

**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 JUNE 2019**

EDWARD L. HSU

*Attorney for:*

**SAN DIEGO GAS & ELECTRIC COMPANY**

555 West 5<sup>th</sup> Street, GT14E7

Los Angeles CA 90013

Telephone: (213) 244-8197

Facsimile: (213) 629-9620

E-Mail: [ehsu2@semprautilities.com](mailto:ehsu2@semprautilities.com)

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**San Diego Gas & Electric Company**

**Energy Savings Assistance Program (ESA) Program**

**And**

**California Alternate Rates for Energy (CARE)**

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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 July 2019			
	2019 Authorized / Planning Assumptions	Actual to Date <sup>1</sup>	%
Budget <sup>2</sup>	\$34,652,791	\$10,758,166	31%
Homes Treated <sup>3</sup>	22,641	6,692	30%
kWh Saved	6,880,000	2,245,554	33%
kW Demand Reduced	3,954	1,560	39%
Therms Saved	400,000	18,860	5%
GHG Emissions Reduced (Tons)	6,124	1,345	22%

### 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 July. 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 July, 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.

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

### ESA Program Contractor Outreach

SDG&E's Outreach and Assessment (O&A) Contractors canvas targeted neighborhoods to enroll customers in the ESA Program. In July, door-to-door canvassing from SDG&E's largest O&A contractor resulted in 844 ESA Program leads and 831 enrollments. Overall, ESA Program marketing, education and outreach efforts were successful in creating 4,997 leads and 1,255 enrollments for the month of July.

As previously stated in the June monthly report, SDG&E has been experiencing challenges in 2019 with meeting the homes treated goals. Contractors have expressed that their primary challenge is the improved economy, which is making it difficult to find Outreach and Assessment staff to conduct canvassing. The current San Diego unemployment rate is at 3.4%. With the workforce having more options, they can choose to take jobs that take less effort than knocking on doors or cold calling customers. Additionally, once at the door, they are challenged with finding qualified customers. In July, SDG&E's primary O&A contractor was able to increase their workforce and had a slight increase in enrollments. They will continue to look for qualified workforce and focus on reaching SDG&E's home treated goal for 2019.

### 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. In July, the ESA Program did not receive a list of participants from the SASH Program.

Additionally, D.16-11-022 required the utilities to provide GRID Alternatives with information on CARE high energy usage (HEU) customers who have participated in the ESA program. In July, SDG&E provided GRID Alternatives with 12 leads for this effort.

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

In July 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 July, SDG&E's CAM implementer continued with four Energy Assessments/Audits and six measure installations at qualified properties. Two of the six installations began in July. There are a total of 17 properties pending Energy Assessments/Audits. In addition, Willdan Energy has identified other potential properties that have been scheduled for assessments in the month of August 2019.

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

### Language Line

Language Line® is utilized to 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 July, 12 customers were served by the Language Line.

<b>Language</b>	<b>Calls</b>
Arabic	9
Vietnamese	2
Mandarin	1
<b>TOTAL</b>	<b>12</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 runs 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.

### **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 July 2019 are summarized in the following sections:

Print Advertising:

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

Online Advertising:

In 2019, SDG&E continued its digital advertising campaign. In July, paid search advertising garnered 39,669 impressions with 8,029 customers clicking through to the CARE/ESA Programs online enrollment application. Banner ads contributed 1,803,952 impressions with 5,734 clicks. Paid social media garnered 754,459 impressions with 5,293 clicks. Pre-roll video contributed 514,248 impressions with 873 clicks.

Social Media:

Using e-newsletters, website posts and social media channels, the Energy Solutions Partner Network shared 21 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 48,000 followers. These followers are then able to redistribute the messages to their own networks on social media.

**Silent Voices International**  
 July 1 at 3:01 PM · 🌐

You could save 30% or more every month on your bill with the California Alternate Rates for Energy (CARE) Program. Eligibility is based on participation in certain public assistance programs, or household income and how many people live in your home. Visit [sdge.com/CARE](https://sdge.com/CARE) to learn more.



SDGE.COM  
**CARE and FERA Programs | San Diego Gas & Electric**  
 30% or more off your energy bill can help you rest a little easier. CAR...

👍 Like    💬 Comment    ➦ Share    🗑️

**La Maestra Community Health Centers**  
 July 4 at 9:00 AM · 🌐

SDG&E has several assistance programs to help lower your monthly energy bill while keeping your home comfortable.  
 California Alternate Rates for Energy (CARE) Program: Save 30% or more every month on your bill. Eligibility is based on participation in certain public assistance programs, or household income and how many people live in your home. [sdge.com/CARE](https://sdge.com/CARE)



👍 1    1 Share

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## **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 July 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 July 2019 generated the following numbers:

<b>The Harris Group</b>	
ESA Leads	0
CARE Enrollments	3,460
CARE Recertifications	520

### Email:

SDG&E sent 4,554 ESA Program promotional emails to potential ESA-eligible customers enrolled in CARE to introduce the customers to the ESA program

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

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 42% and a 5% click through rate<sup>5</sup>.

### Direct Mail

SDG&E sent an ESA Program promotional postcard to 989 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

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<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).

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 July 2019, SDG&E’s partner outreach activities resulted in the following activities:

<b>Energy Solutions Partner Network</b>	
ESA Leads	26
CARE Enrollments	23
CARE Recertifications	37

Partner Spotlight:

In July 2019, the SDG&E Customer Solutions Outreach Team participated in 58 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 July 22, 2019, SDG&E presented to the residents of Redwood Senior Apartments. These residents are part of Interfaith Housing Community, an interfaith community organization helping low income seniors not only find housing but ensuring they have enriching activities and resources for their lives. These seniors in the Oak Park area of San Diego received education on Cool Zones, Time of Use, and Customer Assistance programs.



