BEFORE THE PUBLIC UTILITIES COMMISSION OF THE

STATE OF CALIFORNIA

Application of Southern California Edison Company (U 338-E) for Approval of its Energy Savings Assistance and California Alternate Rates for Energy Programs and Budgets for Program Years 2015-2017.	Application 14-11-007
And Related Matters.	Application 14-11-009 Application 14-11-010 Application 14-11-011

MONTHLY REPORT OF SOUTHERN CALIFORNIA EDISON COMPANY (U 338-E) ON LOW INCOME ASSISTANCE PROGRAMS FOR NOVEMBER 2020

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Dated: December 21, 2020

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE

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MONTHLY REPORT OF SOUTHERN CALIFORNIA EDISON COMPANY (U 338-E) ON LOW INCOME ASSISTANCE PROGRAMS FOR NOVEMBER 2020

In accordance with Ordering Paragraph 113 of Decision (D.) 16-11-022, Southern California Edison Company (SCE) hereby submits the attached monthly status report on its Energy Savings Assistance (ESA) and California Alternate Rate for Energy (CARE) program efforts. This report represents year-to-date ESA and CARE program results and expenditures through November 2020, and includes SCE's report on intensified ESA activity in the Aliso Canyon impacted area pursuant to D.16-04-040.

Respectfully submitted,

ANNA VALDBERG
ANGELA WHATLEY

/s/ Angela Whatley
By: Angela Whatley

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Dated: December 21, 2020

Attachment

ESA and CARE Program Report

Southern California Edison Company's (SCE)

Energy Savings Assistance (ESA) Program

and

California Alternate Rates for Energy (CARE) Program

Monthly Report

November 2020

LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

TABLE OF CONTENTS

Title		Page
1.1	Energy Savings Program Overview	4
1.2.	Customer Enrollment and Outreach Update	4
1.3.	Leveraging Success Evaluation, Including CSD	14
1.4.	Workforce Education & Training	14
1.5.	Miscellaneous	15
2.1.	CARE Program Summary	19
2.2.	Outreach	20
2.3.	Recertification Complaints	27
2.4	Miscellaneous	27

LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

This monthly report complies with the low income reporting requirements established in Decision (D.)16-11-022/D.17-12-009, and with all reporting and program evaluation requirements established for the California Alternate Rates for Energy (CARE) and Energy Savings Assistance (ESA) Programs and provides information on CARE and ESA Program accomplishments and expenditures through 2020 to November 30, 2020.

1. Energy Savings Assistance Program Executive Summary

The objective of SCE's Energy Savings Assistance (ESA) Program is to help income-qualified customers reduce their energy consumption and costs while increasing their health, comfort, and safety at no cost to them. Through the ESA Program, SCE offers a number of energy-efficient appliances to income-qualified customers, including energy-efficient refrigerators and air conditioners, and home efficiency solutions like weatherization that can help customers save energy and money. The ESA Program is available to income-qualified customers living in single-family, multifamily, and mobile homes, including homeowners and renters. To be eligible for the program, customers must meet the program's income guidelines, which are established by the California Public Utilities Commission (CPUC) and updated annually. Specific measures are authorized according to criteria observed in each home for existing appliances and feasibility of installation.

Coronavirus (COVID-19) Program Impacts

On March 4, 2020, California Governor Gavin Newsom declared a State of Emergency to help the state prepare for the broader spread of the COVID-19 virus. On March 19, the Governor issued a “Stay at Home” order for non-essential workers.

On March 20, 2020, SCE issued a letter regarding the Operational Changes in Response to COVID-19 Pandemic. This letter suspended all face-to-face interaction between ESA Prime Contractors and SCE customers, including but not limited to customer outreach, enrollment, installation, and inspection work. This suspension was extended to April 30, 2020 and then extended further to May 31, 2020 in SCE’s subsequent letters issued on April 7, 2020 and April 28, 2020.

On March 23, 2020, the CPUC issued a letter requesting the California Investor Owned Utilities (IOUs) to offer a 30-day advance payment option to Prime Contractors. To help provide assurance and mitigate financial impacts to the ESA workforce as a result of the COVID-19 work restrictions, SCE offered all eligible Prime Contractors 30-day advance payment offers and expedited payments on outstanding invoices outside of standard payment terms. SCE processed and released a total of $2,129,470.27 in advanced payments for all the Prime Contractors that accepted the first 30-day advance payment offers and signed a binding Letter Agreement contract.

On April 7, 2020, the CPUC issued a second letter directing the IOUs to offer additional measures to ESA Prime Contractors to help sustain their workforce. The letter required the IOUs offer an additional 30-day advance payment to the ESA Prime Contractors that accepted the first 30-day advance payment offer and to offer a new 60-day advance payment to the eligible ESA Prime Contractors that did not accept the initial 30-day offer. SCE offered all eligible Prime Contractors additional 30-day or new 60-day advance payment offers and continued to expedite payments on outstanding invoices outside of standard payment terms. SCE processed and released a total of $4,549,331.70 in advanced payments for all the Prime Contractors that accepted an additional 30-day or new 60-day advance payment offer and signed a binding Letter Agreement contract. As of April 30, 2020, SCE has released a total of $6,678,801.97 in advance payments.

On May 21, 2020, the CPUC provided guidance on the ESA Program suspensions. The notice confirmed that ESA Program Administrators should follow the applicable state and local health orders whichever is more restrictive. Effective June 1, SCE removed the previous restrictions on face-to-face interactions between ESA contractors and SCE customers. SCE requested ESA contractors to follow SCE's safe work practices guidance at minimum as well as the most restrictive state, county, or local orders for all relevant work activities

On May 28, 2020, the CPUC issued Resolution E-5074 that ratified the Executive Director's letters to direct IOUs to offer a 60-day advance payment to ESA Contractors. The Resolution asked SCE to provide new, updated terms for offers already accepted by Contractors if necessary, to comport with the Resolution, and new updated offers for those Contractors that did not already accept a 60-day advance payment. The Resolution also modifies the calculation of a Post-Pandemic Return to Service (PPRS) credit that will be calculated as a percent of the Prime Contractor's monthly invoice and applied as a dollar credit towards the Contractor's advance payment. The PPRS credit is only earned through actual work performed in ESA eligible households for a six-month period after the suspension of in-person program activity is lifted and may only be applied to paying back advance funds that went towards labor costs and other employee costs critical to sustaining the workforce. SCE offered all eligible Prime Contractors new or updated terms to comply with the Resolution. As of June 2020, SCE has released a total of $6,867,426.71 in advance payments.

On June 12, 2020, pursuant to Ordering Paragraph (OP) 8 of Resolution E-5074, SCE provided notice to the Prime Contractors of the proposed percentage for the PPRS Credit calculation. On June 15, 2020, SCE provided 30-day advance notice to Prime Contractors signifying July 15, 2020 as the start of the six-month PPRS credit-earning period in accordance with OP 7 of Resolution E-5074. A Joint Tier 1 Advice Letter Proposing a Reporting Template for ESA Prime Contractors and a Joint Tier 2 Advice Letter to Propose a PPRS Percentage, both in Compliance with Resolution E-5074 were filed on June 29, 2020.

On July 15, 2020, the ESA Prime Contractors were notified by email that SCE is re-evaluating the start of the six-month PPRS credit-earning period in response to Governor

Gavin Newsom's July 13th ordering of several sectors to once again shut down amid an increasingly concerning COVID–19 surge. On July 21, 2020, SCE sent a formal notice to ESA Prime Contractors stating that SCE is delaying the start of the six-month credit-earning period and has not yet decided on a date as to when the credit-earning period will begin. Additional communication will be sent to Prime Contractors regarding the timing of PPRS credit-earning period.

On September 25, 2020, a Supplemental Joint Tier 1 Advice Letter proposing a reporting template for ESA Prime Contractors in compliance with Resolution E-5074 was filed. The purpose of this joint supplemental advice letter was to provide an updated reporting template for Prime Contractors to use in their reporting of advance funds usage to the IOUs.

On October 30, 2020, SCE provided 30-day advance notice to Prime Contractors signifying December 1, 2020 as the start of the six-month PPRS credit-earning period in accordance with OP 7 of Resolution E-5074.

SCE continues to work with its ESA contractors throughout the COVID-19 emergency. Below are specific activities SCE has conducted:

May 2020

- Virtual -ESA Program enrollment was launched May 13. ESA contractors can enroll customers through a use of Self -Certification Affidavit.
- Safety contractor training contractor was completed prior to reinstating face-to-face activities. COVID-19 guidelines (i.e. use of PPE equipment, providing customer the choice for face-to-face or virtual appointments) was included.

June 2020

- SCE lifted the suspension of ESA activities. SCE conducted safety training for all its service providers to ensure they comply with state, county and CDC guidelines regarding COVID-19. With the restrictions lifted, customers may enroll either through a face-to-face enrollment visit or a virtual appointment. Installations and inspection visits have also resumed.
- SCE launched the delivery of enrollment measures to customers who have chosen to enroll via the virtual method. Contractors may either ship or do a contactless drop-off of the measures. Contractors have shipped measures to customers who enrolled in May and were not provided measures at the time.

July 2020

- Continue offering virtual ESA program enrollment option to customers. Enrollment measures are delivered or dropped off through contactless delivery

August 2020

- Continue offering virtual ESA program enrollment option to customers. Enrollment measures are delivered or dropped off through contactless delivery
- Safety contractor re-training was completed to review COVID-19 guidelines (i.e. use of PPE equipment, providing customer the choice for face-to-face or virtual appointments, contractor exposure reporting requirements) was included.

September 2020

- Continue offering virtual ESA program enrollment option to customers. Enrollment measures are delivered or dropped off through contactless delivery

October 2020

- Continue offering virtual ESA program enrollment option to customers. Enrollment measures are delivered or dropped off through contactless delivery
- SCE conducted a COVID-19 contractor Safety refresher training to review COVID-19 guidelines (i.e. use of PPE equipment and contractor exposure reporting requirements) was included.

November 2020

- Continue offering virtual ESA program enrollment option to customers. Enrollment measures are delivered or dropped off through contactless delivery

As indicated in the below sections Marketing and Outreach activities will resume but in a limited scale proportional to contractor capacity. Primarily, SCE will focus on generating leads for its contractors from CARE participants. SCE is also set to launch outreach to the deaf and hard of hearing community as part of the ESA virtual process.

Energy Savings Program Overview

1.1.1. Provide a summary of the Energy Savings Assistance Program elements

Program Summary for November			
2020	Authorized / Planning Assumptions[1]	Year-to-Date Actual	%
Budget	$65,067,100	$38,130,255	59%
Homes Treated	113,612	54,617	48%
kWh Saved	33,920,000	28,485,377	84%
kW Demand Reduced	N/A	4,309	N/A
Therms Saved	N/A	N/A	N/A

1.2. Customer Enrollment and Outreach Update

SCE's outreach efforts in conjunction with the ESA program contractors utilize numerous channels and innovative approaches to inform and enroll customers. The following section describes some of the methods SCE implements on a monthly basis to

[1]Saving authorized in CPUC January 4, 2019 letter, "Disposition partially approving Southern California Edison (SCE) Company's Energy Savings Assistance (ESA) and California Alternate Rates for Energy (CARE) Mid-Cycle Update Advice Letter (AL) 3824-E, as supplemented, pursuant to Decisions (D.) 16-11-022 and (D.) 17- 12-009 and SCE advice letter 3743-E, as supplemented, pursuant to Resolution E-4885."

enroll customers and conduct outreach activities to inform customers about the ESA program.

1.2.1 Provide a summary of the Energy Savings Assistance program enrollment and outreach strategies deployed this month.

SCE's ESA contractors continue to enroll customers through tablet PCs (aka paperless enrollment) during the assessment process resulting in streamlined and expedited enrollments. The tablet PC eliminates the need for paper copies ensuring protection of customer data and helping protect the environment.

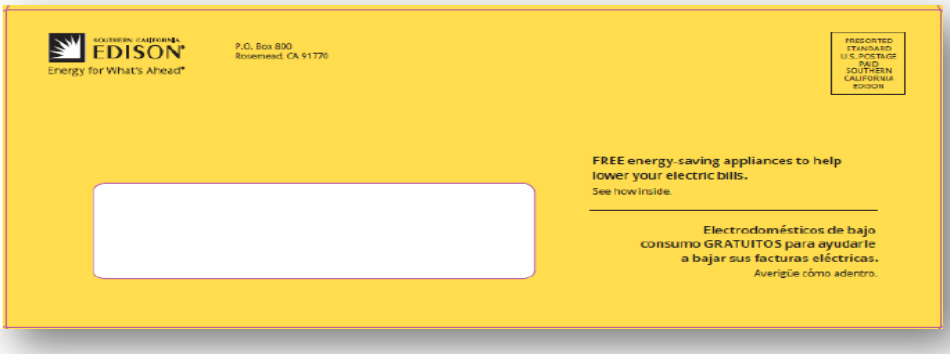
Continuing through the COVID-19 pandemic, in November there were 268 assessors, representing 23 contractors utilizing the paperless enrollment process, enrolling 7,753 households.

Direct Mailers

In November, SCE sent approximately 144,000 direct mailers to new and existing CARE customers. The letters targeted customers who have not participated in the ESA program and included messaging about the ESA program's virtual option for enrollment. Each letter also provides customers with the name and phone number for their local SCE ESA program contractor, allowing contractors to directly receive information for interested customers which could lead to potential enrollments. This streamlined process also creates efficiencies for both customer and contractor.

The campaign's revised creative is shown below.

(double-sided English/Spanish)



SOUTHERN CALIFORNIA EDISON®
Energy for What's Ahead®

Open the door to free energy-saving appliances and even lower electric bills!

«Date»

«Customer Name»
«Mailing Address 1»
«Mailing Address 2»
«City, State Zip+4»
«BARCODE»

CALL YOUR LOCAL SCE-APPROVED CONTRACTOR TODAY!

«Contractor Name»
«1-800-999-9999»

Re: Service Account Number ending in «XXX» at «Service Account Address»

Dear «Customer Name»,

Replacing older appliances that use lots of electricity with new energy efficient models can be expensive. However, as a Southern California Edison CARE customer, you may already qualify for our Energy Savings Assistance Program. Whether you own or rent, the **program covers all costs** for purchasing and installing energy-efficient appliances and services that will help you save energy and money.

- Refrigerator Replacement
- Clothes Washer Replacement
- Pool Pump Replacement
- Lighting – LEDs and Torchiere
- Smart Power Strip
- Smart Thermostat
- Weatherization
- Freezer Replacement
- Evaporative Cooler
- Window or Wall AC Replacement
- Central AC Replacement

How it works.

Our approved contractor will review the program and guidelines either in person or by telephone, and will let you know the no-cost energy-saving home appliances and solutions available. When a contractor visits your home, they will be taking precautions such as using protective equipment (gloves and masks), sanitizing tools, and social distancing.

Don't miss this opportunity for free appliances that use less electricity and may help lower your bill. Call your local SCE-approved contractor below, or visit **sce.com/esap** for more information.

«Contractor Name»
«1-800-999-9999»

Funding is limited and available on a first-come, first-served basis.

This program is available to qualified customers **absolutely free**.
So, don't delay. Call your local SCE-approved contractor today.

Sincerely,

Marc Ulrich
Vice President, Customer Service Operations

Energy Savings Assistance Program™

P.S. Say **YES** to free energy-saving appliances and enjoy the ongoing savings and comfort of an energy-efficient home. Funding is limited. **Act now** — call «1-800-999-9999».

The Energy Savings Assistance Program is funded by California utility ratepayers and administered by Southern California Edison under the auspices of the California Public Utilities Commission. Services may not be available in all areas. Certain restrictions, such as age, size, and condition of the system or appliance to be replaced, may apply. All replacement refrigerators meet ENERGY STAR® standards and are top-freezer models without extra features, such as ice makers. Services are offered on a first-come, first-served basis until funding is expended or the program is discontinued. A copayment may be required for some services. Program may be modified or terminated without prior notice.

California consumers are not obligated to purchase any full fee service or other service not funded by this program.

This program is available to both homeowners and renters. Renters may be required to obtain the property owner's written permission before services are delivered.

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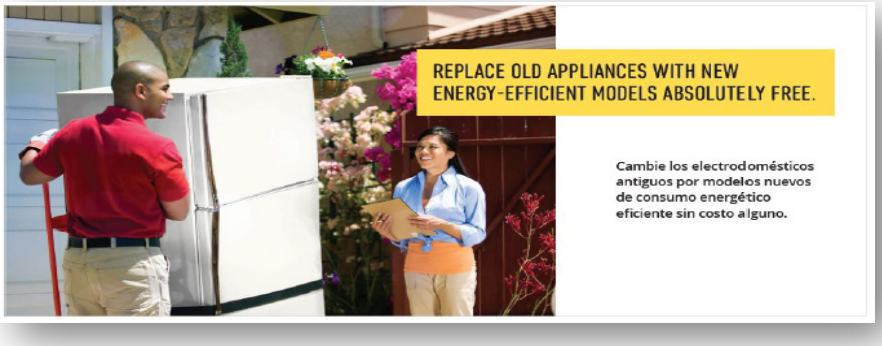

Emails

During the month of November, 75,053 emails were deployed to customers with a "high probability" of being eligible for the ESA Program, which includes newly enrolled and existing CARE customers that had not previously participated in the ESA Program. The email featured ESA Program information and directs interested customers to the ESA Program website.

The email campaign's revised creative is shown below.

Douglas J, apply for the Energy Savings Assistance Program. View online.
Ver este mensaje en español.

