

**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 5th Street, GT14E7

Los Angeles CA 90013

Telephone: (213) 244-8197

Facsimile: (213) 629-9620

E-Mail: ehsu2@semprautilities.com

July 22, 2019

**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**

This is the sixth monthly report for program year (PY) 2019. The purpose of this report is to consolidate activity for the California Alternate Rates for Energy (CARE) Program and Energy Savings Assistance (ESA) Program and provide the California Public Utilities Commission's (CPUC or Commission) Energy Division with all the necessary information to assist in analyzing the low-income programs.

This report presents year-to-date ESA Program and CARE Program results and expenditures through June 2019 for San Diego Gas & Electric Company (SDG&E).

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

By: _____
 /s/ Edward L. Hsu
 EDWARD L. HSU

Attorney for:

SAN DIEGO GAS & ELECTRIC COMPANY
555 West 5th Street, GT14E7
Los Angeles CA 90013
Telephone: (213) 244-8197
Facsimile: (213) 629-9620
E-Mail: ehsu2@semprutilities.com

July 22, 2019



San Diego Gas & Electric Company
Energy Savings Assistance Program (ESA)
Program
And
California Alternate Rates for Energy (CARE)

TABLE OF CONTENTS

Contents	Page
1. ESA Program Executive Summary	2
1.1 <i>ESA Program Overview</i>	<i>2</i>
1.2 <i>ESA Program Customer Outreach and Enrollment Update</i>	<i>2</i>
1.3 <i>Leveraging Success Evaluation, Including CSD</i>	<i>16</i>
1.4 <i>Workforce Education & Training (WE&T)</i>	<i>18</i>
1.5 <i>Miscellaneous</i>	<i>18</i>
2. CARE Executive Summary	21
2.1 <i>CARE Program Summary</i>	<i>21</i>
2.2 <i>Outreach</i>	<i>22</i>
2.3 <i>CARE Recertification Complaints</i>	<i>25</i>
3. CHANGES Reporting	25
4. Appendix – ESA and CARE Program Tables.....	26

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 June 2019			
	2019 Authorized / Planning Assumptions	Actual to Date¹	%
Budget ²	\$34,652,791	\$9,123,068	26%
Homes Treated ³	22,641	5,775	26%
kWh Saved	6,880,000	1,930,630	28%
kW Demand Reduced	3,954	1,346	34%
Therms Saved	400,000	13,906	3%
GHG Emissions Reduced (Tons)	6,124	1,143	19%

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

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. 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 June, door-to-door canvassing from SDG&E's largest O&A contractor resulted in 609 ESA Program leads and 591 enrollments. Overall, ESA Program marketing, education and outreach efforts were successful in creating 4,561 leads and 928 enrollments for the month of June.

SDG&E has been experiencing challenges in 2019 with meeting the homes treated goals. In meeting with its contractors, it appears that the primary challenges can be attributed to the improved economy, which is making it difficult to find Outreach and Assessment staff to conduct canvassing. As of May 2019, the San Diego unemployment rate was at 2.6%. 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. With more employment opportunities, people have choices and can find jobs paying higher wages, providing more hours, or can find multiple jobs to help meet the household needs. Our primary O&A contractor has partnered with workforce organizations and community colleges and has also been actively advertising to increase staff to support the ESA Program.

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 June, 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 June, SDG&E provided GRID Alternatives with 4 leads for this effort.

ESA Program Multifamily Common Area Measure (MF CAM) Initiative

In June 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 June, SDG&E's CAM implementer was able to begin Energy Assessments/Audits for three properties and started measure installations at five other properties. In addition, Willdan Energy has identified other potential properties that have been scheduled for assessments in the month of July 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-](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 June, 12 customers were served by the Language Line.

Language	Calls
Arabic	10
Swahili	1
Vietnamese	1
TOTAL	12

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 June 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 June, paid search advertising garnered 41,482 impressions with 6,618 customers clicking through to the CARE/ESA Programs online enrollment application. Banner ads and paid social media began running. Banner ads contributed 1,748,194 impressions with 4,372 clicks. Paid social media garnered 52,776 impressions with 651 clicks. Pre-roll video contributed 443,775 impressions with 714 clicks.

Social Media:

Using e-newsletters, website posts and social media channels, the Energy

Solutions Partner Network shared 15 CARE and ESA Program messages to an audience of more than 12,000 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.



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 June 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.⁴

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 June 2019 generated the following numbers:

The Harris Group	
ESA Leads	3
CARE Enrollments	2,080
CARE Recertifications	467

Email:

SDG&E sent 5,752 ESA Program promotional emails to potential ESA-eligible customers enrolled in CARE to introduce the customers to the ESA program and encourage them to apply online. SDG&E adjusted the creative materials for this campaign by having the email link directly to an ESA Program outreach contractor. Customers who clicked through would be connected by telephone

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

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 39% and a 4.3% click through rate⁵.

Direct Mail

SDG&E sent an ESA Program promotional postcard to 1,048 recently enrolled CARE customers to inform them that they may qualify for the ESA Program. The postcard encourages CARE customers to contact an authorized ESA Program outreach contractor for more information and/or to schedule an appointment.

Community Outreach & Engagement

Energy Solutions Partner Network:

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

⁵ 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).

space at events, and hosting enrollment day fairs at their locations. In June 2019, SDG&E's partner outreach activities resulted in the following activities:

Energy Solutions Partner Network	
ESA Leads	18
CARE Enrollments	22
CARE Recertifications	33

Partner Spotlight:

In June 2019, the SDG&E Customer Solutions Outreach Team participated in 67 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 June 3rd, the Outreach team presented to the Family Health Centers of San Diego and approximately 30 Care Specialist from from the organization attended and learned the latest on low-income programs and Time of Use pricing plans. This team works everyday with customers that can benefit from SDG&E low-income programs. Collateral was delivered to the various offices which will be distributed to customers that can benefit from the programs.



