**BEFORE THE PUBLIC UTILITIES COMMISSION**
**OF THE STATE OF CALIFORNIA**

| | |
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| 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<br>(Filed November 18, 2014) |
| And Related Matters. | Application 14-11-009<br>Application 14-11-010<br>Application 14-11-011 |

# MONTHLY REPORT OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON LOW INCOME ASSISTANCE PROGRAMS FOR DECEMBER 2020


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Dated: January 21, 2021

**BEFORE THE PUBLIC UTILITIES COMMISSION**
**OF THE STATE OF CALIFORNIA**

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**MONTHLY REPORT OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON LOW INCOME ASSISTANCE PROGRAMS FOR DECEMBER 2020**

In accordance with Ordering Paragraph 17 of Decision 01-05-033, Pacific Gas and Electric Company hereby submits its attached monthly status report on the results of its Energy Savings Assistance Program and CARE Program efforts, showing results through December 2020.

Respectfully Submitted,

JENNIFER REYES LAGUNERO

By: *_____/s/ Jennifer Reyes Lagunero_____*
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Dated: January 21, 2021

# Energy Savings Assistance (ESA) and California Alternate Rates for Energy (CARE)

Program Monthly Report for December 2020

Pacific Gas and Electric Company

1/21/2021

**PACIFIC GAS AND ELECTRIC COMPANY**

Energy Savings Assistance Program and
California Alternate Rates for Energy Program
Monthly Report for December 2020

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**PACIFIC GAS AND ELECTRIC COMPANY**

Energy Savings Assistance Program and
California Alternate Rates for Energy Program
**Monthly Report for December 2020**

This Monthly Report complies with income qualified programs reporting requirements established in Decision (D.) 16-12-022 as modified by D.17-12-009, and with all reporting and program evaluation requirements previously established for the California Alternate Rates for Energy (CARE) and Energy Savings Assistance (ESA) Programs. The investor owned utilities worked with Energy Division (ED) staff to revise reporting tables and formats in compliance with the mandates of D. 16-12-022 and now use the resulting ED-approved monthly reporting format for 2017-2020 ESA and CARE programs, beginning with the report for January 2018.

## Regulatory Update

**Post-Pandemic Return to Service (PPRS) Credit**
Pursuant to Resolution E-5074, PG&E filed Advice Letters (AL) that 1) contained a proposed percentage for the PPRS credit calculation (40%), the methodology used to calculate PPRS credit, timeframe, and logistics for how the PPRS credit mechanism will be integrated into current invoicing procedures, and a reporting system to track the PPRS credit mechanism;[1] and 2) proposed a reporting template for Prime Contractors to use in their monthly reporting to IOUs.[2] Since the ALs were filed, PG&E delayed the start of the PPRS earning period from July 15, 2020 and began the earning period on December 1, 2020. PG&E Advice 4268-G/5864-E regarding PPRS methodology was approved on June 29, 2020. PG&E Supplemental Advice 4269-G-A/5865-E-A Proposing a Reporting Template for ESA Prime Contractors in compliance with Resolution E-5074 was filed on September 25, 2020 and is still pending approval.

**ESA Multifamily Common Area Measure (MF CAM) Fund Shifting**
Pursuant to D.08-11-031, as modified by D.10-10-008, D.16-11-022, and D.17-12-009, PG&E and Southern California Gas Company (SoCalGas) filed Advice 4349-G/6030-E on December 22, 2020 to request to shift ESA program funds between ESA program categories. PG&E requested permission to shift $90,000 from their 2020 MF CAM Initiative Administrative budget category into its 2020 ESA Program Study budget category. PG&E did not request any increase in authorized funds[3] or shift funds between gas and electric programs.

**Bridge Funding and Retreatment Goals**
PG&E filed Advice 4351-G/6035-E on December 24, 2020. In this AL, PG&E revised its January 1, 2021 – June 30, 2021 bridge period ESA retreatment goals and budget in response to new performance information due to the pandemic. The AL proposed 1) a revision of PG&E's home treated goal from an authorized amount of 34,500 to 50,000; 2) an increase in the Bridge Period ESA budget from an authorized amount of $30,833,131 to a revised amount of $44,681,410 in order to include the additional homes it proposes to treat during the first six months of 2021; and 3) additional funds to help offset some of the ESA Implementers' increased overhead costs due to COVID-19.

[1] Resolution E-5074, pp. 8-12.
[2] Resolution E-5074, pp. 13-14.
[3] As approved in D.16-11-022, D.17-12-009, Resolution G-3531.

# 1. Energy Savings Assistance (ESA) Program Summary

The ESA Program provides free home weatherization, energy-efficient appliances and energy education services to income-qualified PG&E customers[4] throughout PG&E's service territory. The 2017-2020 ESA Program[5] continues as a resource program emphasizing long-term and enduring energy savings, serving all willing and eligible low income customer populations by providing all feasible ESA Program measures at no cost to the customer through a direct-install approach. All housing types are eligible to participate, and the ESA Program is available to both homeowners and renters.

## 1.1 Energy Savings Assistance Program Overview

### 1.1.1 Provide a summary of the Energy Savings Assistance Program elements:

| Energy Savings Assistance Program Summary | | | |
|---|---|---|---|
| **2020** | **Authorized / Planning Assumptions** | **Year-to-Date Actual** | **YTD %** |
| **Budget[a]** | $231,659,227 | $139,037,393 | 60% |
| **Homes Treated[b]** | 104,222 | 86,420 | 83% |
| **kWh Saved[c]** | N/A | 53,867,250 | |
| **kW Demand Reduced[c]** | N/A | 6,892 | |
| **Therms Saved[c]** | N/A | (68,597) | |

[a]Authorized budget has been updated with midcycle request as per approval from AL 3990-G/5329-E A/B. Authorized budget includes $1,944,129 for Benefit Burdens as approved in (D.)20-12-005.

[b]Adopted Number of Homes to be Treated as per D.17-12-009. Total includes both First Touch and Retreated homes. First Touch Homes are homes that have not participated in the ESA Program since 2002. Retreated Homes are homes that were previously treated since 2002. Only First Touch Homes count toward the programmatic goal of treating all willing and eligible customers by the end of 2020. These are shown on ESA Table 2.

[c]YTD savings have been updated to reflect new ex ante savings from the 2019 Impact Evaluation.

[4] To qualify for the ESA Program, a residential customer's household income must be at or below 200 percent of Federal Poverty Guidelines, as required in D.05-10-044.

[5] Authorized in D.16-12-022 as modified by D.17-12-009. The 2017-2020 ESA Program continues to follow the policy and guidance outlined in D.07-12-051, which required the IOUs to offer all eligible customers the opportunity to participate in the Program, and to offer participants all cost-effective energy efficiency measures by 2020.