SOUTHERN CALIFORNIA EDISON
Energy for What's Ahead™

SAVE MORE WITH FREE ENERGY-EFFICIENT APPLIANCES.

Learn More

Dear Douglas J,

Whether you own or rent your home, you may be eligible to participate in the Energy Savings Assistance Program (ESAP). Under this program, income-qualified customers of SCE can receive free energy-efficient appliances, installation, and services, including:

- **Refrigerator Replacement**
- **Clothes Washer Replacement**
- **Freezer Replacement**
- **Weatherization**
- **Pool Pump Replacement**
- **Evaporative Cooler**
- **Window or Wall Air Conditioner Replacement**
- **Central Air Conditioner Replacement**
- **Lighting—LEDs and Torchiere**
- **Smart Power Strip**
- **Smart Thermostat**

These free appliances and services are a great opportunity to save electricity and lower your monthly bill with a more energy-efficient home. Our approved contractor will review the program either in person or by telephone. When a contractor visits your home, they will be taking precautions such as using protective equipment (gloves and masks), sanitizing tools regularly, and social distancing. Don't delay — this program is available on a first-come, first-served basis.

Learn More

Best regards,

Marc Ulrich
Vice President, Customer Service Operations
Southern California Edison

Energy Savings Assistance Program

DO MORE AT SCE.COM

Pay Your Bill | View/Report Outages | Start/Stop Service
Stay Safe | Go Paperless

Privacy Notice | Contact Us

This email contains a marketing message from Southern California Edison.

To opt out of receiving SCE marketing messages, unsubscribe. Your removal request will be honored within 10 business days.

The Energy Savings Assistance Program is funded by California utility ratepayers and administered by Southern California Edison under the auspices of the California Public Utilities Commission. The program is offered on a first-come, first-served basis and is effective until funding is expended or the program is discontinued. Services may not be available in all areas. Certain restrictions, such as age, size, and condition of the system or appliance to be replaced, may apply. All replacement refrigerators meet ENERGY STAR® standards and are top-freezer models without extra features, such as ice makers. In some instances, you may be required to pay a copayment. Program may be modified or terminated without prior notice.

California consumers are not obligated to purchase any full-fee service or other service not funded by this program.

This program is available to both homeowners and renters. Renters may be required to obtain the property owner's written permission before services are delivered.

Please do not reply to this email; this is not a monitored email address.

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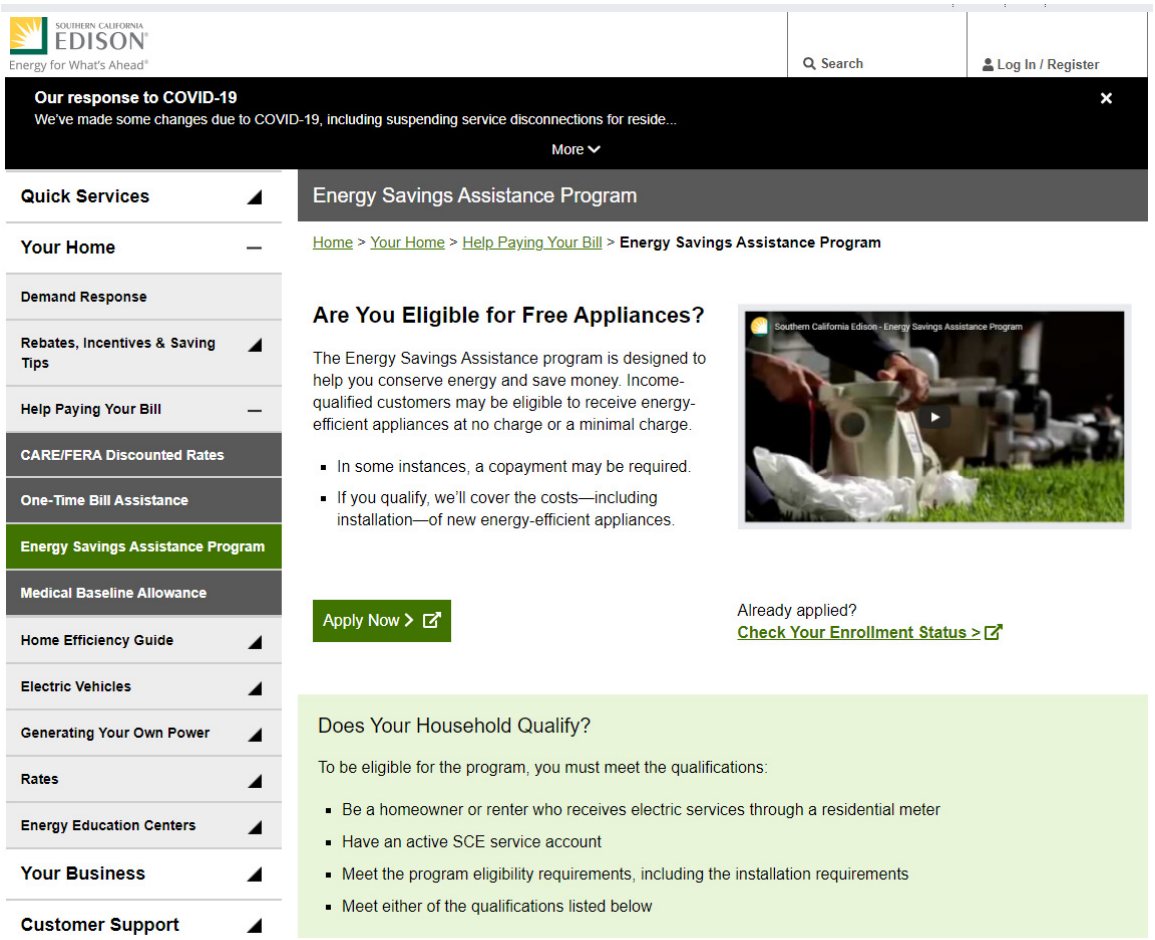
Digital Media

The ESA Program did not target any zip codes as part of the digital and social mass media campaigns in the month of November.

SCE.com Website

In June, SCE revised its ESA Program webpage (www.sce.com/esap) to provide specific COVID-19 messaging and continues to direct customers to this page and allows customers to apply for the ESA program directly online. In the month of November, SCE received 1,084 ESA related internet leads.

This messaging provides customers with information regarding the various options to enroll in the ESA program during COVID-19. SCE contractors are conducting virtual enrollment and home assessments to minimize face to face interaction when necessary. The messaging also provides customers with assurances that when a contractor visits their homes, they will be taking precautions and ensuing they are using appropriate protective equipment, sanitizing tools regularly, and adhering to social distancing guidelines.



Other Helpful Resources

COVID-19 Work Restrictions

During COVID-19 work restrictions, the health and safety of our customers, contractors and communities is our top priority. SCE approved contractors are conducting virtual enrollment and home assessments to minimize face to face interaction when necessary. You can be assured that when a contractor visits your home, they will be taking precautions and ensuring that they are utilizing appropriate protective equipment (gloves and masks), sanitizing tools regularly, and adhering to social distancing guidelines.

Close ✕

Outbound Calls

SCE's pilot outreach campaign provides customer leads directly to the ESA Program contractors for outbound calls. SCE targets the customers that receive the direct mailers each month focusing on customers who have not previously participated in the ESA Program. For the month of November, SCE provided 8,679 outbound calling leads to multiple ESA contractors.

As mentioned above, SCE will focus on generating leads for its contractors from recent CARE participants. In November, SCE did not provide these leads to ESA contractors because the contractors were continuing to work through these leads from the previous month. The ESA Program refers these new CARE customers to SCE's contractors as leads to enroll these households into the ESA Program and provide energy-saving services.

ESA contractors can use these leads to build its pipeline for customer enrollments, whether the customers prefer to enroll through the virtual program or a face to face appointment.

Inbound Calls

Customers who call SCE's customer service center are informed and referred to the ESA Program. Customers are assigned to a contractor in their service territory. The ESA contractor will then follow up on the lead and contact the customer to assess eligibility and enrollment in the ESA Program. In the month of November, SCE received 440 ESA related calls.

Community Events

ESA Program contractors participate in a variety of community events to interact with customers and provide them with information about the ESA program and other Low-Income programs available to them. These types of events help increase ESA enrollments and ESA contractors will also assist the customer in completing the enrollment process. Due to the COVID-19 pandemic and increasing hesitation of face-to-face interaction between ESA contractors and SCE customers, the ESA Program did not participate in

any community events in the month of November and will resume activities once in-person events begin again.

Specialized Efforts to Increase Participation

SCE is currently implementing and enhancing the below on-going efforts to reach first touch homes that have not participated in the ESA program. SCE has resumed some activity in these areas.

- In October 2020, SCE completed the replacement of 74 HVAC Systems at Marine Corps. Logistics Base – Barstow; these replacements took place in the on-base housing and will help to reduce energy costs as well as provide for better health, safety and comfort of the Marine Service personnel residing at MCLB Barstow. As of November 2020, this project is considered complete.
- Deaf and Hard of Hearing Community – Through our partner, signIFICANT, SCE directly contacted more than 90 customers within this community to offer ESA enrollments. The ESA marketing flyer has received more than 1,700 views by customers through a Facebook campaign that signIFICANT ran for the month of November, generating 5 leads.
- A special campaign targeting Catalina Island customers took place in September-October timeframe. , The Income Qualified Programs (CARE/FERA/EAF and ESA) undertook an initiative to raise the level of awareness for programs and services that are available to the low-income residents of Catalina Island. Catalina was singled-out due to the impact that the COVID-19 pandemic has had on the residents of the island as tourism, the island's number one source of revenue, has been greatly reduced. This objective was completed through a multi-pronged approach and included the following:
    - Advertisement in local island newspaper
    - Advertisement in the Next Door phone app
    - Advertisement on Community Information Board at islands only Grocery Store
    - Direct Mailing to island residents
    - Flyer Distribution via Island Food Banks

The campaign targeted a small audience but was extensive. It included print, out of home advertisement with Vons digital signage, display banners, social media (including a NextDoor social post to 120 customers), and 5,000 COVID consumer protection fact sheets for distribution at the food bank. The campaign generated 295,000 impressions. The Catalina Islander newspaper ads in English and Spanish had 117,000 impressions, with an additional 13,400 impressions in free value-added digital banners. The Vons billboard had 114,000 impressions and Social had 51,000 impressions. There were 21 enrollments for CARE, 1 for FERA, and 7 contractor leads for ESA. The Catalina Island campaign's creative is shown below.

Newspaper advertisement (English/Spanish)

Catalina Island residents can save money on utility bills with these programs.

Southern California Edison understands the challenges many are facing right now. We have options that could help with your financial burden. See if you qualify for:

- **California Alternate Rates for Energy (CARE)** – provides monthly energy bill savings of about 30% for electric and 20% for gas and water. CARE customers, who either rent or own, also may qualify for the **Energy Savings Assistance Program (ESAP)** which helps save energy by replacing your current working household refrigerator, lighting and more, with more energy-efficient models at no charge to you.
- **Family Electric Rate Assistance Program (FERA)** – provides monthly energy bill savings of about 18%
- **Energy Assistance Fund (EAF) Program** – provides a one-time SCE bill assistance of up to $300.

For more information or to see if you qualify for these programs, visit sce.com/billhelp or call 1-800-798-5723.

SOUTHERN CALIFORNIA EDISON®
Energy for What's Ahead®

Programs are funded by California utility ratepayers and administered by Southern California Edison under the auspices of the California Public Utilities Commission. Programs will continue until funding is exhausted or the program is terminated, whichever comes first. Programs are subject to change without notice. Terms and conditions apply.

The Energy Savings Assistance Program and Services may not be available in all areas. Certain restrictions, such as age, size, and condition of the system or appliance to be replaced may apply. All replacement refrigerators meet ENERGY STAR® standards and are top-freezer models without extra features, such as ice makers. California consumers are not obligated to purchase any full fee service or other service not funded by this program. This program is available to both homeowners and renters. Renters may be required to obtain the property owner's written permission before services are delivered.

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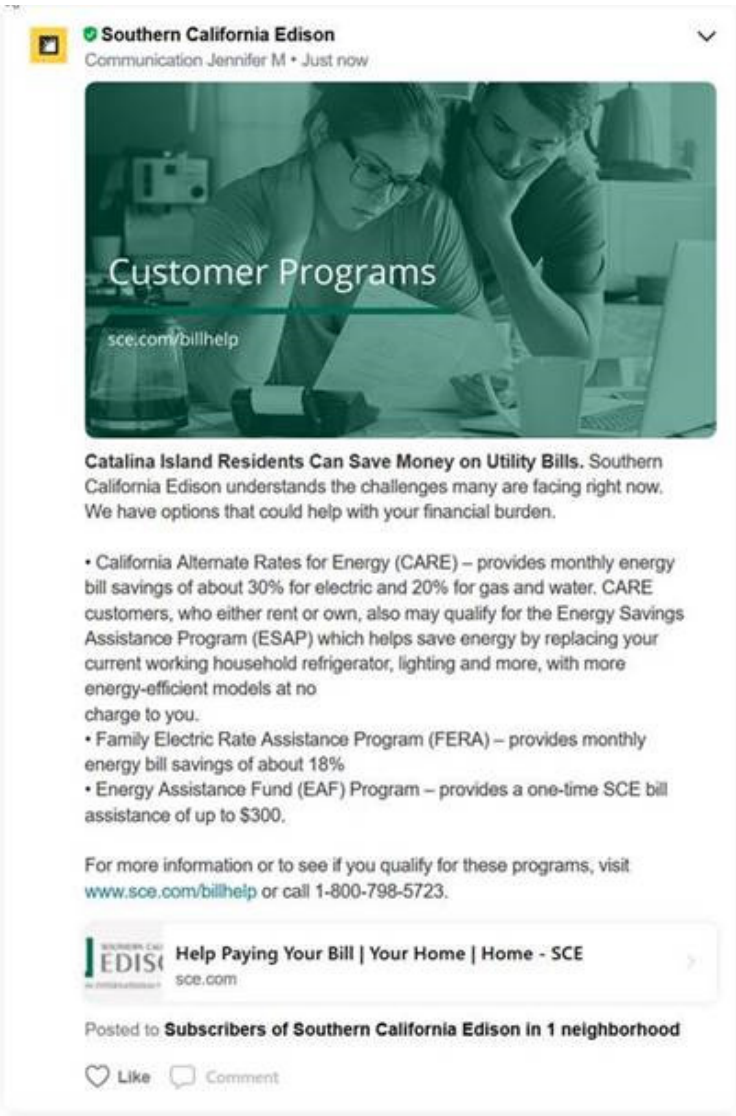
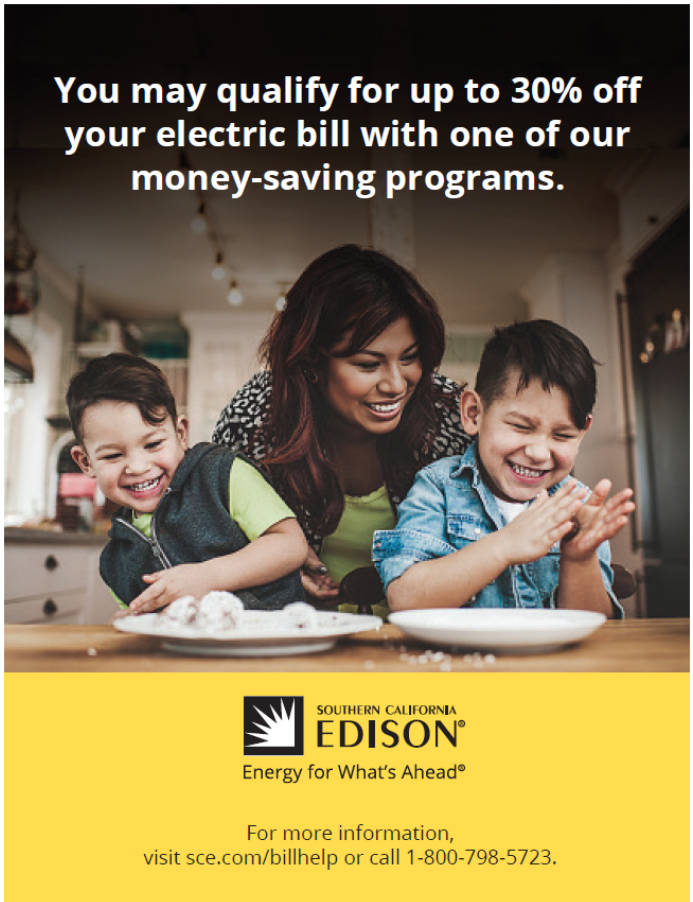
Next Door Advertisement



Grocery Store advertisement



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 was the result in terms of new enrollments?

SCE has reached out to CSD's implementer of Low-Income Weatherization Program (LIWP) to inquire if there were any potential projects that could be reimbursed by SCE. With changes in eligible measure and feasibility, particularly for smart thermostats, there may be potential projects that could be reimbursed by SCE.

1.4. Workforce Education & Training

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

As part of the COVID-19 face-to-face work stoppage, Service Providers were encouraged to have their employees utilize the CBT Learning System; a licensed third-party application sponsored by SCE in partnership with SoCalGas, in which individuals take self-paced online learning courses on a variety computer-related topics and software programs.

As of November 30, 2020, there were 299 active users in the system. During the month of November, CBT Learning System users successfully completed 19 courses accounting for 23.06 hours of learning instruction.

SCE contracts with a mixture of local private contractors (LPCs), community-based organizations (CBOs) and faith-based organizations (FBOs) to provide ESA program services. The organizations, many of which are in low-income and disadvantaged communities.

