7, 8, 10, 14, 15
Interior TLED Type A Lamps	May-18		6, 7, 8, 10, 14, 15
Interior TLED Type C Lamps	May-18		6, 7, 8, 10, 14, 15
Interior LED Exit Sign	May-18		6, 7, 8, 10, 14, 15
Interior LED Fixture	May-18		6, 7, 8, 10, 14, 15
Interior LED Screw-in	May-18		6, 7, 8, 10, 14, 15
Miscellaneous			
Tier-2 Smart Power Strip	May-18		6, 7, 8, 10, 14, 15
Variable Speed Pool Pump	May-18		6, 7, 8, 10, 14, 15

Standard Notes (do not delete)

1. Measures list may change based on available information on both costs and benefits (including energy benefits as well as non-energy benefits) and may vary across climate zones. This is not a list of installed measures, it is a list of eligible measures.

Table 2B-1 Column A should match Table 2B Column A for eligible (not canceled) measures.

2. Only complete if measure is canceled or discontinued

3. Defined as CEC California Building Climate Zones

https://www.energy.ca.gov/maps/renewable/building_climate_zones.html

	A	B
1	Energy Savings Assistance Program Tables 3A-C - Energy Savings and Average Bill Savings per Treated Home/Common Area SDG&E February 2020	
2		
3		
4		
5	Table 3A-1, ESA Program	
6	Annual kWh Savings	117,660
7	Annual Therm Savings	4,667
8	Lifecycle kWh Savings	1,044,073
9	Lifecycle Therm Savings	36,668
10	Current kWh Rate	\$ 0.26
11	Current Therm Rate	\$ 1.20
12	Average 1st Year Bill Savings / Treated households	\$ 85.36
13	Average Lifecycle Bill Savings / Treated Household	\$ 744.01
14		
15		
16	Table 3A-2, ESA Program - CSD Leveraging	
17	Annual kWh Savings	-
18	Annual Therm Savings	-
19	Lifecycle kWh Savings	-
20	Lifecycle Therm Savings	-
21	Current kWh Rate	\$ -
22	Current Therm Rate	\$ -
23	Average 1st Year Bill Savings / Treated Households	\$ -
24	Average Lifecycle Bill Savings / Treated Household	\$ -
25		
26		
27	Table 3A-3, Summary - ESA Program/CSD Leveraging	
28	Annual kWh Savings	117,660
29	Annual Therm Savings	4,667
30	Lifecycle kWh Savings	1,044,073
31	Lifecycle Therm Savings	36,668
32	Current kWh Rate	\$ 0.26
33	Current Therm Rate	\$ 1.20
34	Average 1st Year Bill Savings / Treated Households	\$ 85.36
35	Average Lifecycle Bill Savings / Treated Households	\$ 744.01
36		
37	[1] Summary is the sum of ESA Program + CSD Leveraging	
38		
39	Table 3B, ESA Program - Multifamily Common Area	
40	Annual kWh Savings	622,763
41	Annual Therm Savings	(840)
42	Lifecycle kWh Savings	7,125,828
43	Lifecycle Therm Savings	(9,060)
44	Current kWh Rate	\$0.26
45	Current Therm Rate	\$1.20
46	Average 1st Year Bill Savings / Treated Property	\$ 32,182.09
47	Average Lifecycle Bill Savings / Treated Property	\$ 368,368.69
48		
49		

Energy Savings Assistance Program Table 4A-2, Homes Unwilling / Unable to Participate

**SDG&E
February 2020**

ESA Program							
	Reason Provided						
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/ Ineligible
Orange	3	1	0	0	12	0	4
San Diego	130	7	0	0	316	16	5
Total	133	8	0	0	328	16	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	K	L	M	N	O	P	Q	R	S	
1	Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																			
2	SDG&E																			
3	February 2020																			
4	Table 5A, ESA Program																			
5		Gas & Electric				Gas Only				Electric Only				Total						
6		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Household Count)		(Annual)			
7			Month	Therm	kWh		kW	Therm	kWh		kW	Therm	kWh		kW	Therm	kWh	kW	# of First-Touch	# of Re-treatment
8	January	32	580	13,189	2	0	0	0	0	0	1,154	0	32	19	13	580	14,343	2		
9	February	322	4087	78,338	13	0	0	0	0	70	0	24,979	3	392	220	172	4,087	103,317	17	
10	March																			
11	April																			
12	May																			
13	June																			
14	July																			
15	August																			
16	September																			
17	October																			
18	November																			
19	December																			
20	YTD	354	4,667	91,527	15	-	-	-	-	70	-	26,133	3	424	239	185	4,667	117,660	19	
21																				
22	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2.																			
23	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																			
24	Note: SDG&E tracks the measure savings based on the month and year of install. Households treated can have a value of zero, meaning the treated date is from a previous year but the measure install and savings were tracked in a new Program Year.																			
25																				
26	Table 5B, ESA Program - CSD Leveraging																			
27		Gas & Electric				Gas Only				Electric Only				Total						
28		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)					
29			Month	Therm	kWh		kW	Therm	kWh		kW	Therm	kWh		kW	Therm	kWh	kW		
30	January																			
31	February																			
32	March																			
33	April																			
34	May																			
35	June																			
36	July																			
37	August																			
38	September																			
39	October																			
40	November																			
41	December																			
42	YTD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	
43																				
44																				
45	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2A.																			
46	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																			
47																				
48	Table 5C, ESA Program - Multifamily Common Area																			
49		Gas & Electric				Gas Only				Electric Only				Total						
50		# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)					
51			Month	Therm	kWh		kW	Therm	kWh		kW	Therm	kWh		kW	Therm	kWh	kW		
52	January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
53	February	4	(840)	572,996	62	-	-	-	-	1	-	49,766	12	-	(840)	622,763	74			
54	March																			
55	April																			
56	May																			
57	June																			
58	July																			
59	August																			
60	September																			
61	October																			
62	November																			
63	December																			
64	YTD	4	(840)	572,996	62	-	-	-	-	1	-	49,766	12	-	(840)	622,763	74			
65																				
66	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2B.																			
67	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																			
68																				
69																				

