

**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 NOVEMBER 2019**

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December 23, 2019

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LOW-INCOME ASSISTANCE PROGRAMS FOR NOVEMBER 2019**

This is the eleventh 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 November 2019 for San Diego Gas & Electric Company (SDG&E).

Respectfully submitted,
SAN DIEGO GAS & ELECTRIC COMPANY

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San Diego Gas & Electric Company

Energy Savings Assistance (ESA) Program

And

California Alternate Rates for Energy (CARE)

Program

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. ESA PROGRAM EXECUTIVE SUMMARY

1.1 ESA Program Overview

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

ESA Program Summary through November 2019			
	2019 Authorized / Planning Assumptions	Actual to Date ¹	%
Budget ²	\$34,652,791	\$16,384,683	47%
Homes Treated ³	22,641	10,911	48%
kWh Saved	6,880,000	3,320,252	48%
kW Demand Reduced	3,954	2,259	57%
Therms Saved	400,000	26,664	7%
GHG Emissions Reduced (Tons)	6,124	1,982	32%

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 November.

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 November, there has been no invoicing for 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 November, door-to-door canvassing from SDG&E's largest O&A contractor resulted in 1,021 ESA Program leads and 991 enrollments. Overall, ESA Program marketing, education and outreach efforts were successful in creating 4,629 leads and 1,357 enrollments for the month of November.

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 November, SDG&E processed the 58 customers received in October, of which 44 customers identified as potential ESA Program leads.

Additionally, D.16-11-022 required the utilities to provide GRID Alternatives with information on CARE high energy usage (HEU) customers who have participated in the ESA Program. A total of eighteen leads were provided to GRID Alternatives in November.

ESA Program Multifamily Common Area Measure (MF CAM) Initiative

In November 2019, SDG&E's ESA Program MF CAM implementer continued targeted marketing to potential ESA MF CAM properties, including re-

syndication projects in SDG&E’s service territory. Currently there are 15 properties receiving measure installations under the MF CAM but have not been fully completed. In November, SDG&E’s MF CAM implementer completed measure installations at one qualified property and SDG&E anticipates the invoice for those measure installations in December. In addition, there are a total of nine properties pending energy assessments/audits.

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

Language Line

Language Line® is utilized to make sure customers with limited English proficiency (LEP) have a channel in which to communicate with ESA Program contractors in the language of their preference. In November, six customers were served by the Language Line.

Language	Calls
Arabic	3
Tagalog	1
Vietnamese	2
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 intent of the 2019 campaign 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 November 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 November, paid search advertising garnered 41,891 impressions with 9,561 customers clicking through to the CARE/ESA Programs online enrollment application. Banner ads contributed 2,412,219 impressions with 5,079 clicks. Paid social media garnered 643,299 impressions with 7,626 clicks. Pre-roll video contributed 352,509 views with 937 clicks. Native online advertising produced 3,480,489 impressions with 8,993 clicks.

Social Media:

Using e-newsletters, website posts and social media channels, the Energy Solutions Partner Network shared 17 CARE and ESA Program messages to an audience of more than 42,000 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.

Ramona Senior Center Official
November 6 at 11:30 AM · 🌐

Thank you Deborah from SDG&E for sharing your time and knowledge with our seniors on the CARE Program and Medical Baseline information.



👍❤️7

👍 Like 💬 Comment ➦ Share 🗄️

 **United Way San Diego** @UnitedWaySD · Nov 16

30% off your energy bill can help you rest a little easier. Apply for our partner's @SDGE bill-relief program and you could save 30% or more on your monthly energy bills. Find out if you qualify at sdge.com/CARE.
[#sdgesaturdays](#) [#energytips4U](#) [#sdge](#) [#familystability](#)



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Direct Marketing

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

In November 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.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 November 2019 generated the following numbers:

The Harris Group	
ESA Leads	0
CARE Enrollments	2,958
CARE Recertifications	420

Email:

SDG&E sent 92,718 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

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

materials for this campaign by having the email link directly to an ESA Program outreach contractor. Customers who clicked through would be connected by telephone and/or online calling to a contractor. This adjustment was made to help streamline the qualified lead process. Over the course of the month, there was an average open rate of 30% and a 2.09% click through rate⁵.

Direct Mail

SDG&E sent an ESA Program promotional postcard to 38,984 recently enrolled CARE customers and potential ESA customers to inform them that they may qualify for the ESA Program.

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

Community Outreach & Engagement

Energy Solutions Partner Network:

SDG&E works closely with a network of over 190 community-based organizations (CBOs) to connect customers to the CARE and ESA Programs. These organizations represent the diversity of SDG&E's customers within its service area. A majority of these organizations are small, grassroots agencies

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).

serving customers that are multicultural/multilingual, seniors, veterans, special needs, and limited English proficient (LEP) audiences. These partners help educate and enroll customers in low-income programs utilizing a variety of tactics including messaging through e-mail and social media channels such as Facebook, Twitter, and Instagram, posting information on their websites, providing booth space at events, and hosting enrollment day fairs at their locations. In November 2019, SDG&E’s partner outreach activities resulted in the following activities:

Energy Solutions Partner Network	
ESA Leads	5
CARE Enrollments	33
CARE Recertifications	40

Partner Spotlight:

In November 2019, the SDG&E Customer Solutions Outreach Team participated in 55 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 November 6, SDG&E conducted a program presentation to attendees at the Ramona Senior Center, who contributes to the dignity, well-being and independence of the community's seniors. After the presentation, attendees were encouraged to stop by the information table in the lobby to learn more and enroll in the programs.



The attendees at the information table were interested in the program qualifications for CARE and the enrollment process. Attendees completed applications for both CARE and Medical Baseline Programs.

On November 14, the SDG&E Outreach team presented low-income programs and services to North County Health Services employees (NCHS). NCHS is a health care provider group reaching the Northern territory of SDG&E into the southern territory of Southern California Gas Company. During the presentation,

SDG&E discussed eligibility requirements and recertification for customer assistance programs. The group was very engaged and



asked various questions from enrolling on-line to participation in multiple programs simultaneously as Medical Baseline was also of interest to this group.

