



Joint IOU Report of the CARE and ESA Programs

Low Income Oversight Board Meeting

Webex

March 11, 2021

CARE Program

PU Code Section 739.1(a) requires the CPUC to establish a program of assistance to low-income electric and gas customers with annual household incomes that are no greater than 200 percent of the federal poverty guideline levels.

2020 YTD CARE Program Updates*

Authorized 2020 Program Budgets Expenditures				
Utility	2020 Budget	YTD Expenditures	%	YTD Rate Discounts
PG&E	\$18,972,887	\$14,870,525	78%	\$787,522,878
SCE	\$6,579,068	\$6,511,283	99%	\$514,642,207
SDG&E	\$7,320,433	\$5,438,295	74%	\$139,614,300
SoCalGas	\$10,091,122	\$7,875,283	78%	\$150,624,652
Total	\$42,963,510	\$34,695,386		\$1,592,404,037

2020 YTD Enrollment and Penetration						
Utility	Total Residential Customers	Estimated Eligible Customers	Eligible Rate	Customers Enrolled	Penetration Rate	Newly Enrolled Customers
PG&E	5,552,167	1,457,418	26%	1,572,573	108%	322,855
SCE	4,487,432	1,332,580	30%	1,424,059	107%	381,957
SDG&E	1,358,245	302,245	22%	336,018	111%	75,358
SoCalGas**	5,657,892	1,676,884	30%	1,767,350	105%	338,325
Total	17,055,736	4,769,127		5,100,000		1,118,495

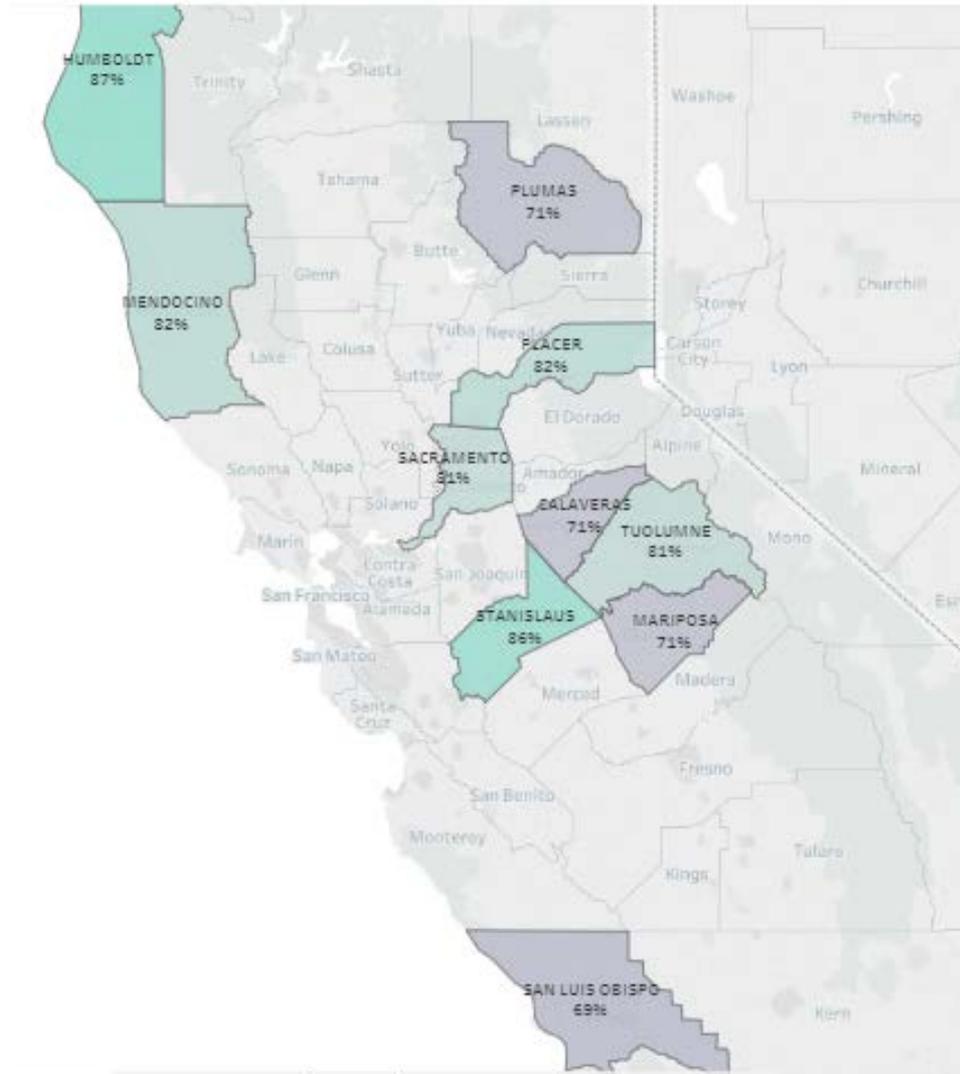
* 2020 YTD through December 31, 2020, as reported in the IOU ESA-CARE Monthly Report (filed January 21, 2021).

** Total residential gas households. This includes sub-metered households.



CARE Program *CARE Penetration map*

PG&E



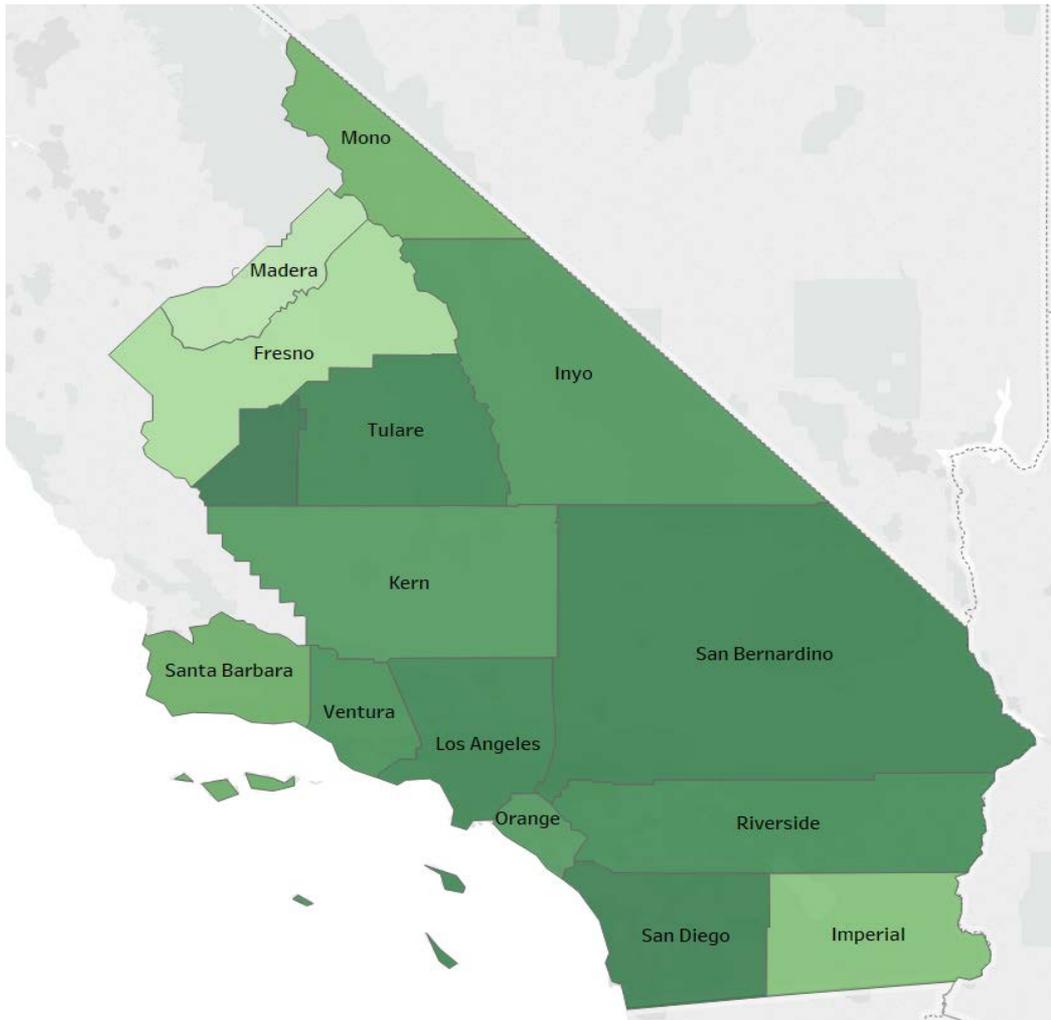
County	Penetration Rate*
SAN LUIS OBISPO	69%
MARIPOSA	71%
PLUMAS	71%
CALAVERAS	71%
SACRAMENTO	81%
TUOLUMNE	81%
MENDOCINO	82%
PLACER	82%
STANISLAUS	86%
HUMBOLDT	87%

*Represents PG&E counties with the lowest penetration rates, as of December 31, 2020.

*Excludes counties with less than 1,000 estimated eligible households

CARE Program *CARE Penetration map*

SCE



County	Penetration Rate*
Kings	138%
San Bernardino	115%
Los Angeles	111%
Riverside	110%
Tulare	107%
Kern	106%
Ventura	95%
Orange	93%
Santa Barbara	60%
Inyo	57%
Mono	49%
Imperial**	36%
Fresno**	9%
San Diego**	100%
Madera**	0%

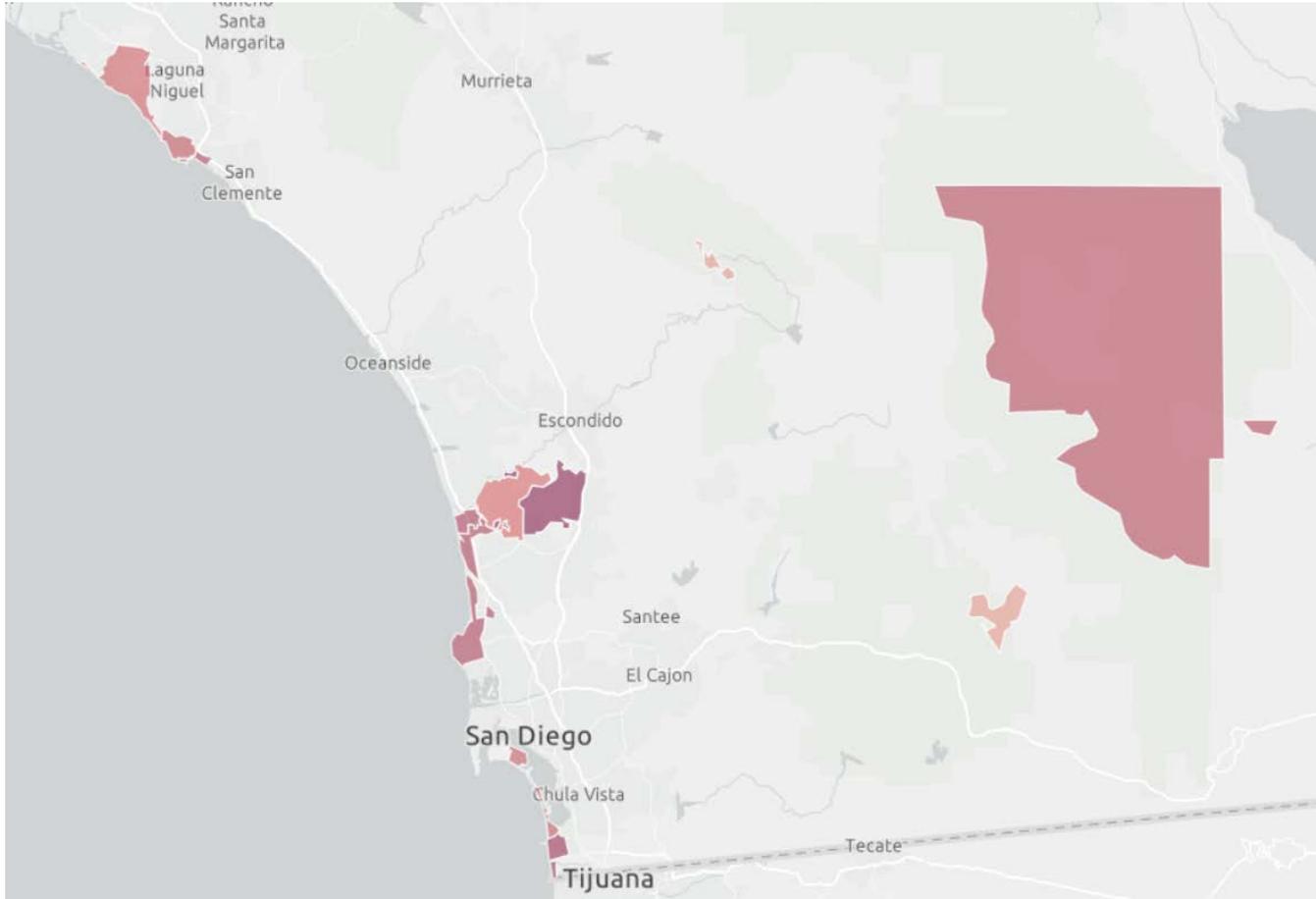
*Represents the penetration rates for all SCE counties effective December 31, 2020.