### 1.1.2 Provide a summary of the percentage of 2020 homes treated compared to beginning of year internal planning goals:

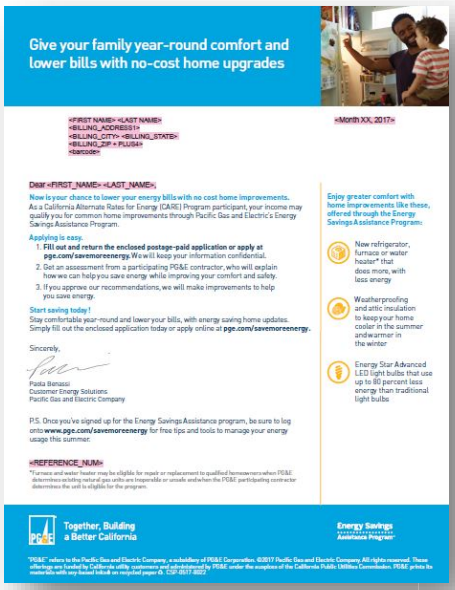
| 2020 Homes Treated Goals and Actuals | | | |
|---|---|---|---|
| | **Planning Goal** | **Actual** | **%** |
| **June** | 8,847 | 1,865 | 21% |
| **July** | 10,737 | 6,239 | 58% |
| **August** | 9,325 | 5,984 | 64% |
| **September** | 10,172 | 8,281 | 81% |
| **October** | 11,032 | 8,134 | 74% |
| **November** | 8,650 | 9,905 | 115% |
| **December** | 8,921 | 11,023 | 124% |

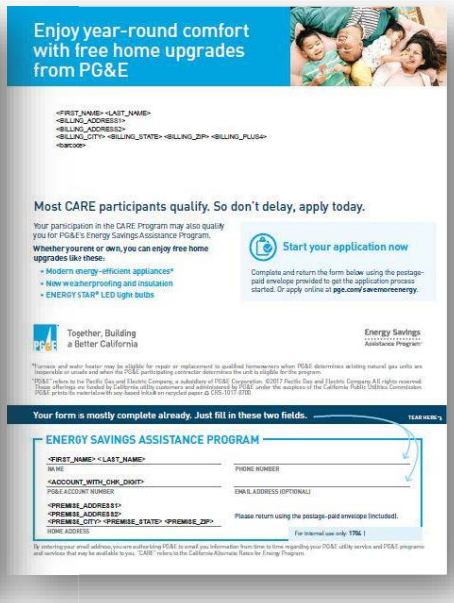
## 1.2 ESA Program Customer Outreach and Enrollment Update

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

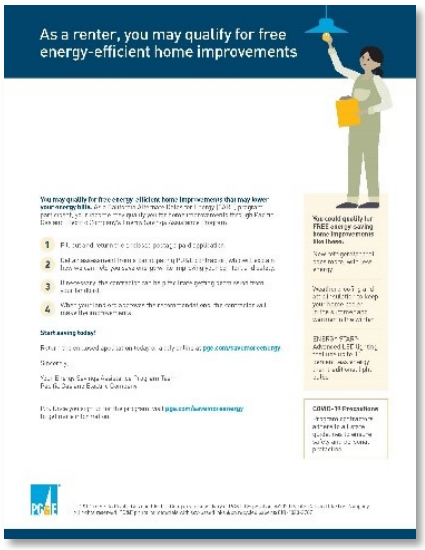
In December 2020, PG&E continued to receive responses to a direct marketing campaign deployed in October to 100,000 CARE-enrolled customers whose homes had not yet been treated by the ESA Program. Through December 31, the campaign generated 7,846 qualified leads. This campaign used Q2 creative as well as new creative specifically targeting renters.

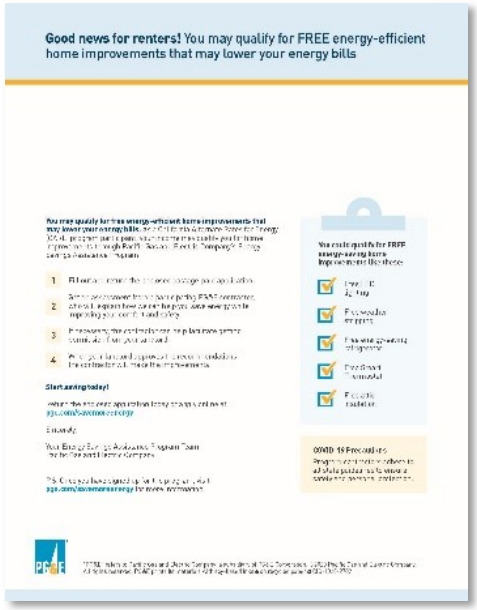
**Q2 Creative used for test amongst homeowners**
**Direct mail/Email**

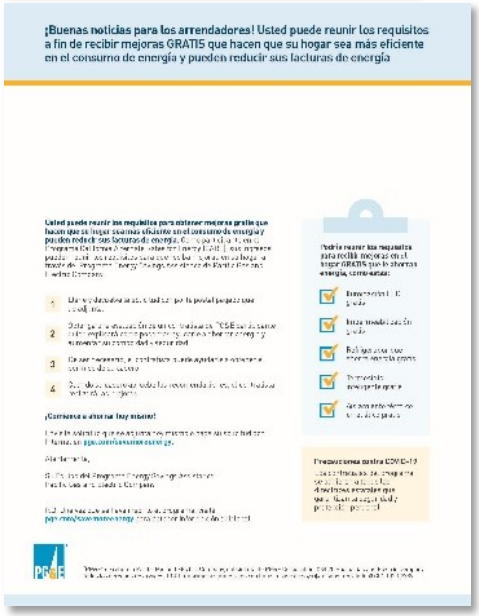


**New creative used for testing among renters**
**Direct mail**






**(Double sided, English/Spanish)**

**New creative used for testing among renters**
**Email**

**(English/Spanish)**

PG&E continued to deploy the CARE welcome kit to customers who are newly enrolled in the CARE program. Since January 2018, PG&E has included a personalized pre-filled response form for the ESA Program. Customers who wish to participate have completed the form and returned it to PG&E.

PG&E received 369 ESA applications from the welcome kit in December 2020.

PG&E continued the monthly digital newsletter targeting customers with a high propensity for eligibility in the CARE and ESA programs with the purpose of building awareness for both programs.

### 1.2.2 Additional Activities

**CARE Discounts Removed:** The ESA program systematically removes CARE customers who apply for ESA and are proven to be over income. Due to the COVID-19 pandemic, PG&E has suspended all CARE and FERA program removals until April 2021 or otherwise directed by the CPUC. As such, there were no CARE discounts removed in December 2020.

