

**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 MARCH 2019**

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San Diego Gas & Electric Company

Energy Savings Assistance Program (ESA)

Program

And

California Alternate Rates for Energy (CARE)

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. ESA PROGRAM EXECUTIVE SUMMARY

1.1 ESA Program Overview

1.1.1 Provide a summary of the ESA Program elements as approved in Decision (D.) 16-11-022.

ESA Program Summary through March 2019			
	2019 Authorized / Planning Assumptions	Actual to Date ¹	%
Budget ²	\$34,652,791	\$4,896,386	14%
Homes Treated ³	22,641	2,447	11%
kWh Saved	6,880,000	546,279	8%
kW Demand Reduced	3,954	62	2%
Therms Saved	400,000	9,479	2%
GHG Emissions Reduced (Tons)	6,124	356	6%

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 March. 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 March, 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.

ESA Program Contractor Outreach

SDG&E's Outreach and Assessment (O&A) Contractors canvas targeted neighborhoods to enroll customers in the ESA Program. In March, door-to-door canvassing from SDG&E's largest O&A contractor resulted in 578 ESA Program leads and 523 enrollments. Overall, ESA Program marketing, education and outreach efforts were successful in creating 1,005 leads and 824 enrollments for the month of March.

Single-Family Affordable Solar Housing (SASH) Program

SDG&E works with GRID Alternatives to enroll customers in the ESA Program based on participation in the SASH Program. Once approved, contractors install all feasible ESA Program measures in the home prior to the SASH Program's installation of a solar system. The ESA Program did not receive any leads from the SASH Program during the month of March.

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. Through March, SDG&E has provided GRID Alternatives with 82 leads from this effort.

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

ESA Program Multifamily Common Area Measure (MF CAM) Initiative

In March 2019, SDG&E's ESA Program MF CAM implementor, Willdan, continued targeted marketing to potential ESA MF CAM properties, including re-syndication projects in SDG&E's service territory. In total, Willdan outreached to 20 properties in the month of March. These efforts yielded the assessment of one property in San Diego County that is currently in progress. In addition, Willdan Energy has identified other potential properties and they have been scheduled for assessments in the month of April 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 verify customers with limited English proficiency (LEP) have a channel in which to communicate with ESA Program contractors in the language of their preference. In March, six customers were served by the Language Line.

Language	Calls
Arabic	3
Spanish	1
Tagalog	1
Vietnamese	1
TOTAL	6

1.2.2 Customer Assistance Marketing, Education and Outreach for the CARE and ESA Programs.

Marketing, Education and Outreach activities summarized below represent joint efforts on behalf of the CARE and ESA Programs. SDG&E utilizes an integrated marketing, education and outreach strategy by connecting with customers using general awareness marketing, direct marketing, and community outreach and engagement. The 2019 campaign’s intent is to make a connection with customers in order to drive conservation and provide monthly savings on their energy bill. The campaign--running in English, Spanish and Asian languages-- includes TV, newspaper, digital (including paid search), email, direct mail and bill inserts, as well as a robust outreach program.

General Awareness Marketing

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

Print Advertising:

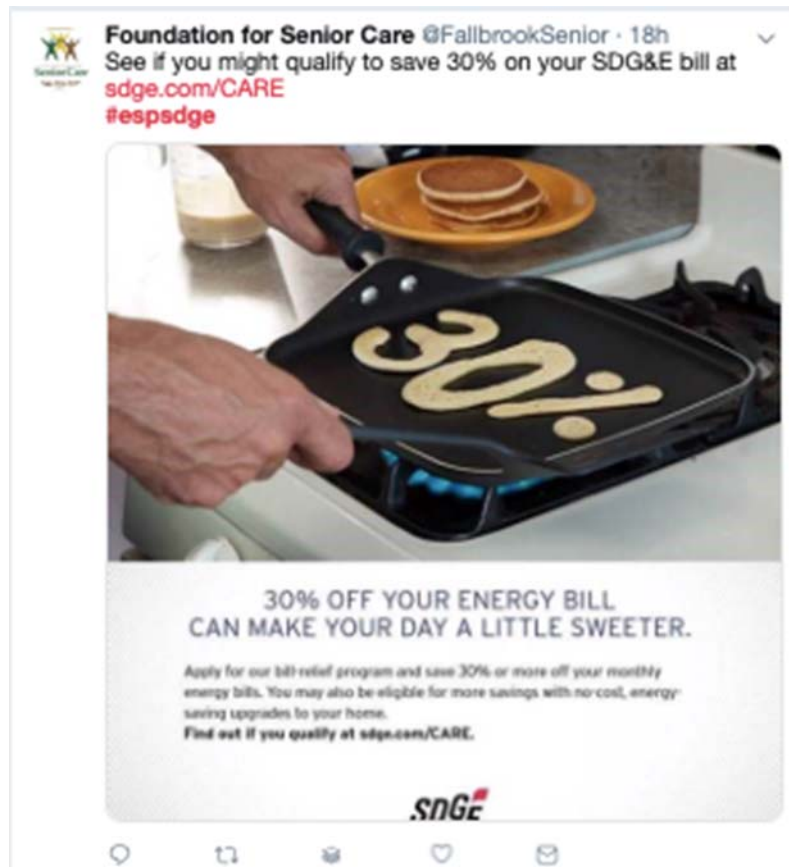
SDG&E is running English print in rural communities and African-American publications. In-language print in Chinese, Vietnamese, Tagalog (Filipino) and Spanish language publications began in March. The 2019 print campaign will continue running through December 2019.

Online Advertising:

In 2019, SDG&E continued its digital advertising campaign through paid search (search engine marketing). Banner and video ads will begin running in April 2019. The paid search advertising garnered 72,466 impressions with 24,075 customers clicking through to the CARE/ESA Programs online enrollment application.