**Represents counties with less than 1,000 estimated eligible households

CARE Program *CARE Penetration map*



SDG&E

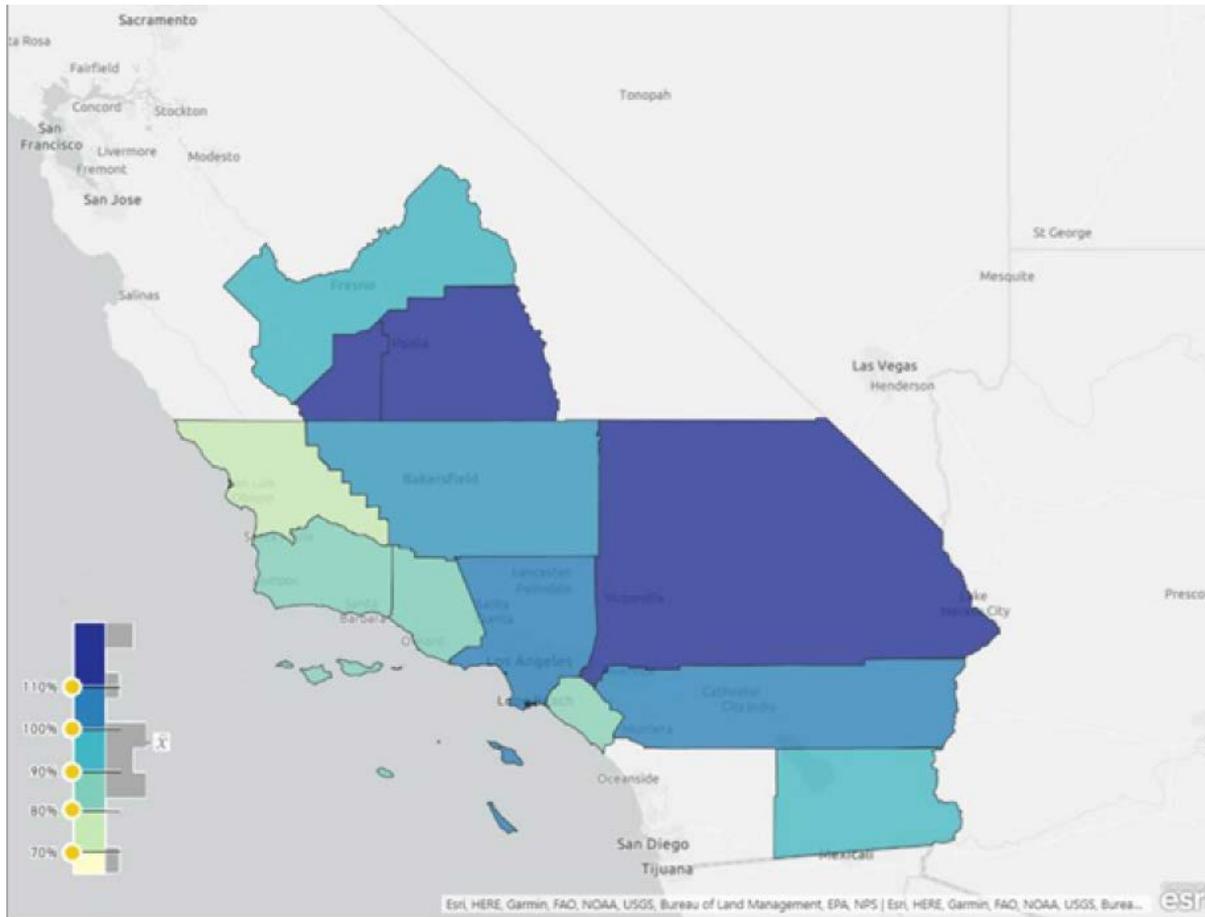


Zip codes with lowest penetration (overall)	
City	Penetration Rate
Rancho Santa Fe	9%
Mount Laguna	19%
Laguna Beach	25%
Coronado	29%
Del Mar	35%
Borrego Springs	56%
La Jolla	41%
Palomar Mountain	51%
Dana Point	69%
Solana Beach	52%

*Represents SDG&E zip codes with the lowest penetration rates, as of December 31, 2020.

CARE Program *CARE Penetration map*

SoCalGas



County	Penetration Rate *
Kings	132%
San Bernardino	129%
Tulare	114%
Riverside	106%
Los Angeles	105%
Kern	102%
Ventura	98%
Fresno	97%
Imperial	96%
Santa Barbara	95%
Orange	94%
San Luis Obispo	70%

* 2020 YTD through December 31, 2020, as reported in the IOU ESA-CARE Monthly Report (filed January 21, 2021).

Energy Savings Assistance Program

PU Code Section 2790 requires the CPUC to provide energy efficiency services to qualifying low-income households. This program provides energy efficiency services such as weather stripping, insulation, and appliance upgrades to help these Californians better manage their energy bills.

2020 YTD ESA Program Budget Updates *

2020 Authorized Program Budgets and YTD Expenditures			
Utility	Authorized 2020 Budget ¹	YTD Expenditures ²	%
PG&E	\$340,556,982	\$147,493,426	43%
SCE	\$85,250,503	\$54,754,531	64%
SDG&E	\$35,509,153	\$15,711,478	44%
SoCalGas	\$216,861,913	\$104,345,431	48%
Total	\$678,178,551	\$322,304,866	47.5%

¹ Authorized funding in Conforming AL Resolutions, Clear Plan Dispositions, and Mid-Cycle Update AL Dispositions, including authorized 2009-2016 unspent funding. This is sum of the amounts shown in the IOU ESA-CARE Monthly Reports, ESA Tables 1 and 1A.

² Expenditures are the sum of amounts shown in each IOU's ESA-CARE Monthly Report, ESA Table 1 and Table 1A.

* 2020 YTD through December 31, 2020, as reported in the IOU ESA-CARE Monthly Report (filed January 21, 2021).



Energy Savings Assistance Program

2020 YTD Energy Savings Targets

2020 Annual Savings for YTD Treatment ¹			Estimated Annual HH Usage for HH Treated YTD ²		Savings as % of Average HH Usage		Annual Program Savings Target ³	
Utility	kWh	therms	kWh	therms	kWh	therms	kWh	therms
PG&E	53,867,250	(68,597)	511,260,720	29,451,936	10.5%	-0.2%	51,820,000	1,900,000
SCE	31,603,508	N/A	353,428,416	N/A	8.9%	N/A	33,920,000	N/A
SDG&E	1,056,869	32,954	38,291,148	2,344,356	2.8%	1.4%	7,220,000	420,000
SoCalGas	N/A	589,230	N/A	32,669,347	N/A	1.8%	N/A	6,530,000
TOTAL	86,527,627	553,587	902,980,284	64,465,639			92,960,000	8,850,000

¹ 2020 through December 31, 2020, as reported in the IOU ESA-CARE Monthly Report (filed January 21, 2021).

² Derived from average CARE Customers Usage for PY 2019 (Annual Report CARE Table 9) multiplied by December 2020 homes treated and annualized.

³ Authorized in ED Dispositions (December 2018 and January 2019) to IOU Mid-Cycle Advice Letter filings.



Energy Savings Assistance Program

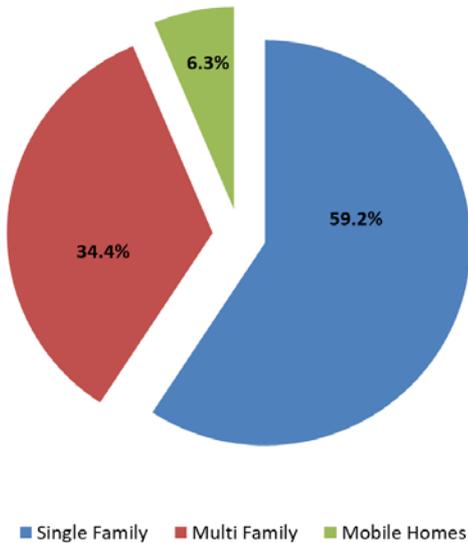
Top Two Drivers for Energy Savings Shortfalls below Target

IOU	Drivers
PG&E	<ol style="list-style-type: none">1. PG&E's ESA Program was on pause for in excess of two months due to the COVID-19 pandemic. Barring something unforeseen, it will be a challenge to meet this year's homes treated goal.2. PG&E is forecasting to not meet ESA's therm target due to (1) the introduction of LED lighting interactive effects, which PG&E indicated in the Mid-Cycle Advice Letter; and (2) transition to using Final Impact Evaluation results beginning with reporting for July 2019. (Final Impact Evaluation results are much lower than the Phase 1 results used in the Mid-Cycle Advice Letter).
SCE	<ol style="list-style-type: none">1. In past years, SCE has typically exceeded the target, as much as 120%. However, due to Covid-19 restrictions that has slowed down enrollments, this has impacted annual savings. In 2020, SCE's total annual savings was 31,603,508 kWh, which was 93% of its kWh target.2. SCE suspended door-to-door outreach since March 2020 due to contractor and customer safety concerns. In 2020, SCE treated 48,836 first touch households, which was 49% of goal.
SoCalGas	<ol style="list-style-type: none">1. Enrollment rates are below original forecast and goals. This is a result of the impacts of COVID-19, including enduring challenges some contractors faced while ramping up after suspension of program activities.2. Lower therm savings per unit installed, compared with the assumptions used to develop the original savings targets.
SDG&E	<ol style="list-style-type: none">1. The Impact Evaluation has lowered saving values for program measures, making it challenging to meet program savings targets.2. Contractors continued to struggle to reach pre-pandemic enrollment levels throughout 2020. Phone enrollment efforts were mildly successful; however, measure installation were not conducted until a later date. This impacts savings values that are generated through canvassing efforts, where measures are installed at the time of enrollment.