On June 5th, the Outreach team presented CARE and ESA programs to the Southern California American Indian Resources Center. This organization helps the local tribes of Southern California with services offered to them. About a dozen members of SCAIR came to the presentation.



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 June 2019, SDG&E completed 50 outreach events. A summary of these activities is listed below:

Date	Location	Partner / Hosting Organization	Event Title
6/1/2019	5065 Logan Ave, San Diego, CA 92113	Southeast Alano Club	Health Fair
6/1/2019	Embarcadero Marina Park South 200 Marina Park Way San Diego CA 92101	Media Arts	Mexico Gourmet
6/1/2019	Kimball Park National City E 12th St. National City, CA 91950	Wesay Mabuhay	Mabuhay Festival
6/2/2019	Handlery Hotel, 950 Hotel Circle North San Diego Drive, San Diego, CA 92108	Philippine Nurses Association of San Diego County	Philippine Nurses Association Scholarship
6/5/2019	Public Utilities Dept. 9150 Topaz Way San Diego CA 92123	City of SD	Employee Wellness Fair
6/5/2019	Educational Cultural Complex 4343 Ocean View Blvd San Diego, CA 92113	SDCEats	Community Health Event
6/6/2019	4060 Fairmount Ave. San Diego CA. 92105	La Maestra	La Maestra June Resource Fair
6/7/2019	Hilton Head County Park 1605 Hilton Head Road El Cajon, CA 92019	Movies in the Park	Spider-Man: Into the Spider-Verse
6/7/2019	Nobel Community Park 8810 Judicial Drive, San Diego, CA 92122	Movies in the Park	Jumanji: Welcome to the Jungle

Date	Location	Partner / Hosting Organization	Event Title
6/7/2019	Vista Terrace Neighborhood Park 301 Athey Avenue, San Ysidro, CA 92173	Movies in the Park	Hotel Transylvania 3: Summer Vacation
6/8/2019	Marshall Street Park 1404 Marshall St. Oceanside, CA 92054	Movies in the Park	The Goonies
6/8/2019	Sweetwater Regional Park 3218 Summit Meadow Rd, Bonita, CA 91902	Movies in the Park	Spider-Man: Into the Spider-Verse
6/8/2019	Pacific Highlands Ranch 5977 Village Loop Center Road, San Diego, CA 92130	Movies in the Park	Guardians of the Galaxy
6/8/2019	Los Peñasquitos Adobe 9711 Oviedo Way , San Diego, CA 92129	Movies in the Park	Cloudy with a Chance of Meatballs
6/8/2019	2260 Jimmy Durante Parkway Del Mar CA Fair Infield Farm	SD County Fair	Eco Container w/ Solana Center
6/8/2019	Willie Henderson Sports Complex 1035 S 45th St, San Diego, CA 92113	One San Diego	Better a Block Logan Ave Between 46th & 47th
6/8/2019	Heartland Fire Rescue 8034 Allison Ave La Mesa CA	Heartland Fire	Pancake Breakfast
6/10/2019	12759 Seabreeze Farms Drive, San Diego Ca 92130	Pacific Southwest Community	Farmers Market
6/11/2019	Villa Serena, 339 Marcos St., San Marcos, CA 92069	Hope Through Housing	Dental Screening
6/13/2019	Walmart #5338, 4840 Shawline St., San Diego	San Diego Fire and Rescue Foundation	Safety Event
6/13/2019	1785 La Costa Meadows San Marcos CA 92078	Hunter Industries	Safety/Wellness/HR Fair
6/13/2019	Sierra Vista 422 Los Vallecitos Blvd. San Marcos CA 92069	Hope Through Housing	Dental Screening
6/14/2019	Alpine Clinic, Senior Room 4058 Willows Road Alpine, CA 91901	Southern Indian Health Council	Men's Wellness Health Fair
6/14/2019	Melrose, 1820 Melrose Dr., San Marcos, CA 92078	Hope Through Housing	Dental Screening
6/14/2019	Otay Lakes County Park 2270 Wueste Road, Chula Vista, CA 91915	Movies in the Park	The Sandlot
6/14/2019	Scripps Ranch Community Park 11454 Blue Cypress Drive, San Diego, CA 92131	Movies in the Park	Jurassic World: Fallen Kingdom
6/14/2019	North Park Community Park 4044 Idaho Street, San Diego, CA 92104	Movies in the Park	Grease

Date	Location	Partner / Hosting Organization	Event Title
6/15/2019	2900 Block of Imperial Ave	Cooper Family Foundation	Cooper Family Foundation Juneteenth Celebration
6/15/2019	Rancho Buena Vista Park 1851 South Melrose Dr., Vista, CA 92081	Movies in the Park	Bumblebee
6/15/2019	Hilltop Community Park 9711 Oviedo Way, San Diego, CA 92129	Movies in the Park	Cloudy With a Chance of Meatballs
6/15/2019	San Marcos Senior Activity Center, 111 Richmar Ave., San Marcos CA 92069	City of San Marcos	Senior Center
6/15/2019	Fire Station #4 Kit Carson Park 3301 Bear Valley Parkway	Escondido Fire Department	FPD Fire and Water Expo
6/17/2019	4250 Corte Sol, Oceanside, California 92057	Pacific Southwest Community	Farmers Market
6/18/2019	4651 Red Bluff Place, Carlsbad Ca 92010	Pacific Southwest Community	Farmers Market
6/18/2019	Cobblestone 360 E. Washington Ave., Escondido, CA 92025	Hope Through Housing	Dental Screening
6/18/2019	Petco Park	Entercom	Padres Summer Blood Drive
6/18/2019	San Marcos Senior Activity Center, 111 Richmar Ave., San Marcos CA 92069	City of San Marcos	Senior Center
6/19/2019	San Diego Convention Center 111 W Harbor Dr. San Diego, CA 92101	County of San Diego	Vital Aging
6/19/2019	George Stevens Senior Community Center 570 S. 65th St. San Diego CA 92114	4th District Senior Resource Center	Senior Resource Event
6/20/2019	La Mision, 3220 Mission Avenue, Oceanside, CA 92054	Hope Through Housing	Dental Screening
6/20/2019	Penn Athletic Field, 2555 Dusk Drive San Diego, CA 92139	San Diego Unified Food and Nutrition	Summer Fun Cafe BBQ
6/22/2019	La Palmas Park 1810 East 22nd Street National City, CA 91911	Movies in the Park	The Sandlot
6/22/2019	Poway Community Park 13094 Civic Center Drive Poway, CA 92064	Movies in the Park	The LEGO Movie 2: The Second Part
6/23/2019	2260 Jimmy Durante Parkway Del Mar CA Fair Infield Farm	SD County Fair	Eco Container w/ Solana Center
6/24/2019	13370 Torrey Meadows Drive, San Diego Ca 92129	Pacific Southwest Community	Farmers Market