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	SDG&E												
3	February 2020												
4		Authorized 2019 Funding [1]			Current Month Expenses			Year to Date Expenses			% of Budget Expensed		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots												
7	Programmable Communicating Thermostat (PCT) [2] [3]	\$ 25,000	\$ 25,000	\$50,000	-\$1,500	-\$1,500	-\$3,000	-\$1,500	-\$1,500	-\$3,000	-6%	-6%	-6%
8													
9													
10	Total Pilots	\$25,000	\$25,000	\$50,000	-\$1,500	-\$1,500	-\$3,000	-\$1,500	-\$1,500	-\$3,000	-6%	-6%	-6%
11													
12													
13	Studies												
14	Low Income Needs Assessment Study	\$ 8,334	\$ 8,334	\$16,667	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
15	Load Impact Evaluation Study	\$ 9,167	\$ 9,167	\$18,333	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
16	Equity Criteria and Non Energy Benefits Evaluation (NEB's)	\$ 2,500	\$ 2,500	\$5,000	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
17	Unallocated Funds [4]	\$ (2,917)	\$ (2,917)	-\$5,834	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
18	2017 Potential and Goals Study	\$ 5,625	\$ 5,625	\$11,250	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
19	Rapid Feedback Research and Analysis	\$ 25,000	\$ 25,000	\$50,000	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
20													
21													
22													
23	Total Studies [5]	\$47,708	\$47,708	\$95,416	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
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].												
27	[3] Negative amount is the result of expense related to thermostats reclassified to Marketing and Outreach.												
28	[4] Unallocated funds represent the amount of funds originally requested for the Energy Education Phase II Study which was subsequently not authorized in D.16-11-022. However the budget was authorized and is not unallocated to a specific study [Table 1].												
29	[5] There is no YTD and February expense activity.												
30													
31	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												
32													
33													

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

**SDG&E
February 2020**

7A - Households Receiving Second Refrigerators			
Measures	Units	Received Refrigerator	Not eligible for Refrigerator due to Less than Six Occupants
Second Refrigerators	Each	0	0

7B - Households Receiving In- Home Energy Education Only		
Measures	Units	Households that Only Received Energy Education
In-Home Education	Home	0

7C - Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
	-	0

	A	B	C	D	E	F	G	H	I
1	CARE Table 3A - Post-Enrollment Verification Results (Model)								
2	SDG&E								
3	February 2020								
4	Month	Total CARE Households Enrolled	Households Requested to Verify¹	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)²	Total Households De-enrolled³	% De-enrolled through Post Enrollment Verification⁴	% of Total CARE Households De-enrolled
5	January	300,720	1,673	0.6%	5	37	42	2.5%	0.0%
6	February	300,058	302	0.1%	2	0	2	0.7%	0.0%
7	March						0	0.0%	0.0%
8	April						0	0.0%	0.0%
9	May						0	0.0%	0.0%
10	June						0	0.0%	0.0%
11	July						0	0.0%	0.0%
12	August						0	0.0%	0.0%
13	September						0	0.0%	0.0%
14	October						0	0.0%	0.0%
15	November						0	0.0%	0.0%
16	December						0	0.0%	0.0%
17	YTD Total	300,058	1,975	0.7%	7	37	44	2.2%	0.0%
18									
19	¹ Includes all customers who failed SDG&E's CARE eligibility probability model.								
20	² Includes customers verified as over income or who requested to be de-enrolled.								
21	³ Verification results are tied to the month initiated and the verification process allows customers 90 days to respond to the verification								
22	⁴ Percentage of customers dropped compared to the total participants requested to provide verification in that month.								
23	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD								
24									
25	CARE Table 3B Post-Enrollment Verification Results (Electric only High Usage)								
26	SDG&E								
27	January 2020								
28	Month	Total CARE Households Enrolled	Households Requested to Verify¹	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)²	Total Households De-enrolled³	% De-enrolled through Post Enrollment Verification⁴	% of Total CARE Households De-enrolled
29	January	300,720	561	0.2%	1	5	6	1.1%	0.0%
30	February	300,058	207	0.1%	1	0	1	0.5%	0.0%
31	March						0	0.0%	0.0%
32	April						0	0.0%	0.0%
33	May						0	0.0%	0.0%
34	June						0	0.0%	0.0%
35	July						0	0.0%	0.0%
36	August						0	0.0%	0.0%
37	September						0	0.0%	0.0%
38	October						0	0.0%	0.0%
39	November						0	0.0%	0.0%
40	December						0	0.0%	0.0%
41	YTD Total	300,058	768	0.3%	2	5	7	0.9%	0.0%
42									
43	¹ Includes all participants who were selected for high usage verification process.								
44	² Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.								
45	³ Medium (400%) and high usage (600%) customers are dropped at 60 days (2 or 3 bill cycles) for non-response to HUV (high usage income verification request). Additionally, 600% + users that have not reduced usage within the 60 day window (2 or 3 bill cycles) are removed from the program. Results may be pending due to the time permitted for a participant to respond.								
46	⁴ Percentage of customers dropped compared to the total participants requested to provide verification in that month.								
47									
48	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
49									
50									