Energy Savings Assistance Program

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ESA 2020 SW Participation By Type



2020 YTD Households Treated

2020 YTD Households Treated ¹						
Utility	Annual Goal	First Touch	Go-Backs	Total	Total as % of 2020 Goal	Total as % of Eligible ESA HH ²
PG&E	104,222	30,148	56,272	86,420	83%	5.37%
SCE	113,612	48,836	12,016	60,852	54%	4.25%
SDG&E	23,761	4,262	5,041	9,303	39%	3.06%
SoCalGas	191,186	69,106	36,579	105,685	55%	5.56%
Total	432,781	152,352	109,908	262,260		

¹ 2020 through December 31, 2020, as reported in the IOU ESA-CARE Monthly Report (filed January 21, 2021).

² Athens estimate of IOU residential customers estimated eligible for ESA at 200% of FPL; updated annually in February.



Energy Savings Assistance Program

2020 MULTIFAMILY UPDATES

SPOC: All IOUs have SPOC facilitation at this time. SPOC continues to leverage with other utility program offerings.

- **PG&E:** In 2020, PG&E's SPOC conducted 166 referrals across PG&E and non-PG&E multifamily programs which resulted in 21 ESA in-unit referrals.
- **SCE:** SCE leveraged the SOMAH program and SOMAH leads have been distributed to contractors for outreach. Contractors are now contacting these leads and waiting to hear back from customers. SCE has added parking lot lamps to its measure offering.
- **SDG&E:** In 2020, SDG&E's SPOC enrolled 34 properties into at least one SDG&E customer program.
- **SoCalGas:** Through December 2020, SoCalGas' SPOCs have continued building the pipeline of CAM projects. The on-going relationships developed with larger property owners such as National Core and others, provide on-going opportunities for the ESA Program with both CAM and in-unit treatments that provide increased health, safety and comfort.

Common Areas: All IOUs continue implementing their Common Area Measures Initiative Implementation Plans in 2019.

- **PG&E:** As of December 31, 2020, PG&E has enrolled 1,882 and audited 1,800 buildings. Upon reaching the program enrollment goal, PG&E opened a 2021 program waitlist. In 2020, PG&E has successfully completed and paid 19 ESA CAM projects.
- **SCE:** Deed Restricted: In progress – 23 Whole Building, 2 Common Area, 4 In-Unit. Deed Restricted: Completed – 10 Whole Building, 5 Common Area, 10 in-unit. Market Rate: In progress – 17 in-unit. Market Rate: Completed – 13 in-unit.
- **SDG&E:** As of December 2020, SDG&E's ESA CAM program has treated 56 properties, with another 11 currently receiving measure installations. In addition, the program completed 51 Energy assessments/audits in 2020, with another 10 properties in the pipeline awaiting assessments. These efforts have positively impacted 4,651 MF Units.
- **SoCalGas:** SoCalGas has consistently reported completed projects when a system is installed and operational. Completion includes equipment installation, commissioning, pipe insulation, city inspections, operating & maintenance training with facility personnel and final sign off with the property owner. By December 31, 2020, SoCalGas had completed six (6) projects. Five additional projects were completed in January 2021 due to delays related to the pandemic as well as supply chain issues that resulted in extended delivery times for needed equipment.

ENERGY EDUCATION

The statewide Energy Education Resource Guide has been finalized and the IOUs and SMJU's are in the process of rolling out to Service Providers; the guide is available in English, Spanish, Chinese, Vietnamese, Korean, Hmong, Russian, and Braille.

Energy Savings Assistance Program



PG&E Tribal Outreach for Low Income Programs

As of Dec 2020 Summary of Tribal Responses			
OUTREACH STATUS	QUANTITY		TRIBES
Tribes completed ESA Meet & Confer	21	Berry Creek Rancheria Big Sandy Rancheria Laytonville Rancheria (Cahto) Cold Springs Rancheria of Mono Indians Coyote Valley Band of Pomo Indians Guidiville Rancheria Upper Lake Rancheria Hoopa Valley Tribe Hopland Reservation Ione Band of Miwok Indians Karuk Tribe	Manchester Point Arena Rancheria Mooretown Rancheria North Fork Rancheria Redwood Valley Rancheria Round Valley Reservation Sherwood Valley Rancheria Wiyot Tribe (Table Bluff) Tuolumne Rancheria United Auburn Indian Community Yurok Tribe
Tribes requested outreach materials or applications	7	Big Valley Rancheria Coyote Valley Band of Pomo Indians Greenville Rancheria Grindstone Rancheria	Mechoopda Indian Tribe Pinoleville Reservation Robinson Rancheria of Pomo Indians
Tribes who have not accepted offer to Meet and Confer	24	Bear River Band of Rohnerville Rancheria Big Lagoon Rancheria Blue Lake Rancheria Cher-Ae Heights Indian Community of Trinidad Rancheria Chicken Ranch Rancheria Cloverdale Rancheria Colusa Rancheria (Cachil Dehe Wintun) Cortina Rancheria Dry Creek Rancheria Elem Indian Colony (Sulphur Bank) Enterprise Rancheria of Maidu Indians Jackson Rancheria	Middletown Rancheria Paskenta Rancheria Picayune Rancheria Pit River Tribes Redding Rancheria Santa Rosa Rancheria (Tachi-Yokut) Santa Ynez Band of Chumash Indians Scotts Valley Band of Pomo Indians Shingle Springs Rancheria Stewarts Point Rancheria (Kashia Pomo) Table Mountain Rancheria Yocha Dehe Wintun Nation (Rumsey)
Non-Federally Recognized Tribes who participated in Meet & Confer	2	Dunlap Band of Mono	North Fork Mono
Tribes involved in Focused Project on Tribal Lands	4	Complete: Yurok Tribe In Process: Sherwood Valley Rancheria	Identified for Participation in 2021: Hoopa Valley Tribe Round Valley Reservation
Housing Authority (HA) and Tribal Temporary Assistance for Needy Families (TANF) offices who received outreach	28		
HA and TANF offices who participated in Meet and Confer	5	Housing Authority Offices: Karuk Tribe	TANF Offices: Karuk Tribe North Fork Rancheria Susanville Indian Rancheria Owens Valley Career Development Center

Energy Savings Assistance Program

Summary of Tribal Outreach Activities for 2020

- PG&E's Tribal Consultation Plan for program year 2020 consisted of outreach to the leadership of the remaining tribal communities who had not responded to contact attempts. Email communication and phone calls with offers of in-person meetings, webinars and /or phone call consultations were completed every quarter.
- In addition to the offer to meet and confer, all outreach materials included information on customer protections.
- PG&E's tribal liaison who collaborates with all tribes in PG&E service territory is a point person for Tribal Councils, leadership and government staff. The liaison communicates the offer to meet and confer every time there is an audience with the tribal communities.
- In addition to in-person and webinar meetings with seven tribes, PG&E met with 10 Tribal Temporary Assistance for Needy Families (TANF) offices, 31 Housing Authority offices, and American Indian Chamber of Commerce members.
- PG&E also contacted all 51 tribes to become CARE Community Outreach Contractors in the summer.
- Based on the Yurok Project experience, PG&E revised the enhanced home assessment form and modified its Property Owner Waiver/Property Owner Authorization forms to be more appropriate for tribal use.
- PG&E developed additional customized versions of its turn-key outreach materials for tribes, TANF offices, Housing Authority offices, and other tribe-affiliated entities to promote customer assistance programs. Materials included customer letters, postcards, social media announcements, and newsletter articles.
- Targeted marketing continues to be in place for all tribal communities, in addition to personalized outreach to tribal leadership/staff with information about customer protections during COVID and wildfires.

Energy Savings Assistance Program

SCE Tribal Outreach for Low Income Programs

Pursuant to D.16-11-022 and D.17-12-009, SCE has met the goal of offering the ESA Program to all tribes in SCE service territory by 2020.

- SCE continuously offers low-income programs to all tribal communities within its service territory through the following actions:
 - Identify and confirm tribal contacts for each territory
 - Regular face-to-face and digital meetings
 - Participating in tribal community events
 - Presentations to their tribal councils
 - Offering virtual enrollments where feasible
- SCE’s Local Public Affairs is being leveraged to develop a revised outreach strategy aimed at engaging the remaining tribes. Additional collateral is being developed that will be used during future outreach activities and provide an overview of the ESA program and the many benefits it can provide to the tribal Communities.

#of Federally Recognized Tribes in SCE Territory	# of Tribes who no longer are in SCE Territory	# of Tribes who Refused/Members not Eligible	# of Tribes enrolled and completed installations	# of Tribes Reached Out to, but no response	# of Tribes Completed Tribal Consultation
13	1	3	2	1	6
	Pechanga	Twenty-Nine Palms Agua Caliente San Manuel Band of Mission Indians Colorado River Indian Tribes (CRIT)	Chemehuevi Death Valley Timbisha Shoshone	Soboba Band of Luiseño Indians	Benton Paiute Tribe Bishop Paiute Tribe Bridgeport Paiute Indian Colony Tule River Indian Tribe Morongo Band of Mission Indians

Note: Marketing and outreach strategies and material to tribal members is tailored according to requests during coordination with either tribal council or housing authority.

Energy Savings Assistance Program



SDG&E Tribal Efforts for Low Income Programs

Tribal Liaison Activities

- SDG&E’s tribal liaison works with all tribes in our service territory, and is a point person for Tribal Councils, leadership and government staff.
- Plans for 2021 to target specific tribes with individualized offers of enrollment and/or program assistance are in development, per request from LIOB members in January. Plans will potentially include:
 - Collaboration with tribal governments in order to secure “Homeowner” letters to facilitate ESA program enrollment
 - Partnering with one contractor to offer “whole neighborhood” approach for outreach and enrollment
 - Conducting mass outreach and enrollment efforts to eligible customers

Outreach Activities

- SDG&E’s outreach team has established paid partnerships via SCAIR and SCTCA.
- All tribes in San Diego’s service territory can use these organizations for resources.
- SDG&E works closely with the two associations to make sure that tribal community members are informed about all relevant SDG&E programs and services.

2020			
	Activity Type	Count	Est. Reach
SCAIR	Events	8	510
	Messaging	34	10,575
	Presentation	1	1
	Total	43	11,086
SCTCA	Events	0	0
	Messaging	17	19,477
	Presentation	1	1
	Total	18	19,478
Total Activity		61	30,564

*SCTCA – Southern California Tribal Chairmen’s Association

*SCAIR – Southern California American Indian Resource Center

Energy Savings Assistance Program

SDG&E Tribal Outreach for Low Income Programs



Federally Recognized Tribes in SDG&E's Service Territory	Outside of Service Territory	Outreach Efforts
21 Tribes	5 Tribes	
<ul style="list-style-type: none"> • Barona Band of Mission Indians • Campo Kumeyaay Nation • Capitan Grande Reservation • Ewiiaapaayp Band of Kumeyaay Indians (Cuyapaipe Reservation) • Inaja & Cosmit Band of Indians • Jamul Indian Village • Juaneno Band of Mission Indians • Kwaaymii • La Jolla Band of Mission Indians • La Posta Band of Mission Indians • Los Coyotes Band of Mission Indians • Manzanita Band of the Kumeyaay Nation • Mesa Grande Band of Mission Indians 	<ul style="list-style-type: none"> • Pala Band of Mission Indians • Pauma Band of Luiseno Indians • Rincon Band of Luiseno Indians • San Luis Rey Band of Mission Indians • San Pasqual Band of Mission Indians • lipay Nation of Santa Ysabel (Santa Ysabel Reservation) • Sycuan Band of Kumeyaay Nation • Viejas Band of Kumeyaay Indians 	<ul style="list-style-type: none"> • Ongoing outreach conducted through SCAIR and SCTCA • SDG&E will begin direct outreach for a “whole neighborhood” offer in Q1 2021