**New Contractors and Community-Based Organizations (CBOs)**: In December 2020, PG&E had no new Contractors or CBOs join the ESA program due to the COVID-19 pandemic. CBOs efforts continue to be severely limited during the pandemic.

## 1.3 Leveraging Success Evaluation, Including California State Department of Community Services and Development (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?

**Low Income Home Energy Assistance Program (LIHEAP) Energy Star® Refrigerator Installations:** There were zero refrigerators installed through LIHEAP leveraging in December 2020. Seven refrigerators have been installed YTD.

**CSD Data Sharing:** PG&E will continue to share data with CSD as requests are made.

**Low Income Weatherization Program (LIWP) (MF) Leveraging:** There were zero measure installations through LIWP (MF) leveraging in December 2020. PG&E continued working on a project opportunity with CSD, but homes are not expected to be treated until early 2021.

## 1.4 Workforce Education & Training

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

The PG&E Workforce Education and Training Program closed its Energy Centers to the public in March due to shelter-in-place orders. In May, the training was re-launched in virtual formats (on demand and webinar) for all except the NGAT training, which relies heavily on hands-on training. The Energy Training Center (ETC) in Stockton was partially re-opened in August with new COVID-19 mitigation procedures, allowing for part of the NGAT training to occur in-person while the remainder of instruction occurs virtually.

ESA Contractors are encouraged to hire local workers to implement the ESA Program in their areas. All contractors and subcontractors responsible for implementing the ESA Program are trained at the ETC in Stockton. Most of these ESA Program Energy Specialists (ES) and installation contractors are from the local communities in which they work. Below is a summary of ESA Onboarding, ES, Weatherization Specialist (WS), Advanced Weatherization Specialist (AWS), Duct Test & Seal (DT&S), and NGAT training for December and YTD.

| Workforce Education & Training Summary | | |
|---|---|---|
| | **December 2020** | **YTD** |
| **Students** | 41 | 844 |
| **Student Days** | 106 | 1876 |
| **Training Sessions** | 3 | 55 |

## 1.5 Miscellaneous

### Energy Education-Only to ESA Qualifying Customers

To date in 2020, PG&E has provided energy education-only to 5,885 households out of the 86,420 households treated.

### Water-Energy Coordination Program

As of December 2020, the program had 10 water agencies participating in the Water-Energy Coordination Program.

East Bay Municipal Utility District (EBMUD) is ready to move forward with signing a six month toilet direct install pilot but, because of the current pandemic, they would like to wait before launching. Similarly, City of Fresno is ready to sign the contract, but would like to wait before launching. Santa Clara Valley Water Agency is continuing to delay program launch due to COVID-19 concerns.

Richard Heath & Associates (RHA), the implementer for the Water-Energy Coordination Program, is finalizing contract paperwork to pilot toilet direct install programs with the City of Clovis and City of Sanger. RHA is in discussions with the City of Santa Maria regarding potentially setting up a fiscal year toilet direct install pilot.

### Tribal Penetration and Consultation Plans Status

In December 2020, PG&E called all 28 Housing Authority (HA) Managers in its service territory to discuss the ESA and CARE programs and met with one Tribe HA manager to provide further information. The HA manager sent PG&E assistance programs information to residents; however, there was no interest in seeking any further collaboration with PG&E.

In addition, PG&E was in contact with the manager of the California Department of Social Services CALWORKS and Family Resilience Branch. This office works with all of the Tribal Temporary Assistance for Needy Families (TANF) offices to coordinate services. PG&E will be invited to a statewide TANF meeting to present in 2021.

PG&E also called all nine TANF offices and met with four of them to provide further information about PG&E assistance programs. Two of these agencies forwarded ESA assistance program information to residents living within PG&E territory. North Fork Rancheria and Owens Valley Career Development Center indicated that, not only would they send the information to residents, but once shelter-in-place orders are lifted and in-person meetings with residents resume, they will coordinate with PG&E to attend these events.

A second email was sent to all 18 tribes who have not yet responded to PG&E's outreach.

ESA-focused project work prioritized Sherwood Valley for participation and will delay obtaining commitments from Round Valley and Hoopa Tribes due to the impacts from wildfires.

51 tribes in PG&E's territory have been contacted via direct outreach from PG&E's ESA team and tribal liaison with phone calls, emails, letters, and agency influencers to offer the opportunity to meet and confer. All tribes received materials explaining PG&E assistance programs and consumer protections around COVID-19 and wildfire emergency relief. As of December 2020, the penetration rate for homes treated was 57% of the estimated number of approximately 2000 ESA-eligible customers living on tribal lands in PG&E's service area.

Please see the table below for a summary of outreach and list of all tribes.

| 2019-2021<br>Summary of Tribal Responses | | | |
|---|---|---|---|
| **OUTREACH STATUS** | **QUANTITY** | **TRIBES** | |
| **Tribes completed ESA Meet & Confer** | **21** | Berry Creek Rancheria<br>Big Sandy Rancheria<br>Laytonville Rancheria (Cahto)<br>Cold Springs Rancheria of Mono Indians<br>Coyote Valley Band of Pomo Indians<br>Guidiville Rancheria<br>Upper Lake Rancheria<br>Hoopa Valley Tribe<br>Hopland Reservation<br>Ione Band of Miwok Indians<br>Karuk Tribe | Manchester Point Arena Rancheria<br>Mooretown Rancheria<br>North Fork Rancheria<br>Redwood Valley Rancheria<br>Round Valley Reservation<br>Sherwood Valley Rancheria<br>Wiyot Tribe (Table Bluff)<br>Tuolumne Rancheria<br>United Auburn Indian Community<br>Yurok Tribe |
| **Tribes requested outreach materials or applications** | **7** | Big Valley Rancheria<br>Coyote Valley Band of Pomo Indians<br>Greenville Rancheria<br>Grindstone Rancheria | Mechoopda Indian Tribe<br>Pinoleville Reservation<br>Robinson Rancheria of Pomo Indians |
| **Tribes who have not accepted offer to Meet and Confer** | **24** | Bear River Band of Rohnerville Rancheria<br>Big Lagoon Rancheria<br>Blue Lake Rancheria<br>Cher-Ae Heights Indian Community of Trinidad Rancheria<br>Chicken Ranch Rancheria<br>Cloverdale Rancheria<br>Colusa Rancheria (Cachil Dehe Wintun)<br>Cortina Rancheria<br>Dry Creek Rancheria<br>Elem Indian Colony (Sulphur Bank)<br>Enterprise Rancheria of Maidu Indians<br>Jackson Rancheria | Middletown Rancheria<br>Paskenta Rancheria<br>Picayune Rancheria<br>Pit River Tribes<br>Redding Rancheria<br>Santa Rosa Rancheria (Tachi-Yokut)<br>Santa Ynez Band of Chumash Indians<br>Scotts Valley Band of Pomo Indians<br>Shingle Springs Rancheria<br>Stewarts Point Rancheria (Kashia Pomo)<br>Table Mountain Rancheria<br>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:**<br>Yurok Tribe<br><br>**In Process:** Sherwood Valley Rancheria | **On Hold:**<br>Hoopa Valley Tribe<br>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:**<br>Karuk Tribe | **TANF Offices:**<br>Karuk Tribe<br>North Fork Rancheria<br>Susanville Indian Rancheria<br>Owens Valley Career Development Center |

## ESA Program Studies

The Request for Proposal (RFP) phase of the 2022 Low Income Needs Assessment (LINA) was completed in Q4 2020. The study is scheduled to commence in Q1 2021, with an expected completion date of December 2022.