Social Media:

Using e-newsletters, website posts and social media channels, the Energy Solutions Partner Network shared 36 CARE and ESA Program messages to an audience of more than 19,000 followers. SDG&E's social media profile also posts messaging to an audience of more than 34,000 followers. These followers are then able to redistribute the messages to their own networks on social media.



Direct Marketing

SDG&E continues its direct marketing campaign which allows SDG&E to connect with individual customers through targeted tactics including direct mail, e-mail, live calls, and outbound calling.

In March 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 March 2019 generated the following numbers:

The Harris Group	
ESA Leads	1
CARE Enrollments	2,888
CARE Recertifications	346

Email:

SDG&E sent 1,391 ESA Program promotional emails to potentially ESA-eligible customers enrolled in CARE to introduce the customers to the ESA program and encourage them to apply online. SDG&E adjusted the creative materials for this campaign by having the email link directly to an ESA Program outreach contractor. Customers who clicked through would be connected by telephone and/or online calling to a contractor. This adjustment was made to help

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

streamline the qualified lead process. Over the course of the month, there was an average open rate of 44% and a 6% click through rate⁵.

Direct Mail

SDG&E sent an ESA Program promotional postcard to 1,720 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,

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).

Twitter, and Instagram, posting information on their websites, providing booth space at events, and hosting enrollment day fairs at their locations. In March 2019, SDG&E’s partner outreach activities resulted in the following activities:

Energy Solutions Partner Network	
ESA Leads	0
CARE Enrollments	7
CARE Recertifications	4

Partner Spotlight:

In March 2019, the SDG&E Customer Solutions Outreach Team participated in 40 events, presentations and trainings/workshops that featured information and enrollment in energy solutions programs, services and tools. Outreach activities were focused around engaging customers with solutions such as the CARE and ESA Programs.

In March 2019, the SDG&E Outreach team partnered with the Media Arts Center San Diego and participated in the 11 day Latino Film Festival to promote the CARE program along with the other SDG&E Customer Assistance Programs, Energy Efficiency programs, and Residential Time of Use. At the festival, CARE program advertisements were played before the featured films and a printed CARE advertisement was featured in the festival’s print guide. The festival attracted over 21,000 attendees.



Multicultural Outreach:

To continue efforts to reduce potential barriers for customers in the rural, multicultural/multilingual and special needs customer segments, as well as to increase education and program enrollments, SDG&E employs multicultural contractors with employees that are fluent in various languages to help at staff events and presentations. These contractors provide staff that are fluent in the following languages: Spanish, Vietnamese, Chinese, Tagalog, Aramaic/Arabic,

American Sign Language, and other languages as requested. During March 2019, SDG&E completed 26 outreach activities. A summary of these activities is listed below:

Date	Location	Partner / Hosting Organization	Event Title
3/1/2019	Del Mar Fairgrounds 2260 Jimmy Durante Blvd. Del Mar, CA 92014	Westward Expo	Westward Expo Spring Home and Garden Show
3/2/2019	Del Mar Fairgrounds 2260 Jimmy Durante Blvd. Del Mar, CA 92014	Westward Expo	Westward Expo Spring Home and Garden Show
3/3/2019	Del Mar Fairgrounds 2260 Jimmy Durante Blvd. Del Mar, CA 92014	Westward Expo	Westward Expo Spring Home and Garden Show
3/6/2019	4343 Ocean View Blvd. San Diego, CA 92113	SDCEats	Community Health Event
3/7/2019	SDG&E Century Park East 8680 Balboa Ave. San Diego, CA. 92123	SDG&E	Women in STEM
3/8/2019	VSM 8420 Krenz St. San Diego, CA 92123	Lincoln Military Housing	Community Expos
3/9/2019	1030 Calle Negocio San Clemente, CA 92673	Family Assistance Ministries	Food Distribution
3/10/2019	Bayside Park 999 Bayisde Parkway Chula Vista, CA 91910	National City Chamber of Commerce	Mariachi Festival
3/13/2019	4060 Fairmount Ave. San Diego, CA 92105	March Community Resource Fair	La Maestra
3/14/2019	Miramar 45418 Howe Rd. Bldg. 2705 San Diego, CA 92145	Lincoln Military Housing	Community Expos
3/14/2019	AMC Fashion Valley 7037 Friars Rd. San Diego, CA 92108	Media Arts Center	Latino Film Festival
3/15/2019	AMC Fashion Valley 7037 Friars Rd. San Diego, CA 92109	Media Arts Center	Latino Film Festival
3/16/2019	Libby Lake Community Park 424 Calle Montecito Oceanside, CA 92057	Vista Community Clinic	Celebration of Life
3/16/2019	AMC Fashion Valley 7037 Friars Rd. San Diego, CA 92110	Media Arts Center	Latino Film Festival
3/17/2019	AMC Fashion Valley	Media Arts Center	Latino Film Festival

Date	Location	Partner / Hosting Organization	Event Title
	7037 Friars Rd. San Diego, CA 92108		
3/19/2019	Chollas 3250 Transmitter Rd. San Diego, CA 92115	Lincoln Military Housing	Community Expos
3/22/2019	El Cajon Branch Office	SDG&E	TOU
3/22/2019	AMC Fashion Valley 7037 Friars Rd. San Diego, CA 92108	Media Arts Center	Latino Film Festival
3/23/2019	AMC Fashion Valley 7037 Friars Rd. San Diego, CA 92108	Media Arts Center	Latino Film Festival
3/24/2019	AMC Fashion Valley 7037 Friars Rd. San Diego, CA 92108	Media Arts Center	Latino Film Festival
3/28/2019	ASYMCA Paul Hartley Complex 3293 Santo Rd San Diego, CA 92124	Words Alive	The Neighborhood Exchange Event
3/28/2019	Santo 10300 Yorktown Dr. San Diego, CA 92124	Lincoln Military Housing	Community Expos
3/30/2019	Jacobs Center 404 Euclid Ave San Diego, CA 92114	Kalusugan and National Federation of Filipino American Associations	San Diego Civic Leadership Forum
3/31/2019	NTC Park 2455 Cushing Rd San Diego, CA 92106	Persian Cultural Center	Shahrazad
3/31/2019	13536 Poway Rd. Poway, CA 92064	Poway Chamber of Commerce	Americana Festival
3/31/2019	First Lutheran Church 1410 Foothill Dr. Vista, CA 92087	Las Valientes	Legal Clinic