On July 23, 2019, Customer Assistance programs and Time-of-Use information was presented at the San Diego Oasis Senior Center, which promotes healthy aging through lifelong learning, healthy lifestyles and volunteer opportunities. These presentations continue to be very popular with this partner. There were about 20 people in attendance. SDG&E received customer feedback through engagement and discussion.



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, Vietnamese, Chinese, Tagalog, Aramaic/Arabic, American Sign Language, and other languages as requested. During July 2019, SDG&E completed 73 outreach events. A summary of these activities is listed below:

Date	Location	Partner / Hosting Organization	Event Title
7/3/2019	Educational Cultural Complex 4343 Ocean View Blvd San Diego, CA 92113	SDCEats	Community Health Event
7/3/2019	Educational Cultural Complex 4343 Ocean View Blvd San Diego, CA 92113	SDCEats	Community Health Event
7/4/2019	29831 Crown Valley Pkwy Laguna Niguel, CA	Laguna Niguel YMCA	July 4 Run in the Park
7/6/2019	Lake Morena Campground 2550 Lake Morena Drive Campo, CA 91906	Movies in the Park	The Goonies
7/6/2019	Poway Swim Center 13094 Civic Center Dr Poway 92064	Movies in the Park	Ralph Breaks the Internet
7/6/2019	24536 Viejas Grade Rd Descanso, 91916	Descanso Chamber	Descanso Days Parade and Fair
7/6/2019	Lake Morena Campground 2550 Lake Morena Drive Campo, CA 91906	Movies in the Park	The Goonies
7/6/2019	Poway Swim Center 13094 Civic Center Dr Poway 92064	Movies in the Park	Ralph Breaks the Internet
7/6/2019	24536 Viejas Grade Rd Descanso, 91916	Descanso Chamber	Descanso Days Parade and Fair

Date	Location	Partner / Hosting Organization	Event Title
7/8/2019	The Crossing 13533 Zinnia Hills Place San Diego, Ca 92130	Pacific Southwest Community	Farmers Market
7/8/2019	The Crossing 13533 Zinnia Hills Place San Diego, Ca 92130	Pacific Southwest Community	Farmers Market
7/11/2019	Goodwill San Diego 706 Broadway Chula Vista	Anthem Blue Cross	Mini Resource Fair
7/12/2019	4S Ranch Sports Park 16118D 4S Ranch Parkway San Diego, CA 92127	Movies in the Park	The LEGO Movie 2: The Second Part
7/12/2019	USS Midway Museum 910 N. Harbor Dr. San Diego, CA 92101	Movies in the Park	Aquaman
7/12/2019	Silver Wing Neighborhood Park 3737 Arey Drive San Diego, CA 92154	Movies in the Park	The Incredibles 2
7/12/2019	City Heights Clinic 4060 Fairmount Ave. San Diego, CA 92105	La Maestra	La Maestra's Health Resource Fair
7/12/2019	Santee Lakes Recreation Preserve 9310 Fanita Pkwy Santee CA 92071	SCAIR	Seasonal Family Gathering
7/12/2019	Singing Hills Golf Resort at Sycuan 3007 Dehesa Rd. El Cajon CA 92019	East County Boys and Girls Club	Charity Golf Tournament
7/12/2019	4060 Fairmount Ave. San Diego, CA 92105	La Maestra Community Health Centers	La Maestra's Summer Fun Safely Resource Fair
7/13/2019	Between Portwood Pier Plaza and Dunes Park 790 Seacoast Dr Imperial Beach, CA 91932	City of Imperial Beach	Sun and Sea Festival
7/13/2019	Del Mar Fairgrounds	iHeart	Country Fest
7/13/2019	1030 Calle Negocio San Clemente, CA 92673	Family Ministries	Family Ministries Food Bank
7/13/2019	Marston Point 6th and Laurel St. San Diego CA Balboa Park	San Diego LGBT Pride	LGBT Pride
7/13/2019	Felicita County Park 742 Clarence Lane Escondido, CA 92029	Movies in the Park	The Goonies



Date	Location	Partner / Hosting Organization	Event Title
7/13/2019	Civita Community Park 7964 Civita Blvd San Diego, CA 92108	Movies in the Park	Moana
7/13/2019	Cabrillo Heights Neighborhood Park 8303 Hurlbut Street San Diego, CA 92123	Movies in the Park	Rookie of the Year
7/14/2019	Marston Point 6th and Laurel St. San Diego CA Balboa Park	San Diego LGBT Pride	LGBT Pride
7/15/2019	Rancho Del Norte 16775 Sainbury Glen San Diego Ca 92127	Pacific Southwest Community	Farmers Market
7/15/2019	Rancho Del Norte 16775 Sainbury Glen San Diego Ca 92127	Pacific Southwest Community	Farmers Market
7/16/2019	Versa 2365 Via Alta San Diego Ca 92108	Pacific Southwest Community	Farmers Market
7/16/2019	Versa 2365 Via Alta San Diego Ca 92108	Pacific Southwest Community	Farmers Market
7/17/2019	San Marcos Senior Activity Center 111 Richmar Ave. San Marcos CA 92069	City of San Marcos	Senior Center
7/18/2019	Mariposa 4651 Red Bluff Place, Carlsbad Ca 92010	Pacific Southwest Community	Farmers Market
7/18/2019	Sorrento Towers 2875 Cowley Way San Diego CA 92101	Anthem Resource Fair	Anthem Resource Fair
7/18/2019	Belmont Park	iHeart Radio	Belmont Park Stay Out/Play Out
7/18/2019	Mariposa 4651 Red Bluff Place Carlsbad Ca 92010	Pacific Southwest Community	Farmers Market
7/18/2019	Belmont Park	iHeart Radio	Belmont Park Stay Out/Play Out
7/19/2019	Colina del Sol Community Park 5319 Orange Ave. San Diego, CA 92115	Movies in the Park	Captain Marvel
7/19/2019	La Mesa Pool 5100 Memorial Drive La Mesa, CA 91942	Movies in the Park	Aquaman
7/19/2019	Live Oak County Park 2746 Reche Rd. Fallbrook, CA 92028	Movies in the Park	Incredibles 2
7/19/2019	Tierrasanta Community Park 11220 Clairemont Mesa Boulevard San Diego, CA 92124	Movies in the Park	Star Wars: The Force Awakens