Date	Location	Partner / Hosting Organization	Event Title
6/25/2019	7270 Calle Plata, Carlsbad, Ca 92009	Pacific Southwest Community	Farmers Market
6/26/2019	Westlake, 415 Autumn Dr., San Marcos, CA 92069	Hope Through Housing	Dental Screening
6/27/2019	ASYMCA Paul Hartley Complex, 3293 Santo Rd, San Diego 92124	Words Alive	The Neighborhood Exchange Event
6/28/2019	Spring Valley County Park 8735 Jamacha Blvd Spring Valley, CA 91977	Movies in the Park	Ralph Breaks the Internet
6/29/2019	Clay Neighborhood Park 4767 Seminole Drive San Diego, CA 92115	Movies in the Park	Mary Poppins Returns

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.16-06-054,⁶ 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 June 2019, SDG&E’s CCC generated the following applications and leads:

	CCC	Branch Office
ESA Leads	0	3
CARE Enrollments	21	223
CARE Recertifications	0	8

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 June, LIHEAP organizations enrolled 119 customers in the ESA Program.

In response to the drought emergency that impacted California in 2015-2016, SDG&E continues to collaborate with the San Diego County Water Authority (SDCWA) to distribute SDCWA’s supplemental water conservation educational

⁶ Decision Addressing the General Rate Cases of San Diego Gas & Electric Company and Southern California Gas Company and the Proposed Settlements, dated July 1, 2016

materials entitled “Save Every Way, Every Day” with its education packet to all ESA Program enrollees.

In 2019, SDG&E continues to include SDCWA water saving educational materials as part of the In-Home Education process under the ESA Program. This collaboration will continue through December 31, 2020. SDG&E will work with other water agencies within its service territory to explore other opportunities for leveraging.

Furthermore, SDG&E entered into an agreement with SDCWA wherein SDCWA agreed to reimburse SDG&E for water measures installed, as part of the ESA Program, in homes where customers have an active SDCWA account. To date, SDG&E has invoiced SDCWA for 16,928 measures which totals up to \$84,527.37. This agreement will continue until December 31, 2020 or until SDCWA’s funds are exhausted.

In 2018, SDG&E entered into an agreement with Moulten Nigel Water District to leverage installation of water savings measures similar to those for SDCWA. As of June 2019, the educational materials have been included in the ESA Program In-Home Education workbook.

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.

In June, SDG&E offered refresher NGAT training to current ESA Program contractors. Eight participants participated in a combination of classroom and field training over three days. SDG&E also continues to provide contractors with the opportunity to leverage WE&T classes offered through SDG&E by providing contractors with upcoming training schedules.

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 is planned for

August 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.

SDG&E has completed recruitment efforts, which included email campaigns and direct mail to CARE and FERA customers with higher energy use. Customers responding to the campaigns received a follow-up call to confirm their interest and to enroll them in the Pilot. Recruitment efforts did not yield the results SDG&E anticipated. SDG&E's final recruitment efforts resulted in 49 customers in the Treatment group and 84 customers in the Control group. Since then, one customer requested the removal of the PCT and was moved to the Control group. SDG&E has since added 4 customers from the the original list of potential Treatment group customers, where the PCT was unable to be installed, to

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

A draft interim report on the initial survey results was provided in May and is currently being revised.

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	3,221,952	1,279,488	40%
Proc., Certification and Verification	512,090	284,584	56%
Post Enrollment Verification	360,066	127,442	35%
Information Tech./Programming	1,638,000	633,635	39%
Pilots-CHANGES	265,103	133,058	50%
Regulatory Compliance	348,031	78,837	23%
General Administration	781,092	196,840	25%
CPUC Energy Division Staff	57,279	42,617	74%
Cooling Centers	43,500	6,244	14%
Total Expenses	7,227,114	2,782,747	39%
Subsidies and Benefits	73,833,173	\$55,046,673	75%
Total Program Costs and Discounts	81,060,287	\$57,829,420	71%

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

2.1.2 Provide the CARE Program penetration rate to date.

CARE Penetration		
Participants Enrolled	Eligible Participants⁸	Penetration rate
291,953	319,125	91%

2.2 Outreach

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

In June 2019, marketing and outreach efforts generated 6,354 completed CARE applications, and 2,378 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 June 2019, SDG&E continued its rate comparison campaign by mailing a comparison letter to 28,629 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

⁸ 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.

SDG&E's online application. The letter contributed to 2,378 CARE automated phone enrollments and online enrollments.

Email

In June 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 June, the campaign was sent to 92,094 customers and generated a 32% open rate and a 6.2% click through rate over the course of the month.

SDG&E also sent recertification reminder emails to 7,612 CARE customers who were due to recertify within the next 60 days. SDG&E received an open rate of 52% for these emails, with a click through rate of 37%.

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 June, the following numbers were generated by the Capitation Agencies:

Capitation Agencies	
ESA Leads	0
CARE Enrollments	211
CARE Recerts	103

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 June, there were six Cool Zone informational events reaching over 2,500 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. Although there were no trainings in June, SDG&E’s

Outreach team hosted a CARE sign-up competition for the WIC offices in for the months of May and June which yielded 63 new CARE enrollments and 100 recertifications, up from a monthly average of about five enrollments and five recertifications.