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 March 2019, SDG&E’s CCC generated the following applications and leads:

	CCC	Branch Office
ESA Leads	17	8
CARE Enrollments	42	236
CARE Recertifications	0	20

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

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

Assistance Program (LIHEAP) agencies to improve leveraging opportunities between CSD's LIHEAP and the ESA Program. SDG&E contracts with two local agencies offering Outreach and Assessments services to provide greater leveraging opportunities and provide customers with the benefits of both programs. In 2018, SDG&E entered into a Non-Disclosure Agreements with CSD to provide customer usage information for customers treated by CSD.⁷ In December 2018, SDG&E received the data request from CSD for 2017/2018 usage data. SDG&E compiled the data and submitted it to CSD on January 11, 2019. The data sharing activity frequency will be annually and will be submitted by CSD. SDG&E was exploring the opportunity to provide the data to CSD through an application-programming interface (API); however, based on the limited frequency of the data exchange and volume of data, at this time an API does not seem to be justified. SDG&E will continue to explore this option should the process become too burdensome using the current approach.

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

⁷ D.17-12-009, OP 140.

In June 2018, the SDCWA and SDG&E entered into an agreement to implement a residential low-income water-energy collaboration. This effort will allow SDCWA to augment ESA Program funding for certain measures that save both energy and water, thereby expanding the number of customers served and the amount of energy and water saved. Additionally, SDG&E and SDCWA will leverage outreach opportunities to raise awareness of their respective programs. SDCWA will promote the ESA Program as part of their customer education efforts, while SDG&E will continue to include SDCWA water saving educational materials as part of the In-Home Education process under the ESA Program. This collaboration will continue through December 31, 2020. SDG&E will work with other water agencies within its service territory to explore other opportunities for leveraging.

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

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

SDG&E has provided SDCWA with information on water measures installed for ESA customers in 2018. SDCWA began the process of reconciling the customer

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

1.4 Workforce Education & Training (WE&T)

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

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

1.5 Miscellaneous

1.5.1 ESA Program Studies

According to the legislative mandate, the current Low-Income Needs Assessment (LINA) is scheduled to be completed by December 31, 2019. A competitive solicitation for a consultant to conduct the statewide study was completed in January 2018. Research Into Action is the consultant selected to undertake the evaluation. The draft research plan was presented in a public webinar on May 29, 2018. The final research plan was completed in June 2018, and the study is now in the data collection phase.

The current Impact Evaluation Study for the ESA Program has been underway since January 2017. Phase 1 results were delivered on March 31, 2018 and revised on June 6, 2018. Energy Division directed the investor-owned utilities (IOUs) to use the Phase 1 results for the Low-Income Mid-cycle filing. Additional analysis was completed during phase 2 and a public webinar is scheduled for April 8, 2019 to present the phase 2 results.

A competitive solicitation for the Non-Energy Benefits Study was initiated in March 2018. The work scope was approved by the statewide study team and the ESA Cost Effectiveness Working Group. The study objectives are to update the non-energy benefit values used in ESA cost effectiveness analyses and to provide a workbook with the calculations. Skumatz Economic Research Associates (SERA) was selected to conduct the study, and the kickoff meeting was held on August 24, 2018. The Study Team met biweekly during September and October to discuss status on the research and to plan a webinar to present the draft research plan. The webinar took place on October 12, 2018. Study results are due in Q1 2019, when another webinar will be scheduled to present the results and draft report.

1.5.2 ESA Program Pilot

On May 3, 2018, SDG&E received approval of Advice Letter 3197-E/2655-G (AL) for the Programmable Communicating Thermostat (PCT or smart thermostat) Time-of-Use (TOU) Pilot, ordered in D.17-12-009. The goal of the

pilot is to explore and evaluate whether a PCT paired with a mobile application impacts the behavior of high usage customers as they transition to TOU. The Pilot will have a Treatment Group, which will receive a smart thermostat and transition to TOU, and a control group, which will transition to TOU but will not receive the thermostat. All customers will receive three surveys and will be compensated for their participation in the pilot.

SDG&E has completed recruitment efforts, which included email campaigns and direct mail to CARE and FERA customers with higher energy use. Customers responding to the campaigns received a follow-up call to confirm their interest and to enroll them in the Pilot. Recruitment efforts did not yield the results SDG&E anticipated. SDG&E's final recruitment efforts resulted in 168 participants.

In December 2018, SDG&E provided the pilot evaluator, Evergreen Economics, with the final list of participants and data necessary for the identification of the Control and Treatment groups. Customers also received the initial survey and a "Welcome" letter specific to each group, providing them with the next steps in the study process.

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

Control group. In March, one customer reported an issue with one of the installations. The product manufacturer and installation contractor worked closely with the customer to try to correct the issues, but ultimately it was in the best interest of the customer to install their previous thermostat. Current thermostat participation is at 48 customers in the Treatment group.