Date	Location	Partner / Hosting Organization	Event Title
7/19/2019	Colina del Sol Community Park 5319 Orange Ave. San Diego, CA 92115	Movies in the Park	Captain Marvel
7/19/2019	La Mesa Pool 5100 Memorial Drive La Mesa, CA 91942	Movies in the Park	Aquaman
7/19/2019	Live Oak County Park 2746 Reche Rd. Fallbrook, CA 92028	Movies in the Park	Incredibles 2
7/19/2019	Tierrasanta Community Park 11220 Clairemont Mesa Boulevard San Diego, CA 92124	Movies in the Park	Star Wars: The Force Awakens
7/20/2019	North Clairemont Community Park 4421 Bannock Ave. San Diego, CA 92117	Movies in the Park	Finding Nemo
7/20/2019	Presidio Community Park 2811 Jackson Street San Diego, CA 92110	Movies in the Park	Captain Marvel
7/20/2019	4th District Resource Center 570 S. 65th St. San Diego CA 92114	4th District	Senior Resource Fair
7/20/2019	Olivewood Gardens Learning Center 2525 N. Ave. National City CA 91950	Olivewood Gardens Learning Center	Day of Play
7/20/2019	SD Botanic Garden in Encinitas 230 Quail Gardens Drive Encinitas, CA 92024	San Diego Botanic Garden	Insect & Ladybug Festival
7/20/2019	North Clairemont Community Park 4421 Bannock Ave. San Diego, CA 92117	Movies in the Park	Finding Nemo
7/20/2019	Presidio Community Park 2811 Jackson Street San Diego, CA 92110	Movies in the Park	Captain Marvel
7/20/2019	4th District Resource Center 570 S. 65th St. San Diego CA 92114	4th District	Senior Resource Fair
7/20/2019	Olivewood Gardens Learning Center 2525 N. Ave. National City CA 91950	Olivewood Gardens Learning Center	Day of Play
7/20/2019	SD Botanic Garden in Encinitas 230 Quail Gardens Drive Encinitas, CA 92024	San Diego Botanic Garden	Insect & Ladybug Festival

Date	Location	Partner / Hosting Organization	Event Title
7/21/2019	SD Botanic Garden in Encinitas 230 Quail Gardens Drive Encinitas, CA 92024	San Diego Botanic Garden	Insect & Ladybug Festival
7/21/2019	SD Botanic Garden in Encinitas 230 Quail Gardens Drive Encinitas, CA 92024	San Diego Botanic Garden	Insect & Ladybug Festival
7/22/2019	Villa Andalucia 6591 Rancho Del Sol Way San Diego, CA 92130	Pacific Southwest Community	Farmers Market
7/22/2019	Villa Andalucia 6591 Rancho Del Sol Way San Diego, CA 92130	Pacific Southwest Community	Farmers Market
7/23/2019	Hunters Pointe 7270 Calle Plata Carlsbad, Ca 92009 (Turn left on Avenida Soledad. Next left after San Elijo Road)	Pacific Southwest Community	Farmers Market
7/24/2019	Fletcher Hills Branch Library 576 Garfield Ave El Cajon, CA 92020	Cool Zone	Annual Ice Cream Social
7/25/2019	Windwood Village 12730 Briarcrest Place San Diego CA 92130	Pacific Southwest Community	Farmers Market
7/25/2019	ASYMCA Paul Hartley Complex 3293 Santo Rd San Diego 92124	ASYMCA	The Neighborhood Exchange Event
7/26/2019	Memorial Community Park 2902 Marcy Ave. San Diego, CA 92113	Movies in the Park	Incredibles 2
7/26/2019	Rancho Bernardo Community Park 18448 West Bernardo Drive San Diego, CA 92127	Movies in the Park	The Greatest Showman
7/27/2019	Hourglass Field Community Park 10440 Black Mountain Rd San Diego, CA 92126	Movies in the Park	Mary Poppins Returns
7/27/2019	Ward Canyon Neighborhood Park 3905 Adams Avenue San Diego, CA 92116	Movies in the Park	Captain Marvel
7/27/2019	Highland Ranch Neighborhood Park 12140 Eastbourne Rd. San Diego, CA 92128	Movies in the Park	Little Giants
7/27/2019	City Heights Performance Annex 3795 Fairmount Ave. San Diego CA 92105	Somali Youth	African Culture Fest

Date	Location	Partner / Hosting Organization	Event Title
7/27/2019	Hilton Bayfront 1 Park Blvd San Diego, CA 92101	San Diego el Latino	Celebrando Latinas
7/30/2019	Skyline Hills Branch Library 7900 Paradise Valley Rd San Diego CA 92114	City of San Diego San Diego Public Library	Cool Zone
7/30/2019	Silver Sage Apartments 9757 Marilla Drive Lakeside CA 92040	Pacific Southwest Community	Farmers Market
7/31/2019	San Marcos Senior Activity Center 111 Richmar Ave. San Marcos CA 92069	City of San Marcos	Senior Center

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

	<b>CCC</b>	<b>Branch Office</b>
ESA Leads	0	8
CARE Enrollments	36	294
CARE Recertifications	1	26

### **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 July, LIHEAP organizations enrolled 98 customers in the ESA Program.