For the Non-Energy Benefits (NEBs) study, the schedule for public review and final report publication was issued. It includes: a revised draft report posted publicly in December 2020 to solicit stakeholder comments; a public workshop to present study findings in January 2021; a final report incorporating stakeholder feedback available in February 2021.

PG&E and Southern California Gas Company submitted a Joint AL in December 2020 to request fund shifting from the ESA CAM administrative budget in order to sponsor the Process Evaluation Study. The Study's RFP process will begin upon funding approval.

Utilizing the Rapid Feedback Research and Analysis funding, PG&E submitted a proposed scope of work to the ED in Q2 2020 to 1) develop a program theory and logic model for the ESA residential program, 2) review and recommend best technical approaches for future impact evaluations to provide reliable estimates of energy savings, and 3) conduct analysis on the measure selection process as part of ESA's residential program. This logic model will not include multifamily common area measure logic or analysis. The scope of work was approved, and the study commenced in Q3 2020 with many interviews taking place in Q4. The study is currently on track and is expected to complete by Q2 2021.

## Multifamily Common Area Measures (CAM)

ESA CAM reached the enrollment goal of 1,882 buildings in July. As a result of achieving this milestone, a 2021 program waitlist was created for new incoming projects. If projects fall out, the waitlist will be used to replace canceled projects.

As of December 2020, 17,069 units have been referred to ESA in-unit program implementers for screening and possible in-unit measure installation. A total of 8,693 units have been assigned to PG&E ESA in-unit contractors. To date, as a result of coordination efforts, 135 units across five properties have received in-unit treatment.

From 2017 through December 2020, PG&E's ESA team has spent a total of $6,874,725 for multifamily activities including CAM implementation and multifamily Single Point of Contact (SPOC) initiatives. To date, ESA CAM has completed 19 projects totaling $2,163,946.00 in incentives.

## ESA 2020 Programmatic Initiative

PG&E has successfully met the 2020 Programmatic Initiative Goal (2020 Goal) of providing cost-effective low income energy efficiency measures to 100% of eligible and willing customers by 2020,[6] using the methodology updated in D.16-11-022.[7] The 2020 goal number PG&E achieved was 1,470,133.

[6] California Long-Term Energy Efficiency Strategic Plan (Strategic Plan), August 2008, p.25. The Strategic Plan was updated in 2011 to include lighting. Available at: http://www.cpuc.ca.gov/PUC/energy/Energy+Efficiency/eesp/.
[7] D.17-12-009, Attachment 1 (modified D.16-12-022), pp.269-271 and COL 115-117.

In 2007, the Commission adopted a "programmatic initiative" in D.07-12-051 to "provide all eligible low income energy efficiency (LIEE) customers the opportunity to participate in LIEE programs and to offer those who wish to participate all cost-effective energy efficiency measures in their residences by 2020."[8] The Commission's Long-Term Energy Efficiency Strategic Plan accordingly set an aspirational goal to treat all of the eligible and willing low income homes by 2020.[9] This goal was later codified into California Public Utilities Code Section 382(e) which requires that:

> The commission shall, by not later than December 31, 2020, ensure that all eligible low-income electricity and gas customers are given the opportunity to participate in low-income energy efficiency programs, including customers occupying apartments or similar multiunit residential structures. The commission and electrical corporations and gas corporations shall make all reasonable efforts to coordinate ratepayer-funded programs with other energy conservation and efficiency programs and to obtain additional federal funding to support actions undertaken pursuant to this subdivision.

As of December 2020, PG&E has provided ESA services to over 1.47 million customer households since 2002.

[8] D.07-12-051, p. 28, 29.
[9] D.12-08-044, p. 18-20.

## 2. California Alternate Rates for Energy (CARE) Program Summary

The CARE Program provides a monthly discount on energy bills for qualifying households throughout PG&E's service area.[10]

The authorized CARE Program administrative budget for 2020 is $17,955,243. This 2020 budget includes $525,000 for the Community Help and Awareness with Natural Gas and Electricity Services (CHANGES) Program.[11]

The CHANGES Program provides funding to CBOs to assist Limited English Proficient (LEP) customers with energy education and billing issues.[12]

Due to the COVID-19 pandemic, PG&E put in place numerous consumer protections related to the CARE program to support its customers during this emergency, which has resulted in the program growing and exceeding enrollment projections, including[13]:

- Freezing all standard and high-usage post-enrollment verification (PEV) reviews for the CARE program eligibility for 12 months and potentially longer.
- Suspending all CARE and FERA program removals, including discontinuing all recertification and verification requests, to avoid unintentional loss of the discounted rate.
- Promoting customer protections as part of IOU community outreach and public awareness plans.
- Contacting all Community Outreach Contractors (COCs), the CBOs who assist in enrolling hard-to-reach low-income customers into CARE, to help better inform customers of protections.
- Providing an additional $100 in bill payment assistance to income-eligible customers until the end of consumer protections through the REACH program.

[10] To qualify for the CARE discount, a residential customer's household income must be at or below 200 percent of Federal Poverty Guidelines, as required in D.05-10-044 and per Public Utilities Code Section 739.1(b) (1) or someone in the customer's household is an active participant in other qualifying public assistance programs.
[11] The 2017 – 2020 CARE Program was adopted in D.16-11-022 issued on November 10, 2016, and as modified by D.17-12-009 issued on December 14, 2017.
[12] D.12-12-011 required that the utilities report CHANGES activity in the monthly reports beginning in April 2013. D.15-12-047 directed the utilities to continue to report CHANGES activity in the monthly reports until long-term funding is established from the Commission's budget.
[13] Resolution M-4842, p. 5.