2. CARE EXECUTIVE SUMMARY

2.1 CARE Program Summary

2.1.1 Please provide CARE Program summary costs.

CARE Budget Categories	Authorized Budget⁸	Actual Expenses to Date	% of Budget Spent
Outreach	3,221,952	595,977	18%
Proc., Certification and Verification	512,090	110,191	22%
Post Enrollment Verification	360,066	62,564	17%
Information Tech./Programming	1,638,000	317,834	19%
Pilots-CHANGES	265,103	79,695	30%
Regulatory Compliance	348,031	23,691	7%
General Administration	781,092	95,198	12%
CPUC Energy Division Staff	57,279	4,388	8%
Cooling Centers	43,500	0	0%
Total Expenses	7,227,114	1,289,538	18%
Subsidies and Benefits	73,833,173	31,697,093	43%
Total Program Costs and Discounts	81,060,287	32,986,631	41%

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 Participants⁹	Penetration rate
290,406	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 March 2019, marketing and outreach efforts generated 17,001 completed CARE applications, and 6,352 new enrollments/recertifications for the program.

Below is a summary of CARE specific outreach efforts. A summary of SDG&E's joint CARE and ESA Program marketing, education and outreach efforts are provided in section 1.2.2.

Direct Marketing

Direct Mail

For March 2019, SDG&E continued its rate comparison campaign by mailing a comparison letter to 17,381 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

⁹On 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.

encouraged to call SDG&E's toll-free enrollment number or to apply through SDG&E's online application. The letter contributed to 381 CARE automated phone enrollments and 1,855 online enrollments.

Email

For the month of March 2019, SDG&E continued with its Rate Comparison Nurture Campaign. The Nurture Campaign sends a series of automated, pre-written messages over a specified period to move customers closer to conversion. Contacts receive messages based on behavioral triggers and may receive up to three messages (including reminders) over a 30-day period, depending on engagement level. The March campaign was sent to 10,096 customers and generated a 58% open rate and a 10% click through rate over the course of the month.

SDG&E also sent recertification reminder emails to 4,535 CARE customers who were due to recertify within the next 60 days. SDG&E received an open rate of 58% for these emails, with a click through rate of 40%.

Community Outreach & Engagement

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

CARE Partners (Capitation Agencies)

SDG&E partners with 20 social service agencies such as the WIC program, refugee assimilation organizations, 2-1-1 San Diego, and others to help enroll its hardest-to-reach customers. These organizations serve high-risk, low-income individuals and families with enrollment in state and federally-funded assistance programs, including Cal Fresh, LIHEAP, Covered California, and California Lifeline. The partnering organizations are located in diverse low-income communities serving multicultural/multilingual, seniors, veterans, special needs, and limited English proficient (LEP) audiences and provide multilingual staffing. During the month of March, the following numbers were generated by the Capitation Agencies:

Capitation Agencies	
ESA Leads	2
CARE Enrollments	211
CARE Recerts	74

Cool Zones

SDG&E partners with the County of San Diego’s Aging & Independent Services to promote 117 county facilities that customers can visit to beat the heat in extreme hot weather conditions during the months of May through October each year. As of October 31, 2018, the Cool Zone program closed for the remainder of the year. The Cool Zone Program will reopen in the Spring of 2019. Therefore, there will be no activity in the months of January through April 2019.

Women’s Infant & Children Organizations

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

County Health and Human Service Agency Collaboration:

SDG&E collaborates with the County of San Diego Health and Human Services Agency (HHSA) to connect customers to programs like CARE. All field HHSA offices include a source coded CARE application in their new client intake packets. In the month of March, the following applications were received:

Health and Human Services Agencies		YTD
ESA Leads	0	0
CARE Enrollments	57	215
CARE Recerts	66	245

2.3 CARE Recertification Complaints

2.3.1 Report the number of customer complaints received (formal or informal, however and wherever received) about their CARE recertification efforts, with the nature of the complaints and resolution.

During March 2019, SDG&E received one customer complaint regarding CARE recertification. SDG&E removed the customer from the CARE program due to non recertification. However, the customer did recertify and was reinstated on the CARE program.

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 February 2019. March 2019 activity for Table 10, and Table 11 activity for February 1, 2019 through April 31, 2019, will be reported in a subsequent report.¹⁰