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 June 2019, the following applications were received:

HHSA	June	YTD
ESA Leads	0	0
CARE Enrollments	14	335
CARE Recerts	20	404

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 June 2019, SDG&E did not receive any customer complaints regarding CARE recertification.

3. CHANGES REPORTING

In compliance with requirements outlined in D.12-12-011, SDG&E has updated CARE Table 10 information for the month of April 2019 and Table 11 for February 1, 2019 through April 31, 2019. May and June 2019 activity for Table 10, and Table 11 activity

for May 1, 2019 through July 31, 2019, 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 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)

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

CARE Program - Table 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
San Diego Gas & Electric
June 2019**

ESA Program:	Authorized Budget [1]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Multi-Family Common Area Measures	\$ 1,817,500	\$ 1,817,500	\$ 3,635,000	\$ 37,730	\$ 37,730	\$ 75,460	\$ 113,747	\$ 113,747	\$ 227,494	6%	6%	6%
In-Home Education	\$ 177,060	\$ 177,060	\$ 354,119	\$ 34,572	\$ 34,572	\$ 69,145	\$ 69,145	\$ 69,145	\$ 138,289	39%	39%	39%
Leveraging - GSD	\$ 241,216	\$ 241,216	\$ 482,431	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Pilot [2]	\$ 50,000	\$ 50,000	\$ 100,000	\$ -	\$ -	\$ -	\$ 10,208	\$ 10,208	\$ 20,416	20%	20%	20%
Measurement and Evaluation Studies [3]	\$ 30,625	\$ 30,625	\$ 61,250	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Regulatory Compliance	\$ 23,438	\$ 23,438	\$ 46,875	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
General Administration			\$ -	\$ -	\$ -	\$ -	\$ 417	\$ 417	\$ 833	0%	0%	0%
TOTAL PROGRAM COSTS	\$ 2,339,838	\$ 2,339,838	\$ 4,679,675	\$ 72,302	\$ 72,302	\$ 144,604	\$ 193,516	\$ 193,516	\$ 387,033	66%	66%	66%

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

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

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

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

Energy Savings Assistance Program Table 2A
San Diego Gas & Electric
June 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
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	-	-	-	-	\$ -	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%
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 Buildings Treated							
			Total				
			-				
- Multifamily			-				

[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.

[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.

[3] All savings are calculated based on the following sources:

Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013.

[4] Microwave savings are from ECONorthWest Study received in December of 2011.

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

**Energy Savings Assistance Program Table 2B
San Diego Gas & Electric
June 2019**

Measures	Units	*ESA Program - Multifamily Common Area					
		Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh[3] (Annual)	kW[3] (Annual)	Therms[3] (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Each						0.0%
Refrigerators	Each						0.0%
Microwaves	Each						0.0%
Domestic Hot Water							
Water Heater Blanket	Home						0.0%
Low Flow Shower Head	Home						0.0%
Water Heater Pipe Insulation	Home						0.0%
Faucet Aerator	Home						0.0%
Water Heater Repair/Replacement	Each						0.0%
Thermostatic Shower Valve	Each						0.0%
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						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%
Miscellaneous							
Pool Pumps	Each						0.0%
Smart Power Strips - Tier 1	Each						0.0%
Smart Power Strips - Tier 2	Each						0.0%
Ancillary Services							
Commissioning [5]	Home						0.0%
Audit	Home	7				27,123	100.0%
Administration [4]	Home						0.0%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home					\$ -	0.0%
In-Home Education	Home					\$ -	0.0%
Total Savings/Expenditures			-	-	-	\$ 27,123	100.0%
Total Multifamily Buildings Weatherized [2]							
Multifamily Buildings Treated		Total					
- Multifamily		0					

[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.

[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.

[3] All savings are calculated based on the following sources:

Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013.

[4] Per D.16-11-022 at p.210, the CPUC imposes a cap of 10% of ESA Program funds for administrative activities and a ceiling of 20% for direct implementation non-incentive costs.

[5] Refers to optimizing the installation of the measure installed such as retrofitting pipes, etc.

* Note: Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022 where 65% of tenants are income eligible based on CPUC income requirements of at or below 200% of the Federal Poverty Guidelines.

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

Note: Implementation of the MF CAM Initiative AL 3196-E-A_2654-G-A was approved effective 5/30/2018.

	A	B
1	Energy Savings Assistance Program Table 3 - Energy Savings and Average	
2	Bill Savings per Treated Home/Common Area	
3	San Diego Gas & Electric	
4	June 2019	
5	ESA Program	
6	Annual kWh Savings	1,930,630
7	Annual Therm Savings	13,906
8	Lifecycle kWh Savings	27,968,226
9	Lifecycle Therm Savings	12,262
10	Current kWh Rate	\$ 0.26
11	Current Therm Rate	\$ 1.20
12	Average 1st Year Bill Savings / Treated households	\$ 62.31
13	Average Lifecycle Bill Savings / Treated Household	\$ 221.16
14		
15		
16	ESA Program - CSD Leveraging	
17	Annual kWh Savings	-
18	Annual Therm Savings	-
19	Lifecycle kWh Savings	-
20	Lifecycle Therm Savings	-
21	Current kWh Rate	\$ -
22	Current Therm Rate	\$ -
23	Average 1st Year Bill Savings / Treated Households	\$ -
24	Average Lifecycle Bill Savings / Treated Household	\$ -
25		
26		
27	ESA Program - Multifamily Common Area	
28	Annual kWh Savings	-
29	Annual Therm Savings	-
30	Lifecycle kWh Savings	-
31	Lifecycle Therm Savings	-
32	Current kWh Rate	\$ -
33	Current Therm Rate	\$ -
34	Average 1st Year Bill Savings / Treated Buildings	\$ -
35	Average Lifecycle Bill Savings / Treated Buildings	\$ -
36		
37		
38	Summary - ESA Program/CSD Leveraging/ Multifamily Common Area [1]	
39	Annual kWh Savings	1,930,630
40	Annual Therm Savings	13,906
41	Lifecycle kWh Savings	27,968,226
42	Lifecycle Therm Savings	12,262
43	Current kWh Rate	\$ 0.26
44	Current Therm Rate	\$ 1.20
45	Average 1st Year Bill Savings / Treated households and Buildings	\$ 62.31
46	Average Lifecycle Bill Savings / Treated Household and Buildings	\$ 221.16
47		
48	[1] Summary is the sum of ESA Program + CSD Leveraging + Multifamily Common Area.	