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 November 2019, SDG&E completed 25 outreach events. A summary of these activities is listed below:

Date	Location	Partner / Hosting Organization	Event Title
11/1/2019	Sunnyslope Elementary School 2500 Elm Ave San Diego, CA 92154	Sunnyslope Elementary	Parent Teacher Night
11/2/2019	San Diego Convention Center 111 W Harbor Dr San Diego, CA 92101	San Diego Union Tribune	Successful Aging Expo
11/2/2019	Oceanside Civic Center Plaza 300 N Coast Hwy Oceanside, CA 92054	NCHS	Fall Festival
11/2/2019	Rohr Park 4548 Sweetwater Road Bonita, CA 91902	St.Rose of Lima School	5K Run

11/3/2019	Fire Station # 2 16930 Four Gee Rd. San Diego, CA 92127	Rancho Santa Fe Fire Dept.	Fire Dept. Pancake Breakfast
11/5/2019	463 S. Stage Coach Lane Fallbrook, CA 92028	Feeding San Diego	Food Distribution
11/6/2019	332 Olive St San Marcos, CA 92069	Feeding San Diego	Food Distribution
11/6/2019	Educational Cultural Complex 4343 Ocean View Blvd San Diego, CA 92113	SDCEats	Community Health Event
11/9/2019	Paradise Valley Hospital 2400 E. 4th St. National City, CA 91950	Mabuhay Foundation	Health and Wellness Fair
11/9/2019	Southwestern College 900 Otay Lakes Rd Chula Vista, CA 91910	CA State Council	Health & Wellness Fair
11/9/2019	1030 Calle Negocio San Clemente, CA 92673	Family Ministries of Orange County	Food Bank
11/9/2019	Broadway Pavilion 1000 N. Harbor Drive San Diego, CA 92101	San Diego Fleet Week	San Diego Fleet Week
11/10/2019	Broadway Pavilion 1000 N. Harbor Drive San Diego, CA 92101	San Diego Fleet Week	San Diego Fleet Week

11/14/2019	Bayview Hills Housing 1816 Sky Harbor Rd San Diego CA 92139	Armed Services YMCA	The Neighborhood Exchange Event
11/15/2019	The Springs 8070 Orange Ave La Mesa, CA 91942	Anthem Blue	Resource Fair
11/15/2019	Granger Junior High 2101 Granger Ave National City, CA 91950	Sweetwater Union School District	Career Day
11/16/2019	Nativity Prep Academy 2755 55th St. San Diego, CA 92105	Nativity Prep Academy	
11/19/2019	Grossmont College - Main Quad 8800 Grossmont College Dr El Cajon, CA 92020	Grossmont College	Basic Needs Resource Fair
11/21/2019	Murphy Canyon Housing 3293 Santo Road San Diego, CA 92124	Armed Services YMCA	The Neighborhood Exchange Event
11/21/2019	Grocery Outlet 350 N 2nd Street, El Cajon, CA 92021	SCAIR	Native American Indian food distribution
11/22/2019	Balboa Park Club - Ballroom 2144 Pan American Road West San Diego, CA 92101	Public Authority	Caregiver Event
11/23/2019	California Center For the Arts	Tierra Caliente Academy of Arts	De Colores Production

11/27/2019	25001 Dana Point Harbor Drive Dana Point, CA 92629	Dana Point Chamber	Turkey Trot Health and Wellness Fair
11/30/2019	Seaside Market 2087 San Elijo Ave Cardiff, CA 92007	Cardiff Chamber	Small Business Saturday
11/30/2019	SDCCU Stadium 9449 Friars Rd San Diego, CA 92108	SDSU	SDSU Football Game

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

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

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

	CCC	Branch Office
ESA Leads	10	26
CARE Enrollments	5	262
CARE Recertifications	4	27

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 assessment services to provide greater leveraging opportunities and provide customers with the benefits of both programs. In November, LIHEAP organizations enrolled 106 customers in the ESA Program.

As part of the SDG&E leveraging agreement with San Diego County Water Authority (SDCWA), SDCWA reimburses SDG&E for water measures installed, as part of the ESA Program, in homes where customers have an active SDCWA account. In September, SDCWA added additional funds to the SDG&E contract

to make sure funds are available through December 2020. This agreement will continue until December 31, 2020 or until SDCWA's funds are exhausted.

1.4 Workforce Education & Training (WE&T)

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

SDG&E did not conduct any training in conjunction with WE&T efforts in November. SDG&E has concluded ESA Program contractor training in 2019 and will resume efforts the first quarter of 2020.

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 was provided to the study team to review on August 15, 2019 and is currently under review. A webinar took place on November 14, 2019 to present the draft results to interested stakeholders. A

review and comment period was provided following the webinar, however no comments were submitted. The report will be finalized and posted in December.

The Impact Evaluation Study for the ESA Program began in 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. Results were presented in a webinar on April 8, 2019 and the study is now complete. The results were 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. Draft deliverables were provided by the consultant at the end of April 2019, and the IOUs provided extensive comments and edits on these deliverables throughout multiple revisions from May to July 2019. A stakeholder webinar was held on August 2, 2019 to present the draft report. The final report,

along with stakeholder comments, was posted on August 30, 2019. The study is now complete.

1.5.2 ESA Program Pilot

As part of the Programmable Communicating Thermostat (PCT or smart thermostat) Time-of-Use (TOU) Pilot, ordered in D.17-12-009 and approved in Advice Letter 3197-E/2655-G (AL), the state-wide program evaluator distributed the second survey to pilot participants in November 2019. As of November, results were not available. The program evaluator is expected to begin development of their third and final survey in December. The final report for the pilot is due at the end of March 2020.

2. CARE EXECUTIVE SUMMARY

2.1 CARE Program Summary

2.1.1 Please provide CARE Program summary costs.

CARE Budget Categories	Authorized Budget⁶	Actual Expenses to Date	% of Budget Spent
Outreach	3,221,952	2,480,738	77%
Proc., Certification and Verification	512,090	580,469	113%
Post Enrollment Verification	360,066	231,334	64%
Information Tech./Programming	1,638,000	1,014,752	62%
Pilots-CHANGES	265,103	194,991	74%
Regulatory Compliance	348,031	193,008	55%
General Administration	781,092	443,979	57%
CPUC Energy Division Staff	57,279	55,959	98%
Cooling Centers	43,500	48,256	111%
Total Expenses	7,227,114	5,243,485	73%
Subsidies and Benefits	73,833,173	107,748,041	146%
Total Program Costs and Discounts	81,060,287	112,991,527	139%

2.1.2 Provide the CARE Program penetration rate to date.

CARE Penetration		
Participants Enrolled	Eligible Participants⁷	Penetration rate
299,676	319,125	94%

⁶ Budget authorized in CPUC approval of SDG&E Advice Letter 3250-E/2688-G dated December 27, 2018 for program years 2019 and 2020.

⁷ On February 12, 2019, Pacific Gas and Electric Company (PG&E), on behalf of the IOUs filed the Annual Estimates of CARE Eligible Customers and Related Information. This number reflects SDG&E's CARE Eligible Participants for 2019. As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates.

2.2 Outreach

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

In November 2019, marketing and outreach efforts generated 4,843 completed CARE applications, and 2,067 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 November 2019, SDG&E continued its rate comparison campaign by mailing a comparison letter to 17,030 potential CARE customers. The letter compares a customer's yearly total 2018 bill cost to what it would have been had they been enrolled in CARE receiving an average discount of 30%. Customers are encouraged to call SDG&E's toll-free enrollment number or to apply through SDG&E's online application. The letter contributed to 2,067 CARE automated phone enrollments and online enrollments.