In November 2020, SCE's had 752 individuals that are working in support SCE's ESA Program, and 5 new individuals were added to our roles.

As of November 30, 2020, SCE had 184 active Program Representatives supporting Virtual (non-face-to-face) Enrollment and Assessment activities.

1.5. Miscellaneous

1.5.1. Tribal Penetration and Outreach Efforts

The ESA Program did not conduct its on-going outreach efforts to offer the ESA program to the tribal Communities in the month of November. Early discussions of conducting virtual assessments are now commencing for the Benton & Bishop Paiute and the Bridgeport Indian colony in INYO/MONO County.

Below is a current list of the thirteen (13) tribes identified in SCE's service territory and the current status of our efforts:

Tribal Nations in SCE's Territory: Outreach Status	Treated	Ineligible	No longer served by SCE	In progress
Timbisha Shoshone	X			
Chemehuevi	X			
San Manual Band of Mission Indians		X		
Agua Caliente Band of Cahuilla Indians		X		
Twenty-Nine Palms Band of Mission Indians		X		
Pechanga			X	
Benton Paiute				X
Bishop Paiute				X
Bridgeport Indian Colony				X
CRIT				X
Morongo				X
Soboba				X
Tule River				X

1.5.2. Multifamily Common Area Measures (CAM)

SCE continued looking for opportunities in November 2020, working to ensure that work resumption was performed in phases to ensure that safety and COVID-19 prevention is adhered to. The chart below details CAM efforts for all activity that began in 2019 and is year-to-date:

Sign Date from 1/1/2019 to 11/30/2020

Deed Restricted - In Progress				
Whole Building		Common Area Only	In-Unit Only	
# Projects In Progress	# of Authorized Units	# Projects In Progress	# Projects In Progress	# of Authorized Units
23	1635	1	5	496

Deed Restricted - Completed						
Whole Building			Common Area Only	In-Unit Only		
# Projects Complete	# of Authorized Units	# of Units Served	# Projects Complete	# Projects Complete	# of Authorized Units	# of Units Served
10	942	312	5	8	582	256

Market Rate - In Progress				
Whole Building		Common Area Only	In-Unit Only	
# Projects In Progress	# of Authorized Units	# Projects In Progress	# Projects In Progress	# of Authorized Units
0	0	0	19	794

Market Rate - Completed						
Whole Building			Common Area Only	In-Unit Only		
# Projects Complete	# of Authorized Units	# of Units Served	# Projects Complete	# Projects Complete	# of Authorized Units	# of Units Served
0	0	0	0	12	389	73

At present we have several projects in our pipeline. We are continuing to work with existing service providers to inform potential customers about CAM program through US mail in additional to current method of phone and email contacts. This will ensure that the information on the program can get to more customers. SCE is continuing the process of adding and onboarding two additional CAM Service Providers as we continue to expand our CAM activities.

1.5.3. Programmable Communication Thermostat Pilot

D.17-12-009, Ordering Paragraph (OP) 147 directed the electric IOUs to implement a pilot with the goal of exploring and evaluating whether using Programmable Communicating Thermostat (PCT) paired with a mobile phone application will affect the behavior of low income, high-energy-usage customers in hot climate zones while on a Time Of Use (TOU) rate. In compliance with this directive, on March 1, 2018, SCE filed a Tier 2 Advice Letter (3753-E) proposing an implementation plan and supporting budget. On March 27, 2018, The Energy Division (ED) suspended the Advice Letter. On April 14, 2018, at the direction of the ED, SCE filed a supplement to the Advice Letter to clarify SCE's proposed budget. The ED also directed the electric IOUs to jointly hire one consultant to evaluate the pilot. The IOUs requested an extension of time to implement the pilot, which was approved, changing a June 2018 launch date to November 2018. In October, the electric IOUs filed a request to extend the start of the Pilot from November 30, 2018 to January 1, 2019 which was approved by the ED on November 1, 2018.

In July 2018, on behalf of the electric IOUs, Pacific Gas & Electric (PG&E) released a Request For Proposal (RFP) for the statewide evaluator who was successfully retained on November 2, 2018. SCE continued implementing the pilot plan and by the end of 2018 completed all planned activities on time including identifying 172 initial customers who agreed to participate in the pilot as part of either a Treatment or Control group. All participants were switched to TOU on their meter read dates in January 2019.

In Q3, the PCT vendor, Ecobee, notified the IOUs that the smart thermostats installed as part of the PCT pilot were not operating with the Peak Relief functionality designed to help customers optimize TOU rates. While issues were identified during the installation of the thermostats, resolutions appeared to be identified and SCE believed the thermostats were operating with Peak Relief, as intended. However, in mid-July, Ecobee determined that there were additional issues and Ecobee pushed request to customers to update thermostat firmware to Eco+. The notification occurred through the thermostats and through email notifications. Additional notifications were sent in August to customers who had not upgraded their devices with the new firmware. As of August 2019, 35 of the 39 thermostats installed for SCE Pilot participants had been updated with the Eco+ firmware, and 33 of those customers also approved the automated TOU rate functionality.

SCE and the IOUs worked with the pilot evaluator to make changes to revise the surveys and the research plan to adjust for this unexpected event. The second survey was sent to pilot participants in Q3 2019 to gauge their experiences after all had received bills corresponding to the hottest periods, and thus greatest cooling load and potentially highest bills of the year. Second survey response counts for SCE are 15 respondents from the treatment group and 19 from the control group, after accounting for customers who had moved or otherwise dropped from the pilot.

In February 2020, the IOUs and consultants developed the third and final questions for participant survey. The final survey counts for SCE are 13 from the treatment group and 23 from the control group.

In March 2020, the evaluation consultant and IOUs developed a deck summarizing the pilot findings and hosted a webinar on March 17, 2020 to present results to the Energy Division and IOU staff. The final report the "Evaluation of the California Statewide Smart Thermostat Time of Use Pilot" by Evergreen Economics, dated March 31, 2020, is available on CALMAC.org.

In June 2020, PG&E completed a Co-Funding Agreement and representatives from all three electric IOUs signed Agreement for Pilot costs incurred by the joint evaluation consultant under contract to PG&E.

1.5.4 HVAC Replacement Process Improvements

An SCE ESA vendor reported that one of its subcontractors falsified some HVAC building permits and that some permits were not properly closed or had expired. SCE also determined that some Title 24 inspections were performed by the vendor after invoice payments were made. SCE required the vendor to submit a corrective action plan and is closely monitoring their activities to ensure that any permitting issues are cured, at no additional cost to ratepayers.

On September 24, 2020, SCE briefed the Energy Division about the issue, and SCE has implemented various process improvements for recording and validating documentation for HVAC replacements. Impacted customers were also notified on September 3, 2020. In the next few months, SCE will be updating EMAPS to better track permits and Title 24 records. SCE and contractor trainings were conducted in October to guide stakeholders through the various process changes. SCE will provide further updates in its ESA Annual Report for 2020.

2. California Alternate Rates for Energy Program Executive Summary

The CARE program is a low-income energy rate program that provides a monthly discount to qualifying households in SCE's service territory. To qualify for CARE household income must be at or below the 200% Federal Poverty Guidelines. Through CARE customers can save 30-35% a month on their electric bill. Income qualified customers include residential single-family households and customers in sub-metered residential facilities, nonprofit group living facilities, agricultural employee housing facilities, and migrant housing farm workers.

2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs

CARE Budget Categories	Authorized Budget	Expenses Year-to-Date	% of 2020 Budget Spent
Outreach	$2,684,843	$2,688,593	100%
Processing / Certification Re-certification	$800,000	$492,989	62%
Post Enrollment Verification (PEV)	$600,000	$625,431	104%
IT Programming	$600,000	$11,057	2%
Cooling Centers	$45,899	$18,951	41%
Pilot (CHANGES)	$525,000	$384,726	73%
Studies	-	-	0%
Regulatory Compliance	$457,661	$424,330	93%
General Administration	$725,665	$1,039,753	143%
CPUC Energy Division Staff	$140,000	$160,111	114%
Total Expenses	**$6,579,068**	**$5,845,942**	**89%**
Subsidies and Benefits	**$492,093,638**	**$467,792,379**	**95%**
Total Program Costs & Discounts	**$498,672,706**	**$473,638,321**	**95%**

2.1.2. Please provide the CARE program penetration rate to date.

CARE Penetration		
Participants	Estimated Eligible Participants	Year-to-Date Penetration Rate
1,494,909	1,332,580	112.2%

Athens Mid-cycle Eligibility Review

In light of the anticipated effects of the COVID pandemic on the eligible low income population, the IOUs worked with Athens Research to develop an interim estimate of COVID-period CARE eligibility impacts. The analysis showed CARE eligibility estimated to increase by around 13% statewide when no Federal assistance was factored in, and around 8.5% with Federal assistance included.

This estimate is not meant to officially update the eligibility estimate for program year 2020, but rather to provide insight into the developing trends in unemployment and subsequently, CARE eligibility. As the conditions surrounding the pandemic remain volatile and uncertain, formal estimation changes did not seem feasible. The IOUs are

currently working with Athens Research to develop the eligibility estimates for 2021 which will be filed by February 12, 2021.

2.2. Outreach

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

The CARE and Family Electric Rate Assistance (FERA) outreach efforts and communications to SCE's in-language and underpenetrated areas continue to be a priority. SCE's CARE/FERA programs partner with internal departments such as Local Public Affairs (LPA), Consumer Affairs, Marketing, Corporate Communications, Strategic Engagement, and Business Solutions. SCE also conducts external outreach efforts with various chambers, foundations, faith-based and community-based organizations in different activities that target SCE's hard-to-reach customer base.

As California continues to experience the economic challenges of COVID-19, SCE continues exploring new ways to reach out to our customers whose employment status may have been affected by COVID-19. Since the commencement of the stay-at-home orders in mid-March, SCE undertook many efforts to increase targeted outreach and leverage its existing protocols to inform and enroll eligible customers into applicable programs.

SCE continues to provide all customers who contact SCE's Customer Contact Center (CCC) to request payment arrangements the opportunity to sign up for CARE/FERA immediately.

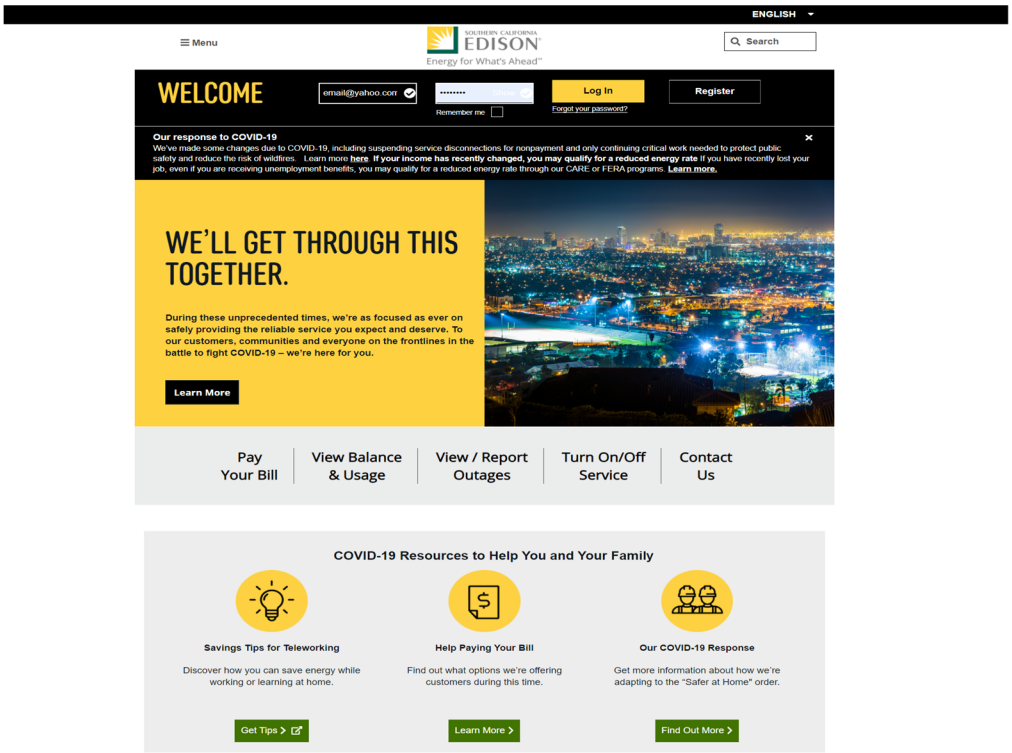
Internal Outreach

SCE's CCC continues using various enrollment methods to directly enroll customers in the CARE Program during incoming calls to the center. CARE is offered on all new customer turn-on requests and/or when a customer expresses a need for help with their bill or has expressed financial hardship. CARE representatives will first offer to take the enrollment over the phone or if requested by the customer, be directly transferred to the Information Voice Response (IVR) system. The IVR allows customers who prefer a self-service option to enroll via sce.com. Additionally, if requested, the Customer Service Representative may alternately send a paper Rate Discount Application to the customer. These enrollment options provide customers with choices and maximizes their opportunity to enroll in CARE program. During the month of November, SCE enrolled 3,289 eligible customers through CCC outreach efforts.

SCE.com Website

During the start of the stay-at-home orders, SCE revised its website (www.sce.com) and social media posts to provide specific COVID-19 messaging and continues to direct customers to these pages.

- This messaging provides customers with information to help with financial challenges due to COVID-19. Specifically, the information includes details on CARE/FERA programs and EAF and allows customers to enroll in the CARE/FERA programs directly online.
- SCE has updated information on SCE's disaster support page (sce.com) for information on all customer protections including making payment arrangements and other assistance SCE provides for income-qualified customers.



Due to impacts related to the COVID-19 pandemic, customers may need additional resources and assistance beyond SCE/IOU programs. SCE updated www.sce.com/billhelp to include additional non-SCE assistance programs. The update includes program descriptions and direct links to the organizations' website for more information and/or enrollment.

Assistance Programs include but are not limited to the Low Income Home Energy Assistance Program (LIHEAP); California LifeLine; County 2-1-1 information, and low-cost broadband internet (www.everyoneon.org) as well as low-cost solar options through GRID Alternatives.

sce.com/residential/assistance?from=/billhelp

Additional Assistance Programs Available to You

These community, county, and government plans are here to assist you and your family.

Less

Low Income Home Energy Assistance Program (LIHEAP)

LIHEAP is a federally funded program aimed to assist low-income households that pay a high portion of their income to meet their energy needs. LIHEAP is funded by the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Community Services. For more information visit **Paying My Energy Bills**

California LifeLine

A state program providing discounted home or cellular phone services to eligible households. For more information, or to see if you qualify, visit **California LifeLine Program.**

Low-cost internet and computers may be available in your area.

For more information and to find available programs, visit **everyoneon.org.**

Social Security Administration

Social Security Administration programs are a great resource for qualifying customers, helping with retirement planning, Medicare prescriptions, and financial assistance. Visit **social security.gov** for more information.

Direct Mailers

In November, SCE sent approximately 123,000 direct mailers to non-CARE customers who may be eligible to enroll in the rate-discount program The letters targeted customers who, based on advanced customer data analytics of existing CARE participants, may be of higher likelihood to enroll in CARE. Each targeted packet includes a letter showing the CARE income qualifications to enroll, a self-addressed, postage-paid return envelope, as well as a Rate Discount Application that has been pre-filled with the customer's information to make applying easier.

Emails

During the month of November, 208,000 email communications were deployed to non-CARE customers with a higher likelihood of eligibility to qualify for the rate discount The email featured CARE program information and directs interested customers to the CARE page on sce.com.

Given the ongoing COVID-19 pandemic, SCE revised the email communication to 1) inform customers about SCE's moratorium on service disconnections and offered other assistance program information via sce.com/billhelp, and 2) encourages customer to learn more about phone discount programs available to them.

The email campaign's creative is shown below.

SOUTHERN CALIFORNIA EDISON®
Energy for What's Ahead™

LOWER YOUR ENERGY BILL BY ABOUT 30%.

Learn More

Dear %%=Propercase(Iif(Empty(FNAME),'Valued Customer',FNAME))=%%,

During this challenging time, we understand that everyday expenses can have an impact on your household. You could get about 30% off your energy bill with the California Alternate Rates for Energy (CARE) program, or you may qualify for the Family Electric Rate Assistance (FERA) program.

If your household meets the current income requirements, or if someone in your household participates in any of the listed **public assistance programs**, you are qualified and can apply now.

CARE and FERA are just some of the many ways we are dedicated to providing affordable and reliable electricity for your home.

It's easy to **find out if you qualify** and apply online today.

Learn More

Best regards,

Marc Ulrich
Vice President, Customer Service Operations
Southern California Edison

Please know we will not disconnect your power now because you're having trouble making payments due to hardships caused by COVID-19. **We're temporarily suspending service disconnections for nonpayment and waiving late fees by request**. If you are having trouble paying your bill, we encourage you to contact our SCE Customer Contact Center to talk about a payment extension or arrangement. For more information, visit **sce.com/billhelp**.

Phone Discount Program

In addition, California LifeLine is a state program providing discounted home or cellular phone services to eligible households. They've partnered with Boost Mobile to give CARE program participants a monthly $15 discount towards prepaid cell phone plans. For more information, or to see if you qualify, visit **https://www.californialifeline.com/en** or visit **https://www.boostmobile.com/plans/ cpuc-boost-mobile**.

DO MORE AT SCE.COM

Pay Your Bill	View/Report Outages	Start/Stop Service
Stay Safe	Go Paperless	Outage Alerts

Privacy Notice | Contact Us

Programs are funded by California utility customers and administered by Southern California Edison under the auspices of the California Public Utilities Commission. This program will continue until funding is exhausted or the program is terminated, whichever comes first. Program is subject to change without notice. Terms and conditions apply.