Energy Savings Assistance Program

SoCalGas Tribal Outreach for Low Income Programs



Federally Recognized Tribes in SoCalGas' Service Territory	Tribes with SoCalGas Residential Meters	Tribes Reached Out To for Tribal Consultation
20 Tribes	7 Tribes	4 Tribes
<ul style="list-style-type: none"> • Agua Caliente Band of Cahuilla Indians • Augustine Band of Cahuilla Indians • Cabazon Band of Mission Indians • Cahuilla Band of Mission Indians of the Cahuilla Reservation • Chemehuevi Indian Tribe of the Chemehuevi Reservation • Chumash Tribe of Indians • Fort Mojave Indian Tribe • Los Coyotes Band of Cahuilla and Cupeño Indians • Morongo Band of Cahuilla Mission Indians • Pechanga Band of Luiseño Mission Indians of the Pechanga Reservation • Ramona Band of Cahuilla Indians 	<ul style="list-style-type: none"> • San Manuel Band of Serrano Mission Indians of the San Manuel Reservation • Santa Rosa Band of Cahuilla Indians • Santa Ynez Band of Chumash Mission Indians of the Santa Ynez Reservation • Serrano Nation of Mission Indians • Soboba Band of Luiseño Indians • Tachi Yokut Tribe of Indians • The Juaneño Band of Mission Indians • Torres-Martinez Desert Cahuilla Indians • Tule River Indian Tribe of the Tule River Reservation • Twenty-Nine Palms Band of Mission Indians of California 	<ul style="list-style-type: none"> • Agua Caliente Band of Cahuilla Indians • Morongo Band of Cahuilla Mission Indians • Santa Rosa Band of Cahuilla Indians • Soboba Band of Luiseño Indians <div data-bbox="1402 634 1860 715" style="background-color: #003366; color: white; padding: 5px; text-align: center;">Additional Tribes Outreached for The ESA Program</div> <ul style="list-style-type: none"> • Augustine Band of Cahuilla Indians • Cahuilla Band of Mission Indians of the Cahuilla Reservation • Pechanga Band of Luiseño Mission Indians of the Pechanga Reservation • Tachi Yokut Tribe of Indians • The Juaneño Band of Mission Indians • Torres-Martinez Desert Cahuilla Indians • Tule River Indian Tribe of the Tule River Reservation • Twenty-Nine Palms Band of Mission Indians of California

Energy Savings Assistance Program

SoCalGas Tribal Outreach for Low Income Programs



SoCalGas Additional Tribal Outreach for Low Income Programs

- Due to COVID-19, all events have been either cancelled, postponed or made virtual. Community Based Organizations and SoCalGas Customer Assistance Outreach Staff continue to actively participate in outreach efforts via virtual means.
- SoCalGas has formally partnered with Walking Shield, an organization that aids American Indian Families. Activities include:
 - Held 102 one-on-one virtual meetings where participants were provided brochures and information on enrolling in SoCalGas Customer Assistance Programs.
 - Emailed nearly 1,300 participants from their education program with information on SoCalGas programs with a link to apply.
 - Posted SoCalGas program information and links via Facebook, Instagram and Twitter reaching approximately 13,000 views.
 - Once in-person events resume, SoCalGas programs will be promoted at community gatherings, such as Pow Wows
- Outreach team has been working on 2021 partnership with Southern California Indian Center and United American Indian Involvement, Inc.
- SoCalGas Regional Public Affairs has provided materials, information, links and offered to make presentations on the ESA Program. Efforts include:
 - Outreach to the Tribal Association of Sovereign Indian Nations (TASIN), the American Indian Chamber of Commerce of California and the California Nations Indian Gaming Association (CNIGA)
 - American Indian Chamber of Commerce has been including ESA Program information in their weekly E-Newsletters.
 - CNIGA to send an email blast on the ESA Program and other Customer Assistance Programs (CAP) to their membership.
 - Outreach to specific tribes includes the Soboba, Pechanga, Agua Caliente, Cahuilla, Torres Martinez, Santa Rosa, 29 Palms, Cabazon, Augustine, Morongo, Tejon, Juaneño Band of Mission Indians, the Tachi Yokut, and Tule tribes.
 - Morongo forwarded information on the ESA Program and other CAPs to their BIA Social Services Staff and TANF offices.



Joint IOU's Unspent Funds for Energy Savings Assistance Program

Low Income Oversight Board Meeting
Webex
March 11, 2021

PG&E's Unspent ESA Program Funds

Total Remaining ESA Unspent Funds (\$M)	
Remaining Unspent/Uncommitted 2009-2016 funds [1]	\$2.34
Total 2017-2020 Unspent funds authorized from 2009-2016 Unspent Funding [2]	\$100.44
Total 2017-2020 Unspent funds authorized from D.16-11-022 and D.17-12-009 [3]	\$95.10
Total Unspent Funds as of 12/31/2020 [4]	\$197.89
Total Unspent funds for 2021 Bridge Funding Activities [5]	\$89.36
Total Unspent funds Committed to continue 2017-2020 MF CAM activities during 2021 Bridge Funding [6]	\$27.35
Total Unspent funds for Post-Pandemic Return to Service (PPRS) credit in 2021 [7]	\$9.24

1. Unspent/Uncommitted 2009-2016 Funds is the remaining amount of the ESA program funds collected from 2009-2016 program cycles that have not been authorized for the 2017-2020 ESA Program.
2. The remaining amount of 2009-2016 Unspent Funds budget authorized by the Commission to perform 2017-2020 ESA program activities in Mid-Cycle Advice Letter 3990-G-A/5329-E-A and 3990-G-B/5329-E-B (These funds are reported in Table 1A of PG&E's Monthly and Annual Reports.)
3. The remaining amount of D.16-11-022 and D.17-12-009 authorized ESA funding.
4. Unspent funds may only be used for ESA program activities. In Application (A.) 19-11-003 et. al., PG&E proposes using unspent funds to offset future revenue collections for the 2021-2026 period.
5. Authorized bridge funding amount approved in PG&E Advice Letter 4351-G-B/6035-E-B for January 1, 2021 - June 30, 2021, effective December 24, 2020.
6. Reserved/contracted amount with signed customer agreements for MF CAM activities.
7. Estimated amount for PPRS credit from January – May 2021 per Resolution E-5074.

SCE's 2017-2020 Unspent Funds for ESA Program

Total Remaining Unspent Funds (\$M)	
Remaining 2009-2016 Unspent/Uncommitted fund	\$ 56.22
Total 2017-2020 Revenue Remaining as of 9/30/2020	\$ 31.12
Total 2017-2020 Unspent Funds - applied to cover Actual Expenses remaining as of 9/30/2020	\$ 28.80
Total Remaining Unspent Funds as of 9/30/2020	\$ 116.15
Total Unspent funds for Bridge Funding Activities	\$ 40.92

- The revenue remaining comes from the budget authorized in Decision (D.) 16-11-002 and Resolution E-4855 was \$318.37 million and indicates what SCE is authorized to collect through 2020.
- Unspent funds total as of September 30, 2020. SCE is working to reconcile the total unspent funds balance through the end of 2020.
- The term “Unspent Funds” includes uncommitted and committed unspent funds. Unspent funds may only be used for ESA program activities. In Application (A.) 19-11-003 et. al., SCE proposing using unspent funds to offset future revenue collections for the 2021-2026 period.
- Total for bridge funding activities is based on the authorized bridge funding amount approved in SCE Advice Letter 4053-E, effective December 16, 2019.

SDG&E's Unspent Funds for ESA Program



Total Remaining Unspent Funds (\$M) [1]	
2009-2016 Unspent funds [2]	\$23.32
Total 2017-2020 Revenue Collected as of 12/31/2020 [3]	+ \$88.06
Total 2017-2020 Actual Expenses as of 12/31/2020 [4]	- \$75.69
Total Remaining Unspent Funds as of 12/31/2020 [5]	= \$35.72
Total allocated as of 12/31/2020 [5]	- \$10.13
Total Remaining Unspent Funds as of 12/31/2020[6]	= \$25.56
Total funding requested for 2021 [7]	\$27.74

1. Unspent funds are only available for ESA activities.
2. SDG&E's unspent/over collected funds at the end of 2016 totaled \$23,322,672. Resolution E-4884 authorized \$12,959,793 to be used in the 2017-2020 budget cycle. Unspent carryover funds from PY2017 and PY2018 were redistribution to PY2019 as authorized in SDG&E Advice Letter 3250-E/2688-G.
3. The revenues collected were less than the authorized budget levels in D.16-11-022, Resolution E-4884 and budgets approved in AL 3250-E/2688-G.
4. Reflects expenses from ESA Tables 1 + 1A, net of manual adjustments.
5. Includes \$10.13M of Unspent/Committed funds remaining from authorized amount of \$12,959,793 in Resolution E-4884.
6. Please note the financial information presented is preliminary and will be finalized upon completion of the 2020 Annual Report
7. 2021 budget amount requested in A.19-11-005, pending Commission decision. As directed in D.20-08-033, SDG&E filed Advice Letter 3612-E/2905-G for ESA bridge funding activities for January 1 through June 30, 2021 using uncommitted unspent funds for the bridge period. SDG&E's Advice Letter 3612-E/2905-G was approved by the Commission's Energy Division effective September 23, 2020.

Note: This does not include cumulative interest collections in the ESA balancing accounts.

Energy Savings Assistance Program

Unspent/Uncommitted ESA Funds



SoCalGas Remaining Unspent Funds

Total Remaining Unspent Funds (\$M)	
Remaining 2009-2016 Unspent Funds [1]	\$125.15
2017-2020-Revenues Collected as of 12/31/2020	\$491.68
2017-2020 Total Expenses as of 12/31/2020 [2]	\$389.74
2017-2020 Unspent Funds as of 12/31/2020 [3]	\$101.94
Total Remaining Unspent Funds as of 12/31/2020	\$227.09
Total Unspent Funds for Bridge Funding Activities [4]	\$67.07
Footnotes	
[1] PY 2009-2016 Unspent Funds related to Revenues Collected.	
[2] PY 2017-2020 Total Expenses from Tables 1 and 1A.	
[3] PY 2017-2020 Unspent Funds related to Revenues Collected.	
[4] 2021 Budget amount requested in A.19-11-006, pending decision. Pursuant to OP 9 of D.20-08-033, the IOU's are to use unspent and uncommitted funds during the bridge period before new revenue collections. Remaining unspent funds may be carried over for activity from the prior cycle including CAM and first-time treatments.	
*Unspent funds can only be used for ESA Program activities or returned to ratepayers.	

Energy Savings Assistance Program *Unspent/Uncommitted ESA Funds*

Top Two Drivers for Unspent Funds

IOU	Drivers
PG&E	<ol style="list-style-type: none"> 1. ESA budget under spent due to not meeting homes treated goals in 2017-2018, and over estimation of measures to be installed. Current 2020 enrollment and installation rates are below pre-COVID-19 levels, impacting ESA spending. 2. 2009-2016 Unspent Funds committed for ESA 2017-2020 through Conforming and Mid-Cycle Advice Letters (Table 1A): a) Delayed launch of new measures pending 2018 Mid-Cycle Advice Letter Filing Resolution; b) Delayed start installing measures for Multi-Family Common Area Measure (CAM) as a result of transitioning to a deemed measures program based on options provided by Energy Division; c) COVID-19.
SCE	<ol style="list-style-type: none"> 1. Enrollment and installation rates are still below pre-COVID-19 levels. Although eligible population has likely increased, willingness to enroll is still fluid during the pandemic. This has also impacted MF CAM progress, whose budget is taken from unspent funds. In 2020, SCE treated 60,852 households (first touch and re-treated), which was 54% of target. 2. So far, limited opportunities to leverage with CSD. Current projects have few potential measures that SCE can reimburse CSD for.
SoCalGas	<ol style="list-style-type: none"> 1. Enrollment rates below the original forecast and goals. This is a result of the challenges the program faces in finding and enrolling new, untreated, eligible and willing customers as well as ongoing impacts from COVID-19. 2. Lower forecast rates of feasibility for some of the program measures.
SDG&E	<ol style="list-style-type: none"> 1. The total homes treated fell below the cycle treatment target for the program years 2017-2020. Additionally, an over estimation of measures installed caused lower than projected spend. 2. Due to COVID-19, the program suspension and pandemic further impacted enrollment and installation rates causing additional increases in unspent funds.