As part of SDG&E leveraging agreement with SDCWA, SDCWA reimburses SDG&E for water measures installed, as part of the ESA Program, in homes where customers have an active SDCWA account. In July, there were no activities related to invoicing and reconciliation towards this effort. Invoicing for this effort will move forward on a quarterly basis.

In 2018, SDG&E entered into an agreement with Moulten Nigel Water District (MNWD) to leverage installation of water savings measures similar to those for SDCWA. Further discussion has determined that the service territory shared between MNWD and SDG&E does not provide significant opportunity for the leveraging partnerships initially intended.

#### **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.**

There were no WE&T activities in collaboration with the ESA Program in July.

#### **1.5 Miscellaneous**

##### **1.5.1 ESA Program Studies**

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

The current Impact Evaluation Study for the ESA Program has been underway since January 2017. Phase 1 results were delivered on March 31,

2018 and revised on June 6, 2018. Energy Division directed the investor-owned utilities (IOUs) to use the Phase 1 results for the Low-Income Mid-cycle filing.

Additional analysis was completed during phase 2, which involved adding additional data and refining the analysis. The final results were presented in a webinar on April 8, 2019. The study is now complete. The results will be used to develop new ex ante savings estimates for program measures.

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 bi-weekly during September and October to discuss status on the research and to plan a webinar to present the draft research plan. The webinar took place on October 12, 2018. During the subsequent months the study team worked with the consultant to produce a draft report and model. Draft deliverables were provided by the consultant at the end of April 2019, and the IOUs provided extensive comments and edits on these deliverables in early May. A revised set of deliverables was delivered in May 2019; however, additional edits were requested by the IOUs. Additional review and edit periods are taking place in June and July 2019. A stakeholder webinar was held on

August 2 to present the draft report. The study is expected to be completed by the end of August.

### **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. The current Control group contains 89 customers and 48 customers in the Treatment group.

In July, SDG&E received a draft of the second survey which will be issued to customers during September or October. The later survey date is due to milder temperatures than expected in July. The evaluator and utilities believe that allowing the customer to experience warmer temperatures prior to the survey will may yield more valuable results as they would have experienced a greater impact of the TOU rate.



**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>6</sup></b>	<b>Actual Expenses to Date</b>	<b>% of Budget Spent</b>
Outreach	3,221,952	1,403,315	44%
Proc., Certification and Verification	512,090	341,473	67%
Post Enrollment Verification	360,066	148,918	41%
Information Tech./Programming	1,638,000	725,742	44%
Pilots-CHANGES	265,103	209,353	79%
Regulatory Compliance	348,031	92,236	27%
General Administration	781,092	260,854	33%
CPUC Energy Division Staff	57,279	42,617	74%
Cooling Centers	43,500	6,244	14%
<b>Total Expenses</b>	<b>7,227,114</b>	<b>3,230,752</b>	<b>45%</b>
Subsidies and Benefits	73,833,173	64,689,929	88%
<b>Total Program Costs and Discounts</b>	<b>81,060,287</b>	<b>67,920,681</b>	<b>84%</b>

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

<b>CARE Penetration</b>		
<b>Participants Enrolled</b>	<b>Eligible Participants<sup>7</sup></b>	<b>Penetration rate</b>
293,947	319,125	92%

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<sup>6</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>7</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 July 2019, marketing and outreach efforts generated 6,386 completed CARE applications, and 2,711 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 July 2019, SDG&E continued its rate comparison campaign by mailing a comparison letter to 19,008 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 2,711 CARE automated phone enrollments and online enrollments.

##### Email

In July 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. In July, the campaign was sent to 58,075 customers and generated a 40% open rate and a 12% click through rate over the course of the month.

SDG&E also sent recertification reminder emails to 4,228 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 41%.

### **Community Outreach & Engagement**

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

#### CARE Partners (Capitation Agencies)

SDG&E partners with 20 social 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 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 July, the following numbers were generated by the Capitation Agencies:

<b>Capitation Agencies</b>	
ESA Leads	10
CARE Enrollments	285
CARE Recerts	155

Cool Zones

SDG&E partners with the County of San Diego’s Aging & Independent Services to promote 116 county facilities that customers can visit to beat the heat in extreme hot weather conditions during the months of May through October each year. In July, there were 7 Cool Zone informational events reaching over 400 people.

Women’s Infant & Children Organizations

SDG&E’s Customer Solutions team provides training to the Women’s Infant & Children’s (WIC) Organizations, which included training for case workers on the CARE and FERA programs. In the month of July, there were no WIC meetings or events.