## 2.1 CARE Program Cost Summary

| CARE Budget Categories | Authorized Budget [a] | Actual Expenses Year-to-Date [b] | % of Budget Spent |
|---|---|---|---|
| **Outreach[c]** | $9,770,845 | $8,141,273 | 83% |
| **Processing, Certification, Recertification** | $2,114,663 | $622,224 | 29% |
| **Post Enrollment Verification** | $1,803,266 | $697,348 | 39% |
| **IT Programming** | $2,223,156 | $3,279,692 | 148% |
| **Cooling Centers[d]** | $0 | $0 | 0% |
| **CHANGES Program** | $525,000 | $335,399 | 64% |
| **Measurement and Evaluation** | $159,676 | $151,956 | 95% |
| **Regulatory Compliance** | $1,158,064 | $870,878 | 75% |
| **General Administration** | $1,090,216 | $590,751 | 54% |
| **CPUC ED Staff** | $128,000 | $181,004 | 141% |
| **Total Expenses** | $18,972,887 | $14,870,525 | 78% |
| **Subsidies and Benefits** | $599,117,991 | $787,522,878 | 131% |
| **Total Program Costs and Discounts** | $618,090,878 | $802,393,403 | 130% |

[a]Program authorized budget per D.16-11-022 and as modified in D.17-12-009, and updated via PG&E Mid-Cycle Update Advice Letter 3990-G/5329-E, 3990-G-A/5329-E-A, 3990-G-B/5329-E-B. Authorized budget also includes $1,017,643.95 for Benefit Burdens as approved in D.20-12-005
[b]Actual expenses include employee benefits costs.
[c] Include authorized expenses for incremental CARE/FERA M&O efforts.
[d]CARE balancing account is no longer funding the Cooling Centers program in 2020. As directed in D.16-11-022, as modified by D.17-02-033, PG&E incorporated the cooling center budget request for 2020-2022 into the 2020 GRC Proceeding.

### 2.1.1 Please provide the CARE Program penetration rate to date

| CARE Penetration | | |
|---|---|---|
| **Participants** | **Eligible Participants[14]** | **YTD Penetration Rate** |
| **1,572,573** | 1,457,418 | 107.9% |

[14] On March 17, 2020, Pacific Gas and Electric Company (PG&E), on behalf of the IOUs, filed the revised Annual Estimates of CARE Eligible Customers and Related Information. This number reflects estimates of PG&E's CARE Eligible Participants for 2020, as reflected in filing A.14-11-007, et al., Annual CARE Eligibility Estimates.

## 2.2 Outreach

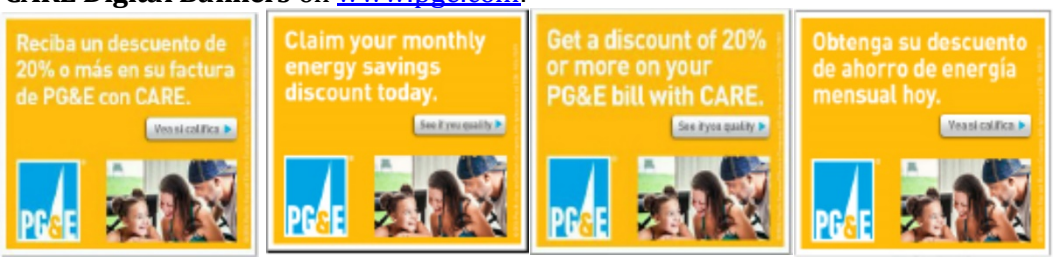
### 2.2.1 Discuss utility outreach activities and those undertaken by third parties on the utility's behalf.

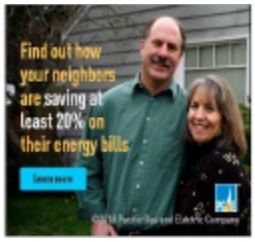
December 2020 CARE and FERA enrollments both benefited from the previous month's FERA direct mail acquisition campaign that was mailed to approximately 83,000 residential customers.

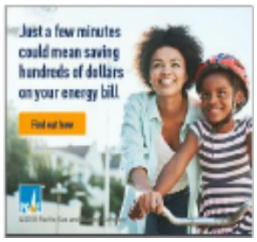
**Bill Insert**
During early December, the CARE and FERA acquisition bill insert continued mailing to 2.2 million low-income residential customers.

**Digital Media**
In December 2020, PG&E's CARE online advertising and search marketing campaigns continued to focus on income-qualified customers across PG&E's entire service territory (see https://www.youtube.com/watch?v=8U80-nN2XYc&feature=emb_rel_end). The media buy included additional targeting and increased media placements targeting ZIP Codes with higher estimated potential for eligible customers.

**CARE Digital Banners** on www.pge.com.





**Multi-Lingual Digital Media**

In December 2020, PG&E also continued to run a new multilingual media campaign to promote rate assistance programs to income-qualified customers featuring display ads in Spanish, Korean, Russian and Chinese. Paid search and Gmail ads also included Vietnamese. The multilingual ads were targeted to reach PG&E's full territory and will generate an estimated 86 million impressions over twelve weeks.

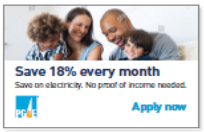
**Korean Display Ads**

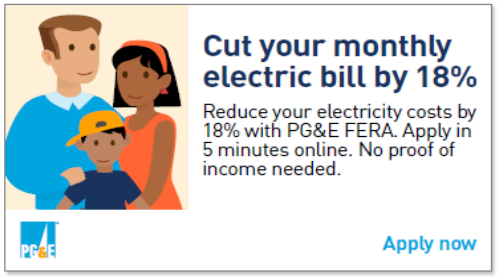
**Russian Display Ads**

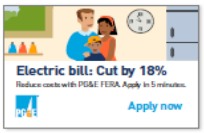
**Chinese Display Ads**

The December campaign continued to run an effective advertising placement on the Fresh EBT application.

**Digital - Fresh EBT Application Ads:**






In addition, PG&E continued the temporary closure of its local offices due to COVID-19 shelter-in-place orders and plans to reopen its local offices once shelter-in-place orders are lifted. Year-to-date, PG&E's local offices have enrolled 134 new customers into CARE. PG&E's COCs[15] supported 27 enrollments in December, totaling 421 new enrollments in CARE year-to-date.

**Outbound Financial Assistance:** In 2020, PG&E initiated a new outbound calling campaign in order to reach customers with past due accounts. The outbound calls provided customers with flexible pay plans as well as information about CARE, FERA, Medical Baseline, and other agency assistance programs. In December, the campaign enrolled 52 customers in CARE and zero in FERA. Year-to-date, the campaign has enrolled 3,607 customers in CARE and 74 in FERA.

Year-to-date, the campaign has reached 151,166 customers. Customer Service Representatives (CSRs) were able to contact 128,816 of them directly. The customers who could not be reached received a voicemail with information regarding PG&E's financial assistance programs. The campaign was also successful in identifying in excess of $4,000,000 in potential savings from rate changes. Customers with a past due account balance were directed to LIHEAP where they received pledges totaling approximately $426,079.