COVID-19 IMPACTS

CARE

ESA

PSPS

Low Income Oversight Board Meeting

Webex

March 11, 2021



PG&E Report on 2020* COVID-19 Impacts: Consumer Protections, CARE, ESA, PSPS

* March 1, 2020 – December 31, 2020

2020 COVID-19 Impacts: CARE/FERA Program

Since COVID-19, PG&E has put in place numerous consumer protections related to the CARE program to support our customers during this emergency.

Program Changes

- All Standard and high-usage post-enrollment verifications have been frozen for 12 months
- All CARE and FERA program removals have been halted
- All recertifications have been halted to avoid removing people from the discount

Expanded Outreach

- Aggressive promotion of consumer protections including email, TV and digital media, PG&E website
- Working with CBO partners to better inform customers of program changes
- Invited all LIHEAP providers to apply to become CARE Outreach Contractors
- Targeted and co-marketing of similar programs to expand reach, such as on the Fresh EBT mobile app and CA Lifeline program

2020 COVID-19 Impacts: CARE/FERA Program

Since March 1st, PG&E has seen rapid enrollment increases in CARE and FERA:

- CARE enrollments have increased by over 180k customers
- FERA enrollments have increased by over 11k customers

Notable CARE Increases

County	Trend	% Increase
Placer	67% - 82%	23%
Marin	77% - 95%	23%
San Mateo	78% - 95%	22%
San Luis Obispo	58% - 69%	19%
Sonoma	86% - 99%	14%

Notable FERA Increases

County	Trend	% Increase
Marin	13% - 27%	110%
Napa	14% - 24%	71%
Sonoma	13% - 24%	78%
San Francisco	13% - 22%	71%
Santa Cruz	9% - 15%	69%

- **Tripled frequency** of emails and direct mail campaigns
- Increased the size of the target audience to **include the entire eligible residential customer base** with emails on file
- **71% of new enrollments** have come from online applications, driven by media and email campaigns

2020 COVID-19 Impacts: ESA Program Performance

2020 Program Summary			
2020	Authorized/Planning Assumptions	2020 Actual	%
Budget	\$231,659,227	\$139,037,393	60%
Homes Treated	104,222	86,420	83%
kWh Saved	51,820,000 kWh	53,867,250 kWh	104%
Therms Saved	1,900,000 Therms	(68,597) Therms	-4%

COVID-19 Impacts: ESA Program

PG&E's ESA program was suspended as of 3/19/20 due to COVID-19. The program was resumed in full on 5/31/20.



Dispersed 60-day advances to eligible Contractors. Six month Post Pandemic Return to Service Credit (PPRS) earning period to begin on 12/1/20.



Developed virtual training for contractors to increase efficiency and adhere to physical distancing guidelines.



Implemented a virtual education and enrollment pilot so that Contractors and customers have the option to enroll without face-to-face contact.

SCE Report on COVID-19 Impacts:

CARE Program

ESA Program

PSPS Update

COVID-19 Impacts: CARE/FERA Program*

As of January 2021, SCE has continued to see an increase in CARE/FERA enrollments since Consumer Protections went into effect in March 2020.

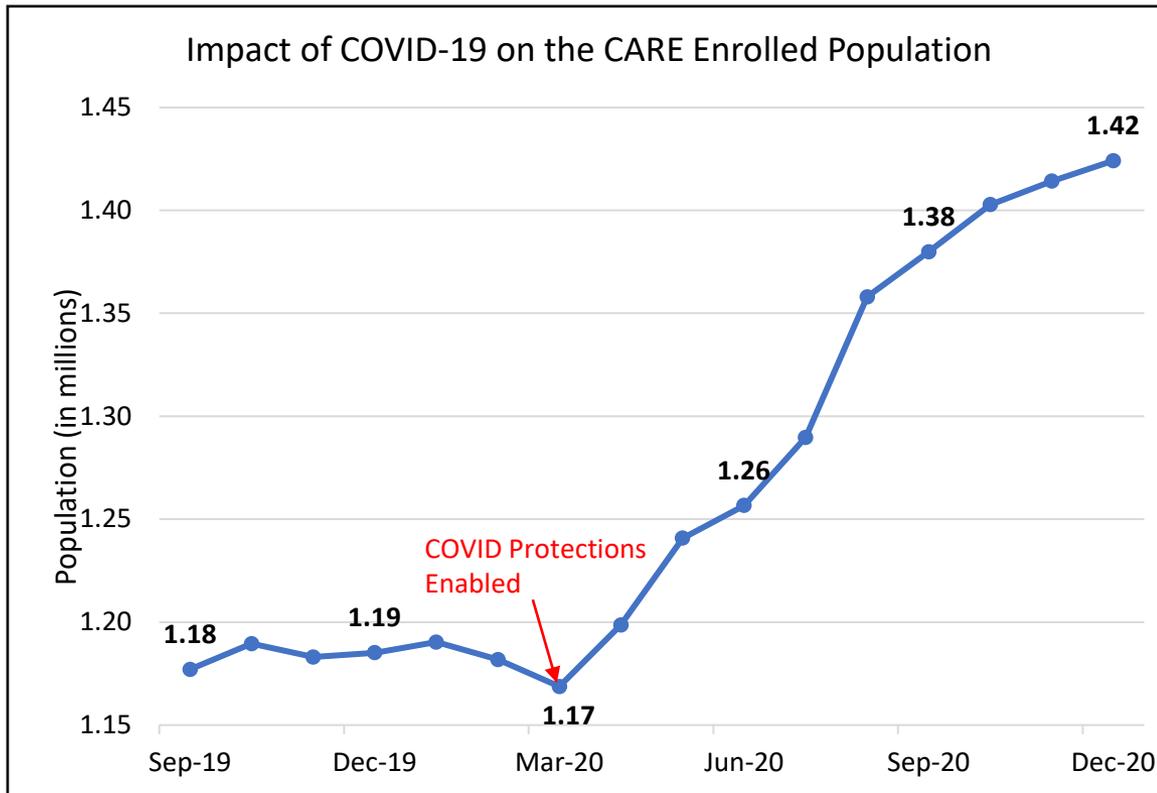
- CARE enrollments have increased by over 350,000 customers
- FERA enrollments have increased by over 11,000 customers

Outreach strategies have increased awareness and enrollment in SCE's Income Qualified Programs

- Targeted direct mail efforts average more than 200,000 letters per month.
- Email blast to eligible CARE/FERA customers reach approximately 120,000 customers each month.
- Updated pages on sce.com to include Additional Assistance Programs including links to Low Income Home Energy Assistance (LIHEAP), California LifeLine, 2-1-1, and www.everyoneon.org for information about affordable internet and low-cost computers.

*Reflect data from Dec. 2020 – Feb. 2021

COVID-19 Impacts: CARE/FERA Program



• Enrolled Population

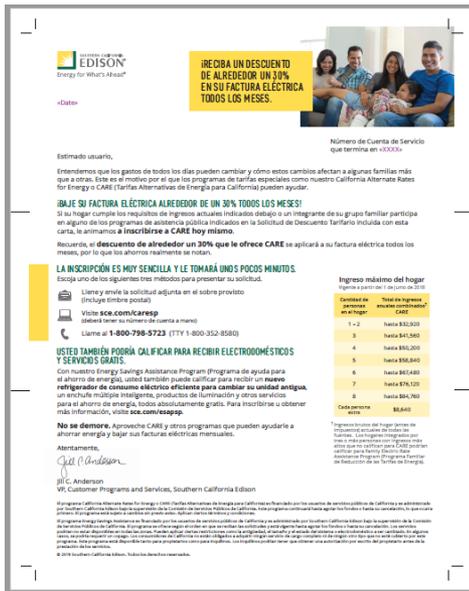
- The YE 2020 CARE enrolled population increased 20% over YE 2019 (net increase of 238,913).
 - YE 2020 CARE enrolled population was 1,424,059
 - YE 2019 CARE enrolled population was 1,185,146
- The YE 2020 FERA enrolled population increased 47% over YE 2019 (net increase of 9,370).
 - YE 2020 FERA enrolled population was 29,455
 - YE 2019 CARE enrolled population was 20,085

• New Enrollments

- 2020 CARE New Enrollments increased 51% over 2019 (net increase of 129,761).
 - YE 2020 CARE New Enrollments were 381,957
 - YE 2019 CARE New Enrollments were 252,196
- 2020 FERA New Enrollments increased 122% over 2019 (net increase of 6,736).
 - YE 2020 FERA New Enrollments were 12,265
 - YE 2019 FERA New Enrollments were 5,529

COVID-19 Impacts: Outreach Strategies

Increased awareness and enrollment in SCE's Income Qualified Programs



¡RECIBA UN DESCUENTO DE ALREDEDOR UN 30% EN SU FACTURA ELÉCTRICA TODOS LOS MESES.

Estimado usuario,

Entendemos que los gastos de todos los días pueden cambiar y cómo estos cambios afectan a algunas familias más que a otras. Ésta es el motivo por el que los programas de tarifas especiales como nuestro California Alternate Rates for Energy (CARE) Tarifas Alternativas de Energía para California pueden ayudar.

¡BAJE SU FACTURA ELÉCTRICA ALREDEDOR DE UN 30% TODOS LOS MESES!
Si su hogar cumple los requisitos de ingresos actuales indicados debajo o un integrante de su grupo familiar participa en alguno de los programas de asistencia social indicados en la Solicitud de Descuento Tarifario Incluida con esta carta, le animamos a **inscribirse a CARE hoy mismo**.

Recuerda, el **descuento de alrededor un 30% que le ofrece CARE** se aplicará a su factura eléctrica todos los meses, por lo que los ahorros realmente se acumulan.

LA INSCRIPCIÓN ES MUY SENCILLA Y LE TOMARÁ UNOS POCOS MINUTOS.
Escriba uno de los siguientes tres métodos para presentar su solicitud.

1. Llame y envíe la solicitud adjunta en el sobre provisto (incluye timbre postal)
2. Visite sce.com/careapp (debe tener su número de cuenta a mano)
3. Llame al **1-800-798-5723** (TTY 1-800-352-8580)

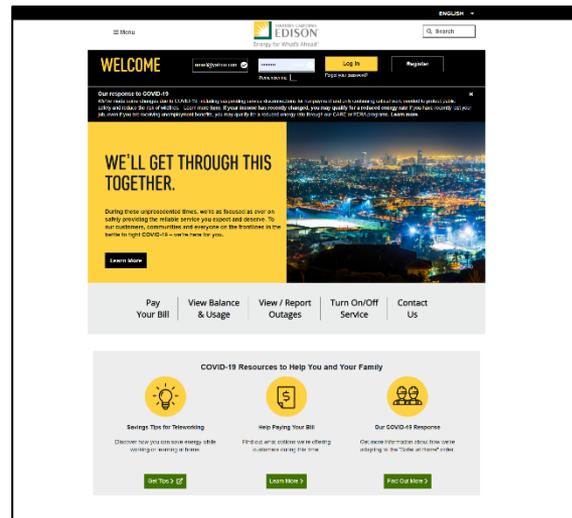
Categoría de ingreso anual	Ingreso máximo del hogar (ingreso a partir del 1 de junio 2018)
1-2	hasta \$32,500
3	hasta \$41,500
4	hasta \$50,500
5	hasta \$59,500
6	hasta \$67,500
7	hasta \$76,500
8	hasta \$85,500
9	\$85,500

USTED TAMBIÉN PODRÍA CALIFICAR PARA RECIBIR ELECTRODOMÉSTICOS Y SERVICIOS GRATIS.
Con nuestro Energy Savings Assistance Program (Programa de ayuda para el ahorro de energía, usted también puede calificar para recibir un **nevera refrigerador de consumo eléctrico eficiente para cambiar su unidad antigua**, un artículo múltiple insumos, productos de iluminación y otros servicios para el ahorro de energía, todos absolutamente gratis. Para inscribirse u obtener más información, visite sce.com/energy.