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

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Expenses												
2	San Diego Gas & Electric												
3	March 2019												
4		Authorized Budget [1] [2]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
5	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	Appliances	\$ 882,134	\$ 330,261	\$ 1,212,395	\$ 83,602	\$ -	\$ 83,602	\$ 288,119	\$ -	\$ 288,119	33%	0%	24%
8	Domestic Hot Water	\$ 63,436	\$ 2,051,084	\$ 2,114,520	\$ 4,530	\$ 146,455	\$ 150,985	\$ 9,946	\$ 321,583	\$ 331,529	16%	16%	16%
9	Enclosure	\$ 2,462,449	\$ 3,264,177	\$ 5,726,626	\$ 153,789	\$ 203,860	\$ 357,648	\$ 363,841	\$ 482,300	\$ 846,141	15%	15%	15%
10	HVAC	\$ 408,617	\$ 3,563,903	\$ 3,972,520	\$ 61,316	\$ 260,964	\$ 322,280	\$ 119,088	\$ 446,266	\$ 565,354	29%	13%	14%
11	Maintenance	\$ 6,793	\$ 280,466	\$ 287,259	\$ -	\$ 39,036	\$ 39,036	\$ -	\$ 85,034	\$ 85,034	0%	30%	30%
12	Lighting	\$ 4,465,300	\$ -	\$ 4,465,300	\$ 312,836	\$ -	\$ 312,836	\$ 884,238	\$ -	\$ 884,238	20%	0%	20%
13	Miscellaneous	\$ 1,699,780	\$ -	\$ 1,699,780	\$ 33,767	\$ -	\$ 33,767	\$ 115,686	\$ -	\$ 115,686	7%	0%	7%
14	Customer Enrollment	\$ 2,091,279	\$ 2,091,279	\$ 4,182,557	\$ 75,124	\$ 75,124	\$ 150,247	\$ 262,066	\$ 262,066	\$ 524,132	13%	13%	13%
15	In Home Education	\$ 331,856	\$ 331,856	\$ 663,712	\$ 14,044	\$ 14,044	\$ 28,089	\$ 48,562	\$ 48,562	\$ 97,123	15%	15%	15%
16		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
18		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	Energy Efficiency TOTAL [3]	\$ 12,411,644	\$ 11,913,026	\$ 24,324,670	\$ 739,007	\$ 739,482	\$ 1,478,490	\$ 2,091,544	\$ 1,645,811	\$ 3,737,355	17%	14%	15%
20													
21	Training Center	\$ 244,205	\$ 244,205	\$ 488,411	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
22	Inspections	\$ 88,441	\$ 88,441	\$ 176,882	\$ 5,361	\$ 5,361	\$ 10,723	\$ 12,839	\$ 12,839	\$ 25,679	15%	15%	15%
23	Marketing and Outreach	\$ 600,000	\$ 600,000	\$ 1,200,000	\$ 72,893	\$ 72,893	\$ 145,785	\$ 142,370	\$ 142,369	\$ 284,739	24%	24%	24%
24	Statewide Marketing Education and Outreach	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
25	Measurement and Evaluation Studies [4]	\$ 17,083	\$ 17,083	\$ 34,166	\$ 3,030	\$ 3,030	\$ 6,060	\$ (4,317)	\$ (4,317)	\$ (8,633)	-25%	-25%	-25%
26	Regulatory Compliance	\$ 165,472	\$ 165,472	\$ 330,943	\$ 12,146	\$ 12,146	\$ 24,291	\$ 23,776	\$ 23,775	\$ 47,551	14%	14%	14%
27	General Administration	\$ 1,341,766	\$ 1,341,766	\$ 2,683,531	\$ 170,514	\$ 170,382	\$ 340,897	\$ 304,135	\$ 304,003	\$ 608,138	23%	23%	23%
28	CPUC Energy Division	\$ 23,409	\$ 23,409	\$ 46,818	\$ 940	\$ 940	\$ 1,881	\$ 940	\$ 940	\$ 1,881	4%	4%	4%
29	Reallocation (ME&O budget reduced from \$1.2M)	\$ 343,848	\$ 343,848	\$ 687,695	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
30													
31	TOTAL PROGRAM COSTS	\$ 15,235,867	\$ 14,737,249	\$ 29,973,116	\$ 1,003,891	\$ 1,004,235	\$ 2,008,126	\$ 2,571,287	\$ 2,125,422	\$ 4,696,708	17%	14%	16%
32	Funded Outside of ESA Program Budget												
33	Indirect Costs				\$ 34,804	\$ 34,915	\$ 69,719	\$ 104,208	\$ 102,215	\$ 206,423			
34	NGAT Costs		\$ 288,000	\$ 288,000		\$ 25,263	\$ 25,263		\$ 51,609	\$ 51,609		18%	18%
35													
36	[1] Authorized budget does not include shifted funds from previous years and/or program cycles. Shifted funds, referred to as "2009-2016 Unspent ESA Program Funds", are reflected in ESA Table 1A.												
37	[2] Reflects the authorized funding approved in the CPUC Energy Division Disposition Letter dated 12/27/2018 approving SDG&E Advice Letter 3250-E/2688-G.												
38	[3] Current Month Expenses for Energy Efficiency Total includes March accrual and re-accrual of \$677,150 in the following reporting categories: Appliances \$46,241; Domestic Hot Water \$37,548; HVAC \$114,469 Misc. \$31,340; Lighting \$139,552; Maintenance \$24,272; Enclosure \$29,127; Customer Enrollment \$215,904; In Home Energy Education \$38,697.												
39	[4] YTD negative amounts due to total reimbursements of \$54,126 billed in February to SCE and PG&E for their respective share of the NEB's Study expensed in 2018.												
40													
41	NOTE: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

Energy Savings Assistance Program Table 1A - Expenses Funded From 2009-2016 Unspent ESA Program Funds
San Diego Gas & Electric
March 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	\$ 44,658	\$ 44,658	\$ 89,316	\$ 58,792	\$ 58,792	\$ 117,584	3%	3%	3%
In-Home Education	\$ 177,060	\$ 177,060	\$ 354,119	\$ -	\$ -	\$ -	\$ 34,572	\$ 34,572	\$ 69,145	20%	20%	20%
Leveraging - CSD	\$ 241,216	\$ 241,216	\$ 482,431	\$ -	\$ -	\$ -			\$ -	0%	0%	0%
Pilot [2]	\$ 50,000	\$ 50,000	\$ 100,000	\$ 5,345	\$ 5,345	\$ 10,690	\$ 6,058	\$ 6,058	\$ 12,116	12%	12%	12%
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	\$ 50,003	\$ 50,003	\$ 100,006	\$ 99,839	\$ 99,839	\$ 199,678	35%	35%	35%