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4A - Homes/Buildings Treated						
2	San Diego Gas & Electric						
3	June 2019						
4							
5	ESA Program						
6	Eligible Households			Households Treated YTD			
7	County	Rural [1]	Urban	Total	Rural	Urban	Total
8	ORANGE	0	19,168	19,168	0	138	138
9	SAN DIEGO	7,819	292,205	300,024	85	5,552	5,637
10	Total	7,819	311,373	319,192	85	5,690	5,775
11							
12							
13	ESA Program - CSD Leveraging						
14					Households Treated YTD		
15	County				Rural	Urban	Total
16							0
17							0
18	Total				0	0	0
19							
20							
21	ESA Program - Multifamily Common Area						
22					Buildings Treated YTD		
23	County				Rural	Urban	Total
24							0
25							0
26	Total				0	0	0
27							
28	[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.						
29	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

**Energy Savings Assistance Program Table 4B - Homes Unwilling / Unable to Participate
San Diego Gas & Electric
June 2019**

ESA Program		Reason Provided					
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/Ineligible
SAN DIEGO	32,337	21,307	94	0	5,048	920	574
ORANGE	658	2,884	3	0	217	3	43
Total	32,995	24,191	97	0	5,265	923	617

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																
2	San Diego Gas & Electric																
3	June 2019																
4	ESA Program																
5		Gas & Electric				Gas Only				Electric Only				Total			
6		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
7	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
8	January	73	48	100,120	80	-	-	-	-	8	-	12,501	9	81	48	112,621	89
9	February	566	2,461	287,558	269					130	-	36,658	19	696	2,461	324,216	288
10	March	1,514	2,052	373,539	243					156	-	38,548	17	1,670	2,052	412,087	260
11	April	902	2,188	368,272	238					32	-	17,937	5	934	2,188	386,208	243
12	May	1,782	3,600	458,962	296					52	-	27,801	9	1,834	3,600	486,763	305
13	June	543	3,557	198,465	153					17	-	10,270	7	560	3,557	208,735	161
14	July																
15	August																
16	September																
17	October																
18	November																
19	December																
20	YTD	5,380	13,906	1,786,915	1,280	-	-	-	-	395	-	143,715	66	5,775	13,906	1,930,630	1,346
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																	
25																	
26	ESA Program - CSD Leveraging																
27		Gas & Electric				Gas Only				Electric Only				Total			
28		# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)		
29	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
30	January																
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	ESA Program - Multifamily Common Area																
49		Gas & Electric				Gas Only				Electric Only				Total			
50		# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)			# of Buildings Treated by Month	(Annual)		
51	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
52	January																
53	February																
54	March																
55	April																
56	May																
57	June																
58	July																
59	August																
60	September																
61	October																
62	November																
63	December																
64	YTD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
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.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	San Diego Gas & Electric												
3	June 2019												
4		Authorized 2019 Funding [1]			Current Month Expenses			Expenses Since January 1, 2018			% of Budget Expended		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots												
7	Programmable Communicating Thermostat (PCT) [2]	\$ 50,000	\$ 50,000	\$100,000	\$0	\$0	\$0	\$10,208	\$10,208	\$20,416	20%	20%	20%
8													
9													
10	Total Pilots	\$50,000	\$50,000	\$100,000	\$0	\$0	\$0	\$10,208	\$10,208	\$20,416	0%	0%	0%
11													
12													
13	Studies												
14													
15	Low Income Needs Assessment Study	\$8,334	\$8,334	\$16,667	\$0	\$0	\$0	\$9,291	\$9,291	\$18,582	111%	111%	111%
16	Load Impact Evaluation Study	\$9,167	\$9,167	\$18,333	\$3,062	\$3,062	\$6,123	\$4,650	\$4,650	\$9,301	51%	51%	51%
17	Equity Criteria and Non Energy Benefits Evaluation (NEB's)	\$2,500	\$2,500	\$5,000	\$0	\$0	\$0	\$1,867	\$1,867	\$3,733	75%	75%	75%
18	Unallocated Funds [3]	-\$2,917	-\$2,917	-\$5,834	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
19	2017 Potential and Goals Study	\$5,625	\$5,625	\$11,250	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
20	Rapid Feedback Research and Analysis	\$25,000	\$25,000	\$50,000	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
21													
22													
23	Total Studies	\$47,708	\$47,708	\$95,416	\$3,062	\$3,062	\$6,123	\$15,808	\$15,808	\$31,616	33%	33%	33%
24													
25	[1] Reflects the authorized funding in D.16-11-022 and updated via Resolution E-4884 addressing conforming Advice Letters 3065-E/2568-G and 3065-E-A/2568-G-A.												
26	[2] Programmable Communicating Thermostat (PCT) Pilot budget approved via al 3250-E/2688-G. [Table 1A]. An amount of \$613 was inadvertently omitted from the Jan report and has been added to the YTD total.												
27	[3] 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].												
28													
29	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