No se demore. Aproveche CARE y otros programas que pueden ayudarle a ahorrar energía y bajar sus facturas eléctricas mensuales.

Atentamente,
Jill C. Anderson
VP, Customer Programs and Services, Southern California Edison

Targeted Direct Mail (Spanish Version)



WELCOME

WE'LL GET THROUGH THIS TOGETHER.

Our response to COVID-19

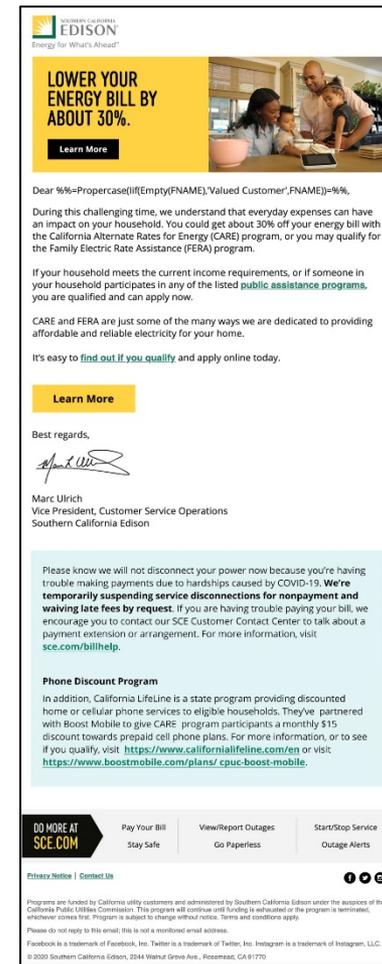
During these unprecedented times, we're so focused on our customers providing the highest service for everyone and everyone. To our customers, contractors and everyone on the frontline in the battle to stop COVID-19, we want to say thank you. Learn more.

Pay Your Bill | View Balance & Usage | View / Report Outages | Turn On/Off Service | Contact Us

COVID-19 Resources to Help You and Your Family

- Savings Tips for Teleworking** - Discover how you can save energy while working in emergency mode.
- Help Paying Your Bill** - Find out what options you're eligible to receive during this time.
- Our COVID-19 Response** - Get more information about how we're adapting to the "State of Emergency".

Updated sce.com landing page for COVID-19



LOWER YOUR ENERGY BILL BY ABOUT 30%.

Learn More

Dear %~Propcase%!(If(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/cpec-boost-mobile>.

DO MORE AT SCE.COM

Pay Your Bill Stay Safe | View/Report Outages Go Paperless | Start/Stop Service 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 numbered email address.

Facebook is a trademark of Facebook, Inc. Twitter is a trademark of Twitter, Inc. Instagram is a trademark of Instagram, LLC.

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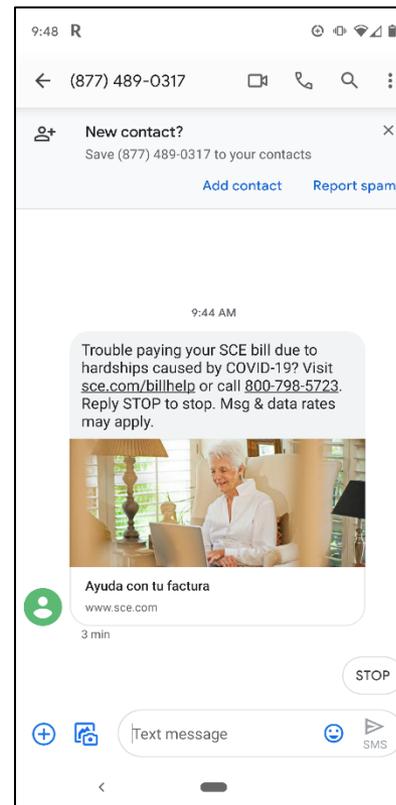
Updated e-mail for COVID-19

COVID-19 Impacts: Outreach Strategies

Increased awareness and enrollment in SCE's Income Qualified Programs



NextDoor App Post for COVID-19 reached
1 million SCE customers



Text Message for COVID-19 delivered to
1.6 million SCE customers

COVID-19 Impacts: Catalina Island

Special IQP Outreach Effort for Catalina Island

- Tourism is the number one source of revenue on the island and Catalina Island is severely impacted due to the impact of COVID-19.
- Initiative began in October raising awareness for CARE, FERA, ESA and EAF availability to income eligible residents on Catalina Island.
- Outreach efforts through a multi-faceted market campaign included:
 - Advertising in local island newspaper, *The Catalina Islander*
 - Social media posting on NextDoor phone app
 - Advertising on community information board posted at the island's only grocery store
 - Direct mail effort to targeted island residents
 - Flyer distribution via Catalina Island's local food banks

COVID-19 Impacts: CARE/FERA Program

Special IQP Outreach Effort for Catalina Island

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:

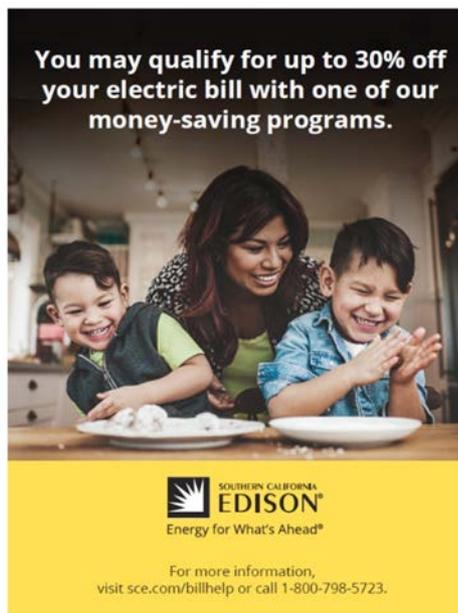
- **California Alternate Rates for Energy (CARE)** – provides monthly energy bill savings of about 30% for electric and 20% for gas and water. CARE customers, who either rent or own, also may qualify for the **Energy Savings Assistance Program (ESAP)** which helps save energy by replacing your current 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.



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.
©2020 Southern California Edison. All rights reserved.

The Catalina Islander print advertising



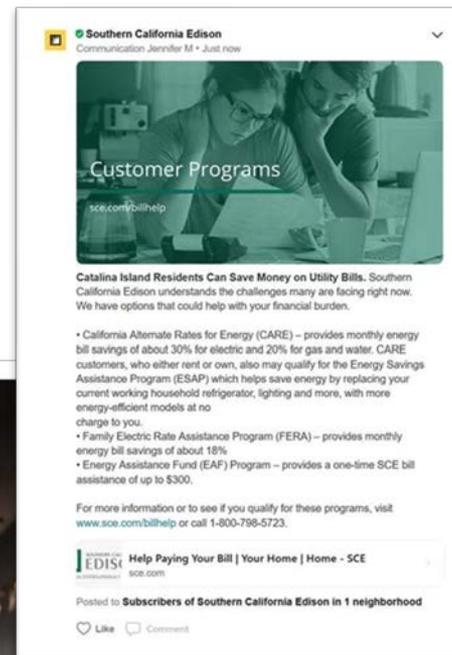
You may qualify for up to 30% off your electric bill with one of our money-saving programs.



SOUTHERN CALIFORNIA
EDISON
Energy for What's Ahead®

For more information, visit sce.com/billhelp or call 1-800-798-5723.

Community Information Board Post



Southern California Edison
Communication Jennifer M • Just now



Customer Programs
sce.com/billhelp

Catalina Island Residents Can Save Money on Utility Bills. Southern California Edison understands the challenges many are facing right now. We have options that could help with your financial burden.

- 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.
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- 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 www.sce.com/billhelp or call 1-800-798-5723.

EDISON Help Paying Your Bill | Your Home | Home - SCE
sce.com

Posted to **Subscribers of Southern California Edison in 1 neighborhood**

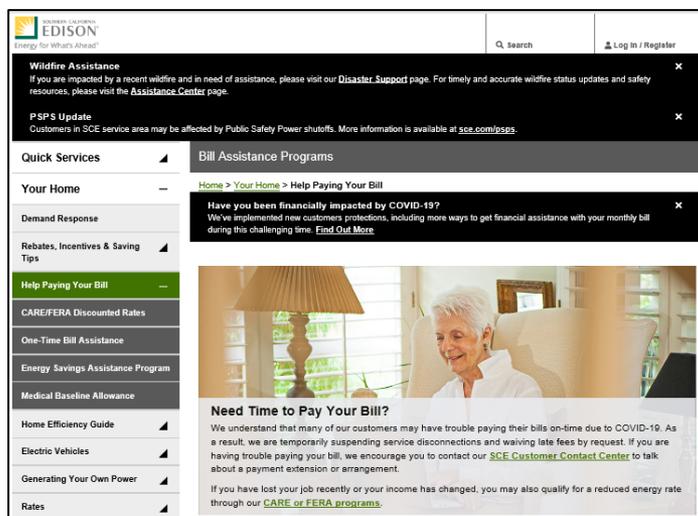
Like Comment

NextDoor App Posting

Additional Assistance Programs

Additional Assistance Programs Featured on sce.com/billhelp:

- Low Income Home Energy Assistance (LIHEAP)
- California LifeLine, 2-1-1
- Information about affordable internet via www.everyoneon.org



Wildfire Assistance
If you are impacted by a recent wildfire and in need of assistance, please visit our [Disaster Support](#) page. For timely and accurate wildfire status updates and safety resources, please visit the [Assistance Center](#) page.

PSPS Update
Customers in SCE service area may be affected by Public Safety Power shutoffs. More information is available at sce.com/psps.

Quick Services | **Bill Assistance Programs**

Your Home | [Home > Your Home > Help Paying Your Bill](#)

Demand Response
Have you been financially impacted by COVID-19? We've implemented new customer protections, including more ways to get financial assistance with your monthly bill during this challenging time. [Find Out More](#)

Rebates, Incentives & Saving Tips

Help Paying Your Bill

CARE/FERA Discounted Rates

One-Time Bill Assistance

Energy Savings Assistance Program

Medical Baseline Allowance

Home Efficiency Guide

Electric Vehicles

Generating Your Own Power

Rates

Need Time to Pay Your Bill?
We understand that many of our customers may have trouble paying their bills on-time due to COVID-19. As a result, we are temporarily suspending service disconnections 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.
If you have lost your job recently or your income has changed, you may also qualify for a reduced energy rate through our [CARE or FERA programs](#).

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](http://socialsecurity.gov) for more information.

2-1-1

A free, confidential phone service available 24/7 to assist you and your family during emergencies and with everyday needs. Dial 2-1-1 for free help or visit [2-1-1.org](#). Services vary by community, but the list below gives a well-rounded sampling of the help that may be available to you:

- Financial / Public Assistance Programs
- Housing Assistance / Emergency Shelter Programs
- Parenting Resources
- Mental Health Services
- Legal Services
- Food Bank / Hot Meal Center Information
- Employment Services
- Transportation Services

Income Qualified and Want Solar?