[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 2

San Diego Gas & Electric

March 2019

Measures	ESA Program (Summary) Total							ESA Program (First Touch Homes Treated)							ESA Program (Re-Treated Homes/Go Backs)							ESA Program (Aliso Canyon - SCG & SCE) [6]						
	Units	Year-To-Date Completed & Expensed Installation						Units	Year-To-Date Completed & Expensed Installation						Units	Year-To-Date Completed & Expensed Installation						Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses (\$) [7]	% of Expenditure		Quantity Installed	kWh[4] (Annual)	kW[4] (Annual)	Therms[4] (Annual)	Expenses (\$)	% of Expenditure		Quantity Installed	kWh[4] (Annual)	kW[4] (Annual)	Therms[4] (Annual)	Expenses (\$)	% of Expenditure		Quantity Installed	kWh[4] (Annual)	kW[4] (Annual)	Therms[4] (Annual)	Expenses (\$)	% of Expenditure
Appliances	(K+S)	(L+T)	(M+U)	(N+V)	(O+W)																							
High Efficiency Clothes Washer	Each	57	246	0	872	\$ 45,340	1.6%	Each	15	123	0	222	\$ 12,408	1.2%	Each	42	123	0	650	\$ 32,931	1.8%	Each	-	-	-	-	\$ -	0.0%
Refrigerators	Each	173	107,416	13	-	\$ 145,232	5.0%	Each	67	41,287	5	-	\$ 59,873	5.6%	Each	106	66,129	8	-	\$ 85,359	4.7%	Each	-	-	-	-	\$ -	0.0%
Microwaves [5]	Each	584	18,892	4	6,057	\$ 63,901	2.2%	Each	147	4,590	1	1,461	\$ 16,035	1.5%	Each	437	14,302	3	4,596	\$ 47,866	2.6%	Each	-	-	-	-	\$ -	0.0%
Domestic Hot Water																												
Water Heater Blanket	Home	45	-	-	17	\$ 2,594	0.1%	Home	8	-	-	3	\$ 461	0.0%	Home	37	-	-	14	\$ 2,133	0.1%	Home	-	-	-	-	\$ -	0.0%
Low Flow Shower Head	Home	1,902	-	-	557	\$ 91,666	3.2%	Home	608	-	-	177	\$ 29,308	2.7%	Home	1,294	-	-	380	\$ 62,357	3.4%	Home	-	-	-	-	\$ -	0.0%
Water Heater Pipe Insulation	Home	11	-	-	0	\$ 263	0.0%	Home	7	-	-	0	\$ 168	0.0%	Home	4	-	-	0	\$ 96	0.0%	Home	-	-	-	-	\$ -	0.0%
Faucet Aerator	Home	2,199	-	-	282	\$ 13,609	0.5%	Home	510	-	-	76	\$ 3,156	0.3%	Home	1,689	-	-	205	\$ 10,453	0.6%	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Each	173	-	-	782	\$ 146,166	5.0%	Each	83	-	-	306	\$ 59,382	5.6%	Each	90	-	-	476	\$ 86,785	4.7%	Each	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valve	Each	722	-	-	1,041	\$ 45,197	1.6%	Each	254	-	-	362	\$ 15,900	1.5%	Each	468	-	-	680	\$ 29,296	1.6%	Each	-	-	-	-	\$ -	0.0%
New - Combined Showerhead/TSV	Each	2	-	-	-	\$ 137	0.0%	Each	1	-	-	-	\$ 68	0.0%	Each	1	-	-	-	\$ 68	0.0%	Each	-	-	-	-	\$ -	0.0%
New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
New - Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
Enclosure																												
Air Sealing / Envelope [1]	Home	1,815	79,099	17	2,302	\$ 677,614	23.4%	Home	578	23,842	5	772	\$ 230,708	21.6%	Home	1,237	55,257	12	1,530	\$ 446,906	24.4%	Home	-	-	-	-	\$ -	0.0%
Caulking	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	50	1,002	0	226	\$ 61,337	2.1%	Home	34	599	0	140	\$ 42,613	4.0%	Home	16	403	0	86	\$ 18,724	1.0%	Home	-	-	-	-	\$ -	0.0%
HVAC																												
FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
Furnace Repair/Replacement ⁸	Each	630	-	-	-	\$ 372,713	12.9%	Each	238	-	-	-	\$ 174,827	16.4%	Each	392	-	-	-	\$ 197,886	10.8%	Each	-	-	-	-	\$ -	0.0%
Room A/C Replacement	Each	59	-	-	-	\$ 60,625	2.1%	Each	8	-	-	-	\$ 7,918	0.7%	Each	51	-	-	-	\$ 52,707	2.9%	Each	-	-	-	-	\$ -	0.0%
Central A/C replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
Duct Testing and Sealing ⁸	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
Maintenance																												
Furnace Clean and Tune ⁸	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
Lighting																												
Interior Hard wired LED fixtures	Each	1,930	80,831	6	-	\$ 153,772	5.3%	Each	600	25,236	2	-	\$ 47,426	4.4%	Each	1,330	55,595	4	-	\$ 106,347	5.8%	Each	-	-	-	-	\$ -	0.0%
Exterior Hard wired LED fixtures	Each	359	15,032	1	-	\$ 24,771	0.9%	Each	154	6,340	0	-	\$ 10,626	1.0%	Each	205	8,692	1	-	\$ 14,145	0.8%	Each	-	-	-	-	\$ -	0.0%
Torchiere LED	Each	2,429	57,755	7	-	\$ 217,711	7.5%	Each	717	16,593	2	-	\$ 64,265	6.0%	Each	1,712	41,161	5	-	\$ 153,447	8.4%	Each	-	-	-	-	\$ -	0.0%
Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
LED Night Lights	Each	5,682	6,370	1	-	\$ 19,822	0.7%	Each	1,942	2,186	0	-	\$ 6,829	0.6%	Each	3,740	4,184	0	-	\$ 12,992	0.7%	Each	-	-	-	-	\$ -	0.0%
New - LED Diffuse Bulb (60W Replacement)	Each	16,207	122,436	12	(2,256)	\$ 226,898	7.8%	Each	7,019	52,476	5	(967)	\$ 98,266	9.2%	Each	9,188	69,959	7	(1,289)	\$ 128,632	7.0%	Each	-	-	-	-	\$ -	0.0%
New - LED Reflector Bulb	Each	1,284	24,028	2	(402)	\$ 19,774	0.7%	Each	721	13,654	1	(229)	\$ 11,103	1.0%	Each	563	10,375	1	(174)	\$ 8,670	0.5%	Each	-	-	-	-	\$ -	0.0%
New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
New - LED A-Lamps	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
Miscellaneous																												
Pool Pumps	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
Smart Power Strips - Tier 1	Each	766	18,718	-	-	\$ 28,993	1.0%	Each	481	11,735	-	-	\$ 18,206	1.7%	Each	285	6,983	-	-	\$ 10,787	0.6%	Each	-	-	-	-	\$ -	0.0%
New - Smart Power Strips - Tier 2	Each	717	14,455	-	-	\$ 48,500	1.7%	Each	241	4,753	-	-	\$ 16,100	1.5%	Each	476	9,702	-	-	\$ 32,400	1.8%	Each	-	-	-	-	\$ -	0.0%
Pilots																												
Customer Enrollment																												
Outreach & Assessment	Home	2,447	-	-	-	\$ 363,096	12.5%	Home	873	-	-	-	\$ 118,094	11.1%	Home	1,574	-	-	-	\$ 245,002	13.4%	Home	-	-	-	-	\$ -	0.0%
In-Home Education	Home	2,447	-	-	-	\$ 67,450	2.3%	Home	873	-	-	-	\$ 23,026	2.2%	Home	1,574	-	-	-	\$ 44,424	2.4%	Home	-	-	-	-	\$ -	0.0%
Total Savings/Expenditures			546,279	62	9,479	\$ 2,897,180				203,415	22	2,324	\$ 1,066,766				342,864	40	7,155	\$ 1,830,413					\$ -			
Total Households Weatherized [2]		1,819																										