Email

In November 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 November, the campaign was sent to 74,753 customers and generated a 33% open rate and a 5.06% click through rate over the course of the month.

SDG&E also sent recertification reminder emails to 4,658 CARE customers who were due to recertify within the next 60 days. SDG&E received an open rate of 51% for these emails, with a click through rate of 35%.

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 19 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 November, the following numbers were generated by the Capitation Agencies:

Capitation Agencies	
ESA Leads	144
CARE Enrollments	222
CARE Recerts	168

Cool Zones

SDG&E partners with the County of San Diego’s Aging & Independent Services to promote 118 county facilities that customers can visit to beat the heat in extreme hot weather conditions during the months of May through October each year. October was the last month of the Cool Zone season and the activity for the public is complete until next year.

Women’s Infant & Children Organizations

Although there were no WIC events in November, SDG&E’s Customer Solutions team works with the WIC organizations to provide training, which included training for case workers on the ESA, CARE and Family Electric Rate Assistance (FERA) Programs.

County Health and Human Service Agency Collaboration:

SDG&E collaborates with the County of San Diego Health and Human Services Agency (HHS) to connect customers to programs like CARE. All field HHS offices include a source coded CARE application in their new client intake packets. In November 2019, the following applications were received:

HHSA	October	YTD
ESA Leads	0	0
CARE Enrollments	46	473
CARE Recerts	62	589

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 November 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 and Table 11 information for the month of October 2019. November 2019 activity for Table 10 and Table 11 will be reported in a subsequent report.⁸

⁸ SDG&E provides data from the previous month due to reporting delays from CHANGES which prevents SDG&E from reporting current month activity.

4. APPENDIX – ESA AND CARE PROGRAM TABLES

ESA Program - Table 1 - Program Expenses

ESA Program - Table 1A – Program Expenses Funded from 2009-2016 Unspent ESA Program Funds

ESA Program - Table 2 - Program Expenses & Energy Savings by Measures Installed

ESA Program - Table 2A - Program Expenses & Energy Savings by Measures Installed (CSD Leveraging)

ESA Program - Table 2B - Program Expenses & Energy Savings by Measures Installed (Multifamily Common Area Measures)

ESA Program - Table 2B1 – Eligible Common Area Measures

ESA Program - Table 3 - Average Bill Savings per Treated Home

ESA Program - Table 4a - Homes Treated

ESA Program - Table 4b - Homes Unwilling/Unable to Participate

ESA Program - Table 5 - Program Customer Summary

ESA Program - Table 6 - Expenditures for Pilots and Studies

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

CARE Program - Table 1 - CARE Overall Program Expenses

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

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

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

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

CARE Program - Table 5 - Enrollment by County

CARE Program - Table 6 - Recertification Results

CARE Program - Table 7 - Capitation Contractors

CARE Program - Table 8 - Participants as of Month End

CARE Program - Table 9 - Expenditures for the CHANGES Pilot

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

CARE Program - Table 11 - CHANGES Group Customer Assistance Sessions

**Energy Savings Assistance Program Table 1 - Expenses
SDG&E
November 2019**

ESA Program:	Authorized Budget [1] [2]			Current Month Expenses [3]			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Appliances	\$ 882,134	\$ 330,261	\$ 1,212,395	\$ 50,552	\$ (16,150)	\$ 34,402	\$ 1,075,772	\$ (16,150)	\$ 1,059,622	122%	-5%	87%
Domestic Hot Water	\$ 63,436	\$ 2,051,084	\$ 2,114,520	\$ 3,194	\$ 103,276	\$ 106,470	\$ 31,310	\$ 1,012,364	\$ 1,043,675	49%	49%	49%
Enclosure	\$ 2,462,449	\$ 3,264,177	\$ 5,726,626	\$ 90,676	\$ 120,198	\$ 210,873	\$ 1,325,255	\$ 1,756,733	\$ 3,081,988	54%	54%	54%
HVAC	\$ 408,617	\$ 3,563,903	\$ 3,972,520	\$ 40,400	\$ 117,881	\$ 158,281	\$ 427,330	\$ 1,407,850	\$ 1,835,180	105%	40%	46%
Maintenance	\$ 6,793	\$ 280,466	\$ 287,259	\$ -	\$ 7,344	\$ 7,344	\$ -	\$ 219,313	\$ 219,313	0%	78%	76%
Lighting	\$ 4,465,300	\$ -	\$ 4,465,300	\$ 164,874	\$ -	\$ 164,874	\$ 2,588,630	\$ -	\$ 2,588,630	58%	0%	58%
Miscellaneous	\$ 1,699,780	\$ -	\$ 1,699,780	\$ 17,365	\$ -	\$ 17,365	\$ 347,170	\$ -	\$ 347,170	20%	0%	20%
Customer Enrollment	\$ 2,091,279	\$ 2,091,279	\$ 4,182,557	\$ 67,934	\$ 67,934	\$ 135,869	\$ 932,211	\$ 932,211	\$ 1,864,423	45%	45%	45%
In Home Education	\$ 331,856	\$ 331,856	\$ 663,712	\$ 12,575	\$ 12,575	\$ 25,150	\$ 170,839	\$ 170,839	\$ 341,679	51%	51%	51%
Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Energy Efficiency TOTAL	\$ 12,411,644	\$ 11,913,026	\$ 24,324,670	\$ 447,571	\$ 413,058	\$ 860,629	\$ 6,898,517	\$ 5,483,160	\$ 12,381,678	56%	46%	51%
Training Center	\$ 244,205	\$ 244,205	\$ 488,411	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Inspections	\$ 88,441	\$ 88,441	\$ 176,882	\$ 6,689	\$ 6,689	\$ 13,378	\$ 64,018	\$ 64,018	\$ 128,036	72%	72%	72%
Marketing and Outreach	\$ 600,000	\$ 600,000	\$ 1,200,000	\$ 51,446	\$ 51,446	\$ 102,892	\$ 435,360	\$ 435,359	\$ 870,719	73%	73%	73%
Statewide Marketing Education and Outreach	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Studies [4]	\$ 17,083	\$ 17,083	\$ 34,166	\$ (12,607)	\$ (12,607)	\$ (25,215)	\$ 11,620	\$ 11,620	\$ 23,241	68%	68%	68%
Regulatory Compliance	\$ 165,472	\$ 165,472	\$ 330,943	\$ 20,436	\$ 20,436	\$ 40,871	\$ 130,655	\$ 130,654	\$ 261,310	79%	79%	79%
General Administration	\$ 1,341,766	\$ 1,341,766	\$ 2,683,531	\$ 85,729	\$ 85,729	\$ 171,459	\$ 1,061,309	\$ 1,061,309	\$ 2,122,618	79%	79%	79%
CPUC Energy Division	\$ 23,409	\$ 23,409	\$ 46,818	\$ -	\$ -	\$ -	\$ 11,991	\$ 11,991	\$ 23,983	51%	51%	51%
Reallocation (ME&O budget reduced from \$1.2M)	\$ 343,848	\$ 343,848	\$ 687,695	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
TOTAL PROGRAM COSTS	\$ 15,235,867	\$ 14,737,249	\$ 29,973,116	\$ 599,264	\$ 564,750	\$ 1,164,014	\$ 8,613,471	\$ 7,198,112	\$ 15,811,584	57%	49%	53%
Funded Outside of ESA Program Budget												
Indirect Costs				\$ 45,526	\$ 45,325	\$ 90,850	\$ 446,940	\$ 439,754	\$ 886,694			
NGAT Costs		\$ 288,000	\$ 288,000		\$ 7,147	\$ 7,147		\$ 173,307	\$ 173,307		60%	60%