Please do not reply to this email; this is not a monitored email address.

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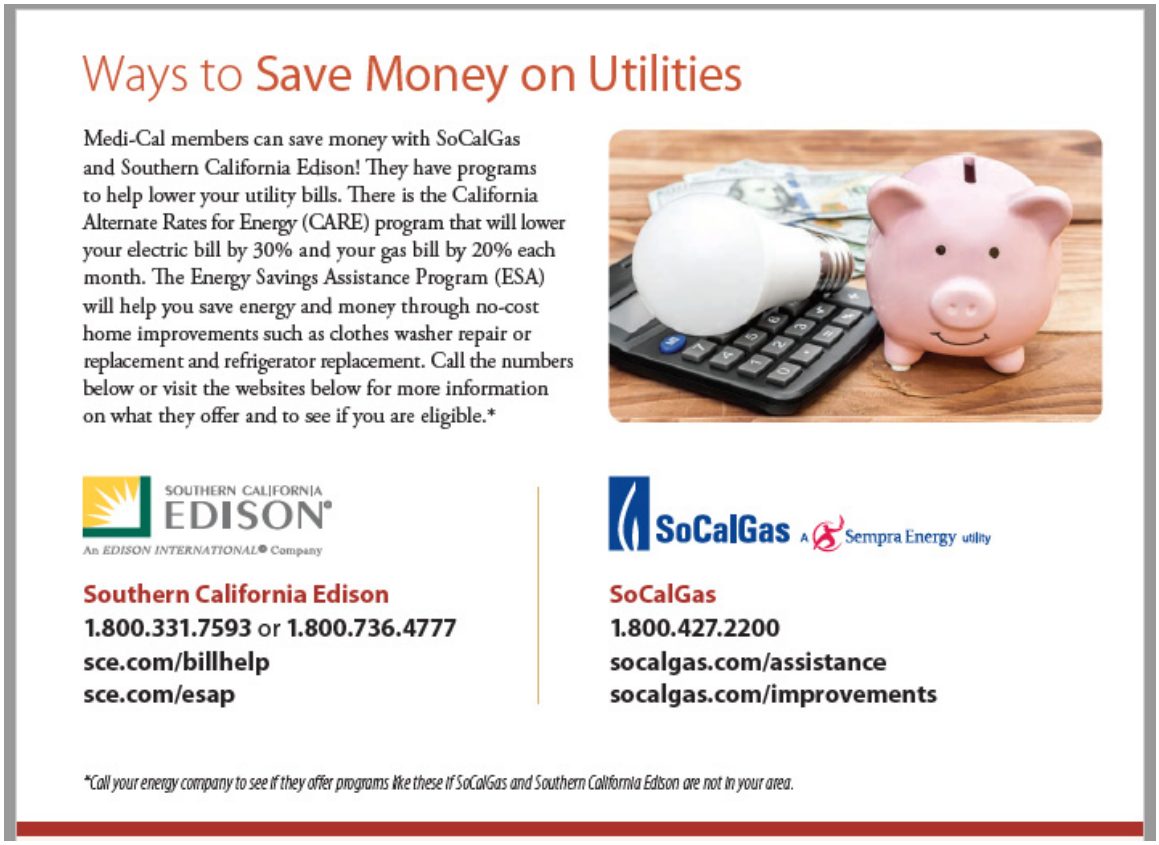
Innovative Strategies

SCE has begun discussions with findhelp.org, an aggregate Web site offering assistance to customers based on their ZIP code input. SCE's income-qualified programs are featured on their site including links to SCE programs for customers to learn about and enroll in CARE, FERA, ESA and EAF.

SCE continues to partner with LA Care, one of the largest Medi-Cal provider in Los Angeles County to cross-promote the CARE and ESA programs, which Medi-Cal participants are automatically eligible to participate.
SCE, along with So Cal Gas, had planned to participate in LA Care's eight (8) Community Resource Center activities – including meet and greet sessions. However due to the extended COVID-19 pandemic restrictions, the Utilities will schedule these events as appropriate in 2021.

Recently, SCE and SoCalGas were featured in LA Care's Fall 2020 issue of their Be Well newsletter provided to their Members.


Ways to Save Money on Utilities

Medi-Cal members can save money with SoCalGas and Southern California Edison! They have programs to help lower your utility bills. There is the California Alternate Rates for Energy (CARE) program that will lower your electric bill by 30% and your gas bill by 20% each month. The Energy Savings Assistance Program (ESA) will help you save energy and money through no-cost home improvements such as clothes washer repair or replacement and refrigerator replacement. Call the numbers below or visit the websites below for more information on what they offer and to see if you are eligible.*

SOUTHERN CALIFORNIA EDISON
An EDISON INTERNATIONAL® Company

Southern California Edison
1.800.331.7593 or 1.800.736.4777
sce.com/billhelp
sce.com/esap

SoCalGas A Sempra Energy utility

SoCalGas
1.800.427.2200
socalgas.com/assistance
socalgas.com/improvements

*Call your energy company to see if they offer programs like these if SoCalGas and Southern California Edison are not in your area.

Leveraging Current Partnerships

SCE continues to leverage its network of community-based organizations (CBOs) and faith-based organizations to promote the CARE/FERA Programs. SCE recently engaged its network of Agencies via webinars to promote the increase of customer outreach by way of email and telephone. This outreach includes educating customers on the number of ways to enroll in the CARE/FERA program, including utilizing SCE's website and the

CCC whereby customers can instantly enroll in the programs and receive CARE/FERA discounts within the current bill cycle. SCE has also partnered with establishments such as food banks that will provide program information including SCE's CARE/FERA application to impacted individuals as part of their services. Last quarter, a webinar was held with a CBO that services seniors within the Asian Pacific Islanders (API) community. The webinar was held in Mandarin and provided an overview of the CARE/FERA programs as well as the in-language support that is available through the enrollment process.

Capitation Fee Program

The CARE/FERA Capitation Fee Program team is continuing its efforts to engage existing Capitation agencies while strategically registering additional contractors to overcome enrollment barriers, including language, culture, and special needs, to enroll the hardest-to-reach customers. Because of these efforts, the Capitation Fee Program continues to show enrollments from agencies previously inactive.

Through its partnership with entities such as Untied Way, SCE is increasing its outreach and promotion of SCE's direct assistance program, Energy Assistance Fund (EAF), to customers experiencing extreme financial hardship due to COVID-19. SCE has implemented Information Technology modifications to allow United Way staff the ability to remotely take in EAF grant requests from impacted customers. To reach a broader population of impacted customers, SCE is also connecting agencies such as the High Sierra Energy Foundation with United Way Los Angeles to help promote CARE/FERA programs and intake customer EAF grant requests throughout the Eastern Sierra Communities. The Energy Assistance Fund (EAF) grant provides up to an additional $100 in bill payment assistance to all income-eligible customers in SCE's service territory impacted by COVID-19.

SCE currently has 63 CARE Capitation Agencies who help income qualified customer gain assistance through the CARE and FERA programs. In November, capitation contractors and outbound calling efforts successfully enrolled 41 new customers in the CARE Program. Current and ongoing campaign strategies and efforts include:

- Leveraging events sponsored by communities and cultural celebrations to reach populations that may be eligible to enroll in the CARE Program.
- Partnering with SCE personnel to leverage existing SCE relationships with FBOs, CBOs, and local governments.
- Utilizing existing channels to develop creative approaches for agencies to conduct CARE/FERA outreach, including community-based outreach events and fairs.

2.2.2. Describe the efforts taken to reach and coordinate the CARE program with other related low-income programs to reach eligible customers.

SCE enrolls new CARE customers through the Energy Assistance Fund (EAF) program which is an income-qualified program to help residential households pay their electric bills. In November, 108 customers who received EAF grants were enrolled in CARE. EAF is funded through voluntary donations from SCE employees, shareholders and customers. EAF partners with the United Way of Greater Los Angeles and 80 community-based organizations to process EAF assistance request and donations.

SCE coordinates CARE enrollment with other income-qualified programs, such as ESA, LIHEAP, and other low income-qualified programs offered through SoCalGas and certain water utilities. ESA participants are automatically enrolled in CARE each month, and LIHEAP participants are automatically enrolled in CARE quarterly. As described in this report, the CARE Program continuously makes efforts to integrate messaging with the ESA Program at outreach events, communications, and marketing campaigns to inform attendees about the ESA and CARE program available to qualifying customers.

2.3. Recertification Complaints

SCE did not receive recertification complaints in the month of November.

2.4 Miscellaneous

CPUC Resolution M-4835 and D.19-07-015[2] established a permanent set of emergency disaster customer protection measures that the utilities are mandated to implement in the event of a declared emergency. In response to the mandated customer protections, SCE has implemented a CARE post-enrollment verification (PEV) freeze to low income customers impacted by the California emergencies/events for a period of one year commencing from the date the Governor of California issued an emergency proclamation due to a disaster.

Per Resolution M-3835 and D.19-07-015 below is a list of affected counties currently under emergency protections.

Date of Proclamation	Disaster Name	Affected County
7/4/2019	Ridgecrest Earthquake	Kern
10/11/2019	Saddleridge, Eagle, Sandalwood, Reche, and Wolf Fires	Los Angeles and Riverside
10/25/2019	Tick Fire	Los Angeles
10/27/2019	Easy, 46, Hill and Maria Fires	All California

[2] Decision Adopting an Emergency Disaster Relief Program for Electric, Natural Gas, Water and Sewer Utility Customers

03/04/2020	COVID-19 Pandemic	All California
08/16/2020	River, Jones, Gamble, Hennessy, and LNU Lightning Complex Fires	All California

Appendix A: Energy Savings Assistance Program and CARE Tables

Program	Table	Title
ESA – Intensified Efforts in Response to the Aliso Canyon Natural Gas Leak Emergency	Table 1	Intensified ESA Activity in the Impacted Area Pursuant to D.16-04-040
ESA	Table 1	ESA Program Expenses
ESA	Table 1A	Expenses Funded From 2009-2016 Unspent ESA Program Funds
ESA	Table 2, 2A & 2B	Expenses and Energy Savings by Measures Installed
ESA	Table 3	Average Bill Savings per Treated Home
ESA	Table 4A	Homes Treated
ESA	Table 4B	Homes Unwilling/Unable to Participate
ESA	Table 5	Customer Summary
ESA	Table 6	Expenditures for Pilots and Studies
ESA	Table 7	Measures (Refrigerators and In Home Energy Education)
CARE	Table 1	CARE Program Expenses
CARE	Table 2	CARE Enrollment, Recertification, Attrition, and Penetration
CARE	Table 3A&B	CARE Post-Enrollment Verification Results
CARE	Table 4	CARE Self-Certification and Re-Certification Applications
CARE	Table 5	Enrollment by County
CARE	Table 6	Recertification Results
CARE	Table 7	Capitation Contractors
CARE	Table 8	Participants as of Month End
CARE	Table 9	CHANGES Expenditures
CARE	Table 10	CHANGES One-On-One Assistance
CARE	Table 11	CHANGES Group Assistance Sessions

Table 1: Intensified ESA Activity in the Impacted Area Pursuant to D.16-04-040

Reporting Month/Year – November 2020			
1. Total Homes Eligible:			**1,322,388**
2. Total Homes Visited in Aliso Canyon Territory:			**341,814**
2a. "Go-Back" Homes:			**220,980**
2b. First Touch Homes:			**120,834**
3. Percent of treated homes prioritized due to "High Usage":			**1.47%**
4. Percent of treated "Multi-Family" units prioritized:			**38.12%**
5. Percent of homes jointly treated by SCE and SoCalGas:			**49.81%**
6. Average Per Home Savings for Homes Treated as a result of suspended program rules:			**324.77kWh / 0.045 kW**
7. Number of homes in the pipeline:			**1,457**
8. Installed Measures by SoCalGas		9. **Installed Measures by SCE**	
HE Clothes Washers:	**N/A**	CFLs:	**417,066**
Water Heater Blankets:	**N/A**	Fluorescent Torchiere Lamps:	**10,336**
Low Flow Showerheads	**N/A**	LED A-Lamps:	**755,136**
Water Heater Pipe Insulation:	**N/A**	LED Torchiere and LED Reflector Lamps:	**86,276**
Faucet Aerator:	**N/A**	Tier 1 and Tier 2 Smart Power Strips:	**323,734**
Thermostatic Shower Valve:	**N/A**	Energy Education	**278,281**
Air Sealing/Envelope:	**N/A**	Refrigerator Replacement:	**26,064**
Attic Insulation:	**N/A**	Room A/C Replacement:	**762**
Duct Testing & Sealing:	**N/A**	Evaporative Cooler Installation:	**16,136**
Furnace Clean & Tune:	**N/A**	Pool Pump Replacement:	**3,276**
		Central A/C & Heat Pump Replacement:	**675**
Therms Saved:	**N/A**	kWh Saved:	**111,009,369**
		kW Saved:	**15,329**
Total Expenses:	**N/A**	Total Expenses:	**$196,576,860**

10. **SCE and SoCalGas are to prioritize near-term electric and natural gas savings respectively.**

    a. **Which measures have been identified as providing the highest near-term savings, and how are they being prioritized?**

    SCE has identified refrigerator replacements and pool pump replacements as "Go Back" targets due to their large near term, and enduring long term, energy savings. SCE analyzed data from assessed homes that did not previously qualify for replacement of

these measures to identify homes most likely to qualify for replacement of these two high impact and cost-effective measures.

11. **SCE and SoCalGas should target a minimum average energy savings increase of 10 percent in the affected region as compared to pre-emergency savings for the duration of the emergency time period.**

    a. **Please provide your methodology for establishing pre-emergency baselines and comparing average energy savings achieved in the affected regions indicate and whether any automated measurement and verification tools are being utilized or considered.**

    A pre-emergency baseline was established from the 2015 program year. The 2015 total kWh and kW savings in the affected region was divided by 12 to obtain an average monthly savings number of 704,000 kWh and 97kW. From this baseline, the monthly savings goal in the Aliso Canyon area will be approximately 774,000 kWh and 107 kW. The estimated monthly targets are based on previous metered consumption analysis of an average treated home.

    SCE may validate the achieved savings using a bill comparison methodology as is consistently used for the ESA program for all IOUs. The pre- and post-treatment comparison of AMI consumption data for treated homes is based on the standard metered data-based measurement and verification protocols for measuring savings for ESA treated homes. The validation of achieved savings may use a combination of automated metered consumption and/or planned impact evaluation depending on the timing of data needs. The needed lag in metered consumption data analysis necessitates use of existing estimates for the required monthly reporting of program accomplishments.

    b. **Please also discuss your progress in achieving the 10 percent savings increase.** Since April 28, 2016, 76,881,005 kWh and 10,310 kW have been saved in the Aliso Canyon area, for an average of 20,078,872 kWh and 273 kW per month, which continues to exceed the 10 percent savings.

12. **SCE's and SoCalGas' suspension of the "3MM" and "Go-Back" rules should help capture significant savings of at least 4 and 3 percent respectively on average.**

    a. **Please provide your methodology for calculating average kWh saved for homes made eligible through the aforementioned rule-suspensions and indicate whether any automated measurement and verification tools are being utilized or considered.**

    SCE has determined 501 kWh per month baseline kWh usage of homes in the impacted area by averaging a sample of homes on CARE in Los Angeles, Orange, Riverside, San Bernardino, and Ventura counties, an area which approximates the impacted area. SCE will strive to attain 4% savings over this baseline, while still providing *all* eligible and feasible measures to qualified homes in the identified impacted area.

See response to #11a above regarding automated measurement and verification tools.

13. **SCE and SoCalGas should provide the treatment of the most energy-intensive single- and multi-family properties and target high energy using households first.**

    a. **Please explain your strategy and progress identifying and targeting multi-family and high-usage homes.**

    SCE continues to leverage information determined via the CARE High Usage Verification process to identify and target energy intensive single-family, multi-family and mobile home households in the impacted area. Letters are sent to customers with the name and contact phone number for their local-area ESA program contractor, allowing interested customers to receive program information and a more direct ESA enrollment. Approximately 2% of the homes treated in Aliso Canyon area are CARE high usage customers.

14. **SCE and SoCalGas are to leverage program offerings outside of the ESA Program portfolio that could also achieve energy savings (such as demand response or deployment of solar thermal water heaters).**

    a. **Please discuss your strategy for encouraging customer participation in other demand response programs.**

    The CSI Thermal program had low participation rates and no longer has funding. SCE has ceased marketing the program.

    In addition, SCE's contractor's Program Representatives continue to review the ESA Program Customer Energy Education and Resource Guide with each program enrollee at time of in-home enrollment. This Energy Education focuses on no-cost actions these low income customers can take to save energy and reduce their bills. Included in this education is instruction on how to sign up for My Account, which provides them with additional time and money savings tools and opportunities to participate in residential energy efficiency rebate programs.