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 July 2019, the following applications were received:

HHSA	June	YTD
ESA Leads	0	0
CARE Enrollments	14	349
CARE Recerts	22	427

## 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 July 2019, SDG&E received one customer complaint regarding CARE recertification. Customer completed recertification and did not lose their CARE discount but was unhappy with the current requirements for completing 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 June 2019 and Table 11 for February 1, 2019 through April 31, 2019. July 2019 activity for Table 10, and Table 11 activity for May 1, 2019 through July 31, 2019, will be reported in a subsequent report.<sup>8</sup>

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<sup>8</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**





**Energy Savings Assistance Program Table 1A - Expenses Funded From 2009-2016 "Unspent ESA Program Funds"**  
**SDG&E**  
**July 2019**

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
<b>Energy Efficiency</b>												
Multi-Family Common Area Measures	\$ 1,817,500	\$ 1,817,500	\$ 3,635,000	\$ (973)	\$ (973)	\$ (1,947)	\$ 112,774	\$ 112,774	\$ 225,548	6%	6%	6%
In-Home Education	\$ 177,060	\$ 177,060	\$ 354,119	\$ -	\$ -	\$ -	\$ 69,145	\$ 69,145	\$ 138,289	39%	39%	39%
Leveraging - CSD [3]	\$ 241,216	\$ 241,216	\$ 482,431	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Pilot [4]	\$ 50,000	\$ 50,000	\$ 100,000	\$ 48	\$ 48	\$ 95	\$ 10,256	\$ 10,256	\$ 20,511	21%	21%	21%
Studies [5]	\$ 30,625	\$ 30,625	\$ 61,250	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Regulatory Compliance	\$ 23,438	\$ 23,438	\$ 46,875	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
General Administration	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 417	\$ 417	\$ 833	0%	0%	0%
<b>TOTAL PROGRAM BUDGET/EXPENSES</b>	<b>\$ 2,339,838</b>	<b>\$ 2,339,838</b>	<b>\$ 4,679,675</b>	<b>\$ (926)</b>	<b>\$ (926)</b>	<b>\$ (1,852)</b>	<b>\$ 192,591</b>	<b>\$ 192,591</b>	<b>\$ 385,181</b>	<b>8%</b>	<b>8%</b>	<b>8%</b>

[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] 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**  
**SDG&E**  
**July 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%
Total Households Weatherized [2]							
<b>CSD MF Tenant Units Treated</b>							
			<b>Total</b>				
			-				
			-				

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  
July 2019

Table 2B ESA Program - Multifamily Common Area Measures <sup>5</sup>							
	Units (of Measure such as "each")	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh (Annual)	kW (Annual)	Therms (Annual)	Expenses (\$)	% of Expenditure
<b>ESA CAM Measures<sup>1,6</sup></b>							
<b>Appliances</b>							
<b>Domestic Hot Water</b>							
<b>Envelope</b>							
<b>HVAC</b>							
<b>Lighting</b>							
<b>Miscellaneous</b>							
<b>Ancillary Services</b>							
Audit <sup>4</sup>							
<b>Total</b>	-	0	0	0	0	0	

Multifamily Properties Treated	Number
<b>Total Number of Multifamily Properties Treated<sup>2</sup></b>	
<b>Subtotal of Master-metered Multifamily Properties Treated</b>	
<b>Total Number of Multifamily Tenant Units w/in Properties Treated<sup>3</sup></b>	

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration			
Direct Implementation (Non-Incentive)			
Direct Implementation			
<b>TOTAL MF CAM COSTS</b>	\$ -	\$ -	\$ -

<<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. All savings are calculated based on the following sources:

**Energy Savings Assistance CAM Program Table 2B-1, Eligible Common Area Measures  
 List  
 SDG&E  
 July 2019**

Common Area Measures Category and Eligible Measures Title [1]	Effective Date	End Date[2]	Eligible Climate Zones [3]
<b>Appliances</b>			
<b>Domestic Hot Water</b>			
<b>Envelope</b>			
<b>HVAC</b>			
<b>Lighting</b>			
<b>Miscellaneous</b>			

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



	A	B
1	<b>Energy Savings Assistance Program Tables 3A-C - Energy Savings and Average Bill Savings per Treated Home/Common Area</b>	
2	<b>SDG&amp;E</b>	
3	<b>July 2019</b>	
4		
5	<b>Table 3A-1, ESA Program</b>	
6	Annual kWh Savings	2,245,554
7	Annual Therm Savings	18,860
8	Lifecycle kWh Savings	32,561,762
9	Lifecycle Therm Savings	37,689
10	Current kWh Rate	\$ 0.26
11	Current Therm Rate	\$ 1.20
12	Average 1st Year Bill Savings / Treated households	\$ 62.97
13	Average Lifecycle Bill Savings / Treated Household	\$ 258.61
14		
15		
16	<b>Table 3A-2, 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>Table 3A-3, Summary - ESA Program/CSD Leveraging</b>	
28	Annual kWh Savings	2,245,554
29	Annual Therm Savings	18,860
30	Lifecycle kWh Savings	32,561,762
31	Lifecycle Therm Savings	37,689
32	Current kWh Rate	\$ 0.26
33	Current Therm Rate	\$ 1.20
34	Average 1st Year Bill Savings / Treated Households	\$ 62.97
35	Average Lifecycle Bill Savings / Treated Households	\$ 258.61
36		
37	[1] Summary is the sum of ESA Program + CSD Leveraging	