[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.

[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.

[3] Current Month Expenses for Energy Efficiency Total includes November accrual and/or re-accrual of \$ 428,245 in the following reporting categories: Appliances \$6,844; Domestic Hot Water \$16,046; HVAC \$66,832; Misc. \$25,471; Lighting \$82,059; Maintenance \$19,775; Enclosure \$37; Customer Enrollment \$179,337; In Home Energy Education \$31,844.

[4] Negative amounts are a result of timing of reimbursements from PG&E and SCE for payments made by SDG&E earlier in the year as lead IOU for the NEB's 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 1A - Expenses Funded From 2009-2016 "Unspent ESA Program Funds"
SDG&E
November 2019

ESA Program [1]:	Authorized Budget [2]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Multi-Family Common Area Measures	\$ 1,817,500	\$ 1,817,500	\$ 3,635,000	\$ (3,974)	\$ (3,974)	\$ (7,948)	\$ 187,280	\$ 187,280	\$ 374,560	10%	10%	10%
In-Home Education	\$ 177,060	\$ 177,060	\$ 354,119	\$ -	\$ -	\$ -	\$ 69,145	\$ 69,145	\$ 138,289	39%	39%	39%
Leveraging - CSD [3]	\$ 241,216	\$ 241,216	\$ 482,431	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Pilot [4]	\$ 50,000	\$ 50,000	\$ 100,000	\$ -	\$ -	\$ -	\$ 10,256	\$ 10,256	\$ 20,511	21%	21%	21%
Studies [5]	\$ 30,625	\$ 30,625	\$ 61,250	\$ -	\$ -	\$ -	\$ 19,453	\$ 19,453	\$ 38,906	64%	64%	64%
Regulatory Compliance	\$ 23,438	\$ 23,438	\$ 46,875	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
General Administration	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 417	\$ 417	\$ 833	0%	0%	0%
TOTAL PROGRAM BUDGET/EXPENSES	\$ 2,339,838	\$ 2,339,838	\$ 4,679,675	\$ (3,974)	\$ (3,974)	\$ (7,948)	\$ 286,550	\$ 286,550	\$ 573,099	12%	12%	12%

[1] Add additional categories if relevant to your utility

[2] Reflects the authorized funding in D.16-11-022 and updated via Resolution E-4884 addressing conforming Advice Letters 3065-E/2568-G and 3065-E-A/2568-G-A. Budgets updated and approved via AL 3250-E/2688-G.