	A	B	C	D	E	F	G	H	I	J	K
1	CARE Table 5 - Enrollment by County SDG&E February 2020										
2											
3											
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate			
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total	
6	Orange	14,908	0	14,908	12,735	0	12,735	85%	NA	85%	
7	San Diego	281,284	6,053	287,337	280,953	6,370	287,323	100%	105%	100%	
8	Total	296,192	6,053	302,245	293,688	6,370	300,058	99%	105%	99%	
9											
10	1 As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates filed February 12, 2020.										
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 applicable.										
13	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.										
14											
15											

	A	B	C	D	E	F	G	H	I
1	<p style="text-align: center;">CARE Table 6 - Recertification Results SDG&E February 2020</p>								
2									
3									
4	Month	Total CARE Households	Households Requested to Recertify¹	% of Households Total (C/B)	Households Recertified²	Households De-enrolled³	Recertification Rate % ⁴ (E/C)	% of Total Households De-enrolled (F/B)	
5	January	300,720	3,705	1.2%	1,593	58	43.0%	0.0%	
6	February	300,058	3,495	1.2%	355	0	10.2%	0.0%	
7	March								
8	April								
9	May								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	YTD	300,058	7,200	2.4%	1,948	58	27.1%	0.0%	
18									
19									
20	1 As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates filed February 12, 2020.								
21	2 Data represents total residential electric customers.								
22	3 Includes customers who did not respond or who requested to be de-enrolled.								
23	4 Percentage of customers recertified compared to the total participants requested to recertify in that month.								
24	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may								
25									

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Households as of Month-End SDG&E February 2020								
2									
3									
4	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households ¹	Penetration	% Change	Total Residential Accounts ²
5	January	188,633	0	112,087	300,720	302,245	99%	0.2%	1,348,549
6	February	188,182	0	111,876	300,058	302,245	99%	0.2%	1,349,481
7	March								
8	April								
9	May								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	YTD	188,182	N/A	111,876	300,058	302,245	99%	0.2%	1,349,481
18									
19	1 As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates filed February 12, 2020.								
20	2 Data represents total residential electric customers.								
21									
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
23									
24									

CARE Table 10 CHANGES One-On-One Customer Assistance Sessions San Diego Gas & Electric Reporting Period January 2020 ^[1]	
No. of attendees at education sessions	74
Disputes	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	0
Changed 3rd party Company/Gas Aggregation	0
Changed 3rd Party Electricity Aggregation	0
Medical Baseline Application	0
Enroll in Energy Assistance Programs	0
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	1
Time of Use	0
Wildfire Related Issue	0
Total disputes [3]	1

Needs Assistance	
Add/Remove Level Pay Plan	0
CARE Enrollment	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	10
REACH	0
Reported Safety Problem	0
Reported Scam	0
Set Up 3rd Party Notification	0
Set Up New Account	0
Payment Extension	0
Payment Plan	0
Wildfire Related Issue	0
Total Needs Assistance [2]	10

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/

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 February 2020 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 2020 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						
SDG&E						
January 2020 [1,2]						
Date ³	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
			# of Sessions	Length (Hours) ⁴	Number of Attendees	Description of Information / Literature Provided
N/A	Spanish	Avoiding Disconnection	1	N/A	30	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	1	N/A	20	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	1	N/A	24	CHANGES Ed Handout
Month Total			3		74	
Year-to-Date			351		1518	

[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 August 1st, 2019, CHANGES one-on-one data reports have moved from quarterly to monthly for the program year. The data for February 2020 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.