Energy Savings Assistance Program Table 1 - Expenses
Southern California Edison
Through November 2020

	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
ESA Program:	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
Energy Efficiency												
Appliances	$ 22,713,446		$ 22,713,446	$ 643,041		$ 643,041	$ 7,736,164		$ 7,736,164	34%		34%
Customer Enrollment	$ 4,713,762		$ 4,713,762	$ 598,766		$ 598,766	$ 5,058,774		$ 5,058,774	107%		107%
Domestic Hot Water	$ 32,633		$ 32,633	$ 586		$ 586	$ 10,051		$ 10,051	31%		31%
Enclosure	$ 228,441		$ 228,441	$ 2,616		$ 2,616	$ 52,052		$ 52,052	23%		23%
HVAC	$ 26,134,620		$ 26,134,620	$ 1,243,407		$ 1,243,407	$ 13,674,194		$ 13,674,194	52%		52%
In Home Education	$ 1,530,461		$ 1,530,461	$ 178,525		$ 178,525	$ 1,428,440		$ 1,428,440	93%		93%
Lighting	$ 531,768		$ 531,768	$ 380,618		$ 380,618	$ 3,631,224		$ 3,631,224	683%		683%
Miscellaneous	$ 1,755,172		$ 1,755,172	$ 95,810		$ 95,810	$ 1,330,237		$ 1,330,237	76%		76%
Maintenance	$ 105,346		$ 105,346	$ -		$ -	$ -		$ -	0%		0%
Pilot	$ -		$ -	$ -		$ -	$ -		$ -	0%		0%
Multi-Family Common Area Measures	$ -		$ -	$ -		$ -	$ -		$ -	0%		0%
Energy Efficiency TOTAL	**$ 57,745,649**		**$ 57,745,649**	**$ 3,143,367**		**$ 3,143,367**	**$ 32,921,136**		**$ 32,921,136**	**57%**		**57%**
Training Center	$ 563,710		$ 563,710	$ (12,313)		$ (12,313)	$ 85,256		$ 85,256	15%		15%
Inspections	$ 1,204,880		$ 1,204,880	$ 77,996		$ 77,996	$ 808,238		$ 808,238	67%		67%
Marketing and Outreach	$ 950,000		$ 950,000	$ (2,448)		$ (2,448)	$ 707,458		$ 707,458	74%		74%
Statewide Marketing Education and Outreach	$ -		$ -	$ -		$ -	$ -		$ -	0%		0%
Studies	$ 91,250		$ 91,250	$ -		$ -	$ 31,600		$ 31,600	35%		35%
Regulatory Compliance	$ 492,663		$ 492,663	$ 22,784		$ 22,784	$ 493,279		$ 493,279	100%		100%
General Administration	$ 3,958,948		$ 3,958,948	$ 249,821		$ 249,821	$ 3,014,670		$ 3,014,670	76%		76%
CPUC Energy Division	$ 60,000		$ 60,000	$ -		$ -	$ 68,619		$ 68,619	114%		114%
TOTAL PROGRAM COSTS	**$ 65,067,100**		**$ 65,067,100**	**$ 3,479,208**		**$ 3,479,208**	**$ 38,130,255**		**$ 38,130,255**	**59%**		**59%**
Funded Outside of ESA Program Budget												
Indirect Costs				$ 63,955		$ 63,955	$ 710,798		$ 710,798			
NGAT Costs												

[1] Reflects the authorized 2019 budget approved in SCE's Mid-Cycle Update AL 3824-E on January 4, 2019.
[2] Financial data for Energy Efficiency total monthly and year-to-date expenses are obtainted from EMAPS; financial data for Training Center, Inspections, Marketing & Outreach, Measurement & Evaluation Studies, Regulatory Compliance, General Administration, and CPUC Energy Division monthly and year-to-date expenses are obtained from SAP. Expenses for categories authorized to utilize unspent funds are not included in the table, refer to ESA Table 1A.

[X] Please indicate whether authorized budget includes shifted funds from previous years and/or prior program cycles. (Yes or No) If yes, please specify amount, date fund-shifting activity occurred, date of fund-shifting request and related approval is applicable.

[3] Financial data for Marketing and Outreach includes a credit received as accounting adjustments in May.

[4] Data adjustment was made due to logic change which affected Janurary 2020, but was reversed for Feburary 2020 to have consistency for all filings which accounts for quantity and expense differences.
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"
Southern California Edison
Through November 2020

	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
ESA Program [1]:	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
Energy Efficiency												
Multi-Family Common Area Measures	$ 4,500,000		$ 4,500,000	$ -		$ -	$ 241,501		$ 241,501	5%		5%
Leveraging - CSD [2]	$ 1,000,000		$ 1,000,000			$ -			$ -	0%		0%
Climate Zone 13 Central AC and AC related measures	$ 7,006,783		$ 7,006,783	$ 619,840		$ 619,840	$ 7,290,782		$ 7,290,782	104%		104%
Additional Authorized Funds for Treated customers [3]	$ 1,790,584		$ 1,790,584			$ -			$ -	0%		0%
Additional Regulatory Compliance Cost			$ -									
HE Clothes Washer	$ 3,485,509		$ 3,485,509			$ -			$ -	0%		0%
Powerstrip Tier II	$ 2,400,527		$ 2,400,527	$ 411,937		$ 411,937	$ 3,474,828		$ 3,474,828	145%		145%
TOTAL PROGRAM BUDGET/EXPENSES	**$ 20,183,403**		**$ 20,183,403**	**$ 1,031,777**		**$ 1,031,777**	**$ 11,007,111**		**$ 11,007,111**	**55%**		**55%**

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

[1] Reflects the authorized 2019 budget approved in SCE's Mid-Cycle Update AL 3824-E on January 4, 2019.

[2] Financial data for monthly and year-to-date expenses for Additional Regulatory Compliance Costs category are obtained from SAP; financial data for monthly and year-to-date expenses for remaining categories are obtainted from EMAPS.

[3] Reflects the additional authorized budget approved in SCE's Mid-Cycle Update AL 3824-E on January 4, 2019 for 6,840 more First Time Treatments.

Energy Savings Assistance Program Table 2
Southern California Edison
Through November 2020

	ESA Program (Summary)Total							ESA Program (First Touch Homes Treated)							ESA Program (Re-Treated Homes/Go Backs)							ESA Program (Aliso Canyon - SCG & SCE) [6]						
		Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation					
Measures	**Units**	**Quantity Installed**	**kWh [4] (Annual)**	**kW [4] (Annual)**	**Therms [4] (Annual)**	**Expenses ($) [7]**	**% of Expenditure**	**Units**	**Quantity Installed**	**kWh[4] (Annual)**	**kW[4] (Annual)**	**Therms[4] (Annual)**	**Expenses ($)**	**% of Expenditure**	**Units**	**Quantity Installed**	**kWh[4] (Annual)**	**kW[4] (Annual)**	**Therms[4] (Annual)**	**Expenses ($)**	**% of Expenditure**	**Units**	**Quantity Installed**	**kWh[4] (Annual)**	**kW[4] (Annual)**	**Therms[4] (Annual)**	**Expenses ($)**	**% of Expenditure**
Appliances		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)																						
High Efficiency Clothes Washer	Home	12	1,132	0		$ 11,337	0.0%	Home	10	943	0		$ 9,677	0.0%	Home	2	189	0		$ 1,660	0.0%	Home	10	943	0		$ 9,677	0.0%
Refrigerators	Home	7,242	4,244,574	509		$ 7,677,985	17.6%	Home	5,946	3,488,784	419		$ 6,294,054	18.2%	Home	1,296	755,790	91		$ 1,383,931	15.1%	Home	6,338	3,720,354	446		$ 6,722,150	22.9%
Freezers	Each	53	44,944	5		$ 46,842	0.1%	Each	39	33,072	4		$ 33,182	0.1%	Each	14	11,872	1		$ 13,660	0.1%	Each	23	19,504	2		$ 21,098	0.1%
Domestic Hot Water																												
Other Hot Water	Home	191	22,879	3		$ 8,635	0.0%	Home	179	22,561	3		$ 8,174	0.0%	Home	12	318	0		$ 461	0.0%	Home	148	21,130	3		$ 6,514	0.0%
Tank and Pipe Insulation	Home	3	141	0		$ 101	0.0%	Home	3	141	0		$ 101	0.0%	Home	0	0	0		$ -	0.0%	Home	2	94	0		$ 67	0.0%
Thermostatic Shower Valves Combined	Each	1	26	0		$ 112	0.0%	Each	1	26	0		$ 112	0.0%	Each	0	0	0		$ -	0.0%	Each	1	26	0		$ 112	0.0%
Water Heater Repair/Replacement	Each	0	0	0		0	0.0%	Each	0	0	0		$ -	0.0%	Each	0	0	0		$ -	0.0%	Each	0	0	0		$ -	0.0%
Thermostatic Shower Valve	Each	14	651	0		$ 1,204	0.0%	Each	14	651	0		$ 1,204	0.0%	Each	0	0	0		$ -	0.0%	Each	13	614	0		$ 1,118	0.0%
Enclosure																												
Air Sealing / Envelope [1]	Home	421	12,417	2		$ 48,893	0.1%	Home	388	11,290	1		$ 45,442	0.1%	Home	33	1,127	0		$ 3,451	0.0%	Home	382	8,595	1		$ 42,874	0.1%
Attic Insulation	Home	1	215	0		$ 3,159	0.0%	Home	1	215	0		$ 3,159	0.0%	Home	0	0	0		$ -	0.0%	Home	0	0	0		$ -	
HVAC																												
Smart Thermostat	Each	3,268	940,959	0		$ 1,055,628	2.4%	Each	2,402	688,136	0		$ 775,970	2.2%	Each	866	252,823	0		$ 279,658	3.1%	Each	2,124	567,179	0		$ 678,691	2.3%
FAU Standing Pilot Conversion	Each	0	0	0		0	0.0%	Each	0	0	0		$ -	0.0%	Each	0	0	0		$ -	0.0%	Each	0	0	0		$ -	0.0%
Furnace Repair/Replacement	Home	0	0	0		0	0.0%	Home	0	0	0		$ -	0.0%	Home	0	0	0		$ -	0.0%	Home	0	0	0		$ -	0.0%
Room A/C Replacement	Home	228	(37,696)	(6)		$ 245,447	0.6%	Home	169	(27,836)	(4)		$ 180,723	0.5%	Home	59	(9,860)	(1)		$ 64,724	0.7%	Home	142	(23,586)	(4)		$ 147,041	0.5%
Central A/C Replacement	Home	2,981	1,021,179	153		$ 14,215,846	32.5%	Home	2,260	779,678	117		$ 10,625,794	30.8%	Home	721	241,501	36		$ 3,590,052	39.3%	Home	1,044	385,603	58		$ 4,772,993	16.2%
Heat Pump Replacement	Home	145	180,670	81		$ 597,491	1.4%	Home	140	173,795	78		$ 570,874	1.7%	Home	5	6,875	3		$ 26,617	0.3%	Home	27	38,517	17		$ 124,363	0.4%
Evaporative Cooler (Replacement)	Each	0	0	0		0	0.0%	Each	0	0	0		$ -	0.0%	Each	0	0	0		$ -	0.0%	Each	0	0	0		$ -	0.0%
Evaporative Cooler (Installation)	Home	3,839	2,152,918	323		$ 4,066,721	9.3%	Home	3,244	1,819,123	273		$ 3,436,973	9.9%	Home	595	333,795	50		$ 629,748	6.9%	Home	2,951	1,654,858	248		$ 3,127,825	10.6%
Duct Testing and Sealing	Home	3,063	0	0		$ 657,130	1.5%	Home	2,354	0	0		$ 517,170	1.5%	Home	709	0	0		$ 139,960	1.5%	Home	1,047	0	0		$ 251,390	0.9%
Efficient Fan Control	Home	345	49,913	25		$ 126,714	0.3%	Home	258	37,224	19		$ 95,807	0.3%	Home	87	12,689	6		$ 30,906	0.3%	Home	230	35,641	17		$ 83,780	0.3%
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																												
Compact Fluorescent Lights (CFL)	Each	249	4,222	1		$ 1,761	0.0%	Each	156	2,646	0		$ 1,101	0.0%	Each	93	1,576	0		$ 661	0.0%	Each	249	4,222	1		$ 1,761	0.0%
Exterior Hard wired CFL fixture	Each	8	280	0		$ 720	0.0%	Each	8	280	0		$ 720	0.0%	Each	0	0	0		$ -	0.0%	Each	8	280	0		$ 720	0.0%
Exterior Hard wired LED fixture	Each	147	2,147	0		$ 14,388	0.0%	Each	96	1,402	0		$ 9,550	0.0%	Each	51	745	0		$ 4,838	0.1%	Each	72	1,052	0		$ 6,730	0.0%
LED A-lamp	Each	252,017	9,794,674	1,194		$ 2,281,819	5.2%	Each	198,646	7,714,647	940		$ 1,798,415	5.2%	Each	53,371	2,080,027	254		$ 483,404	5.3%	Each	233,846	9,055,205	1,099		$ 2,112,140	7.2%
LED Reflector Lamp	Each	4,114	89,206	11		$ 34,197	0.1%	Each	3,350	72,615	9		$ 27,834	0.1%	Each	764	16,591	2		$ 6,362	0.1%	Each	3,983	86,302	11		$ 33,142	0.1%
LED Torchiere Lamp	Each	20,202	1,449,307	175		$ 1,298,215	3.0%	Each	16,221	1,163,519	140		$ 1,042,234	3.0%	Each	3,981	285,788	34		$ 255,981	2.8%	Each	19,357	1,385,095	167		$ 1,243,760	4.2%
Torchiere	Each	2	171	0		$ 124	0.0%	Each	1	86	0		$ 62	0.0%	Each	1	86	0		$ 62	0.0%	Each	2	171	0		$ 124	0.0%
Miscellaneous																												
Pool Pumps	Home	917	917,917	285		$ 1,095,259	2.5%	Home	767	767,767	238		$ 917,990	2.7%	Home	150	150,150	47		$ 177,269	1.9%	Home	783	783,783	243		$ 926,438	3.1%
Smart Power Strips - Tier 1	Home	3,839	753	0		$ 234,979	0.5%	Home	3,056	474	0		$ 184,443	0.5%	Home	783	279	0		$ 50,535	0.6%	Home	3,119	729	0		$ 190,766	0.6%
Smart Power Strips - Tier 2	Each	54,394	7,591,778	1,547		$ 3,474,828	8.0%	Each	44,026	6,140,962	1,252		$ 2,811,999	8.1%	Each	10,370	1,450,816	295		$ 662,830	7.3%	Each	51,144	7,115,242	1,443		$ 3,267,019	11.1%
Pilots																												
Customer Enrollment																												
Outreach & Assessment	Home	69,381				$ 5,058,774	11.6%	Home	55,252				$ 4,014,070	11.6%	Home	14,129				$ 1,044,705	11.4%	Home	61,699				$ 4,372,857	14.9%
In-Home Education	Home	57,169				$ 1,428,440	3.3%	Home	45,582				$ 1,138,965	3.3%	Home	11,587				$ 289,475	3.2%	Home	50,879				$ 1,271,270	4.3%
Total Savings/Expenditures			**28,485,377**	**4,309**		**$ 43,686,747**				**22,892,201**	**3,490**		**$ 34,545,798**				**5,593,176**	**819**	**-**	**$ 9,140,949**				**24,861,554**	**3,754**	**-**	**$ 29,416,422.18**	
Total Households Weatherized [2]		465							465														416					

Households Treated	Total (K+S)		First Touches		**Re-treated Homes/Go-Backs**		**Aliso Canyon**	
- Single Family Households Treated	Home	33,650	Home	25,981	Home	7,669	Home	29,205
- Multi-family Households Treated	Home	17,139	Home	14,844	Home	2,295	Home	16,747
- Mobile Homes Treated	Home	3,828	Home	2,831	Home	997	Home	3,442
Total Number of Households Treated	Home	54,617	Home	43,656	Home	10,961	Home	49,394
# Eligible Households to be Treated for PY [3]	Home	113,612	Home	100,661	Home	12,951	Home	
% of Households Treated	%	48%	%	43%	%	85%	%	
- Master-Meter Households Treated	Home	14,517	Home	12,499	Home	2,018	Home	13,998

[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] Based on Resolution E-4885 approving SCE's Authorized CARE and ESA Programs Conforming AL 3585-E and Supplemental AL 3585-E-A filed in compliance with D.16-11-022.

[4] All savings are calculated based on Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013

[5] Costs exclude support costs that are included in Table 1; excludes costs for common area measures, refer to ESA Table 2B.
[6] Data for Aliso Canyon includes "First Touches and Re-Treatments".
[7] Expenses for fluorescent lighting reflect installations completed on or before December 31, 2017 and invoiced in 2018.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
[8] Data adjustment was made due to logic change which affected Janurary 2020, but was reversed for Feburary 2020 to have consistency for all filings which accounts for quantity and expense differences.

Energy Savings Assistance Program Table 2A
Southern California Edison
Through November 2020

		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							
Appliances		-	-	-	-	$ -	0.0%
High Efficiency Clothes Washer	Each	-	-	-	-	$ -	0.0%
Refrigerators	Each	-	-	-	-	$ -	0.0%
Microwaves [4]	Each						
Domestic Hot Water							
Other Hot Water	Home	-	-	-	-	$ -	0.0%
Tank and Pipe Insulation	Home	-	-	-	-	$ -	0.0%
Water Heater Repair/Replacement	Each						
Thermostatic Shower Valve	Each						
Combined Showerhead/TSV	Each						
Heat Pump Water Heater	Each						
Enclosure							
Air Sealing / Envelope [1]	Home	-	-	-	-	$ -	0.0%
Attic Insulation	Home	-	-	-	-	$ -	0.0%
HVAC							
Room A/C Replacement	Home	-	-	-	-	$ -	0.0%
Central A/C replacement	Home	-	-	-	-	$ -	0.0%
Central A/C Replacement	Home	-	-	-	-	$ -	0.0%
Central Heat Pump Replacement	Home	-	-	-	-	$ -	0.0%
Evaporative Cooler (Installation)	Home	-	-	-	-	$ -	0.0%
Energy Efficient Fan Control/Time Delay	Home	-	-	-	-	$ -	0.0%
Maintenance							
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%
LED Night Lights	Each						
LED Reflector Bulb	Each						
LED Diffuse A-Lamps	Each	-	-	-	-	$ -	0.0%
Miscellaneous							
Pool Pumps	Each	-	-	-	-	$ -	0.0%
Smart Power Strips - Tier 1	Each	-	-	-	-	$ -	0.0%
Smart Power Strips - Tier 2	Each	-	-	-	-	$ -	0.0%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	-				$ -	0.0%
In-Home Education	Home	-				$ -	0.0%
Total Savings/Expenditures			-	-	-	$ -	0.0%
Total Households Weatherized [2]							
CSD MF Tenant Units Treated			**Total**				
			-				
			-				

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect
[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping -
[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home
[3] All savings are calculated based on the following sources:
[4] Multifamily Common Area statistics are under review and will be inputed as year to date once provided.