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

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

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

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

Energy Savings Assistance Program Table 2

SDG&E

November 2019

ESA Program (Summary) Total																												
Measures	Units	Year-To-Date Completed & Expensed Installation					% of	ESA Program (First Touch Homes Treated)					% of	ESA Program (Re-Treated Homes/Go Backs)					% of	ESA Program (Aliso Canyon - SCG & SCE) [6]								
		Quantity (K+S)	kWh [4] (Annual) (L+T)	kW [4] (M+U)	Therms [4] (N+V)	Expenses (\$) [7] (O+W)		Units	Quantity	kWh[4]	kW[4]	Therms[4]		Expenses (\$)	Units	Quantity	kWh[4]	kW[4]		Therms[4]	Expenses (\$)	Units	Quantity	kWh[4]	kW[4]	Therms[4]	Expenses	% of
Appliances																												
High Efficiency Clothes Washer	Each	265	1,475	-	3,997	\$ 244,568	2.1%	Each	71	615	-	1,031	\$ 68,112	1.5%	Each	194	860	-	2,966	\$ 176,456	2.5%	Each	-	-	-	-	\$ -	0.0%
Refrigerator	Each	838	519,309	61	-	\$ 747,014	6.4%	Each	184	114,060	13	-	\$ 171,398	3.8%	Each	654	405,249	48	-	\$ 575,615	8.1%	Each	-	-	-	-	\$ -	0.0%
Microwave	Each	592	200	0	236	\$ 64,779	0.6%	Each	143	-	-	24	\$ 15,497	0.3%	Each	449	200	0	212	\$ 49,283	0.7%	Each	-	-	-	-	\$ -	0.0%
Domestic Hot Water																												
Water Heater Blanket	Home	132	35	0	50	\$ 7,608	0.1%	Home	48	16	0	18	\$ 2,767	0.1%	Home	84	20	0	32	\$ 4,842	0.1%	Home	-	-	-	-	\$ -	0.0%
Low Flow Showerhead	Home	5,541	602	0	3,465	\$ 347,731	3.0%	Home	1,797	235	0	1,142	\$ 119,720	2.7%	Home	3,744	367	0	2,323	\$ 228,011	3.2%	Home	-	-	-	-	\$ -	0.0%
Water Heater Pipe Insulation	Home	46	0	-	1	\$ 1,202	0.0%	Home	26	0	-	1	\$ 675	0.0%	Home	20	-	-	1	\$ 527	0.0%	Home	-	-	-	-	\$ -	0.0%
Faucet Aerator	Home	6,193	438	0	2,796	\$ 60,127	0.5%	Home	2,638	177	0	1,218	\$ 24,952	0.6%	Home	3,555	261	0	1,579	\$ 35,175	0.5%	Home	-	-	-	-	\$ -	0.0%
Water Heater Repair/Replacement	Each	822	-	-	5,583	\$ 536,845	4.6%	Each	307	-	-	2,081	\$ 156,618	3.5%	Each	515	-	-	3,502	\$ 380,227	5.3%	Each	-	-	-	-	\$ -	0.0%
Thermostatic Shower Valve	Each	3,597	6,632	1	6,283	\$ 225,172	1.9%	Each	1,433	2,948	0	2,591	\$ 89,706	2.0%	Each	2,164	3,684	0	3,693	\$ 135,466	1.9%	Each	-	-	-	-	\$ -	0.0%
Combined Showerhead/TSV	Each	24	82	-	229	\$ 1,775	0.0%	Each	4	-	-	42	\$ 341	0.0%	Each	20	82	-	187	\$ 1,433	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	18	41	0	34	\$ 1,906	0.0%	Each	15	41	0	28	\$ 1,505	0.0%	Each	3	-	-	6	\$ 401	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	Home	6,775	62,693	13	9,916	\$ 2,800,212	24.1%	Home	2,301	32,979	7	3,494	\$ 997,667	22.2%	Home	4,474	29,714	6	6,421	\$ 1,802,545	25.3%	Home	-	-	-	-	\$ -	0.0%
Caulking	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
Attic Insulation	Home	121	2,227	0	3,035	\$ 156,043	1.3%	Home	35	865	0	922	\$ 44,932	1.0%	Home	86	1,362	0	2,112	\$ 111,111	1.6%	Home	-	-	-	-	\$ -	0.0%
HVAC																												
FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
Furnace Repair/Replacement	Each	1,646	-	-	-	\$ 1,190,684	10.2%	Each	504	-	-	-	\$ 459,161	10.2%	Each	1,142	-	-	-	\$ 731,523	10.3%	Each	-	-	-	-	\$ -	0.0%
Room A/C Replacement	Each	358	100	0	-	\$ 366,614	3.2%	Each	111	49	0	-	\$ 117,892	2.6%	Each	247	50	0	-	\$ 248,722	3.5%	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 Test and Seal	Home	210	-	-	-	\$ 30,710	0.3%	Home	94	-	-	-	\$ 12,998	0.3%	Home	116	-	-	-	\$ 17,712	0.2%	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%
New - Smart Thermostat	Home	18	-	-	-	\$ 3,265	0.0%	Home	12	-	-	-	\$ 2,205	0.0%	Home	6	-	-	-	\$ 1,060	0.0%	Home	-	-	-	-	\$ -	100.0%
Maintenance																												
Furnace Clean and Tune	Home	2,200	-	-	26,829	\$ 170,471	1.5%	Home	634	-	-	7,758	\$ 50,051	1.1%	Home	1,566	-	-	19,071	\$ 120,421	1.7%	Home	-	-	-	-	\$ -	0.0%
Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	0.0%
Lighting																												
Interior Hardwire LED Fixtures	Each	7,496	511,002	944	(177)	\$ 598,766	5.1%	Each	2,420	164,971	305	(56)	\$ 193,183	4.3%	Each	5,076	346,031	640	(121)	\$ 405,583	5.7%	Each	-	-	-	-	\$ -	0.0%
Exterior Hard wired LED fixtures	Each	1,597	165,561	133	-	\$ 110,193	0.9%	Each	662	68,630	55	-	\$ 45,678	1.0%	Each	935	96,931	78	-	\$ 64,515	0.9%	Each	-	-	-	-	\$ -	0.0%
LED Torchiers	Each	7,461	508,616	940	(11,947)	\$ 668,729	5.8%	Each	2,239	152,633	282	(3,527)	\$ 200,682	4.5%	Each	5,222	355,984	658	(8,420)	\$ 468,048	6.6%	Each	-	-	-	-	\$ -	0.0%
Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	\$ -	0.0%
LED Night Light	Each	5,749	6,450	1	-	\$ 20,044	0.2%	Each	1,977	2,225	0	-	\$ 6,945	0.2%	Each	3,772	4,225	0	-	\$ 13,099	0.2%	Each	-	-	-	-	\$ -	0.0%
LED Diffuse Bulb (60W Replace)	Each	63,447	909,196	90	(15,452)	\$ 888,258	7.6%	Each	32,382	464,034	46	(7,625)	\$ 453,348	10.1%	Each	31,065	445,161	44	(7,828)	\$ 434,910	6.1%	Each	-	-	-	-	\$ -	0.0%
LED Reflector Bulb (BR30 Recessed)	Each	5,948	159,864	16	(2,359)	\$ 91,599	0.8%	Each	3,376	90,737	9	(1,267)	\$ 51,990	1.2%	Each	2,572	69,128	7	(1,092)	\$ 39,609	0.6%	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 Strip	Each	2,679	65,636	-	-	\$ 101,404	0.9%	Each	1,677	41,087	-	-	\$ 63,479	1.4%	Each	1,002	24,549	-	-	\$ 37,926	0.5%	Each	-	-	-	-	\$ -	0.0%
Smart Strip Tier II	Each	2,988	400,093	60	(5,856)	\$ 205,030	1.8%	Each	1,435	192,147	29	(2,756)	\$ 98,510	2.2%	Each	1,553	207,947	31	(3,100)	\$ 106,520	1.5%	Each	-	-	-	-	\$ -	0.0%
Pilots																												
Customer Enrollment																												
ESA Outreach & Assessment	Home	10,911	-	-	-	\$ 1,678,714	14.4%	Home	5,821	-	-	-	\$ 884,381	19.7%	Home	5,090	-	-	-	\$ 794,333	11.1%	Home	-	-	-	-	\$ -	0.0%
ESA In-Home Energy Education	Home	10,911	-	-	-	\$ 307,529	2.6%	Home	5,821	-	-	-	\$ 164,809	3.7%	Home	5,090	-	-	-	\$ 142,720	2.0%	Home	-	-	-	-	\$ -	0.0%
Total Savings/Expenditures																												
			3,320,252	2,259	26,664	\$ 11,626,991				1,328,448	747	5,119	\$ 4,499,201				1,991,804	1,513	21,545	\$ 7,127,790						\$ -		
Total Households Weatherized [2]			6,896						2,336							4,560												
Households Treated																												
Total (K+S)								First Touches						Re-treated Homes/Go-Backs						Aliso Canyon								
- Single Family Households Treated		Home	2,922					Home	1,679					Home	1,243													
- Multi-family Households Treated		Home	7,249					Home	3,655					Home	3,5													

**Energy Savings Assistance Program Table 2A
SDG&E
November 2019**

		ESA Program - CSD Leveraging					
		Year-To-Date Completed & Expensed Installation					
Measures	Units	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							
Total Households Weatherized [2]						\$ -	0.0%
CSD MF Tenant Units Treated							
			Total				
			-				
			-				

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

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

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

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

Energy Savings Assistance Common Area Measures Program Table 2B
SDG&E
November 2019

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

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

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

<<Includes measures costs

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

Standard Notes 1 - 6 (do not delete)