	A	B	C	D	E	F	G
1	<b>Energy Savings Assistance Program Table 4 - Homes/Buildings Treated</b>						
2	<b>SDG&amp;E</b>						
3	<b>July 2019</b>						
4							
5	<b>Table 4A-1, 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	19,168	0	19,168	0	140	140
9	San Diego	292,139	7,818	299,957	96	6,456	6,552
10	<b>Total</b>	<b>311,307</b>	<b>7,818</b>	<b>319,125</b>	<b>96</b>	<b>6,596</b>	<b>6,692</b>
11							
12							
13	<b>Table 4B, 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	Orange						0
17	San Diego						0
18	<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>
19							
20							
21	<b>Table 4C, ESA Program - Multifamily Common Area</b>						
22					<b>Properties Treated YTD</b>		
23	<b>County</b>				<b>Rural</b>	<b>Urban</b>	<b>Total</b>
24	Orange						0
25	San Diego						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 4A-2, Homes Unwilling / Unable to Participate**  
**SDG&E**  
**July 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>
Orange	30	113	1	0	53	0	3
San Diego	5,056	5,299	20	0	3,966	505	176
<b>Total</b>	<b>5,086</b>	<b>5,412</b>	<b>21</b>	<b>0</b>	<b>4,019</b>	<b>505</b>	<b>179</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>SDG&amp;E</b>																
3	<b>July 2019</b>																
4	<b>Table 5A, ESA Program</b>																
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)		Therm
7	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		# of First-Touch	# of Re-treatment	
8	January	73	48	100,120	80	-	-	-	8	-	12,501	9	81	45	36	48	
9	February	566	2,461	287,558	269	-	-	-	130	-	36,658	19	696	259	437	2,461	
10	March	1,515	2,050	373,657	243	-	-	-	155	-	38,430	17	1,670	569	1,101	2,050	
11	April	902	2,188	368,272	238	-	-	-	32	-	17,937	5	934	364	570	2,188	
12	May	1,783	3,598	459,141	296	-	-	-	51	-	27,618	9	1,834	1,126	708	3,598	
13	June	543	3,557	198,464	153	-	-	-	17	-	10,270	7	560	365	195	3,557	
14	July	856	4,958	297,328	205	-	-	-	61	-	17,600	11	917	581	336	4,958	
15	August																
16	September																
17	October																
18	November																
19	December																
20	<b>YTD</b>	<b>6,238</b>	<b>18,860</b>	<b>2,084,540</b>	<b>1,485</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>454</b>	<b>-</b>	<b>161,014</b>	<b>77</b>	<b>6,692</b>	<b>3,309</b>	<b>3,383</b>	<b>18,860</b>	
21	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2.																
22	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																
23																	
24																	
25																	
26	<b>Table 5B, ESA Program - CSD Leveraging</b>																
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	<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>0</b>	
43	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2A.																
44	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																
45																	
46																	
47																	
48	<b>Table 5C, ESA Program - Multifamily Common Area</b>																
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																
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>0</b>	
65	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2B.																
66	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																
67																	



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

**SDG&E  
July 2019**

<b>7A - Households Receiving Second Refrigerators</b>			
<b>Measures</b>	<b>Units</b>	<b>Received Refrigerator</b>	<b>Not eligible for Refrigerator due to Less than Six Occupants</b>
Second Refrigerators	Each	1	3

<b>7B - Households Receiving In- Home Energy Education Only</b>		
<b>Measures</b>	<b>Units</b>	<b>Households that Only Received Energy Education</b>
In-Home Education	Home	0

<b>7C - Households for My Energy/My Account Platform</b>		
<b>Opt-Out</b>	<b>Already Enrolled</b>	<b>Opt-In</b>
6379	982	314