**New Community Outreach Contractors (COCs):** In December 2020, PG&E had no new COCs or CBOs join the CARE program.

[15] PG&E contracted with 44 COCs throughout its service area. These organizations represent a variety of communities, including African Americans, Hispanics, Asian Pacific Islander Americans (Chinese, Vietnamese, and Hmong), Native Americans, seniors, rural residents, agricultural workers, sub-metered tenants, and nonprofit living facilities.

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

PG&E automatically enrolls customers in CARE who participate in ESA or receive LIHEAP and Relief for Energy Assistance through Community Help (REACH) payments. The table below shows CARE automatic enrollments for December 2020 and year-to-date.

| CARE Automatic Enrollment | | |
|---|---|---|
| **Source** | **December** | **YTD** |
| **ESA** | 2,888 | 18,686 |
| **LIHEAP** | 50 | 1,966 |
| **REACH** | 13 | 89 |

### 2.2.3 Recertification Complaints[16]

PG&E received no complaints regarding CARE recertification in December 2020. All recertification activity is also paused due to COVID–19 protections.

## 2.3 Miscellaneous

**CARE Program Post-Enrollment Verification Freezes:**[17]

Due to the COVID-19 pandemic, PG&E has suspended all standard and high usage post-enrollment verification (PEV) requests, as well as the removal of customers with pending requests, through April 16, 2021.

The table on the following page details the CARE program PEV freezes currently in place as of December 2020.

[16] D.08-11-031, OP 90, directed the IOUs to report in their monthly and annual reports the number of customer complaints received regarding CARE recertification efforts and the nature of the complaints beginning with the first report due on or about December 31, 2008.

[17] CPUC Resolution M-4833 directed IOUs to freeze CARE program post-enrollment verification (PEV) in the counties impacted by the California wildfires. PG&E expanded the CARE PEV freeze to customers in affected counties where a state of emergency proclamation was issued by the Governor of California due to a disaster that resulted in PG&E's inability to deliver utility services to customers and remains in place for one year from the date of the proclamation. D.19-07-015 extends PG&E's Emergency Consumer Protection Plan to include residential and non-residential customers in areas where a state of emergency proclamation is issued by the California Governor's Office or the President of the United States where the disaster has either resulted in the loss or disruption of the delivery or receipt of utility service, and/or resulted in the degradation of the quality of utility service.

| CARE Program Post-Enrollment Verification Freezes | | | |
|---|---|---|---|
| **Date of Proclamation** | **Disaster Name** | **Affected Areas or ZIP Codes** | **Date when Protection Ends** |
| October 2019 | Kincade Wildfire | Sonoma County | Extended through 4/16/21 due to COVID-19 protections. |
| December 2019 | Paradise Wildfire | Town of Paradise | Extended through 4/16/21 due to COVID-19 protections. |
| March 2020 | COVID-19 Pandemic | All PG&E Service Territory | April 16, 2021 |
| August 2020 | CZU, LNU, SCU, and Lightning Complex Fires | 93210, 93635, 93657, 93667, 93901, 93905, 93906, 93908, 93920, 93921, 93923, 93924, 93925, 93926, 93930, 93933, 93940, 93953, 93960, 93962, 94020, 94021, 94028, 94060, 94062, 94074, 94305, 94508, 94509, 94513, 94514, 94515, 94517, 94527, 94531, 94533, 94534, 94535, 94536, 94538, 94539, 94546, 94550, 94551, 94552, 94558, 94559, 94562, 94566, 94567, 94571, 94574, 94585, 94586, 94588, 94937, 94940, 94950, 94956, 94971, 95005, 95006, 95007, 95013, 95017, 95018, 95020, 95021, 95023, 95030, 95035, 95041, 95060, 95062, 95066, 95073, 95103, 95112, 95113, 95118, 95122, 95123, 95125, 95126, 95127, 95129, 95131, 95132, 95133, 95136, 95138, 95140, 95148, 95150, 95202, 95219, 95304, 95305, 95311, 95321, 95322, 95347, 95356, 95360, 95361, 95363, 95366, 95376, 95387, 95391, 95412, 95421, 95422, 95425, 95426, 95428, 95436, 95441, 95446, 95448, 95450, 95457, 95461, 95467, 95471, 95546, 95573, 95606, 95607, 95616, 95627, 95637, 95679, 95687, 95688, 95694, 95696, 95833, 95912, 95919, 95926, 95927, 95928, 95934, 95939, 95941, 95942, 95947, 95954, 95956, 95959, 95963, 95965, 95966, 95969, 95971, 95973, 95978, 95979, 95983, 95988 and 96074 | September 1, 2021 |
| September 2020 | Creek Wildfire | 93643, 93664, 93602, 93667, 93644, 93634 and 95338 | October 1, 2021 |
| September 2020 | Oak Wildfire | 95490 | October 1, 2021 |
| September 2020 | Glass and Zogg Wildfires | 94508, 94515, 94562, 94567, 94573, 94574, 94576, 95401, 95402, 95404, 95405, 95406, 95407, 95409, 96001, 96007, 96022, 96047 and 96049 | October 1, 2021 |

## 3. Appendix: ESA Tables and CARE Tables

| | |
|---|---|
| ESA – Table 1 | ESA Program Expenses |
| ESA – Table 1A | Expenses Funded From 2009-2016 Unspent ESA Program Funds |
| ESA – Table 2 | ESA Measure Installations and Savings: Total, First Touch, and Retreated Homes |
| ESA – Table 2A | ESA Measure Installations and Savings: CSD Leveraging |
| ESA – Table 2B | ESA Measure Installations and Savings: CAM Multifamily |
| ESA – Table 3 | Energy Savings and Average Bill Savings Per Treated Home/Common Area |
| ESA – Table 4A | ESA Homes/Buildings Treated |
| ESA – Table 4B | ESA Homes Unwilling/Unable to Participate |
| ESA – Table 5 | ESA Customer Summary |
| ESA – Table 6 | ESA Expenditures for Pilots and Studies |
| ESA – Table 7 | Homes Receiving Second Refrigerators and In-Home Energy Education Only |
| ESA – Table 8 | Contractor Advanced Funding and Repayment (Template Only) |
| CARE – Table 1 | CARE Program Expenses |
| CARE – Table 2 | Enrollment, Recertification, Attrition, and Penetration |
| CARE – Table 3A | Post-Enrollment Verification results (Model) |
| CARE – Table 3B | Post-Enrollment Verification Results (Electric-Only High-Usage) |
| CARE – Table 4 | CARE Self-Certification and Self-Recertification Applications |
| CARE – Table 5 | Enrollment by County |
| CARE – Table 6 | Recertification Results |
| CARE – Table 7 | Capitation Contractors |
| CARE – Table 8 | Households as of Month-End |
| CARE – Table 9 | Expenditures for Pilots/CHANGES Program |
| CARE – Table 10 | CHANGES Monthly Summary of Ratepayers Provided Education, Needs Assistance and Dispute Resolution Services |
| CARE – Table 11 | CHANGES Group Customer Assistance Sessions |