Energy Savings Assistance Common Area Measures Program Table 2B
Southern California Edison
Through November 2020

	Table 2B ESA Program - Multifamily Common Area Measures[5]						
		Year-To-Date Completed & Expensed Installation					
ESA CAM Measures[1,6]	**Units (of Measure such as "each")**	**Quantity Installed**	**kWh (Annual)**	**kW (Annual)**	**Therms (Annual)**	**Expenses ($)**	**% of Expenditure**
MF Appliances							
MF Freezer	Each	-	-	-	-	$ -	0.0%
MF High Efficiency Clothes Washer	Home	-	-	-	-	$ -	0.0%
MF Refrigerators	Each	-	-	-	-	$ -	0.0%
MF Domestic Hot Water							
MF Faucet Aerator	Home	-	-	-	-	$ -	0.0%
MF Low Flow Shower Head	Home	-	-	-	-	$ -	0.0%
MF Other Hot Water	Home	-	-	-	-	$ -	0.0%
MF Water Heater Blanket	Home	-	-	-	-	$ -	0.0%
MF Water Heater Pipe Insulation	Home	-	-	-	-	$ -	0.0%
MFEnclosure							
Air Sealing / Envelope [1]	Home	-	-	-	-	$ -	0.0%
Attic Insulation	Home	-	-	-	-	$ -	0.0%
MF HVAC							
MF Central A/C Replacement	Home	3	1,704	0		$ 29,383	12.2%
MF Duct Test Inspection	Each	-	-	-		$ -	0.0%
MF Duct Testing and Sealing	Home	3	-	-		$ 2,530	1.0%
MF Evaporative Cooler (installation)	Home	-	-	-		$ -	0.0%
MF FAU Standing Pilot Conversion	Each	-	-	-		$ -	0.0%
MF Furnace Repair/Replacement	Each	-	-	-		$ -	0.0%
MF Heat Pump Replacement	Home	1	1,636	1		$ 3,840	1.6%
MF Inspection	Each	-	-	-		$ -	0.0%
MF Programmable Thermostate	Each	-	-	-		$ -	0.0%
MF Room A/C Replacement	Home	-	-	-		$ -	0.0%
MF Smart Thermostat	Each	-	-	-		$ -	0.0%
MF Lighting							
MF Landscape Lighting	Each	-	-	-		$ -	0.0%
MF LED A-Lamp	Each	894	204,353	4		$ 9,635	4.0%
MF LED Exit Sign	Each	3	1,081	0		$ 261	0.1%
MF LED Exterior Fixture	Each	232	12,285	-		$ 17,990	7.4%
MF LED Interior Fixture	Each	808	18,478	2		$ 63,922	26.5%
MF LED PL-Lamps	Each	3,294	251,860	3		$ 49,410	20.5%
MF LED Pool and Spa Lighting	Each	45	39,420	-		$ 32,158	13.3%
MF LED Reflector Lamp	Each	81	12,979	0		$ 725	0.3%
MF LED T-Lamp	Each	1,526	76,195	1		$ 25,809	10.7%
MF LED Torchiere Lamp	Each	-	-	-		$ -	0.0%
Miscellaneous							
MF New - Smart Power Strips - Tier 2	Each	-	-	-		$ -	0.0%
MF Pool Pumps	Home	4	36,955	2		$ 5,838	2.4%
MF Smart Power Strips - Tier 1	Home	-	-	-		$ -	0.0%
Total	-	6,894	656,946	13	-	$ 241,501	

Multifamily Properties Treated	**Number**
Total Number of Multifamily Properties Treated[2]	**28**
Subtotal of Master-metered Multifamily Properties Treated	**8**
Total Number of Multifamily Tenant Units w/in Properties Treated[3]	**98**

	Year to Date Expenses		
ESA Program - Multifamily Common Area	**Electric**	**Gas**	**Total**
Administration			
Direct Implementation (Non-Incentive)			
Direct Implementation	$ 241,501		$ 241,501
TOTAL MF CAM COSTS	$ 241,501	$ -	$ 241,501

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
Standard Notes 1 - 6 (do not delete)
1. Measures are customized by each IOU, see 'Table 2B-1, Eligible Measures List'. Measures list may change based on available information on both costs and benefits and may vary across climate zones. Each IOU
2. Multifamily properties are sites with at least five (5) or more dwelling units. The properties may have multiple buildings.
3. Multifamily tenant units are the number of dwelling units located within properties treated. This number does not represent the same number of dwellings treated as captured in table 2A.
4. Audit costs may be covered by other programs or projects may utilize previous audits. Not all participants will have an audit cost associated with their project.
5. Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022, modified by D.17-12-009, where 65% of tenants are income eligible based (at or below 200% of the
6. Commissioning costs, as allowable per the Decision, are included in measures total cost unless otherwise noted.
7 All savings are calculated based on the following sources:

8. Multifamily Common Area statistics are under review and will be inputed as year to date once provided.

Energy Savings Assistance CAM Program Table 2B-1, Eligible Common Area Measures List
Southern California Edison
Through November 2020

Common Area Measures Category and Eligible Measures Title [1]	Effective Date	End Date[2]	Eligible Climate Zones [3]
Appliances			
Pool Pumps	10/1/2018	12/31/2020	All
Domestic Hot Water			
Envelope			
Enclosure			
Air Sealing / Envelope [1]	10/1/2018	12/31/2020	All
Attic Insulation	10/1/2018	12/31/2020	All
HVAC			
Room A/C Replacement	10/1/2018	12/31/2020	10, 13, 14, 15, 16
Central A/C replacement	10/1/2018	12/31/2020	13, 14, 15
Heat Pump Replacement	10/1/2018	12/31/2020	13, 14, 15
Evaporative Cooler (Installation)	10/1/2018	12/31/2020	10, 13, 14, 15, 16
MF Smart Thermostat	10/1/2018	12/31/2020	10, 13, 14, 15, 16
Lighting			
MF Landscape Lighting	10/1/2018	12/31/2020	All
MF LED A-Lamp	10/1/2018	12/31/2020	All
MF LED Exit Sign	10/1/2018	12/31/2020	All
MF LED Exterior Fixture	10/1/2018	12/31/2020	All
MF LED Interior Fixture	10/1/2018	12/31/2020	All
MF LED PL-Lamps	10/1/2018	12/31/2020	All
MF LED Pool and Spa Lighting	10/1/2018	12/31/2020	All
MF LED Reflector Lamp	10/1/2018	12/31/2020	All
MF LED Torchiere Lamp	10/1/2018	12/31/2020	All
MF LED T5 UL Type A	8/17/2019	12/31/2020	All
MF LED T8 UL Type A	8/17/2019	12/31/2020	All
Miscellaneous			
Smart Power Strips - Tier 1	10/1/2018	12/31/2020	All
New - Smart Power Strips - Tier 2	10/1/2018	12/31/2020	All

Standard Notes (do not delete)

1. Measures list may change based on available information on both costs and benefits (including energy benefits as well as non-energy benefits) and may vary across climate zones. This is not a list of installed measures, it is a list of eligible measures.
Table 2B-1 Column A should match Table 2B Column A for eligible (not canceled) measures.

2. Only complete if measure is canceled or discontinued
3. Defined as CEC California Building Climate Zones https://www.energy.ca.gov/maps/renewable/building_climate_zones.html

Energy Savings Assistance Program Tables 3A-C - Energy Savings and Average Bill Savings per Treated Home/Common Area
Southern California Edison
Through November 2020

Table 3A-1, ESA Program	
Annual kWh Savings	28,482,173
Annual Therm Savings	
Lifecycle kWh Savings	201,016,997
Lifecycle Therm Savings	
Current kWh Rate	0.130
Current Therm Rate	
Number of Treated Households	54,617
Average 1st Year Bill Savings / Treated households	$67.79
Average Lifecycle Bill Savings / Treated Household	$478.46

Table 3A-2, ESA Program - CSD Leveraging	
Annual kWh Savings	-
Annual Therm Savings	-
Lifecycle kWh Savings	-
Lifecycle Therm Savings	-
Current kWh Rate	$ -
Current Therm Rate	$ -
Average 1st Year Bill Savings / Treated Households	$ -
Average Lifecycle Bill Savings / Treated Household	$ -

Table 3A-3, Summary - ESA Program/CSD Leveraging	
Annual kWh Savings	28,482,173
Annual Therm Savings	
Lifecycle kWh Savings	201,016,997
Lifecycle Therm Savings	
Current kWh Rate	$ 0.13
Current Therm Rate	
Average 1st Year Bill Savings / Treated Households	$ 67.79
Average Lifecycle Bill Savings / Treated Households	$ 478.46

[1] Summary is the sum of ESA Program + CSD Leveraging

Table 3B, ESA Program - Multifamily Common Area	
Annual kWh Savings	656,946
Annual Therm Savings	
Lifecycle kWh Savings	5,029,507
Lifecycle Therm Savings	
Current kWh Rate	$ 0.13
Current Therm Rate	
Number of Treated Households	28
Average 1st Year Bill Savings / Treated Property	$3,050.11
Average Lifecycle Bill Savings / Treated Property	$23,351.28

Multifamily Common Area statistics are under review and will be inputed as year to date once provided.

Energy Savings Assistance Program Table 4 - Homes/Buildings Treated
Southern California Edison
Through November 2020

Table 4A-1, ESA Program						
	Eligible Households			Households Treated YTD		
County	**Rural [1]**	**Urban**	**Total**	**Rural**	**Urban**	**Total**
FRESNO	-	469	469	0	0	0
IMPERIAL	211	-	211	0	0	0
INYO	1,459	436	1,895	6	0	6
KERN	15,949	8,769	24,718	1,140	4	1,144
KINGS	7,462	-	7,462	323	0	323
LOS ANGELES	3,946	538,607	542,553	305	22,885	23,190
MADERA	-	3	3	0	0	0
MONO	1,949	0	1,949	0	0	0
ORANGE	0	204,105	204,105	0	5,410	5,410
RIVERSIDE	89,597	97,499	187,096	1,299	7,104	8,403
SAN BERNARDINO	40,526	187,180	227,706	2,085	11,555	13,640
SANDIEGO	1	-	1	0	0	0
SANTA BARBARA	-	18,186	18,186	0	10	10
TULARE	44,508	14,984	59,492	1,329	396	1,725
TUOLUMNE	-	-	0	0	0	0
VENTURA	2,607	63,623	66,230	66	700	766
Total	**208,216**	**1,133,860**	**1,342,076**	**6,553**	**48,064**	**54,617**

Table 4B, ESA Program - CSD Leveraging						
				Households Treated YTD		
County				**Rural**	**Urban**	**Total**
						0
						0
Total				**0**	**0**	**0**

Table 4C, ESA Program - Multifamily Common Area						
				Properties Treated YTD		
County				**Rural**	**Urban**	**Total**
FRESNO				0	0	0
IMPERIAL				0	0	0
INYO				0	0	0
KERN				0	0	0
KINGS				0	0	0
LOS ANGELES				0	1	1
MADERA				0	0	0
MONO				0	0	0
ORANGE				0	3	3
RIVERSIDE				0	16	16
SAN BERNARDINO				0	8	8
SANDIEGO				0	0	0
SANTA BARBARA				0	0	0
TULARE				0	0	0
TUOLUMNE				0	0	0
VENTURA				0	0	0
Total	**0**	**0**	**0**	**0**	**28**	**28**

[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months
Multifamily Common Area statistics are under review and will be inputed as year to date once provided.

Energy Savings Assistance Program Table 4A-2, Homes Unwilling / Unable to Participate
Southern California Edison
Through November 2020

ESA Program	Reason Provided						
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/ Ineligible
Fresno	0	0	0	0	0	0	1
Imperial	0	0	0	0	0	1	3
Inyo	0	0	0	0	1	5	11
Kern	5	26	0	119	35	115	1,168
Kings	4	3	0	7	16	4	352
Los Angeles	46	134	1	1,093	435	4,022	15,752
Madera	0	0	0	0	0	0	0
Mono	0	0	0	1	0	0	2
Orange	10	15	0	147	114	895	3,331
Riverside	143	353	0	961	292	578	8,160
San Bernardino	180	378	2	1,164	333	1,321	13,448
San Diego	0	0	0	0	0	0	0
Santa Barbara	0	0	0	3	4	1	35
Tulare	15	31	0	95	70	71	3,019
Tuolumne	0	0	0	0	0	0	0
Ventura	0	10	1	10	40	70	428
Total	**403**	**950**	**4**	**3,600**	**1,340**	**7,083**	**45,710**

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 5 - Energy Savings Assistance Program Customer Summary
Southern California Edison
Through November 2020

Table 5A, ESA Program

	Gas & Electric				Gas Only				Electric Only				Total					
	# 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)		
Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		# of First-Tourch	# of Re-treatment	Therm	kWh	kW
January					-	-	-	-	1,951		745,970	105	1,951	1,521	430		745,970	105
February									13,323		7,102,803	1,056	13,323	10,561	2,762		7,102,803	1,056
March									23,485		12,575,417	1,885	23,485	18,455	5,030		12,575,417	1,885
April									23,986		12,979,817	1,943	23,986	18,844	5,142		12,979,817	1,943
May									24,028		13,009,201	1,949	24,028	18,877	5,151		13,009,201	1,949
June									24,792		13,403,430	2,007	24,792	19,487	5,305		13,403,430	2,007
July									28,421		15,447,628	2,312	28,421	22,389	6,032		15,447,628	2,312
August									33,536		18,228,651	2,736	33,536	26,504	7,032		18,228,651	2,736
September									39,957		21,426,546	3,218	39,957	31,691	8,266		21,426,546	3,218
October									48,234		25,539,581	3,861	48,234	38,437	9,797		25,539,581	3,861
November									54,617		28,482,173	4,308	54,617	43,656	10,961		28,482,173	4,308
December																	-	-
YTD	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**54,617**		**28,482,173**	**4,308**	**54,617**	**43,656**	**10,961**		**28,482,173**	**4,308**

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Table 5B, ESA Program - CSD Leveraging

	Gas & Electric				Gas Only				Electric Only				Total			
	# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
January																
February																
March																
April																
May																
June																
July																
August																
September																
October																
November																
December																
YTD	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**		**-**	**-**	**-**		**-**	**-**

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2A.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Table 5C, ESA Program - Multifamily Common Area

	Gas & Electric				Gas Only				Electric Only				Total			
	# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)		
Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
January									13		287,906	5	13		287,906	5
February									14		291,410	5	14		291,410	5
March									19		506,126	8	19		506,126	8
April									20		509,339	8	20		509,339	8
May									21		538,552	9	21		538,552	9
June									21		538,552	9	21		538,552	9
July									23		567,265	10	23		567,265	10
August									24		567,265	10	24		567,265	10
September									25		571,604	10	25		571,604	10
October									28		656,946	13	28		656,946	13
November									28		656,946	13	28		656,946	13
December																
YTD	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**28**		**656,946**	**13**	**28**		**656,946**	**13**

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2B.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
Multifamily Common Area statistics are under review and will be inputed as year to date once provided.

Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies
Southern California Edison
Through November 2020

	Authorized 2019 Funding			Current Month Expenses			Expenses Since January 1, 2018			% of Budget Expensed		
	Electric	Gas	Total	Electric[1]	Gas	Total[1]	Electric[1]	Gas	Total[1]	Electric	Gas	Total
Pilots												
PCT TOU	$ 300,500	n/a	$ 300,500	$0	n/a	$0	$ 61,509	n/a	$ 61,509	20%	n/a	20%
Total Pilots	**$300,500**	**$0**	**$300,500**	**$0**	**$0**	**$0**	**$61,509**	**$0**	**$61,509**	**20%**		**20%**
Studies												
Rapid Feedback Research and Analysis	$155,000	$0	$155,000			0	0		0	0%		0%
2022 Low Income Needs Assessment Study1	$150,000	$0	$150,000	$0	$0	$0	$0	$0	$0	0%		0%
2020 Non-Energy Benefits (NEBs) Study2	$45,000	$0	$45,000	$13,926	$0	$13,926	$13,926	$0	$13,926	31%		31%
2017 Potential and Goals Study												
2019 Non-Energy Benefits (NEBs) Study3												
Total Studies	**$350,000**	**$0**	**$350,000**	**$13,926**	**$0**	**$13,926**	**$13,926**	**$0**	**$13,926**	**4%**		**4%**

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
Footnotes:
1. Budget accomodates budget for 2022 Low Income Needs Assessment. The evaluation contract will be held by SCE. Consultant has not been hired, hence there has been no cross-billing.
2. Consultant is APPRISE. Study is follow up to 2019 Skumatz NEBs research.