	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>SDG&amp;E</b>																									
3	<b>July 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>	152	90	0	242	3,302	1,858	208	249	5,617	5,859	2,406	1,285	3,826	7,578	1,523	79	135	4,889	6,626	13,437	-767	293,548	319,125	92%	
8	<b>February</b>	44	74	0	118	3,151	1,678	364	185	5,378	5,496	2,605	1,459	3,086	7,075	3,348	74	219	3,058	6,699	12,571	-1,203	291,924	319,125	91%	
9	<b>March</b>	37	107	0	144	4,520	2,106	205	247	7,078	7,222	4,829	1,720	3,380	9,993	715	666	1,091	167	2,639	17,215	4,583	291,637	319,125	91%	
10	<b>April</b>	22	95	0	117	3,246	2,426	107	258	6,037	6,154	3,327	1,813	2,272	7,549	1,309	210	237	2,413	4,169	13,703	1,985	292,454	319,125	92%	
11	<b>May</b>	21	86	0	107	4,134	2,220	187	262	6,803	6,910	2,714	1,527	2,842	7,201	1,744	149	184	948	3,025	14,111	3,885	293,441	319,125	92%	
12	<b>June</b>	26	62	0	88	4,513	1,868	70	240	6,691	6,779	1,507	1,510	4,000	7,179	2,010	91	148	1,158	3,407	13,958	3,372	293,399	319,125	92%	
13	<b>July</b>	18	78	0	96	5,250	2,343	208	240	8,041	8,137	2,786	2,089	3,683	8,620	1,400	67	99	2,322	3,888	16,757	4,249	295,472	319,125	93%	
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>320</b>	<b>592</b>	<b>0</b>	<b>912</b>	<b>28,116</b>	<b>14,499</b>	<b>1,349</b>	<b>1,681</b>	<b>45,645</b>	<b>46,557</b>	<b>20,174</b>	<b>11,403</b>	<b>23,089</b>	<b>55,195</b>	<b>12,049</b>	<b>1,336</b>	<b>2,113</b>	<b>14,955</b>	<b>30,453</b>	<b>101,752</b>	<b>16,104</b>	<b>295,472</b>	<b>319,125</b>	<b>93%</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																										
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>SDG&amp;E</b>								
3	<b>July 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	293,548	1,234	0.4%	519	158	719	58.3%	0.2%
6	February	291,924	1,128	0.4%	596	76	716	63.5%	0.2%
7	March	291,637	1,097	0.4%	568	85	690	62.9%	0.2%
8	April	292,454	1,344	0.5%	700	85	834	62.1%	0.3%
9	May	293,441	1,072	0.4%	228	41	308	28.7%	0.1%
10	June	293,399	1,072	0.4%	0	44	73	6.8%	0.0%
11	July	295,472	1,323	0.0%	0	26	45	3.4%	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>295,472</b>	<b>8,270</b>	<b>2.8%</b>	<b>2,611</b>	<b>515</b>	<b>3,385</b>	<b>40.9%</b>	<b>1.1%</b>
18									
19	<sup>1</sup> Includes all customers who failed SDG&E's CARE eligibility probability model.								
20	<sup>2</sup> Includes customers verified as over income or who requested to be de-enrolled.								
21	<sup>3</sup> Verification results are tied to the month initiated and the verification process allows customers 90 days to respond to the verification request.								
22	<sup>4</sup> Percentage of customers dropped compared to the total participants requested to provide verification in that month.								
23	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD								
24									
25	<b>CARE Table 3B Post-Enrollment Verification Results (Electric only High Usage)</b>								
26	<b>IOU NAME</b>								
27	<b>MONTH YEAR</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	293,548	954	0.3%	662	0	662	69.4%	0.2%
30	February	291,924	1,067	0.4%	815	0	815	76.4%	0.3%
31	March	291,637	588	0.2%	422	0	422	71.8%	0.1%
32	April	292,454	548	0.2%	366	0	366	66.8%	0.1%
33	May	293,441	187	0.1%	87	0	87	46.5%	0.0%
34	June	293,399	177	0.1%	47	0	47	26.6%	0.0%
35	July	295,472	238	0.0%	3	0	3	1.3%	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>295,472</b>	<b>3,759</b>	<b>1.3%</b>	<b>2,402</b>	<b>0</b>	<b>2,402</b>	<b>63.9%</b>	<b>0.8%</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	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G							
1	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications<sup>1</sup></b>													
2								<b>SDG&amp;E</b>						
3								<b>July 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)	108,109	96,965	41,667	9,205	1,240	44,863							
6	Percentage		100%	43%	9%	1%	46%							
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>SDG&amp;E</b>									
3	<b>July 2019</b>									
4	<b>County</b>	<b>Estimated Eligible Households</b>			<b>Total Households Enrolled</b>			<b>Penetration Rate</b>		
5		<b>Urban</b>	<b>Rural</b>	<b>Total</b>	<b>Urban</b>	<b>Rural</b>	<b>Total</b>	<b>Urban</b>	<b>Rural</b>	<b>Total</b>
6	Orange	19,168	0	19,168	12,481	0	12,481	65%	NA	65%
7	San Diego	292,139	7,818	299,957	276,735	6,256	282,991	95%	80%	94%
8	<b>Total</b>	<b>311,307</b>	<b>7,818</b>	<b>319,125</b>	<b>289,216</b>	<b>6,256</b>	<b>295,472</b>	<b>93%</b>	<b>80%</b>	<b>93%</b>
9										
10										
11										
12										
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>SDG&amp;E</b>							
3	<b>July 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	293,548	4,687	1.6%	3,158	1,371	63.2%	0.4%
6	February	291,924	3,618	1.2%	2,505	1,004	66.5%	0.3%
7	March	291,637	3,673	1.3%	2,451	1,073	63.5%	0.3%
8	April	292,454	3,618	1.2%	2,537	878	69.0%	0.1%
9	May	293,441	2,827	1.0%	1,735	424	32.8%	0.0%
10	June	293,399	3,488	1.2%	1,457	122	11.4%	0.0%
11	July	295,472	3,570	1.2%	956	52	26.8%	0.0%
12	August							
13	September							
14	October							
15	November							
16	December							
17	<b>YTD</b>	<b>295,472</b>	<b>25,481</b>	<b>8.6%</b>	<b>14,799</b>	<b>4,924</b>	<b>58.1%</b>	<b>1.7%</b>
18								
19								
20								
21								
22								
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>SDG&amp;E</b>						
3	<b>July 2019</b>						
4	<b>Contractor</b>	<b>Contractor Type (Check one or more if applicable)</b>				<b>Total Enrollments</b>	
5		<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>	<b>Current Month</b>	<b>Year-to-Date</b>
6							
7	211 SAN DIEGO (SD)		X			195	1,384
8	ALLIANCE FOR AFRICAN ASSISTANCE		X			-	1
9	AMERICAN RED CROSS WIC		X	X		2	17
10	CATHOLIC CHARITIES		X			-	9
11	CHULA VISTA COMM COLLABORATIVE		X			1	20
12	COMMUNITY RESOURCE CENTER - 2010		X			-	6
13	DEAF COMMUNITY SERVICES		X			-	-
14	HEARTS AND HANDS TOGETHER		X			-	-
15	INTERFAITH COMMUNITY SERVICES		X			-	7
16	LA MAESTRA FAMILY CLINIC (LMFC)		X			4	31
17	MAAC PROJECT - CARE		X			8	19
18	NEIGHBORHOOD HEALTH CARE		X		X	-	11
19	NEIGHBORHOOD HEALTH INSURANCE CENTER		X			-	-
20	NORTH COUNTY HEALTH SERVICES	X				1	19
21	SAN DIEGO STATE UNIVERSITY WIC		X			20	110
22	SAN YSIDRO HEALTH CENTERS		X			-	-
23	SCRIPPS HEALTH WIC (SHW)		X			1	9
24	UNION OF PAN ASIAN COMMUNITIES (UPAC)		X			-	-
25	VISTA COMMUNITY CLINIC		X			-	1
26	<b>Total Enrollments</b>		X			<b>232</b>	<b>1,644</b>
27							
28							
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>SDG&amp;E</b>								
3	<b>July 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	174,138	N/A	119,410	293,548	319,125	92%	-1.3%	1,297,665
6	February	172,835	N/A	119,089	291,924	319,125	91%	-0.7%	1,298,263
7	March	172,298	N/A	119,339	291,637	319,125	91%	0.0%	1,314,244
8	April	172,606	N/A	119,848	292,454	319,125	91%	0.1%	1,339,676
9	May	173,180	N/A	120,261	293,441	319,125	91%	0.3%	1,316,214
10	June	173,094	N/A	120,305	293,399	319,125	91%	0.2%	1,340,999
11	July	174,294	N/A	121,178	295,472	319,125	93%	1.1%	1,342,216
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>174,294</b>	<b>N/A</b>	<b>121,178</b>	<b>295,472</b>	<b>319,125</b>	<b>93%</b>	<b>1.1%</b>	<b>1,342,216</b>
18									
19									
20									
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>SDG&amp;E</b>				
3	<b>July 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	\$ 76,295	\$ 209,353	79%
9					
10					
11	<b>Total</b>	<b>\$ 265,103</b>	<b>\$ 76,295</b>	<b>\$ 209,353</b>	<b>79%</b>
12					
13					
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 Sessions San Diego Gas &amp; Electric</b>	
<b>Reporting Period June 2019[1]</b>	
<b>No. of attendees at education sessions</b>	<b>153</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	3
Request Meter Service or Testing	2
Request Bill Adjustment	0
Request Customer Service Visit	0
Schedule Energy Audit	0
Payment Extension	0
Payment Plan	0
Solar	0
Stop Disconnection	0
Time of Use	0
Wildfire Related Issue	0
<b>Total disputes [3]</b>	<b>5</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 Submissior	0
Assisted with Reconnection	0
Billing Language Changed	0
Consumer Education Only	0
Electricity Aggregation	0
Energy Allerts	0
Enrolled in Demand Response Programs	0
ESAP	0
HEAP	0
Medical Baseline	0
Neighbor to Neighbor	4
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>4</b>