| | A | B | C | D | E | F | G | H | I | J | K | L | M |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | **Energy Savings Assistance Program Table 1 - Expenses** | | | | | | | | | | | | |
| 2 | **Pacific Gas and Electric Company** | | | | | | | | | | | | |
| 3 | **Through December 31, 2020** | | | | | | | | | | | | |
| 4 | | **Authorized Budget[*][1]** | | | **Current Month Expenses** | | | **Year to Date Expenses** | | | **% of Budget Spent YTD** | | |
| 5 | **ESA Program:** | **Electric** | **Gas** | **Total** | **Electric** | **Gas** | **Total** | **Electric** | **Gas** | **Total** | **Electric** | **Gas** | **Total** |
| 6 | **Energy Efficiency** | | | | | | | | | | | | |
| 7 | Appliances [4] | $ 10,075,310 | $ - | $ 10,075,310 | $ 807,904 | $ (665) | $ 807,240 | $ 6,333,872 | $ 223 | $ 6,334,095 | 63% | | 63% |
| 8 | Domestic Hot Water | $ 620,025 | $ 8,155,693 | $ 8,775,717 | $ 75,613 | $ 1,338,300 | $ 1,413,913 | $ 489,464 | $ 7,956,184 | $ 8,445,648 | 79% | 98% | 96% |
| 9 | Enclosure | $ 8,344,112 | $ 30,831,443 | $ 39,175,555 | $ 731,345 | $ 3,331,685 | $ 4,063,030 | $ 4,948,778 | $ 22,544,433 | $ 27,493,211 | 59% | 73% | 70% |
| 10 | HVAC [5] | $ 56,875,335 | $ 17,725,037 | $ 74,600,372 | $ 580,213 | $ 2,469,345 | $ 3,049,558 | $ 8,565,468 | $ 14,725,042 | $ 23,290,510 | 15% | 83% | 31% |
| 11 | Maintenance | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | | | |
| 12 | Lighting | $ 36,037,671 | $ - | $ 36,037,671 | $ 3,750,565 | $ - | $ 3,750,565 | $ 26,334,994 | $ - | $ 26,334,994 | 73% | | 73% |
| 13 | Miscellaneous [4] | $ 2,362,009 | $ - | $ 2,362,009 | $ 469,223 | $ - | $ 469,223 | $ 2,954,506 | $ - | $ 2,954,506 | 125% | | 125% |
| 14 | Customer Enrollment | $ 16,579,194 | $ 7,836,553 | $ 24,415,747 | $ 2,127,158 | $ 933,501 | $ 3,060,659 | $ 13,098,747 | $ 5,748,371 | $ 18,847,118 | 79% | 73% | 77% |
| 15 | In Home Education [5] | $ 5,534,520 | $ 2,516,775 | $ 8,051,295 | $ 695,891 | $ 305,391 | $ 1,001,281 | $ 4,007,025 | $ 1,758,479 | $ 5,765,503 | 72% | 70% | 72% |
| 16 | Pilot | $ 138,621 | $ 1,304 | $ 139,925 | $ 800 | $ - | $ 800 | $ 3,429 | $ 131 | $ 3,559 | 2% | 10% | 3% |
| 17 | Implementation[2] | $ 5,459,903 | $ 2,601,428 | $ 8,061,331 | $ 526,084 | $ 230,871 | $ 756,956 | $ 3,404,868 | $ 1,494,222 | $ 4,899,090 | 62% | 57% | 61% |
| 18 | Post-Pandemic Return to Service (PPRS) [6] | | | | $ 1,216,250 | $ 533,750 | | $ 1,216,250 | $ 533,750 | | | | |
| 19 | Multi-Family Common Area Measures | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | | | |
| 20 | **Energy Efficiency TOTAL** | **$ 142,026,700** | **$ 69,668,232** | **$ 211,694,933** | **$ 10,981,047** | **$ 9,142,178** | **$ 18,373,225** | **$ 71,357,399** | **$ 54,760,836** | **$ 124,368,235** | 50% | 79% | 59% |
| 21 | | | | | | | | | | | | | |
| 22 | Training Center[3] | $ 1,059,971 | $ 508,144 | $ 1,568,115 | $ 17,669 | $ 7,754 | $ 25,424 | $ 572,813 | $ 251,378 | $ 824,191 | 54% | 49% | 53% |
| 23 | Inspections[3] | $ 3,687,706 | $ 1,679,434 | $ 5,367,140 | $ 155,378 | $ 68,188 | $ 223,566 | $ 1,979,094 | $ 868,523 | $ 2,847,618 | 54% | 52% | 53% |
| 24 | Marketing and Outreach[3] | $ 2,307,010 | $ 1,080,340 | $ 3,387,350 | $ 275,065 | $ 120,712 | $ 395,778 | $ 1,497,476 | $ 657,166 | $ 2,154,642 | 65% | 61% | 64% |
| 25 | Statewide Marketing Education and Outreach | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | | | |
| 26 | Studies | $ 169,017 | $ 81,410 | $ 250,427 | $ 8,771 | $ 3,849 | $ 12,620 | $ 120,654 | $ 52,949 | $ 173,603 | 71% | 65% | 69% |
| 27 | Regulatory Compliance[3] | $ 473,843 | $ 234,982 | $ 708,826 | $ 5,754 | $ 2,525 | $ 8,279 | $ 447,339 | $ 196,314 | $ 643,653 | 94% | 84% | 91% |
| 28 | General Administration[3] | $ 5,854,446 | $ 2,769,668 | $ 8,624,114 | $ 307,716 | $ 135,041 | $ 442,757 | $ 4,320,905 | $ 1,896,225 | $ 6,217,130 | 74% | 68% | 72% |
| 29 | CPUC Energy Division | $ 37,298 | $ 21,024 | $ 58,322 | $ (1,329) | $ (583) | $ (1,912) | $ 40,533 | $ 17,788 | $ 58,321 | 109% | 85% | 100% |
| 30 | | | | | | | | | | | | | |
| 31 | **TOTAL PROGRAM COSTS** | **$ 155,615,991** | **$ 76,043,235** | **$ 231,659,227** | **$ 11,750,072** | **$ 9,479,664** | **$ 21,229,736** | **$ 80,336,214** | **$ 58,701,179** | **$ 139,037,393** | **52%** | **77%** | **60%** |
| 32 | **Funded Outside of ESA Program Budget** | | | | | | | | | | | | |
| 33 | Indirect Costs | | | | | | | | | | | | |
| 34 | NGAT Costs | | | | | $ 860,704 | $ 860,704 | | $ 5,773,569 | $ 5,773,569 | | | |
| 35 | | | | | | | | | | | | | |