- Measures are customized by each IOU, see 'Table 2B-1, Eligible Measures List'. Measures list may change based on available information on both costs and benefits and may vary across climate zones. Each IOU should fill out Table 2B as it pertains to their program. Table 2B-1 Column A should match Table 2B Column A for eligible (not canceled) measures.
- Multifamily properties are sites with at least five (5) or more dwelling units. The properties may have multiple buildings.
- Multifamily tenant units are the number of dwelling units located within properties treated. This number does not represent the same number of dwellings treated as captured in table 2A.
- Audit costs may be covered by other programs or projects may utilize previous audits. Not all participants will have an audit cost associated with their project.
- Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022, modified by D.17-12-009, where 65% of tenants are income eligible based (at or below 200% of the Federal Poverty Guidelines).
- Commissioning costs, as allowable per the Decision, are included in measures total cost unless otherwise noted.
- All savings are calculated based on the following sources:

	A	B
1	Energy Savings Assistance Program Tables 3A-C - Energy Savings and	
2	Average Bill Savings per Treated Home/Common Area	
3	SDG&E	
4	November 2019	
5	Table 3A-1, ESA Program	
6	Annual kWh Savings	3,320,252
7	Annual Therm Savings	26,664
8	Lifecycle kWh Savings	47,998,591
9	Lifecycle Therm Savings	14,192
10	Current kWh Rate	\$ 0.26
11	Current Therm Rate	\$ 1.20
12	Average 1st Year Bill Savings / Treated households	\$ 56.99
13	Average Lifecycle Bill Savings / Treated Household	\$ 786.92
14		
15		
16	Table 3A-2, ESA Program - CSD Leveraging	
17	Annual kWh Savings	-
18	Annual Therm Savings	-
19	Lifecycle kWh Savings	-
20	Lifecycle Therm Savings	-
21	Current kWh Rate	\$ -
22	Current Therm Rate	\$ -
23	Average 1st Year Bill Savings / Treated Households	\$ -
24	Average Lifecycle Bill Savings / Treated Household	\$ -
25		
26		
27	Table 3A-3, Summary - ESA Program/CSD Leveraging	
28	Annual kWh Savings	3,320,252
29	Annual Therm Savings	26,664
30	Lifecycle kWh Savings	47,998,591
31	Lifecycle Therm Savings	14,192
32	Current kWh Rate	\$ 0.26
33	Current Therm Rate	\$ 1.20
34	Average 1st Year Bill Savings / Treated Households	\$ 56.99
35	Average Lifecycle Bill Savings / Treated Households	\$ 786.92
36		
37	[1] Summary is the sum of ESA Program + CSD Leveraging	
38		
39	Table 3B, ESA Program - Multifamily Common Area	
40	Annual kWh Savings	-
41	Annual Therm Savings	-
42	Lifecycle kWh Savings	-
43	Lifecycle Therm Savings	-
44	Current kWh Rate	\$ -
45	Current Therm Rate	\$ -
46	Average 1st Year Bill Savings / Treated Property	\$ -
47	Average Lifecycle Bill Savings / Treated Property	\$ -
48		

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4 - Homes/Buildings Treated						
2	SDG&E						
3	November 2019						
4							
5	Table 4A-1, 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	149	149
9	San Diego	7,818	292,139	299,957	260	10,502	10,762
10	Total	7,818	311,307	319,125	260	10,651	10,911
11							
12							
13	Table 4B, ESA Program - CSD Leveraging						
14					Households Treated YTD		
15	County				Rural	Urban	Total
16	Orange						0
17	San Diego						0
18	Total				0	0	0
19							
20							
21	Table 4C, ESA Program - Multifamily Common Area						
22					Properties Treated YTD		
23	County				Rural	Urban	Total
24	Orange						0
25	San Diego						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 4A-2, Homes Unwilling / Unable to Participate

**SDG&E
November 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
Orange	153	30	1	0	101	0	3
San Diego	8,418	7,661	28	0	7,760	753	407
Total	8,571	7,691	29	0	7,861	753	410

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S		
1	Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																				
2	SDG&E																				
3	November 2019																				
4	Table 5A, ESA Program																				
5		Gas & Electric				Gas Only				Electric Only				Total							
6		# of Household Treated by Month (Annual)				# of Household Treated by Month (Annual)				# of Household Treated by Month (Annual)				# of Household Treated by Month (Household Count)		(Annual)					
7	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		# of First-Touch	# of Re-treatment	Therm	kWh	kW		
8	January	73	48	100,120	80						8		12,501	9	81	45	36	48	112,621	89	
9	February	566	2,299	287,335	269						130		36,658	19	696	259	437	2,299	323,993	288	
10	March	1,515	1,743	373,434	243						155		38,430	17	1,670	569	1,101	1,743	411,864	260	
11	April	902	1,923	368,197	238						32		17,789	5	934	364	570	1,923	385,986	243	
12	May	1,783	3,309	458,807	296						51		27,618	9	1,834	1,123	711	3,309	486,425	305	
13	June	543	3,272	198,186	153						17		10,268	7	560	364	196	3,272	208,454	160	
14	July	855	4,659	297,009	205						62		17,702	10	917	579	338	4,659	314,711	216	
15	August	743	2,201	252,838	176						51		26,104	22	794	508	286	2,201	278,942	198	
16	September	940	1,917	237,063	160						77		22,114	11	1,017	587	430	1,917	259,177	171	
17	October	1,161	3,255	301,399	181						46		15,339	6	1,207	564	643	3,255	316,738	188	
18	November	1,143	2,038	207,611	135						58		13,730	7	1,201	859	342	2,038	221,341	142	
19	December																				
20	YTD	10,224	26,664	3,081,999	2,138						687		238,253	123	10,911	5,821	5,090	26,664	3,320,252	2,259	
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	Table 5B, ESA Program - CSD Leveraging																				
27		Gas & Electric				Gas Only				Electric Only				Total							
28		# of Household Treated by Month (Annual)				# of Household Treated by Month (Annual)				# of Household Treated by Month (Annual)				# of Household Treated by Month (Annual)		(Annual)					
29	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW				
30	January																				
31	February																				
32	March																				
33	April																				
34	May																				
35	June																				
36	July																				
37	August																				
38	September																				
39	October																				
40	November																				
41	December																				
42	YTD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	
43																					
44																					
45	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2A.																				
46	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																				
47																					
48	Table 5C, ESA Program - Multifamily Common Area																				
49		Gas & Electric				Gas Only				Electric Only				Total							
50		# of Properties Treated by Month (Annual)				# of Properties Treated by Month (Annual)				# of Properties Treated by Month (Annual)				# of Properties Treated by Month (Annual)		(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.																				
68																					