**Education:** Education sessions were held in a mix of one on one, and group sessions. Education materials are available as fact sheets on the CPUC Website: [http://consumers.cpsc.ca.gov/team\\_and\\_changes/](http://consumers.cpsc.ca.gov/team_and_changes/)

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

[1] There is a one-month lag behind the current reporting month. Please note that this data covers June 17 - 30, 2019. CHANGES services were not provided from May 1 - June 16, 2019 due to a delay in contracting procedures. The data for July 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 July 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

### SDG&E

Q4 February 1, 2019 - April 30, 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		N/A		CHANGES Ed Handout
N/A	ASL	CARE/FERA and Other Assistance Programs		N/A		CHANGES Ed Handout
N/A	Burmese	CARE/FERA and Other Assistance Programs		N/A		CHANGES Ed Handout
N/A	Chaldean	CARE/FERA and Other Assistance Programs		N/A		CHANGES Ed Handout
N/A	Dari	CARE/FERA and Other Assistance Programs		N/A		CHANGES Ed Handout
N/A	English	CARE/FERA and Other Assistance Programs		N/A		CHANGES Ed Handout
N/A	Farsi	CARE/FERA and Other Assistance Programs		N/A		CHANGES Ed Handout
N/A	French	CARE/FERA and Other Assistance Programs		N/A		CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs		N/A		CHANGES Ed Handout
N/A	Swahili	CARE/FERA and Other Assistance Programs		N/A		CHANGES Ed Handout
N/A	Tigrinia	CARE/FERA and Other Assistance Programs		N/A		CHANGES Ed Handout
N/A	Arabic	Electric and Natural Gas Safety		N/A		CHANGES Ed Handout
N/A	English	Electric and Natural Gas Safety		N/A		CHANGES Ed Handout
N/A	Farsi	Electric and Natural Gas Safety		N/A		CHANGES Ed Handout
N/A	French	Electric and Natural Gas Safety		N/A		CHANGES Ed Handout
N/A	Swahili	Electric and Natural Gas Safety		N/A		CHANGES Ed Handout
N/A	Urdu	Electric and Natural Gas Safety		N/A		CHANGES Ed Handout
N/A	Arabic	Energy Conservation		N/A		CHANGES Ed Handout
N/A	English	Energy Conservation		N/A		CHANGES Ed Handout
N/A	English	Gas Aggregation		N/A		CHANGES Ed Handout
N/A	Farsi	Gas Aggregation		N/A		CHANGES Ed Handout
N/A	Arabic	High Energy Use		N/A		CHANGES Ed Handout
N/A	English	High Energy Use		N/A		CHANGES Ed Handout
N/A	Amharic	Understanding Your Bill		N/A		CHANGES Ed Handout
N/A	Arabic	Understanding Your Bill		N/A		CHANGES Ed Handout
N/A	English	Understanding Your Bill		N/A		CHANGES Ed Handout
N/A	Farsi	Understanding Your Bill		N/A		CHANGES Ed Handout
N/A	French	Understanding Your Bill		N/A		CHANGES Ed Handout
N/A	Russian	Understanding Your Bill		N/A		CHANGES Ed Handout
N/A	Somali	Understanding Your Bill		N/A		CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill		N/A		CHANGES Ed Handout
Current Month			86		764	
Year-to-Date			606		3683	

[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 Q1 May 1, 2019 through July 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.