Homeowners may qualify for a free home solar system from our partner, GRID Alternatives. Find out if the Single-family Affordable Solar Homes (SASH) program, a state of California program for low- or fixed-income families, can help you. Learn more at GridSolar.org.

Additional Assistance Programs

Increased awareness for the LIHEAP (Low Income Home Energy Assistance Program) utility assistance program.

- New posts on Facebook and Twitter resulted in more than 30,000 impressions
- Direct customers directly to CSD website for more information



Additional Assistance Programs

Partnering with www.auntbertha.com (now www.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, and provide links to SCE programs for customers to learn about and enroll in CARE, FERA, ESA and EAF.

In conversations with Inland Empire Health Plan (IEHP) and Molina Healthcare to encourage Riverside and San Bernardino county residents to enroll in eligible health insurance programs.

- Working with SCE Community Based Organizations (CBOs) to partner together for cross-promotion efforts.

Ongoing partnership with SoCalGas and LA Care, one of the largest Medi-Cal provider in Los Angeles county to cross-promote the CARE and ESA programs

- Medi-Cal is an automatically eligible Public Assistance program.
- SCE and So Cal Gas, planned to participate in LA Care's eight (8) Community Resource Center activities. Due to the extended COVID-19 pandemic restrictions, events will be rescheduled as appropriate in 2021.
- In October, SCE and SoCalGas were featured in LA Care's Fall 2020 issue of their *Be Well* member newsletter.

Additional Assistance Programs

Increased awareness for SCE's Income Qualified Programs

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.*





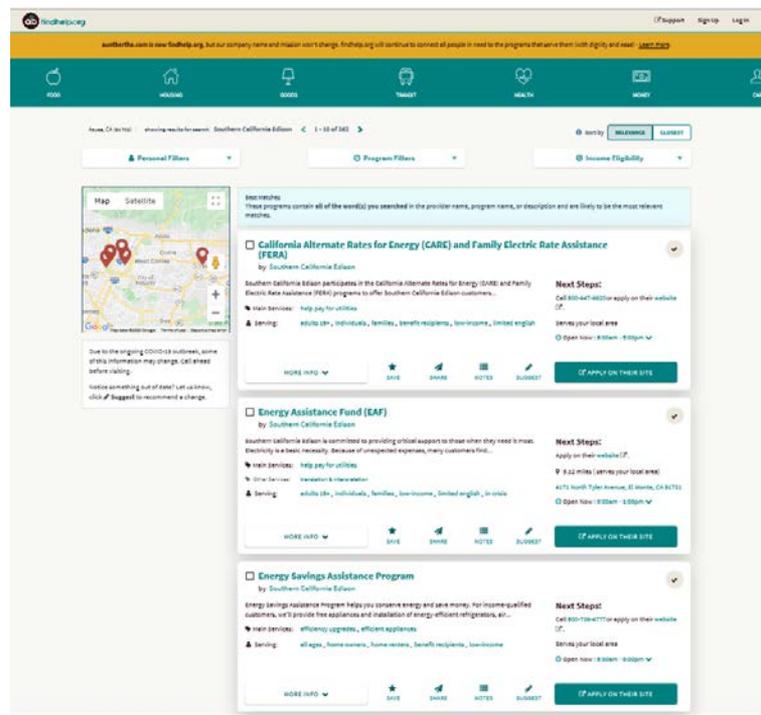
Southern California Edison
1.800.331.7593 or 1.800.736.4777
sce.com/billhelp
sce.com/esap



SoCalGas
1.800.427.2200
socialgas.com/assistance
socialgas.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.

LA Care *Be Well* newsletter information on SCE and SoCalGas assistance programs



The screenshot shows the findhelp.org website interface. At the top, there's a navigation bar with icons for Home, My Account, My Bills, My Services, My Health, My Account, and My Profile. Below the navigation bar, there are filters for Personal Filters, Program Filters, and Income Eligibility. The main content area displays search results for utility assistance programs. The first result is "California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA)" by Southern California Edison. The second result is "Energy Assistance Fund (EAF)" by Southern California Edison. The third result is "Energy Savings Assistance Program" by Southern California Edison. Each result includes a brief description, a "Next Step" section with a phone number and a link to apply, and a "Service" section with a list of eligible users.

SCE programs on www.findhelp.org

COVID-19 Impacts: ESA Program Performance

Program Summary for the Month (As of December 2020)

2020	Authorized/Planning Assumptions	Year-to-date Actual	%
Budget	\$65,067,100	\$42,096,152	65%
Homes Treated	113,612	60,852	54%
kWh Saved	33,920,000	31,603,508	93%
Therms Saved	N/A	N/A	N/A

COVID-19 Impacts: ESA Program

ESA Workforce

- All contractors are back to work
- SCE began the six-month PPRS credit-earning period on December 1, 2020.
- Conducted a webinar with SCE's supply vendor to extend SCE pricing to all ESA contractors for PPE and safety related equipment.

Virtual ESA

- Virtual enrollments with option for Self-certification allowed for income verification has been implemented. Enrollment measures either mailed or provided through contactless delivery.
- Held various virtual safety trainings to address COVID-19 exposures

Outreach

- Outreach strategies focus on ESA contractors directly calling customers to limit door-knocking activities.
- Continuing partnership with SIGNIFICANT to reach out to deaf and hard of hearing community. Outreach is done online and through video calls.

Critical Care Backup Battery Program

CRITICAL CARE BACKUP BATTERY PROGRAM (PSPS-4)	ELIGIBILITY REQUIREMENTS	BATTERY SOLUTION OFFERING
<p>The Critical Care Backup Battery (CCBB) Program was developed to help address the impacts of a PSPS de-energization event for our most vulnerable customers. The CCBB Program provides a free portable backup battery to eligible customers who rely on medical devices to sustain life.</p>	<p>Eligible customers must be enrolled in SCE’s Medical Baseline program and enrolled in SCE’s CARE/FERA income-qualified bill assistance program and live in a high fire risk area.</p>	<p>The program offers 3 different sizes of backup batteries. Each battery will be equipped with a 200W solar panel. Customers will be assessed, and the size of backup battery provided will be dependent on the energy usage from the customers medical devices.</p>

Program Details

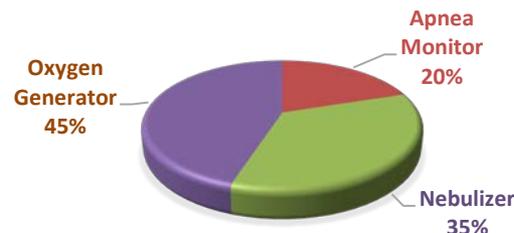
2021 PROGRAM DETAILS



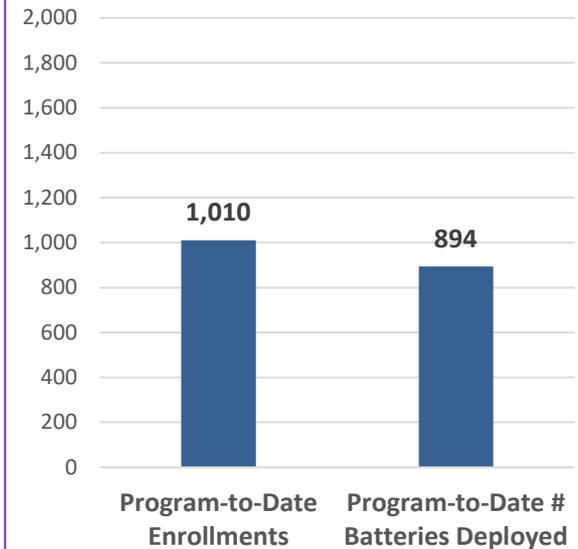
[1] New customers identified each month
[2] Number may be high due to 2020 enrollments deployed in 2021



OVERALL TOP 3 MEDICAL DEVICES BY %



Program to Date Enrollments and Batteries Deployed (July 2020 - YTD)

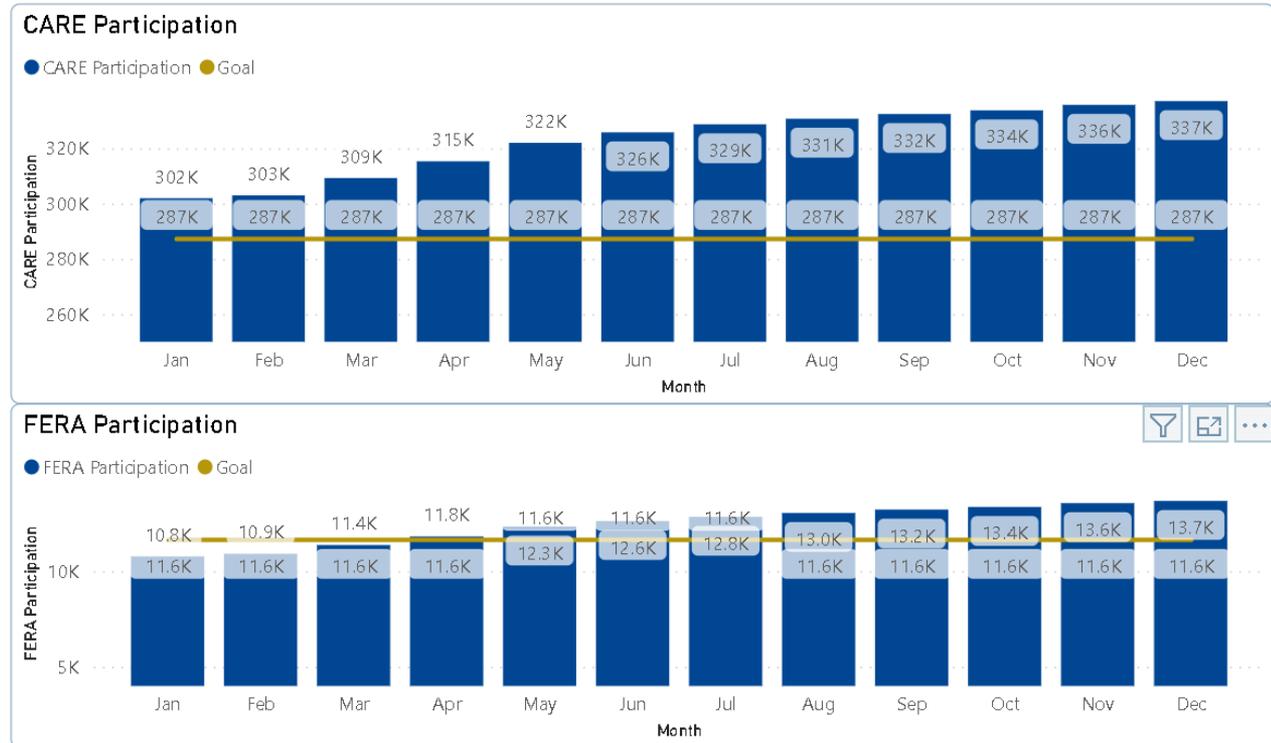


SDG&E's Response to COVID-19

CARE, ESA, PSPS

COVID-19 Impacts: CARE & FERA Programs

- Enrollments have stabilized; estimated eligible population has decreased by 3.2% (CARE) and 2.1% (FERA) for 2021.
- 111% penetration for CARE and 33% penetration for FERA.
- 76% of applications were submitted over the internet.



SDG&E continues to recognize that the COVID-19 pandemic is an evolving crisis and continues to monitor the situation and perceived customer impacts. While CARE/FERA enrollments have increased during the pandemic period, SDG&E cannot conclusively state that the increased enrollments are a direct result of the pandemic.