**Energy Savings Assistance Program Table 2B
San Diego Gas & Electric
March 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						0.0%
Administration [4]	Home						0.0%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home					\$ -	0.0%
In-Home Education	Home					\$ -	0.0%
Total Savings/Expenditures			-	-	-	\$ -	0.0%
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	March 2019	
5	ESA Program	
6	Annual kWh Savings	546,279
7	Annual Therm Savings	9,479
8	Lifecycle kWh Savings	7,814,305
9	Lifecycle Therm Savings	84,979
10	Current kWh Rate	\$ 0.26
11	Current Therm Rate	\$ 1.20
12	Average 1st Year Bill Savings / Treated households	\$ 44.07
13	Average Lifecycle Bill Savings / Treated Household	\$ 607.89
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	546,279
40	Annual Therm Savings	9,479
41	Lifecycle kWh Savings	7,814,305
42	Lifecycle Therm Savings	84,979
43	Current kWh Rate	\$ 0.26
44	Current Therm Rate	\$ 1.20
45	Average 1st Year Bill Savings / Treated households and Buildings	\$ 44.07
46	Average Lifecycle Bill Savings / Treated Household and Buildings	\$ 607.89
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	March 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	19	2,290	2,309
10	Total	7,819	311,373	319,192	19	2,428	2,447
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
March 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	1,276	1,076	4	0	815	147	30
ORANGE	35	137	1	0	64	0	3
Total	1,311	1,213	5	0	879	147	33

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	March 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	662	72,597	8	-	-	-	-	8	-	7,574	1	81	662	80,170	10
9	February	566	3,714	196,165	22					130	-	14,811	1	696	3,714	210,976	24
10	March	1,514	5,103	239,958	27					156	-	15,175	1	1,670	5,103	255,133	28
11	April																
12	May																
13	June																
14	July																
15	August																
16	September																
17	October																
18	November																
19	December																
20	YTD	2,153	9,479	508,720	31	-	-	-	-	294	-	37,560	3	2,447	9,479	546,279	62
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	March 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	\$5,345	\$5,345	\$10,690	\$6,058	\$6,058	\$12,116	12%	12%	12%
8													
9													
10	Total Pilots	\$50,000	\$50,000	\$100,000	\$5,345	\$5,345	\$10,690	\$6,058	\$6,058	\$12,116	0%	0%	0%
11													
12													
13	Studies												
14													
15	Low Income Needs Assessment Study	\$8,334	\$8,334	\$16,667	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
16	Load Impact Evaluation Study	\$9,167	\$9,167	\$18,333	\$3,030	\$3,030	\$6,060	\$2,489	\$2,489	\$4,977	27%	27%	27%
17	Equity Criteria and Non Energy Benefits Evaluation (NEB's) [3]	\$2,500	\$2,500	\$5,000	\$0	\$0	\$0	-\$6,805	-\$6,805	-\$13,611	-272%	-272%	-272%
18	Unallocated Funds [4]	-\$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	\$3,030	\$3,030	\$6,060	-\$4,317	-\$4,317	-\$8,633	-9%	-9%	-9%
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] No expense activity for the month of March. Negative YTD amounts due to reimbursements posted in February from SCE and PG&E for their share of the NEB's Study.												
28	[4] Unallocated funds represent the amount of funds originally requested for the Energy Education Phase II Study which was subsequently not authorized in D.16-11-022. However the budget was authorized and is not unallocated to a specific study [Table 1].												
29													
30	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
March 2019**

Measures	Units	Received Refrigerator	Not eligible for Refrigerator due to Less than Six Occupants
Second Refrigerators	Each	2	0

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
2,364	339	83

	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	March 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	141	56	0	197	1,778	1,297	98	186	3,359	3,556	2,482	2,156	4,231	8,869	1,563	49	88	4,889	6,589	12,425	-3,033	292,706	319,125	92%
8	February	20	37	0	57	1,395	978	221	120	2,714	2,771	2,589	1,550	3,298	7,437	1,801	20	74	3,058	4,953	10,208	-2,182	290,524	319,125	91%
9	March	37	88	0	125	3,139	1,422	171	176	4,908	5,033	4,904	1,777	3,659	10,340	1,047	655	1,088	167	2,957	15,373	2,076	290,406	319,125	91%
10	April																								
11	May																								
12	June																								
13	July																								
14	August																								
15	September																								
16	October																								
17	November																								
18	December																								
19	YTD Total	198	181	0	379	6,312	3,697	490	482	10,981	11,360	9,975	5,483	11,188	26,646	4,411	724	1,250	8,114	14,499	38,006	-3,139	290,406	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	March 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%	1	13	14	1.1%	0.0%
6	February	290,524	1,128	0.4%	2	3	5	0.4%	0.0%
7	March	290,406	1,097	0.4%	0	1	1	0.1%	0.0%
8	April			0.0%			0	0.0%	0.0%
9	May			0.0%			0	0.0%	0.0%
10	June			0.0%			0	0.0%	0.0%
11	July			0.0%			0	0.0%	0.0%
12	August			0.0%			0	0.0%	0.0%
13	September			0.0%			0	0.0%	0.0%
14	October			0.0%			0	0.0%	0.0%
15	November			0.0%			0	0.0%	0.0%
16	December			0.0%			0	0.0%	0.0%
17	YTD Total	290,406	3,459	1.2%	3	17	20	0.6%	0.0%