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

Southern California Edison
Through November 2020

7A - Households Receiving Second Refrigerators			
Measures	**Units**	**Received Refrigerator**	**Not eligible for Refrigerator due to Less than Six Occupants**
Second Refrigerators	Each	69	2,722

7B - Households Receiving In- Home Energy Education Only		
Measures	**Units**	**Households that Only Received Energy Education**
In-Home Education	Home	12,347

7C - Households for My Energy/My Account Platform		
Opt-Out	**Already Enrolled**	**Opt-In**
64,927	4,348	1,807

Energy Savings Assistance Program Table 8 - Contractor Advanced Funding and Repayment
Southern California Edison
Through November 2020

			B-C			E x F			(B)-(cumulative H + cumulative I)
	Total Advanced Amount	Total Advance PPRS Credit Eligible [1]	Total Advance Not Eligible for PPRS Credit	Percentage for PPRS Credit Calculation [2]	Total Contractor Invoices each month[3]	Total PPRS Credit Earned each month[4]	PPRS Credits Applied each month [5]	Non PPRS Payments Applied each month [6]	Total Advances Outstanding
Jan-20									$ 6,867,426.71
Feb-20									$ 6,867,426.71
Mar-20	$ 229,816.30								$ 6,867,426.71
Apr-20	$ 6,207,683.17								$ 6,867,426.71
May-20	$ 288,985.84							$ 47,683.34	$ 6,819,743.37
Jun-20	$ 16,734.82							$ 720,240.20	$ 6,099,503.17
Jul-20	$ 124,206.58								$ 6,099,503.17
Aug-20								$ 66,435.68	$ 6,033,067.49
Sep-20									$ 6,033,067.49
Oct-20									$ 6,033,067.49
Nov-20									$ 6,033,067.49
Dec-20				40%					$ 6,033,067.49
Total	$ 6,867,426.71	$ -	$ -		$ -	$ -	$ -	$ 834,359.22	$ 6,033,067.49

IOUs - Do not delete footnotes 1-5 below.

[1] Contractor labor and labor-related costs. Post-Pandemic Return to Service (PPRS) credit eligible. Based on number of contractors eligible for PPRS credit as of last calendar day of a given month.

[2] 40% for PPRS credit calculation from Joint Tier 2 Advice Letter 5654-G filed on June 29, 2020

[3] For work performed during PPRS credit-earning period, for contractors receiving advances. SCE's PPRS credit-earning period is from December 1, 2020 to May 31, 2021. (Dates will vary by IOU based on start of PPRS credit earnings period.) Only includes contractors eligible for PPRS credit as of the reporting month.

[4] Based on total monthly contractor invoices, up to maximum allowable for each contractor. Contractors who are not eligible for PPRS credit as of reporting month have a maximum allowable amount of 0.

[5] Credits may be applied at a later date than earned depending on the contractor repayment schedule.

[6] Includes repayments processed for which PPRS credits were not applied, including contractor payments returned unused or duplicate payments received from other funding sources.

Note: This table created pursuant to section 1.2.3 in Commission Resolution E-5074. This report covers the period from the issuance of advances until the last day of the month reported. Any required corrections/adjustments are reported herein and supersede results reported in prior months.

CARE Table 1 - CARE Program Expenses
Southern California Edison
Through November 2020

	2020 Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
CARE Program:	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
Outreach	$ 2,684,843		$ 2,684,843	$ 25,471		$ 25,471	$ 2,688,593		$ 2,688,593	100%		100%
Processing / Certification Re-certification	$ 800,000		$ 800,000	$ 15,845		$ 15,845	$ 492,989		$ 492,989	62%		62%
Post Enrollment Verification	$ 600,000		$ 600,000	$ 34,633		$ 34,633	$ 625,431		$ 625,431	104%		104%
IT Programming	$ 600,000		$ 600,000	$ 1,005		$ 1,005	$ 11,057		$ 11,057	2%		2%
Cooling Centers	$ 45,899		$ 45,899	$ 10,366		$ 10,366	$ 18,951		$ 18,951	41%		41%
Pilots/CHANGES Program	$ 525,000		$ 525,000	$ -		$ -	$ 384,726		$ 384,726	73%		73%
Studies	$ -		$ -	$ -		$ -	$ -		$ -	0%		0%
Regulatory Compliance	$ 457,661		$ 457,661	$ 21,256		$ 21,256	$ 424,330		$ 424,330	93%		93%
General Administration	$ 725,665		$ 725,665	$ 44,810		$ 44,810	$ 1,039,753		$ 1,039,753	143%		143%
CPUC Energy Division	$ 140,000		$ 140,000	$ -		$ -	$ 160,111		$ 160,111	114%		114%
SUBTOTAL MANAGEMENT COSTS	**$ 6,579,068**		**$ 6,579,068**	**$ 153,385**		**$ 153,385**	**$ 5,845,942**		**$ 5,845,942**	**89%**		**89%**
CARE Rate Discount	$ 492,093,638		$ 492,093,638	$ 37,929,451		$ 37,929,451	$ 467,792,379		$ 467,792,379	95%		95%
TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	**$ 498,672,706**		**$ 498,672,706**	**$ 38,082,836**		**$ 38,082,836**	**$ 473,638,321**		**$ 473,638,321**	**95%**		**95%**
Other CARE Rate Benefits												
- DWR Bond Charge Exemption				$2,071,071		$ 2,071,071	$ 29,496,371		$ 29,496,371			
- CARE Surcharge Exemption				$2,274,608		$ 2,274,608	$ 33,736,646		$ 33,736,646			
- California Solar Initiative Exemption				$ -		$ -	$ -		$ -			
- kWh Surcharge Exemption				$ -		$ -	$ -		$ -			
- Vehicle Grid Integration Exemption						$ -	$ -		$ -			
Total Other CARE Rate Benefits				**$ 4,345,679**		**$ 4,345,679**	**$ 63,233,017**		**$ 63,233,017**			
Indirect Costs				$ 38,474		$ 38,474	$ 712,667		$ 712,667			

[1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.
[2] Reflects the Annual Eligibility Estimates prepared by Athens Research on behalf of the utilities. This efforts was formerly referenced in Measurement and Evaluation.
[3] Reflects the authorized funding per year in D.16-11-022 and updated via Resolution [E-4885] addressing Conforming AL [3585-E] and Supplemental Conforming AL [3585-E-A].
[4] Monthly and year-to-date expenses data was obtained from SAP database. Subtotal Management Costs for 2017 include Cooling Centers total costs.
[5] Total costs settled to prior cycle CARE accounting are not addressed in CARE Table 1.
NOTE: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration
Southern California Edison
Through November 2020

2020	New Enrollment										Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)
	Automatic Enrollment				Self-Certification (Income or Categorical)					Total New Enrollment (E+J)														
	Inter-Utility[1]	Intra-Utility[2]	Leveraging[3]	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)		Scheduled[5]	Non-Scheduled (Duplicates)[5]	Automatic	Total Recertification (L+M+N)	No Response[4]	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)			
January	3,223	243	0	3,466	6,777	8,398	4,448	97	19,720	23,186	14,553	13,185	0	27,738	9,922	92	628	7,403	18,045	50,924	5,141	1,190,287	1,332,580	89.3%
February	3,749	305	0	4,054	6,543	5,289	4,406	247	16,485	20,539	11,949	11,309	0	23,258	16,463	94	496	11,958	29,011	43,797	-8,472	1,181,815	1,332,580	88.7%
March	5,424	313	0	5,737	8,274	5,760	4,838	115	18,987	24,724	10,973	19,254	0	30,227	20,294	66	412	17,051	37,823	54,951	-13,099	1,168,716	1,332,580	87.7%
April	5,414	332	0	5,746	26,119	7,746	7,859	68	41,792	47,538	9,913	13,411	0	23,324	14,295	83	453	2,839	17,670	70,862	29,868	1,198,585	1,332,580	89.9%
May	4,365	201	0	4,566	17,051	8,233	6,882	110	32,276	36,842	11	8,149	0	8,160	2,155	1	7	-7,509	-5,346	45,002	42,188	1,240,773	1,332,580	93.1%
June	4,661	384	0	5,045	10,668	9,173	6,063	101	26,005	31,050	124,659	130,838	0	255,497	57	0	0	15,116	15,173	286,547	15,877	1,256,650	1,332,580	94.3%
July	3,949	68	0	4,017	13,646	20,432	7,500	238	41,816	45,833	36,440	41,506	0	77,946	7	0	1	12,790	12,798	123,779	33,035	1,289,685	1,332,580	96.8%
August	8,886	191	0	9,077	16,084	15,870	9,135	125	41,214	50,291	36,171	77,293	0	113,464	2	0	2	-18,001	-17,997	163,755	68,288	1,357,973	1,332,580	101.9%
September	2,847	115	0	2,962	13,670	13,566	7,436	76	34,748	37,710	35,224	42,257	0	77,481	2	0	0	15,795	15,797	115,191	21,913	1,379,866	1,332,580	103.5%
October	2,431	138	0	2,569	9,235	11,378	4,719	140	25,472	28,041	29,758	36,682	0	66,440	4	0	0	5,156	5,160	94,481	22,881	1,402,767	1,332,580	105.3%
November	1,995	230	0	2,225	7,233	6,977	3,289	44	17,543	19,768	28,118	34,439	0	62,557	0	0	1			82,325	19,768	1,494,909	1,332,580	112.2%
December																								
YTD Total	**46,944**	**2,520**	**0**	**49,464**	**135,300**	**112,822**	**66,575**	**1,361**	**316,058**	**365,522**	**337,769**	**428,323**	**0**	**766,092**	**63,201**	**336**	**2,000**	**62,598**	**128,134**	**1,131,614**	**237,388**	**1,494,909**	**1,332,580**	**112.2%**

[1] Enrollments via data sharing between the IOUs.

[2] Enrollments via data sharing between departments and/or programs within the utility.

[3] Enrollments via data sharing with programs outside the IOU that serve low-income customers.

[4] Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to respond.

5 Recertification results include volumes for COVID-19 protections and reinstatements.

CARE Table 3A - Post-Enrollment Verification Results (Model)
Southern California Edison
Through November 2020

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
January	1,190,287	7,319	0.6%	3,888	54	3,942	53.9%	0.3%
February	1,181,815	1,397	0.1%	68	39	107	7.7%	0.0%
March	1,168,716	188	0.0%	85	1	86	45.7%	0.0%
April	1,198,585	120	0.0%	25	0	25	20.8%	0.0%
May	1,240,773	53	0.0%	3	0	3	5.7%	0.0%
June	1,256,650	56	0.0%	1	0	1	1.8%	0.0%
July	1,289,685	1	0.0%	0	0	0	0.0%	0.0%
August	1,357,973	0	0.0%	0	0	0	0.0%	0.0%
September	1,379,866	0	0.0%	0	0	0	0.0%	0.0%
October	1,402,767	27	0.0%	0	0	0	0.0%	0.0%
November	1,494,909	0	0.0%	0	0	0	0.0%	0.0%
December								
YTD Total	**1,494,909**	**9,161**	**0.6%**	**4,070**	**94**	**4,164**	**45.5%**	**0.3%**

[1] Includes all customers who failed SCE's CARE eligibility probability model.
[2] Includes customers verified as over income or who requested to be de-enrolled.
[3] Verification results are tied to the month initiated and the verification process allows customers 90 days to respond to the verification request.
[4] Percentage of customers dropped compared to the total participants requested to provide verification in that month.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Table 3B Post-Enrollment Verification Results (Electric only High Usage)
Southern California Edison
Through November 2020

Month	Total CARE Households Enrolled	Households Requested to Verify1	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)[2]	Total Households De-enrolled[3]	% De-enrolled through Post Enrollment Verification[4]	% of Total CARE Households De-enrolled
January	1,190,287	1,222	0.1%	1,147	7	1,154	94.4%	0.1%
February	1,181,815	2,048	0.2%	1,888	16	1,904	93.0%	0.2%
March	1,168,716	3	0.0%	3	0	3	100.0%	0.0%
April	1,198,585	0	0.0%	0	0	0	0.0%	0.0%
May	1,240,773	0	0.0%	0	0	0	0.0%	0.0%
June	1,256,650	0	0.0%	0	0	0	0.0%	0.0%
July	1,289,685	0	0.0%	0	0	0	0.0%	0.0%
August	1,357,973	0	0.0%	0	0	0	0.0%	0.0%
September	1,379,866	0	0.0%	0	0	0	0.0%	0.0%
October	1,402,767	0	0.0%	0	0	0	0.0%	0.0%
November	1,494,909	0	0.0%	0	0	0	0.0%	0.0%
December								
YTD Total	**1,494,909**	**3,273**	**0.2%**	**3,038**	**23**	**3,061**	**93.5%**	**0.2%**

[1] Includes all participants who were selected for high usage verification process.
[2] Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.
[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.

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

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

CARE Table 4 - CARE Self-Certification and Self-Recertification Applications[1]
Southern California Edison
Through November 2020

	Provided	Received	Approved	Denied	Pending/Never Completed	Duplicates
Total (Y-T-D)	1,073,098	688,576	541,340	36,782	332,479	110,454
Percentage	N/A	100%	79%	5%	N/A	16%

[1] Includes sub-metered customers.

[2] Includes number of applications SCE provided for all direct mailing campaigns, customer calls made to the call center, and other outreach methods. Because there are other means by which customers obtain applications which are not

[3] Percent of received applications.

[4] Includes all applications received and not approved.

[5] Includes pending recertification responses.

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

CARE Table 5 - Enrollment by County
Southern California Edison
Through November 2020

County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
Fresno	469	0	**469**	43	0	**43**	9%	0%	**9%**
Imperial	0	208	**208**	19	54	**73**	0%	26%	**35%**
Inyo	433	1,457	**1,890**	28	1,051	**1,079**	6%	72%	**57%**
Kern	8,756	15,914	**24,670**	10,486	15,518	**26,004**	120%	98%	**105%**
Kings	0	7,452	**7,452**	154	10,028	**10,182**	0%	135%	**137%**
Los Angeles	532,352	3,941	**536,293**	587,270	2,204	**589,474**	110%	56%	**110%**
Madera	3	0	**3**	0	0	**0**	0%	0%	**0%**
Mono	0	1,944	**1,944**	7	923	**930**	0%	47%	**48%**
Orange	202,759	0	**202,759**	186,591	0	**186,591**	92%	0%	**92%**
Riverside	97,232	89,482	**186,714**	98,788	104,571	**203,359**	102%	117%	**109%**
San Bernardino	186,757	40,466	**227,223**	218,671	41,998	**260,669**	117%	104%	**115%**
San Diego	0	1	**1**	0	1	**1**	0%	100%	**100%**
Santa Barbara	17,730	0	**17,730**	10,590	0	**10,590**	60%	0%	**60%**
Tulare	14,899	44,427	**59,326**	14,150	49,108	**63,258**	95%	111%	**107%**
Ventura	63,304	2,594	**65,898**	59,876	2,002	**61,878**	95%	77%	**94%**
Total	**1,124,694**	**207,886**	**1,332,580**	**1,186,673**	**227,458**	**1,414,131**	**106%**	**109%**	**106%**

* Estimated eligible households is updated using the Athens Research dataset provided in March 2020. For Imperial, Kings, and Mono County, Athens data provides an estimated eligible Urban household population of 0, however SCE has enrolled greater than 0 Urban households in each of these areas.

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

CARE Table 6 - Recertification Results
Southern California Edison
Through November 2020

Month	Total CARE Households	Households Requested to Recertify[1]	% of Households Total (C/B)	Households Recertified[2,5]	Households De-enrolled[3]	Recertification Rate % [4] (E/C)	% of Total Households De-enrolled (F/B)
January	1,190,287	23,067	1.9%	12,618	8,862	54.7%	0.7%
February	1,181,815	22,036	1.9%	10,401	1,354	0.0%	0.1%
March	1,168,716	28,757	2.5%	8,947	1,241	0.0%	0.1%
April	1,198,585	188	0.0%	-1,194	1,368	0.0%	0.1%
May	1,240,773	3	0.0%	-1	4	0.0%	0.0%
June	1,256,650	0	0.0%	-124,659	7	0.0%	0.0%
July	1,289,685	0	0.0%	-36,436	0	0.0%	0.0%
August	1,357,973	0	0.0%	-36,168	0	0.0%	0.0%
September	1,379,866	0	0.0%	-35,224	0	0.0%	0.0%
October	1,402,767	0	0.0%	-29,754	0	0.0%	0.0%
November	1,494,909	0	0.0%	-28,116	0	0.0%	0.0%
December							
YTD	**1,494,909**	**74,051**	**5.0%**	**-259,586**	**12,836**	**-350.6%**	**0.0%**

[1] Excludes count of customers recertified through the probability model.

[2] Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.

[3] Includes customers who did not respond or who requested to be de-enrolled.

[4] Percentage of customers recertified compared to the total participants requested to recertify in that month.