COVID-19 Impacts: ESA Program Performance



2020 Program Summary through December			
Description	Authorized/Planning Assumptions	Year-to-date Actual¹	%
Budget	\$35,509,153	\$15,711,478	44%
Homes Treated	23,761	9,303	39%
kWh Saved	7,220,000	1,056,869	15%
Therms Saved	420,000	32,954	8%

¹ 2020 through December 31, as reported in SDG&E's ESA-CARE Monthly Report (filed January 21, 2021)

COVID-19 Impacts: ESA Program Workforce & Outreach



ESA Workforce

- ESA Program enrollment activity is improving.
- All contractors have resumed ESA Program services.
- The PPRS Credit Earning period began December 1, 2020 and will end May 31, 2021.
- Contractor Advance tracking.
 - Five contractors are eligible to earn PPRS credits.

Virtual ESA

- Contractors continue conducting follow-up in-home assessments and measure installation for customers enrolled through ESA's virtual enrollment campaigns.
- Contractors continue to offer virtual enrollment for customers unwilling to schedule an in-home visit.

Outreach

- Marketing and outreach efforts include direct mail, email campaigns, and community engagement with community partners.
- Door-to-door canvassing activity has fully resumed.

PSPS Customer Support



SDG&E partners with community organizations to offer support to customers, especially those who may be vulnerable, during PSPS events



Available Services



Readiness Support



Amplified Notifications



Accessible Transportation



Hotel Stays



Food Delivery



Resiliency Items



Battery Back-up Programs



Welfare Checks

PSPS Update: Resiliency Programs



A Sempra Energy utility®

SDG&E offers several battery back-up programs to enhance resiliency during PSPS events, including no-cost and low-cost options

Generator Grant Program 2020

- Provided at no cost to the customer
- Eligible customers receive a Goal Zero Yeti 3000 generator + Boulder 100 Briefcase solar module which produces power to recharge the unit
- Targeted to vulnerable customers impacted by PSPS events
- In 2020, more than 1,400 units were delivered including 75 dedicated to Mobile Home Parks



Generator Assistance Program 2020

- Rebate of \$300 for portable gas generators (\$450 for CARE customers) through local and online retailer
- All customers in High Fire Threat District (HFTD) who have experienced a previous year PSPS outage are eligible
- In 2020, 28,000+ customers were invited to participate



SoCalGas
COVID-19 IMPACTS
Consumer Protections
CARE
ESA

COVID-19 IMPACTS: Consumer Protections

SoCalGas' COVID-19 Pandemic Protections provides the following to residential and small business customers until June 30, 2021:

- Waives deposit requirements
- Implements payment plan options
- Suspends disconnection for non-payment
- Waives late fees for small businesses
- Suspends all collections activity, including field service collections
- Suspends recertification and verification requests for the CARE program
- Suspends all CARE removals
- Suspends recertification requests for Medical Baseline customers
- Contacts all community outreach contractors to help them better inform customers of these eligibility changes
- Doubles Gas Assistance Fund eligibility to \$200

*On February 11, 2021, the Commission issued Resolution M-4849 to extend the Emergency Customer Protections from Resolution M-4842 through June 30, 2021.

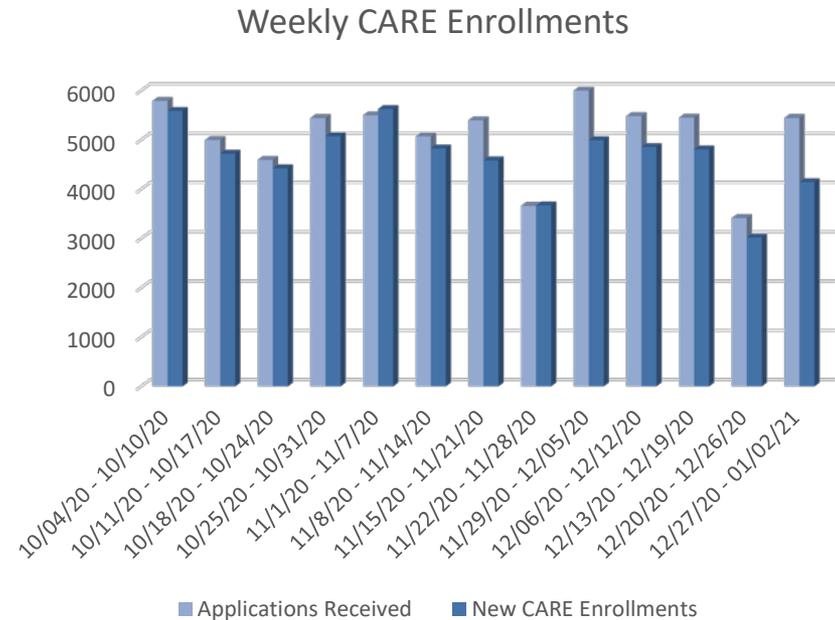
COVID-19 IMPACTS: SoCalGas' CARE Program



Enrollment trends – weekly CARE enrollment tracking October - December 2020

Total New Enrollments: 338,325*

Week	Applications Received	% Change From Week Prior	New CARE Enrollments	% Change From Week Prior
10/04/20 - 10/10/20	5,789	-25.5%	5,587	-17.6%
10/11/20 - 10/17/20	4,998	-13.7%	4,718	-15.6%
10/18/20 - 10/24/20	4,595	-8.1%	4,422	-6.3%
10/25/20 - 10/31/20	5,442	18.4%	5,075	14.8%
Total CARE Participants October 2020			1,746,872	
11/1/20 - 11/7/20	5,498	1.0%	5,626	10.9%
11/8/20 - 11/14/20	5,071	-7.8%	4,827	-14.2%
11/15/20 - 11/21/20	5,396	6.4%	4,584	-5.0%
11/22/20 - 11/28/20	3,661	-32.2%	3,671	-19.9%
11/29/20 - 12/05/20	6,096	66.5%	4,994	36.0%
Total CARE Participants November 2020			1,758,076	
12/06/20 - 12/12/20	5,483	-10.1%	4,854	-2.8%
12/13/20 - 12/19/20	5,450	-0.6%	4,806	-1.0%
12/20/20 - 12/26/20	3,412	-37.4%	3,021	-37.1%
12/27/20 - 01/02/21	5,443	59.5%	4,143	37.1%
Total CARE Participants December 2020			1,767,350	



*Based on Total New enrollments in December 2020 CARE Table 2.

COVID-19 IMPACTS: SoCalGas' CARE Program

Future Marketing & Outreach Strategy (1 year - 2 year)

- To reach newly eligible customers, SoCalGas' Marketing & Outreach strategy will continue to integrate mass advertising campaigns, direct marketing, emails, bill inserts, texting, and outreach to community organizations; advertising campaigns were in market from April-June and November-December 2020.
- Digital and virtual channels will be prioritized for ease of enrolling on-line.
- Focusing on counties with lower penetration rates:
 - San Luis Obispo: SoCalGas developed small, tactical campaigns integrating local media and Community Based Organizations (CBO) in this rural county. SoCalGas began a partnership with Center for Family Strengthening – Promotores Collaborative of San Luis Obispo County and with Lazer Broadcasting (Radio Lazer 103.1 and La Mejor 106.7) two local Spanish language radio stations.
 - Orange County: Increased partnerships with largest food bank in county as well as several other organizations (Families Forwards and Walking Shield) that outreach to those at risk of homelessness; Added Goodwill of Orange County to partnerships to help distribute CARE applications.
- To address and reduce attrition once emergency protections are lifted, SoCalGas will increase messaging to customers in 2021, to let them know about recertification and income verification that will be reinstated after June 30, 2021.

COVID-19 IMPACTS: SoCalGas' CARE Program

Coordination with Social Services for Customer Assistance Program Outreach

- SoCalGas' partnership with Goodwill of Southern California to promote customer assistance programs to customers visiting stores is exceeding expectations. 100,000 informational sheets were distributed in the first month alone! An additional 100,000 were ordered to accommodate need and continue the awareness.
- SoCalGas continues to work with government agencies in their service territory to promote CARE program information during the enrollment of customers onto social service programs.
- SoCalGas established a partnership with Center for Family Strengthening (CFS) Promotores to promote the CARE program in San Luis Obispo. Since coming on board, over 20 Promotores have been trained on SoCalGas' Customer Assistance Programs. The Promotores focus their outreach in the remote and under resourced regions of San Luis Obispo County and specialize in connecting with the Mixteco community. Through this partnership, CFS Promotores have participated in 96 community events such as food drives, Family resource fairs and Church events, and reached over 3,660 customers.
- Foodshare of Ventura County has had a large increase in participants coming to their facility for services. Through December 31, 2020 Foodshare distributed 51,311 Customer Assistance Programs applications at over 200 events, and distributed food to over 75,000 people monthly.

ESA Program Performance

Program Summary through December 2020

2020	Authorized / Planning Assumptions*	Year-to-Date Actual	%
Budget	\$216,861,913	\$104,345,431	48.12%
Homes Treated	191,186	105,685	55.28%
Therms Saved	6,530,000	589,230	9.02%

* Annual budget and homes treated goals through December 31, 2020 as reported in the IOU ESA-CARE Monthly Report (filed January 21, 2021).

COVID-19 IMPACTS: SoCalGas' ESA Program

Workforce

- Resolution E-5074 requires the following:
 - Up to 60 days advance payments to ESA contractors.
SoCalGas paid out over \$14M through July, 2020 to support the workforce.
 - Provides a Post-Pandemic Return to Service (PPRS) credit which will be earned through actual work performed in ESA Program eligible households for a six-month period.
 - Advance payments must be repaid no later than December 31, 2021.

COVID-19 IMPACTS: SoCalGas' ESA Program

Future Marketing & Outreach strategy (1 year - 2 year)

- To reach newly eligible customers, SoCalGas' Marketing & Outreach strategy will continue to integrate advertising campaigns, direct marketing, and outreach to community organizations.
- Digital and virtual channels will be prioritized for ease of reaching customers about the ESA Program.
- SoCalGas will continue to support the Clear Plan as well as the virtual enrollment process which launched on May 12, 2020. The virtual enrollment process allows contractors to enroll customers over the phone with eligibility documentation being transmitted through secure means.

COVID-19 IMPACTS: SoCalGas' ESA Program

Timeline and Milestones

- The suspension of in-person program activities in response to COVID-19 and related state and local orders began on March 18, 2020 and ended May 31, 2020. SoCalGas resumed program services on June 1, 2020.
- In alignment with SoCalGas company directives and state and local Stay-at-Home orders, SoCalGas developed and implemented on May 12, 2020 a process to virtually enroll customers into the ESA Program. This process has allowed the program to maintain continuity for eligible customers while supporting the contractor workforce by building a pipeline of enrolled customers.
- Resolution E-5074 was approved on May 28, 2020, requiring 60-day advance payment offers to ESA contractors to cover the period of suspended activity, and establishing a Post-Pandemic Return to Service (PPRS) credit and earning period.
- SoCalGas began the six-month PPRS credit-earning period on July 15, 2020. The PPRS earnings period has completed as of January 15, 2021.
- All Prime Contractors who accepted an advance payment must zero out their balances no later than December 31, 2021.

COVID-19 IMPACTS: SoCalGas' ESA Program

Weatherization programs overall performance/penetration rates

- Program activity was paused between March 18 and May 31 due to stay-at-home orders. Since the suspension was lifted, ESA Program contractors have been ramping up their program activity. Below are homes treated by month, as reported in SoCalGas' Monthly Reports.
 - February: 13,616
 - March: 9,405
 - April: 13,506
 - May: 2,696
 - June: 1,274
 - July: 7,530
 - August: 8,081
 - September: 10,271
 - October: 12,826
 - November: 17,015
 - December: 9,465