18

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

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

21 ³ Verification results are tied to the month initiated and the verification process allows customers 90 days to respond to the verification 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	March 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%	655	0	655	68.7%	0.2%
30	February	290,524	1,067	0.4%	145	0	145	13.6%	0.0%
31	March	290,406	588	0.2%	1	0	1	0.2%	0.0%
32	April			0.0%			0	0.0%	0.0%
33	May			0.0%			0	0.0%	0.0%
34	June			0.0%			0	0.0%	0.0%
35	July			0.0%			0	0.0%	0.0%
36	August			0.0%			0	0.0%	0.0%
37	September			0.0%			0	0.0%	0.0%
38	October			0.0%			0	0.0%	0.0%
39	November			0.0%			0	0.0%	0.0%
40	December			0.0%			0	0.0%	0.0%
41	YTD Total	290,406	2,609	0.9%	801	0	801	30.7%	0.3%

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														
4		Provided	Received	Approved	Denied	Pending/Never Completed	Duplicates							
5	Total (Y-T-D)	43,188	16,433	6,118	1,118	1,293	7,904							
6	Percentage		100%	37%	7%	8%	48%							
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	March 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	12,254	0	12,254	64%	NA	64%
7	San Diego	292,139	7,818	299,957	272,131	6,021	278,152	93%	77%	93%
8	Total	311,307	7,818	319,125	284,385	6,021	290,406	91%	77%	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 appli									
13	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results							
2	San Diego Gas & Electric							
3	March 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%	3,062	198	61.2%	0.1%
6	February	290,524	3,770	1.3%	2,060	103	54.6%	0.0%
7	March	290,406	3,849	1.3%	922	14	24.0%	0.0%
8	April							
9	May							
10	June							
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	YTD	290,406	12,620	4.3%	6,044	315	47.9%	0.1%
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	March 2019						
4	Contractor	Contractor Type				Total Enrollments	
5		(Check one or more if applicable)				Current	Year-to-Date
6		Private	CBO	WMDVBE	LIHEAP	Month	
7	211 SAN DIEGO (SD)		X			147	563
8	ALLIANCE FOR AFRICAN ASSISTANCE		X			-	-
9	AMERICAN RED CROSS WIC		X	X		1	8
10	CATHOLIC CHARITIES		X			4	5
11	CHULA VISTA COMM COLLABORATIVE		X			3	12
12	COMMUNITY RESOURCE CENTER - 2010		X			-	6
13	DEAF COMMUNITY SERVICES		X			-	-
14	HEARTS AND HANDS TOGETHER		X			-	-
15	INTERFAITH COMMUNITY SERVICES		X			6	6
16	LA MAESTRA FAMILY CLINIC (LMFC)		X			3	8
17	MAAC PROJECT - CARE		X		X	1	6
18	NEIGHBORHOOD HEALTH CARE		X			-	5
19	NEIGHBORHOOD HEALTH INSURANCE CENTER	X				-	-
20	NORTH COUNTY HEALTH SERVICES		X			3	9
21	SAN DIEGO STATE UNIVERSITY WIC		X			5	17
22	SAN YSIDRO HEALTH CENTERS		X			-	-
23	SCRIPPS HEALTH WIC (SHW)		X			1	5
24	UNION OF PAN ASIAN COMMUNITIES (UPAC)		X			-	-
25	VISTA COMMUNITY CLINIC		X			-	-
26	Total Enrollments					174	650
27							
28	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
29	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Households as of Month-End								
2	San Diego Gas & Electric								
3	March 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		N/A						
9	May		N/A						
10	June		N/A						
11	July		N/A						
12	August		N/A						
13	September		N/A						
14	October		N/A						
15	November		N/A						
16	December		N/A						
17	YTD	172,102	N/A	118,302	290,406	319,125	91%	-0.7%	1,314,244
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	March 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	\$ 41,923	\$ 79,695	30%
9					
10					
11	Total	\$ 265,103	\$ 41,923	\$ 79,695	30%
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 February 2019[1]	
No. of attendees at education sessions	153
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	3
Request Meter Service or Testing	0
Request Bill Adjustment	0
Request Customer Service Visit	0
Schedule Energy Audit	0
Payment Extension	0
Payment Plan	6
Solar	0
Stop Disconnection	2
Time of Use	0
Wildfire Related Issue	0
Total disputes [3]	5

Needs Assistance	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	0
Assisted with Changes to Account	0
Energy Efficiency Tool	0
Assisted High Energy User with CARE Doc Submission	0
Assisted with Reconnection	0
Billing Language Changed	0
Consumer Education Only	0
Electricity Aggregation	0
Energy Alerts	0
Enrolled in Demand Response Programs	0
ESAP	0
HEAP	0
Medical Baseline	0
Neighbor to Neighbor	9
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]	9

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/

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

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

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

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

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

CARE Table 11 CHANGES Group Customer Assistance Sessions

San Diego Gas & Electric

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

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

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

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

[3] Date of the workshops not available.

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

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