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

**San Diego Gas & Electric
June 2019**

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

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

Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
5,517	834	259

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses												
2	San Diego Gas & Electric												
3	June 2019												
4		Authorized Budget [1]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
5	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Outreach	\$ 2,899,757	\$ 322,195	\$ 3,221,952	\$ 329,368	\$ 28,641	\$ 358,009	\$ 1,174,162	\$ 105,326	\$ 1,279,488	40%	33%	40%
7	Processing / Certification Re-certification	\$ 460,881	\$ 51,209	\$ 512,090	\$ 40,283	\$ 3,503	\$ 43,786	\$ 261,249	\$ 23,335	\$ 284,584	57%	46%	56%
8	Post Enrollment Verification	\$ 324,060	\$ 36,007	\$ 360,066	\$ 16,990	\$ 1,477	\$ 18,468	\$ 117,023	\$ 10,419	\$ 127,442	36%	29%	35%
9	IT Programming	\$ 1,474,200	\$ 163,800	\$ 1,638,000	\$ 222,504	\$ 19,348	\$ 241,852	\$ 581,044	\$ 52,591	\$ 633,635	39%	32%	39%
10	Cooling Centers	\$ 39,150	\$ 4,350	\$ 43,500	\$ 5,744	\$ 500	\$ 6,244	\$ 5,744	\$ 500	\$ 6,244	15%	11%	14%
11													
12	Pilots/CHANGES Program [2]	\$ 238,593	\$ 26,510	\$ 265,103	\$ 19,864	\$ 1,727	\$ 21,591	\$ 121,995	\$ 11,064	\$ 133,058	51%	42%	50%
13	Studies [3]	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Regulatory Compliance	\$ 313,228	\$ 34,803	\$ 348,031	\$ 21,593	\$ 1,878	\$ 23,470	\$ 72,384	\$ 6,453	\$ 78,837	23%	19%	23%
15	General Administration	\$ 702,983	\$ 78,109	\$ 781,092	\$ 25,819	\$ 2,245	\$ 28,064	\$ 180,705	\$ 16,136	\$ 196,840	26%	21%	25%
16	CPUC Energy Division	\$ 51,551	\$ 5,728	\$ 57,279	\$ -	\$ -	\$ -	\$ 39,163	\$ 3,453	\$ 42,617	76%	60%	74%
17													
18	SUBTOTAL MANAGEMENT COSTS	\$ 6,504,402	\$ 722,711	\$ 7,227,114	\$ 682,165	\$ 59,319	\$ 741,484	\$ 2,553,469	\$ 229,278	\$ 2,782,747	39%	32%	39%
19													
20	CARE Rate Discount	\$ 66,449,856	\$ 7,383,317	\$ 73,833,173	\$ 7,384,561	\$ 865,360	\$ 8,249,921	\$ 46,954,208	\$ 8,092,465	\$ 55,046,673	71%	110%	75%
21													
22	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 72,954,258	\$ 8,106,029	\$ 81,060,287	\$ 8,066,726	\$ 924,679	\$ 8,991,405	\$ 49,507,677	\$ 8,321,742	\$ 57,829,420	68%	103%	71%
23													
24	Other CARE Rate Benefits												
25	- DWR Bond Charge Exemption				\$ 438,075		\$ 438,075	\$ 2,985,181		\$ 2,985,181			
26	- CARE Surcharge Exemption				\$ 745,371	\$ 76,888	\$ 822,259	\$ 5,042,471	\$ 612,667	\$ 5,655,138			
27	- California Solar Initiative Exemption				\$ 12,132		\$ 12,132	\$ 82,179		\$ 82,179			
28	- kWh Surcharge Exemption				\$ 79,718		\$ 79,718	\$ 220,412		\$ 220,412			
29	- Vehicle Grid Integration Exemption				\$ 58,526		\$ 58,526	\$ 368,725		\$ 368,725			
30	Total Other CARE Rate Benefits				\$ 1,333,823	\$ 76,888	\$ 1,410,711	\$ 8,698,968	\$ 612,667	\$ 9,311,635			
31													
32	Indirect Costs				\$ 62,916	\$ 5,471	\$ 68,387	\$ 429,322	\$ 38,181	\$ 467,503			
33													
34	[1] Reflects the authorized funding approved in the CPUC Energy Division Disposition Letter dated 12/27/2018 approving SDG&E Advice Letter 3250-E/2688-G.												
35	[2] Decision 15-12-047 transitioned CHANGES pilot to CHANGES program and funding for the effort is captured herein.												
36	[3] Reflects the Annual Eligibility Estimates prepared by Athens Research on behalf of the utilities. This effort was formerly referenced as Measurement and Evaluation.												
37													
38	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	T	U	V	W	X	Y	
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration⁵																									
2	San Diego Gas & Electric																									
3	June 2019																									
4		New Enrollment									Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible⁵	Penetration Rate % (W/X)		
5		Automatic Enrollment			Self-Certification (Income or Categorical)						Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response⁴	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)				Net Adjusted (K-T)	
6		Inter-Utility¹	Intra-Utility²	Leveraging³	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)																
7	January	153	93	0	246	3,042	1,297	211	260	4,810	5,056	2,368	1,295	3,915	7,578	1,360	79	136	4,889	6,464	12,634	-1,408	292,706	319,125	92%	
8	February	46	74	0	120	2,772	1,626	371	190	4,959	5,079	2,520	1,469	3,086	7,075	1,261	74	220	3,058	4,613	12,154	466	290,524	319,125	91%	
9	March	39	110	0	149	4,193	2,106	209	261	6,769	6,918	4,804	1,709	3,480	9,993	322	671	1,105	167	2,265	16,911	4,653	290,406	319,125	91%	
10	April	22	99	0	121	2,733	2,472	109	265	5,579	5,700	3,357	1,844	2,348	7,549	818	211	238	2,413	3,680	13,249	2,020	290,647	319,125	91%	
11	May	21	87	0	108	3,553	2,221	189	264	6,227	6,335	2,702	1,561	2,938	7,201	1,369	151	182	948	2,650	13,536	3,685	291,458	319,125	91%	
12	June	25	25	0	50	2,100	1,248	41	139	3,528	3,578	1,520	1,544	4,115	7,179	1,768	57	100	1,158	3,083	10,757	495	291,953	319,125	91%	
13	July																									
14	August																									
15	September																									
16	October																									
17	November																									
18	December																									
19	YTD Total	306	488	0	794	18,393	10,970	1,130	1,379	31,872	32,666	17,271	9,422	19,882	46,575	6,898	1,243	1,981	12,633	22,755	79,241	9,911	291,953	319,125	91%	
20																										
21	¹ Enrollments via data sharing between the IOUs.																									
22	² Enrollments via data sharing between departments and/or programs within the utility.																									
23	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																									
24	⁴ No response includes no response to both Recertification and Verification.																									
25	⁵ As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates filed February 12, 2019.																									
26																										
27	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																									