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

**SDG&E
November 2019**

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

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

7C - Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
10,424	1771	488

	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	SDG&E																								
3	November 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	151	90	0	246	3,247	1,833	204	244	5,528	5,774	2,369	1,277	3,794	7,440	1,509	79	135	4,889	6,612	13,214	-838	293,548	319,125	92%
8	February	42	74	0	120	3,087	1,664	363	184	5,298	5,418	2,594	1,443	2,972	7,009	3,312	74	219	3,995	7,600	12,427	-2,182	291,924	319,125	91%
9	March	36	107	0	149	4,414	2,083	202	241	6,940	7,089	4,810	1,708	3,344	9,862	706	661	1,083	4,757	9,207	16,951	-118	291,637	319,125	91%
10	April	22	95	0	121	3,172	2,403	109	251	5,935	6,056	3,308	1,797	2,245	7,350	1,299	210	236	4,070	5,815	13,406	241	292,454	319,125	91%
11	May	20	85	0	108	4,047	2,201	183	258	6,689	6,797	2,692	1,506	2,806	7,004	1,723	148	182	3,933	5,986	13,801	811	293,441	319,125	91%
12	June	35	62	0	50	4,433	1,849	70	235	6,587	6,637	1,502	1,490	3,952	6,944	1,991	93	146	3,912	6,142	13,581	495	293,399	319,125	91%
13	July	19	94	0	113	5,672	2,518	224	263	8,677	8,790	2,767	2,074	3,642	8,483	1,376	71	127	5,222	6,796	17,273	1,994	295,472	319,125	92%
14	August	19	62	0	81	4,192	2,013	369	195	6,769	6,850	2,747	2,017	4,524	9,288	1,502	42	117	2,052	3,713	16,138	3,137	297,084	319,125	93%
15	September	14	66	0	80	2,960	1,075	158	122	4,315	4,395	2,085	2,087	2,937	7,109	1,619	36	77	3,620	5,352	11,504	-957	296,127	319,125	93%
16	October	23	115	0	138	4,126	1,932	94	213	6,365	6,503	3,296	3,738	4,030	11,064	806	74	122	2,656	3,658	17,567	2,845	298,972	319,125	94%
17	November	22	72	0	94	3,913	1,339	203	124	5,579	5,673	2,745	2,921	4,587	10,253	2,107	39	129	2,694	4,969	15,926	704	299,676	319,125	94%
18	December																								
19	YTD Total	403	922	0	1,300	43,263	20,910	2,179	2,330	68,682	69,982	30,915	22,058	38,833	91,806	17,950	1,527	2,573	41,800	63,850	161,788	6,132	299,676	319,125	94%
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																									
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	SDG&E								
3	November 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	293,548	1,234	0.4%	522	203	767	62.2%	0.3%
6	February	291,924	1,128	0.4%	597	125	766	67.9%	0.3%
7	March	291,637	1,097	0.4%	580	115	732	66.7%	0.3%
8	April	292,454	1,344	0.5%	709	107	865	64.4%	0.3%
9	May	293,441	1,072	0.4%	636	59	734	68.5%	0.3%
10	June	293,399	1,072	0.4%	580	72	681	63.5%	0.2%
11	July	295,472	1,323	0.4%	709	93	821	62.1%	0.3%
12	August	297,084	1,074	0.4%	615	72	687	64.0%	0.2%
13	September	296,127	1,333	0.5%	76	78	154	11.6%	0.1%
14	October	298,972	1,142	0.4%	15	24	39	3.4%	0.0%
15	November	299,676	1,129	0.4%	3	8	11	1.0%	0.0%
16	December								
17	YTD Total	299,676	12,948	4.3%	5,042	956	6,257	48.3%	2.1%
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	SDG&E								
27	November 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	293,548	954	0.3%	114	548	662	69.4%	0.2%
30	February	291,924	1,067	0.4%	571	245	816	76.5%	0.3%
31	March	291,637	588	0.2%	396	27	423	71.9%	0.1%
32	April	292,454	548	0.2%	333	34	367	67.0%	0.1%
33	May	293,441	187	0.1%	86	3	89	47.6%	0.0%
34	June	293,399	177	0.1%	77	8	85	48.0%	0.0%
35	July	295,472	238	0.1%	96	12	108	45.4%	0.0%
36	August	297,084	616	0.2%	354	25	379	61.5%	0.1%
37	September	296,127	1,439	0.5%	995	71	1,066	74.1%	0.4%
38	October	298,972	1,142	0.4%	240	53	293	25.7%	0.1%
39	November	299,676	243	0.0%	0	2	2	0.8%	0.0%
40	December								
41	YTD Total	299,676	7,199	2.4%	3,262	1,028	4,290	59.6%	1.4%
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								SDG&E						
3								November 2019						
4		Provided	Received	Approved	Denied	Pending/Never Completed	Duplicates							
5	Total (Y-T-D)	111,087	13,831	5,915	1,176	190	6,650							
6	Percentage		100%	43%	9%	1%	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	K
1	CARE Table 5 - Enrollment by County										
2	SDG&E										
3	November 2019										
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate			
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total	
6	Orange	19,168	0	19,168	12,523	0	12,523	65%	NA	65%	
7	San Diego	292,139	7,818	299,957	280,783	6,370	287,153	96%	81%	96%	
8	Total	311,307	7,818	319,125	293,306	6,370	299,676	94%	81%	94%	
9											
10	1 As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates filed February 9, 2019.										
11	2 Total Households Enrolled includes submeter tenants.										
12	3 No Rural eligible population exists in Orange County in SDG&E territory, therefore penetration for Orange County Rural is not applicable.										
13	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.										
14											