5 Recertification results include volumes for COVID-19 protections and reinstatements.

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

CARE Table 7 - Capitation Contractors[1]
Southern California Edison
Through November 2020

Contractor	Contractor Type (Check one or more if applicable)				Total Enrollments	
	Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date
2-1-1 ORANGE COUNTY		x			-	7
ALPHA ENTERPRISES		x			-	-
APAC SERVICE CENTER	x				-	2
ARMENIAN RELIEF SOCIETY	x				-	-
ASIAN AMERICAN DRUG ABUSE PROG	x				1	5
ASIAN AMERICAN RESOURCE CENTER	x		x		1	11
ASIAN YOUTH CENTER	x				-	-
BEST PARTNERS	x				41	1,159
BETHEL BAPTIST CHURCH	x				-	1
DELHI CENTER	x				-	1
BETHEL BAPTIST CHURCH	x				-	-
BISHOP PAIUTE TRIBE	x				-	-
C.O.R. COMM DEVELOPMENT CORP	x				-	-
CAREGIVERS VOLUNTEERS ELDERLY		x			-	-
CHINESE CHRISTIAN HERALD CRUS.	x				-	-
CHINO NEIGHBORHOOD HOUSE		x			-	-
CITIHOUSING REAL ESTATE SERVIC		x			-	-
CITY IMPACT	x				-	-
CITY OF BEAUMONT SENIOR CENTER		x	x		-	-
COMMUNITY HEALTH INITIATIVE of OC (AKA: Volunteer Center of Greater Orange County dba OneOC)		x			-	-
DESERT COMMUNITY ENERGY		x			-	2
DESERT MANNA MINISTRIES INC	x				-	-
DISABLED RESOURCES CTR, INC		x	x		1	7
EL CONCILIO DEL CONDADO DE	x		x		-	-
FAMILY SVC ASSOC OF REDLANDS	x				-	-
FOOD SHARE	x				-	-
GO THE CALENDAR		x			-	-
HELP OF OJAI, INC.	x				-	-
HOUSING AUTHORITY OF KINGS CO	x		x		-	-
KERNVILLE UNION SCHOOL DISTRIC	x				-	-
KINGS COMMUNTITY ACTION ORG	x				-	-
KINGS CTY COMMISSION ON AGING	x				-	-
LA COUNTY HOUSING AUTHORITY		x			-	-
LEAGUE OF CALIF HOMEOWNERS	x				-	-
LIFT TO RISE	x				-	149
LTSC COMM. DEVEL. CORP	x				-	6
MENIFEE VALLEY CHAMBER		x			-	-
MEXICAN AMERICAN OPPORTUNITY		x	x		-	-
MTN COMM FAM RESOURCE CNTR	x				-	-
NEW GREATER CIR. MISSION, INC	x				-	-
NEW HOPE VILLAGE, INC	x				-	-
NEW HORIZONS CAREGIVERS GROUP		x			-	2
OCCC	x				-	2
OPERATION GRACE	x				-	-
OUR COMMUNITY WORKS	x				-	5
PACIFIC ISLANDER HLTH (PIHP)	x				-	1
PACIFIC PRIDE FOUNDATION	x				-	-
RIVERSIDE DEPT COMM ACTION		x	x	x	-	-
SALVATION ARMY SANTA FE SPGS	x				-	1
SALVATION ARMY VISALIA CORPS	x				-	-
SANTA ANITA FAMILY SERVICE	x				-	-
SENIOR ADVOCATES OF THE DESERT	x				-	-
SHARE OUR SELVES	x				-	-
SMILES FOR SENIORS FOUND.	x				-	-
SOUTHEAST CITIES SERVICE CTR.		x			-	-
SOUTHEAST COMMUNITY DEVELOPMEN	x				-	-
ST VINCENT DE PAUL		x			-	-
THE CAMBODIAN FAMILY	x				-	-
UNITED CAMBODIAN COMMUNITY INC		x			-	-
VICTOR VALLEY COMM SVC COUNCIL	x				-	-
VIETNAMESE COMMUNITY OF OC INC	x				-	-
VOLUTNEERS OF EAST LOS ANGELES	x		x		-	-
XFINITI SOLUTIONS, LLC		x			-	-
Total Enrollments					**44**	**1,361**

[1] All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.

[2] Numbers reflect customers that have been placed on the rate YTD. Capitation payments may lag by a month or more depending on when SCE is invoiced by the contractors.

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

CARE Table 8 - Households as of Month-End
Southern California Edison
Through November 2020

Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households[1]	Penetration	% Change	Total Residential Accounts
January	N/A	N/A	1,190,287	1,190,287	1,337,092	89%	0.0%	4,462,241
February	N/A	N/A	1,181,815	1,181,815	1,332,681	89%	0.3%	4,448,769
March	N/A	N/A	1,168,716	1,168,716	1,332,681	88%	0.0%	4,448,739
April	N/A	N/A	1,198,585	1,198,585	1,332,580	90%	0.0%	4,468,484
May	N/A	N/A	1,240,773	1,240,773	1,332,580	93%	0.0%	4,466,482
June	N/A	N/A	1,256,650	1,256,650	1,332,580	94%	0.0%	4,466,462
July	N/A	N/A	1,289,685	1,289,685	1,332,580	97%	0.0%	4,464,750
August	N/A	N/A	1,357,973	1,357,973	1,332,580	102%	0.0%	4,477,444
September	N/A	N/A	1,379,866	1,379,866	1,332,580	104%	0.0%	4,477,427
October	N/A	N/A	1,402,767	1,402,767	1,332,580	105%	0.0%	4,482,752
November	N/A	N/A	1,494,909	1,494,909	1,332,580	112%	0.0%	4,482,736
December	N/A	N/A						
YTD			**1,494,909**	**1,494,909**	**1,332,580**	**112.2%**	**0.0%**	**4,482,736**

[1] Data represents total residential electric and gas households. This includes submetered households.

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

CARE Program Table 9 - Expenditures for Pilots/CHANGES Program [1]
Southern California Edison
Through November 2020

2020	Authorized 2020 Budget	Current Month Expenses	Expenses Since Jan. 1, 2020	% of 2020 Budget Expensed
	Total	Total	Total	Total
Pilots				
CHANGES Program	$ 525,000	$ -	$ 384,726	73%
Total	**$ 525,000**	**$ -**	**$ 384,726**	**73%**

[1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.

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

Per Ravinder Mangat from the CPUC, table 10 is temporarily suspended.

Southern California Edison

Date[2]	CHANGES Participants' self-identified language of preference	Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)[2]	Description of each contact made with that customer's utility until a solution is reached.	If on CARE, Enter How Initially Enrolled		Number of Enrollment through CHANGES CBOs' Assistance Confirmed by IOU			Customer Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.			Calls to Dedicated 800 # Recorded by IOU [1]
										Dedicated Toll-Free Number			Dedicated Toll-Free Number Used		
				#	How Enrolled	CARE	FERA	Medical Baseline	#	1 = Yes 0 = No	Reason 800 # Not Used	#	1 = Yes 0 = No	Reason 800 # Not Used	
2018-05-02	Chinese/Cantonese	Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	Not applicable	1	Recertification and Verification Processing	0	0	1	1	0	Not Applicable	1	0	Not Applicable	
2018-05-23	Vietnamese	HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	Not applicable	1	Data Sharing	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-22	Korean	HEAP/LiHeap Application Assistance	Not applicable	1	Data Sharing	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-23	Korean	HEAP/LiHeap Application Assistance	Not applicable	1	Recertification and Verification Processing	0	0	0	1	0	Meeting with client.	0	1	Not Applicable	
2018-05-23	Spanish	HEAP/LiHeap Application Assistance Set Up/Change Payment Plan	Not applicable	1	Internet Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-16	Chinese/Cantonese	Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation	Not applicable	1	VRU Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-11	Spanish	Medical Baseline Application Assistance Educated on Medical Baseline	Not applicable	1	Internet Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-03	Spanish	Educated on CARE/FERA Changes to Account	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	1	1	Not Applicable	
2018-05-15	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Assistance Programs	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-02	Spanish	Educated on CARE/FERA Changes to Account	Not applicable	1	Capitation Agency	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
2018-05-07	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Assistance Programs	Not applicable	1	Special Projects	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-22	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Assistance Programs	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-04	Spanish	ESAP Application Assistance	Not applicable	1	Internet Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-03	English	Set Up/Change Payment Plan	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-18	Chinese/Cantonese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
2018-05-10	Samoan	Set Up/Change Payment Plan	Not applicable	0	Not Applicable	0	0	0	1	1	Not Applicable	0	0	Not Applicable	
2018-05-08	English	Set Up/Change Payment Extension	Not applicable	0	Not Applicable	0	0	0	1	1	Not Applicable	0	0	Not Applicable	
2018-05-14	Vietnamese	HEAP/LiHeap Application Assistance	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
Southern California Edison	English	Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation	Not applicable	1	Capitation Agency	0	0	0	1	0	Meeting with client.	1	0	Not Applicable	
1/0/1900	0		Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-14	Spanish	Set Up/Change Payment Extension Set Up/Change Payment Plan	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-16	Spanish	Changes to Account	Not applicable	1	Call Center	0	0	0	1	1	Not Applicable	0	0	Not Applicable	
2018-05-30	Spanish	Set Up/Change Payment Extension	Not applicable	1	Capitation Agency	0	0	0	0	1	Not Applicable	0	0	Not Applicable	
2018-05-02	Chinese/Cantonese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	1	0	Not Applicable	
2018-05-14	Korean	HEAP/LiHeap Application Assistance	Not applicable	0	Not Applicable	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
1/0/1900	0		Not applicable	1	Special Projects	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-22	Korean	HEAP/LiHeap Application Assistance	Not applicable	1	Special Projects	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-30	Vietnamese	HEAP/LiHeap Application Assistance	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	1	0	Not Applicable	
2018-05-14	Spanish	ESAP Application Assistance	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
2018-05-14	Spanish	Medical Baseline Application Assistance Educated on Medical Baseline	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
2018-05-15	Chinese/Cantonese	Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	1	0	Not Applicable	
2018-05-18	Spanish	ESAP Application Assistance Educated on CARE/FERA	Not applicable	1	Internet Enrollments	0	0	0	0	1	Not Applicable	0	0	Not Applicable	
2018-05-23	Spanish	ESAP Application Assistance Set Up/Change Payment Extension Set Up/Change Payment Plan	Not applicable	1	Internet Enrollments	0	0	0	0	1	Not Applicable	0	0	Not Applicable	
2018-05-09	Spanish	HEAP/LiHeap Application Assistance	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-15	Spanish	Set Up/Change Payment Extension Set Up/Change Payment Plan	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-21	Vietnamese	HEAP/LiHeap Application Assistance	Not applicable	0	Not Applicable	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-25	Spanish	Set Up/Change Payment Plan	Not applicable	1	Call Center	0	0	0	0	1	Not Applicable	0	0	Not Applicable	
2018-05-25	Spanish	ESAP Application Assistance	Not applicable	1	Capitation Agency	0	0	0	0	1	Not Applicable	0	0	Not Applicable	
2018-05-16	Spanish	Changes to Account	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-09	Spanish	ESAP Application Assistance	Not applicable	1	Call Center	0	0	1	0	0	Meeting with client.	1	0	Not Applicable	
2018-05-10	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Educated on Energy Assistance Programs	Not applicable	1	Data sharing	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-04-30	English	Set Up/Change Payment Plan	Not applicable	1	VRU Enrollments	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
2018-05-01	Chinese/Cantonese	Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	Not applicable	0	Not Applicable	0	0	0	1		Not Applicable	0	1	Not Applicable	
2018-05-01	English	HEAP/LiHeap Application Assistance	Not applicable	0	Not Applicable	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
2018-05-08	English	Changes to Account	Not applicable	1	Special Projects	0	0	0	1			0	1	Not Applicable	
2018-04-17	English	Energy Assistance Fund Application	Not applicable	0	Not Applicable	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-03	Chinese/Cantonese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
2018-05-25	English	Medical Baseline Application Assistance Educated on Medical Baseline	Not applicable	0	Not Applicable	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-04	Vietnamese	HEAP/LiHeap Application Assistance	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-10	Chinese/Cantonese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	Not applicable	0	Not Applicable	0	0	0	0	0	Meeting with client.	1	0	Not Applicable	
2018-05-25	Chinese/Cantonese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	Not applicable	1	VRU Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-04	Chinese/Cantonese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-03	Vietnamese	HEAP/LiHeap Application Assistance	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-04-25	English	HEAP/LiHeap Application Assistance	Not applicable	1	Other Source	0	0	0	1	0	Meeting with client.	0	0	Not applicable	
2018-04-02	Mandarin	Energy Assistance Fund Application	Not applicable	1	Special Projects	0	0	0	1	0	Meeting with client.	1	0	Not applicable	
2018-04-10	Spanish	Medical Baseline Application Assistance	Not applicable	1	Internet Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not applicable	
2018-04-27	Spanish	Changes to Account	Not applicable	1	Internet Enrollments	0	0	0	0	1	Not Applicable	0	0	Not applicable	
Current Month Total				**48**		**0**	**0**	**2**	**20**	**9**		**9**	**4**		**26**
Year-to-Date Total				**578**		**9**	**0**	**21**	**257**	**40**		**88**	**22**		**73**

[1] Total calls placed to 800# recorded by SCE from May 1, 2018, through May 31, 2018, is 26. Data on calls per each one-on-one session not available.

[2] For column C, this data 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 SCE tables.

[3] Dates listed are one-on-one case open dates as provided by CHANGES contractor. Dates do not necessarily coincide with the date of the session.

CARE Table 11 CHANGES Group Customer Assistance Sessions						
Southern California Edison						
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	Armenian	Avoiding Disconnection	6	0.5	42	N/A
N/A	Cantonese	Avoiding Disconnection	1	0.5	17	N/A
N/A	English	Avoiding Disconnection	2	0.5	8	N/A
N/A	Japanese	Avoiding Disconnection	1	0.5	1	N/A
N/A	Korean	Avoiding Disconnection	1	0.5	16	N/A
N/A	Mandarin	Avoiding Disconnection	1	0.5	4	N/A
N/A	Spanish	Avoiding Disconnection	1	0.5	2	N/A
N/A	Vietnamese	Avoiding Disconnection	2	0.5	31	N/A
N/A	Cantonese	CARE/FERA and Other Assistance Programs	1	0.5	1	N/A
N/A	English	CARE/FERA and Other Assistance Programs	8	0.5	29	N/A
N/A	Japanese	CARE/FERA and Other Assistance Program	1	0.5	1	N/A
N/A	Korean	CARE/FERA and Other Assistance Programs	4	0.5	157	N/A
N/A	Mandarin	CARE/FERA and Other Assistance Programs	3	0.5	6	N/A
N/A	Spanish	CARE/FERA and Other Assistance Programs	8	0.5	64	N/A
N/A	Vietnamese	CARE/FERA and Other Assistance Program	2	0.5	31	N/A
N/A	Armenian	Electric and Natural Gas Safety	6	0.5	46	N/A
N/A	Cantonese	Electric and Natural Gas Safety	2	0.5	24	N/A
N/A	English	Electric and Natural Gas Safety	5	0.5	18	N/A
N/A	Korean	Electric and Natural Gas Safety	1	0.5	8	N/A
N/A	Mandarin	Electric and Natural Gas Safety	3	0.5	7	N/A
Edison	Spanish	Electric and Natural Gas Safety	6	0.5	46	N/A
0-Jan	Tagalog	Electric and Natural Gas Safety	3	0.5	26	N/A
N/A	Vietnamese	Electric and Natural Gas Safety	1	0.5	8	N/A
N/A	Armenian	Energy Conservation	6	0.5	37	N/A
N/A	Cantonese	Energy Conservation	2	0.5	23	N/A
N/A	English	Energy Conservation	2	0.5	7	N/A
N/A	Mandarin	Energy Conservation	3	0.5	10	N/A
N/A	Spanish	Energy Conservation	3	0.5	15	N/A
N/A	Cambodian	Gas Aggregation	1	0.5	8	Gas Aggregation Handout
N/A	English	Gas Aggregation	1	0.5	2	Gas Aggregation Handout
N/A	Mandarin	Gas Aggregation	1	0.5	1	Gas Aggregation Handout
N/A	Spanish	Gas Aggregation	3	0.5	32	Gas Aggregation Handout
N/A	Spanish	High Energy Use	1	0.5	18	High Use Handout
N/A	Cantonese	Level Pay Plan	1	0.5	14	N/A
N/A	English	Level Pay Plan	1	0.5	7	N/A
N/A	Mandarin	Level Pay Plan	1	0.5	3	N/A
N/A	Tagalog	Level Pay Plan	1	0.5	8	N/A
N/A	Vietnamese	Level Pay Plan	1	0.5	17	N/A
N/A	Arabic	Understanding Your Bill	1	0.5	5	N/A
N/A	Armenian	Understanding Your Bill	2	0.5	7	N/A
N/A	Cantonese	Understanding Your Bill	1	0.5	15	N/A
N/A	English	Understanding Your Bill	3	0.5	10	N/A
N/A	Japanese	Understanding Your Bill	2	0.5	17	N/A
N/A	Korean	Understanding Your Bill	3	0.5	25	N/A
N/A	Mandarin	Understanding Your Bill	2	0.5	4	N/A
N/A	Spanish	Understanding Your Bill	5	0.5	55	N/A
N/A	Tagalog	Understanding Your Bill	2	0.5	26	N/A
N/A	Vietnamese	Understanding Your Bill	2	0.5	35	N/A
Current Month Total						
Year-to-Date						

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

[1] Contractor states all sessions at least 30 minutes

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

[3] The numbers provided by the CHANGES contractor are for SCE and SoCal Gas **combined**, due to the combined service territory.

[4] On the Consumer Education Topic addendum of the Quarterly CHANGES Data Report of August 2018-October 2018, the number of attendees for: the Avoiding Disconnection course add up to 121, not the 119 shown on the report; CARE / FERA & Other Assistance Programs classes add up to 289, not 287 as shown on the report; Electric and Natural Gas Safety classes add up to 183, not 182 as shown on the report; Energy Conservation classes add up to 92, not 91 as shown on the report; Understanding Your Bill classes add up to 199, not 197 as shown on the report.
Thus, the total shown on this table does not match the total on the Quarterly CHANGES Data Report of August 2018-October 2018.