	A	B	C	D	E	F	G	H	I
1	CARE Table 3A - Post-Enrollment Verification Results (Model)								
2	San Diego Gas & Electric								
3	June 2019								

4	Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ²	Total Households De-enrolled ³	% De-enrolled through Post Enrollment Verification ⁴	% of Total CARE Households De-enrolled
5	January	292,706	1,234	0.4%	523	157	680	55.1%	0.2%
6	February	290,524	1,128	0.4%	597	74	671	59.5%	0.2%
7	March	290,406	1,097	0.4%	583	77	660	60.2%	0.2%
8	April	290,647	1,344	0.5%	10	61	71	5.3%	0.0%
9	May	291,458	1,072	0.4%	0	23	23	2.1%	0.0%
10	June	291,953	1,072	0.4%	0	13	13	1.2%	0.0%
11	July			0.0%			0	0.0%	0.0%
12	August			0.0%			0	0.0%	0.0%
13	September			0.0%			0	0.0%	0.0%
14	October			0.0%			0	0.0%	0.0%
15	November			0.0%			0	0.0%	0.0%
16	December			0.0%			0	0.0%	0.0%
17	YTD Total	291,953	6,947	2.4%	1,713	405	2,118	30.5%	0.7%

18

19 ¹ Includes all customers who failed SDG&E's CARE eligibility probability model.

20 ² Includes customers verified as over income or who requested to be de-enrolled.

21 ³ Verification results are tied to the month initiated and the verification process allows customers 90 days to respond to the verification request.

22 ⁴ Percentage of customers dropped compared to the total participants requested to provide verification in that month.

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

24

25	CARE Table 3B Post-Enrollment Verification Results (Electric only High Usage)								
26	San Diego Gas & Electric								
27	May 2019								

28	Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ²	Total Households De-enrolled ³	% De-enrolled through Post Enrollment Verification ⁴	% of Total CARE Households De-enrolled
29	January	292,706	954	0.3%	662	0	662	69.4%	0.2%
30	February	290,524	1,067	0.4%	817	0	817	76.6%	0.3%
31	March	290,406	588	0.2%	425	0	425	72.3%	0.1%
32	April	290,647	548	0.2%	354	0	354	64.6%	0.1%
33	May	291,458	187	0.1%	16	0	16	8.6%	0.0%
34	June	291,953	177	0.1%	1	0	1	0.6%	0.0%
35	July			0.0%			0	0.0%	0.0%
36	August			0.0%			0	0.0%	0.0%
37	September			0.0%			0	0.0%	0.0%
38	October			0.0%			0	0.0%	0.0%
39	November			0.0%			0	0.0%	0.0%
40	December			0.0%			0	0.0%	0.0%
41	YTD Total	291,953	3,521	1.2%	2,275	0	2,275	64.6%	0.8%

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.

	A	B	C	D	E	F	G							
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹													
2								San Diego Gas & Electric						
3								June 2019						
4		Provided	Received	Approved	Denied	Pending/Never Completed	Duplicates							
5	Total (Y-T-D)	107,410	81,508	34,335	7,617	1,122	38,343							
6	Percentage			42%	9%	1%	47%							
7														
8	¹ 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	CARE Table 5 - Enrollment by County									
2	San Diego Gas & Electric									
3	June 2019									
4	County	Estimated Eligible Households ¹			Total Households Enrolled ²			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural ³	Total
6	Orange	19,168	0	19,168	12,322	0	12,322	64%	NA	64%
7	San Diego	292,139	7,818	299,957	273,542	6,089	279,631	94%	78%	93%
8	Total	311,307	7,818	319,125	285,864	6,089	291,953	92%	78%	91%
9										
10	1 As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates filed February 12, 2019.									
11	2 Total Households Enrolled includes submeter tenants.									
12	3 No Rural eligible population exists in Orange County in SDG&E territory, therefore penetration for Orange County Rural is not applicable.									
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	CARE Table 6 - Recertification Results							
2	San Diego Gas & Electric							
3	June 2019							
4	Month	Total CARE Households	Households Requested to Recertify ¹	% of Households Total (C/B)	Households Recertified ²	Households De-enrolled ³	Recertification Rate % ⁴ (E/C)	% of Total Households De-enrolled (F/B)
5	January	292,706	5,001	1.7%	3,159	1,258	63.2%	0.4%
6	February	290,524	3,770	1.3%	2,506	909	66.5%	0.3%
7	March	290,406	3,849	1.3%	2,445	806	63.5%	0.3%
8	April	290,647	3,600	1.3%	2,483	206	69.0%	0.1%
9	May	291,458	3,033	1.3%	995	58	32.8%	0.0%
10	June	291,953	3,906	1.3%	445	3	11.4%	0.0%
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	YTD	291,953	23,159	7.9%	12,033	3,240	52.0%	1.1%
18								
19	¹ Excludes count of customers recertified through the probability model.							
20	² Recertification results are tied to the month initiated and the recertification process allows customers 90 days (3 or 4 bill cycles) to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.							
21	³ Includes customers who did not respond or who requested to be de-enrolled.							
22	⁴ Percentage of customers recertified compared to the total participants requested to recertify in that month.							
23	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	CARE Table 7 - Capitation Contractors¹						
2	San Diego Gas & Electric						
3	June 2019						
4	Contractor	Contractor Type				Total Enrollments	
5		(Check one or more if applicable)				Current Month	Year-to-Date
6		Private	CBO	WMDVBE	LIHEAP		
7	211 SAN DIEGO (SD)		X			116	1,149
8	ALLIANCE FOR AFRICAN ASSISTANCE		X			0	1
9	AMERICAN RED CROSS WIC		X	X		1	14
10	CASA FAMILIAR		X			0	-
11	CATHOLIC CHARITIES		X			0	9
12	CHULA VISTA COMM COLLABORATIVE		X			0	17
13	COMMUNITY RESOURCE CENTER - 2010		X			0	6
14	DEAF COMMUNITY SERVICES		X			0	-
15	HEARTS AND HANDS TOGETHER		X			0	-
16	INTERFAITH COMMUNITY SERVICES		X			0	7
17	LA MAESTRA FAMILY CLINIC (LMFC)		X			3	20
18	MAAC PROJECT - CARE		X		X	0	12
19	NEIGHBORHOOD HEALTH CARE		X			0	9
20	NEIGHBORHOOD HEALTH INSURANCE CENTER	X				0	-
21	NORTH COUNTY HEALTH SERVICES		X			0	16
22	SAN DIEGO STATE UNIVERSITY WIC		X			14	83
23	SAN YSIDRO HEALTH CENTERS		X			0	-
24	SCRIPPS HEALTH WIC (SHW)		X			2	7
25	UNION OF PAN ASIAN COMMUNITIES (UPAC)		X			0	-
26	VISTA COMMUNITY CLINIC		X			0	1
27	Total Enrollments					136	1,351
28	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year. Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
29							
30							