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results							
2	SDG&E							
3	November 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	293,548	4,687	1.6%	3,158	1,318	63.2%	0.4%
6	February	291,924	3,618	1.2%	2,603	966	66.5%	0.3%
7	March	291,637	3,673	1.3%	2,559	1,043	63.5%	0.3%
8	April	292,454	3,618	1.2%	2,658	919	69.0%	0.1%
9	May	293,441	2,827	1.0%	1,843	869	32.8%	0.0%
10	June	293,399	3,488	1.2%	2,225	917	11.4%	0.0%
11	July	295,472	3,570	1.2%	2,432	878	68.1%	0.3%
12	August	297,084	4,177	1.4%	2,703	1,112	64.7%	0.4%
13	September	296,127	3,882	1.3%	2,486	307	64.0%	0.1%
14	October	298,972	3,649	1.2%	1,866	116	51.1%	0.0%
15	November	299,676	4,370	1.5%	573	12	13.1%	0.0%
16	December							
17	YTD	299,676	41,559	13.9%	25,106	8,457	60.4%	2.8%
18								
19								
20	1 As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates filed February 9, 2019.							
21	2 Data represents total residential electric customers.							
22								
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	SDG&E						
3	November 2019						
4	Contractor	Contractor Type				Total Enrollments	
5		(Check one or more if applicable)					
6		Private	CBO	WMDVBE	LIHEAP		
7	211 SAN DIEGO		X			115	2,141
8	211 ORANGE COUNTY		X			-	0
9	ALLIANCE FOR AFRICAN ASSISTANCE		X			-	1
10	AMERICAN RED CROSS WIC OFFICES		X	X		1	23
11	CATHOLIC CHARITIES		X			1	13
12	CHULA VISTA COMMUNITY COLLABORATIVE		X			1	34
13	COMMUNITY RESOURCE CENTER		X			-	6
14	HEARTS AND HANDS WORKING TOGETHER		X			-	0
15	HOME START		X			-	0
16	HORN OF AFRICA		X			-	0
17	INTERFAITH COMMUNITY SERVICES		X			-	7
18	LA MAESTRA FAMILY CLINIC		X		X	1	38
19	MAAC PROJECT		X			3	28
20	NEIGHBORHOOD HEALTH CARE	X				-	12
21	NORTH COUNTY HEALTH SERVICES		X			-	26
22	SAN DIEGO STATE UNIVERSITY WIC OFFICES		X			3	140
23	SAN YSIDRO HEALTH CENTERS		X			-	0
24	SCRIPPS HEALTH WIC		X			2	15
25	UNION OF PAN ASIAN COMMUNITIES SAN DIEGO(UPAC)		X			-	0
26	VISTA COMMUNITY CLINIC		X			-	0
27	Total Enrollments					127	2484
28							
29	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
30	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	SDG&E								
3	November 2019								
4	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households ¹	Penetration	% Change	Total Residential Accounts ²
5	January	174,138	N/A	119,410	293,548	319,125	92%	-1.3%	1,297,665
6	February	172,835	N/A	119,089	291,924	319,125	91%	-0.7%	1,298,263
7	March	172,298	N/A	119,339	291,637	319,125	91%	0.0%	1,314,244
8	April	172,606	N/A	119,848	292,454	319,125	91%	0.1%	1,339,676
9	May	173,180	N/A	120,261	293,441	319,125	91%	0.3%	1,316,214
10	June	173,094	N/A	120,305	293,399	319,125	91%	0.2%	1,340,999
11	July	174,294	N/A	121,178	295,472	319,125	93%	1.1%	1,342,216
12	August	175,204	N/A	121,880	297,084	319,125	93%	0.5%	1,343,604
13	September	174,665	N/A	121,462	296,127	319,125	93%	-0.3%	1,342,872
14	October	188,209	N/A	110,763	298,972	319,125	94%	0.9%	1,346,506
15	November	188,379	N/A	111,297	299,676	319,125	94%	0.2%	1,347,082
16	December		N/A						
17	YTD	188,379	N/A	111,297	299,676	319,125	94%	0.2%	1,347,082
18									
19	1 As reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates filed February 9, 2019.								
20	2 Data represents total residential electric customers.								
21									
22	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 Program¹				
2	SDG&E				
3	November 2019				
4	2019	Authorized 2019 Budget	Current Month Expenses²	Expenses Since Jan. 1, 2019	% of 2019 Budget Expended
5		Total	Total	Total	Total
6					
7					
8	CHANGES Program	\$ 265,103	\$ (58,136)	\$ 194,991	74%
9					
10					
11	Total	\$ 265,103	\$ (58,136)	\$ 194,991	74%
12					
13	1. Decision 15-12-047 transitioned CHANGES pilot to CHANGES program and funding for the effort is captured herein.				
14	2. Current month's negative amount is a result of actual invoices related to October accruals not paid as expected due to system issues in the workflow process. Issue has been resolved and related invoices will be paid in Dec.				
15					
16	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 Sessions San Diego Gas & Electric	
Reporting Period October 2019[1]	
No. of attendees at education sessions	442
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	2
Request Meter Service or Testing	0
Request Bill Adjustment	4
Request Customer Service Visit	0
Schedule Energy Audit	0
Payment Extension	0
Payment Plan	0
Solar	0
Stop Disconnection	4
Time of Use	0
Wildfire Related Issue	0
Total disputes [3]	10

Needs Assistance	
Add Level Pay Plan	0
CARE Enrollment	2
Assisted with CARE Re-Certification/Audit	0
Assisted with Changes to Account	0
Energy Efficiency Tool	0
Assisted High Energy User with CARE Doc Submissior	0
Assisted with Reconnection	0
Billing Language Changed	0
Consumer Education Only	0
Electricity Aggregation	0
Energy Alerts	0
Enrolled in Demand Response Programs	0
ESAP	0
HEAP	0
Medical Baseline	0
Neighbor to Neighbor	10
REACH	0
Reported Safety Problem	0
Reported Scam	0
Set Up 3rd Party Notification	0
Set Up New Account	0
Payment Extension	0
Payment Plan	0
Wildfire Related Issue	0
Total Needs Assistance [2]	12

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: Spanish

[1] There is a one-month lag behind the current reporting month. The data for November 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 October 2019 report.

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

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

CARE Table 11 CHANGES Group Customer Assistance Sessions

SDG&E

October 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	Spanish	Avoiding Disconnection	6	N/A	84	CHANGES Ed Handout
N/A	Spanish	CARE/FERA and Other Assistance Programs	1	N/A	12	CHANGES Ed Handout
N/A	Spanish	Electric and Natural Gas Safety	1	N/A	17	CHANGES Ed Handout
N/A	Spanish	Energy Conservation	1	N/A	30	CHANGES Ed Handout
N/A	Spanish	Gas Aggregation	1	N/A	20	CHANGES Ed Handout
N/A	Arabic	High Energy Use	35	N/A	45	CHANGES Ed Handout
N/A	Chaldean	High Energy Use	1	N/A	1	CHANGES Ed Handout
N/A	Dari	High Energy Use	2	N/A	4	CHANGES Ed Handout
N/A	English	High Energy Use	19	N/A	44	CHANGES Ed Handout
N/A	Farsi	High Energy Use	2	N/A	8	CHANGES Ed Handout
N/A	Pashto	High Energy Use	1	N/A	3	CHANGES Ed Handout
N/A	Spanish	High Energy Use	4	N/A	66	CHANGES Ed Handout
N/A	Swahili	High Energy Use	2	N/A	5	CHANGES Ed Handout
N/A	Amharic	Understanding Your Bill	1	N/A	1	CHANGES Ed Handout
N/A	Arabic	Understanding Your Bill	3	N/A	18	CHANGES Ed Handout
N/A	English	Understanding Your Bill	1	N/A	4	CHANGES Ed Handout
N/A	Farsi	Understanding Your Bill	4	N/A	9	CHANGES Ed Handout
N/A	French	Understanding Your Bill	4	N/A	11	CHANGES Ed Handout
N/A	Spanish	Understanding Your Bill	3	N/A	60	CHANGES Ed Handout
Current Month			92		442	
Year-to-Date			337		1262	

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

[2] As of August 1st, 2019, CHANGES one-on-one data reports have moved from quarterly to monthly for the program year. The data for November 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.