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Households as of Month-End								
2	San Diego Gas & Electric								
3	June 2019								
4	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households ¹	Penetration	% Change ³	Total Residential Accounts ²
5	January	174,184	N/A	118,522	292,706	319,125	92%	-1.3%	1,297,665
6	February	172,520	N/A	118,004	290,524	319,125	91%	-0.7%	1,298,263
7	March	172,102	N/A	118,302	290,406	319,125	91%	0.0%	1,314,244
8	April	172,077	N/A	118,570	290,647	319,125	91%	0.1%	1,339,676
9	May	172,321	N/A	119,137	291,458	319,125	91%	0.3%	1,316,214
10	June	172,381	N/A	119,572	291,953	319,125	91%	0.2%	1,340,999
11	July		N/A						
12	August		N/A						
13	September		N/A						
14	October		N/A						
15	November		N/A						
16	December		N/A						
17	YTD	172,381	N/A	119,572	291,953	319,125	91%	-0.2%	1,340,999
18									
19	1 As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates filed February 12, 2019.								
20	2 Data represents total residential electric customers.								
21	3 Total percentage change (row 17) = current Penetration - January Penetration (G17-G5) and represents 2018 percentage change.								
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E
1	CARE Program Table 9 - Expenditures for Pilots/CHANGES Program [1]				
2	San Diego Gas & Electric				
3	June 2019				
4	2019	Authorized 2019 Budget	Current Month Expenses	Expenses Since Jan. 1, 2019	% of 2019 Budget Expended
5		Total	Total	Total	Total
6					
7					
8	CHANGES Program	\$ 265,103	\$ 21,591	\$ 133,058	50%
9					
10					
11	Total	\$ 265,103	\$ 21,591	\$ 133,058	50%
12					
13	[1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.				
14					
15	NOTE: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.				

CARE Table 10 CHANGES One-On-One Customer Assistance San Diego Gas & Electric	
Reporting Period April 2019[1]	
No. of attendees at education sessions	226
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	0
Time of Use	0
Wildfire Related Issue	0
Total disputes [3]	0

Needs Assistance	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	1
Assisted with Changes to Account	11
Energy Efficiency Tool	0
Assisted High Energy User with CARE Doc Submission	1
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	1
HEAP	1
Medical Baseline	1
Neighbor to Neighbor	7
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]	23

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: Arabic English, Farsi, Somali, Spanish

[1] There is a one-month lag behind the current reporting month. The data for May and June 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

San Diego Gas & Electric

Q4 February 1, 2019 - April 30, 2019 [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	Albanian	Avoiding Disconnection	1	N/A	18	CHANGES Ed Handout
N/A	Arabic	Avoiding Disconnection	16	N/A	48	CHANGES Ed Handout
N/A	English	Avoiding Disconnection	20	N/A	74	CHANGES Ed Handout
N/A	Farsi	Avoiding Disconnection	7	N/A	24	CHANGES Ed Handout
N/A	French	Avoiding Disconnection	1	N/A	1	CHANGES Ed Handout
N/A	Spanish	Avoiding Disconnection	6	N/A	57	CHANGES Ed Handout
N/A	Swahili	Avoiding Disconnection	1	N/A	2	CHANGES Ed Handout
N/A	Vietnamese	Avoiding Disconnection	1	N/A	9	CHANGES Ed Handout
N/A	Arabic	CARE/FERA and Other Assistance Programs	1	N/A	10	CHANGES Ed Handout
N/A	French	CARE/FERA and Other Assistance Programs	1	N/A	10	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	3	N/A	74	CHANGES Ed Handout
N/A	English	Electric and Natural Gas Safety	1	N/A	17	CHANGES Ed Handout
N/A	ASL	Energy Conservation	3	N/A	38	CHANGES Ed Handout
N/A	English	Energy Conservation	1	N/A	10	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	2	N/A	72	CHANGES Ed Handout
N/A	Spanish	Gas Aggregation	4	N/A	83	CHANGES Ed Handout
N/A	English	High Energy Use	2	N/A	43	CHANGES Ed Handout
N/A	Spanish	High Energy Use	2	N/A	30	CHANGES Ed Handout
N/A	ASL	Understanding Your Bill	1	N/A	7	CHANGES Ed Handout
N/A	Arabic	Understanding Your Bill	2	N/A	19	CHANGES Ed Handout
N/A	English	Understanding Your Bill	2	N/A	3	CHANGES Ed Handout
N/A	Farsi	Understanding Your Bill	2	N/A	17	CHANGES Ed Handout
N/A	French	Understanding Your Bill	1	N/A	10	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	5	N/A	88	CHANGES Ed Handout
Current Quarter			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.