36 [*] **Authorized Budget:** Authorized budget includes $48,495,162 carried over from the 2019; it also includes fund shift per Advice Letter AI 3977-G/5298-E of $877,047 from 2017 Inspection budget and $905,057 from 2018
37 Inspection budget to 2018 General Administration.Updated with fundshift AL 4248G/5822E approved on 8/27/20 ( shift funds from HVAC Electric $21,175,000 to HVAC Gas $16,175,000, In Home Education $3,413,870 Electric
38 $1,586,130 Gas)
39 [1] Reflects the 2020 Authorized budget as approved in Mid-Cycle advice letter 3990-G/5329-E and supplemental Advice Letter Nos. 3990-G-A/5329-E-A and 3990-G-B/5329-E-B
40 [2] Reflects a new budget category and includes the primary administrative fee for Implementer(s).
41 [3] Authorized budget includes $1,944,129 for Benefit Burdens as approved in (D.)20-12-005
42 [4] PG&E previously reported Smart Powerstrips under Appliances. This has been moved to Miscellaneous.
43 [5] Reflects the updated authorized budget per Fundshift AL 4248-G / 5822-E.
44
45 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"**
**Pacific Gas and Electric Company**
**Through December 31, 2020**

| | Authorized Budget[4] | | | 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** | | | | | | | | | | | | |
| Appliances [2] | $ 22,537,439 | $ - | $ 22,537,439 | $ - | $ - | $ - | $ - | $ - | $ - | 0% | | 0% |
| Domestic Hot Water [2] | $ 3,432,389 | $ 1,849,947 | $ 5,282,336 | $ - | $ - | $ - | $ - | $ - | $ - | 0% | 0% | 0% |
| HVAC [2] | $ 36,565,713 | $ 5,169,451 | $ 41,735,164 | $ - | $ - | $ - | $ - | $ - | $ - | 0% | 0% | 0% |
| In-Home Education [2] | $ 289,737 | $ 127,151 | $ 416,888 | $ - | $ - | $ - | $ - | $ - | $ - | 0% | 0% | 0% |
| Implementation[3] | $ 447,195 | $ 176,029 | $ 623,224 | $ 9,326 | $ 4,093 | $ 13,419 | $ 99,303 | $ 72,381 | $ 171,684 | 22% | 41% | 28% |
| Multi-Family Common Area Measures | $ 23,478,243 | $ 9,926,973 | $ 33,405,216 | $ 1,366,175 | $ 859,273 | $ 2,225,448 | $ 4,528,961 | $ 3,111,033 | $ 7,639,994 | 19% | 31% | 23% |
| Leveraging - CSD | $ 1,797,105 | $ 836,828 | $ 2,633,934 | $ 3,658 | $ 489 | $ 4,146 | $ 6,851 | $ 1,583 | $ 8,433 | 0% | 0% | 0% |
| Pilot | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | | | |
| Studies | $ 62,550 | $ 27,450 | $ 90,000 | $ - | $ - | $ - | $ - | $ - | $ - | 0% | 0% | 0% |
| Regulatory Compliance | $ 1,702,297 | $ 120,486 | $ 1,822,783 | $ (330) | $ - | $ (330) | $ 29,737 | $ - | $ 29,737 | 2% | 0% | 2% |
| General Administration | $ 276,743 | $ 74,028 | $ 350,771 | $ 34,709 | $ 15,232 | $ 49,941 | $ 421,299 | $ 184,886 | $ 606,185 | 152% | 250% | 173% |
| | | | | | | | | | | | | |
| **TOTAL PROGRAM BUDGET/EXPENSES** | **$ 90,589,412** | **$ 18,308,343** | **$ 108,897,755** | **$ 1,413,538** | **$ 879,086** | **$ 2,292,624** | **$ 5,086,150** | **$ 3,369,883** | **$ 8,456,033** | **6%** | **18%** | **8%** |

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

1: Add additional categories if relevant to your utility

2: Refers to budget spent supporting CSD's LIWP program

[1] D.16-11-022 directed funding for new initiatives to come from unspent 2009-2016 ESA Program funds, and directed IOUs to update their budgets by Conforming Advice Letter. Resolution G-3531 authorized PG&E's 2017-2020 ESA budget, including the addition of unspent funding reported here. Unspent funds updated 2019 Authorized budget as approved in Mid-Cycle advice letter 3990-G/5329-E and supplemental Advice Letter Nos. 3990-G-A/5329-E-A and 3990-G-B/5329-E-B
[2] Incremental increases in existing energy efficiency measures from new directives (e.g., removal of 3 measure minimum) use authorized funds until depleted, then will use carryover funds.
New measures and activities not included in PG&E' Application use 2009-2016 unspent funds.
[3] Reflects a new budget category and includes the primary administrative fee for Implementer(s), including multifamily SPOC activities.
[4]Authorized Budget: Authorized budget includes $49,480,997 carried over from the 2019; it also includes fund shift per Advice Letter Al 3977-G/5298-E
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

**Energy Savings Assistance Program Table 2 - Program Summary**
**Pacific Gas and Electric Company**
**Through December 31, 2020**

| | ESA Program (Summary)Total | | | | | | | ESA Program (First Touch Homes Treated) | | | | | | | ESA Program (Re-Treated Homes/Go Backs) | | | | | | | ESA Program (Aliso Canyon - SCG & SCE) [9] | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 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 ($)** | **% of Expenditure** | **Units** | **Quantity Installed** | **kWh [4] (Annual)** | **kW [4] (Annual)** | **Therms [4] (Annual)** | **Expenses ($)** | **% 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) | | | (K+S) | (L+T) | (M+U) | (N+V) | (O+W) | | | | | | | | | | | | | | | |
| High Efficiency Clothes Washer | Each | 2,510 | 12,935 | 2 | 47,064 | $ 2,180,023 | 1.9% | Each | 718 | 4,250 | 1 | 13,461 | 623,608 | 1.6% | Each | 1,792 | 8,685 | 2 | 33,603 | $ 1,556,415 | 2.0% | Each | | | | | | 0.0% |
| Refrigerators | Each | 5,170 | 2,867,686 | 401 | - | $ 4,090,293 | 3.5% | Each | 1,848 | 1,020,655 | 143 | - | $ 1,462,062 | 3.7% | Each | 3,322 | 1,847,030 | 259 | - | $ 2,628,231 | 3.5% | Each | | | | | | 0.0% |
| Microwaves | Home | 48 | (439) | (0) | 98 | $ 3,139 | 0.0% | Home | 21 | (264) | (0) | 38 | $ 1,373 | 0.0% | Home | 27 | (176) | (0) | 60 | $ 1,766 | 0.0% | Home | | | | | | 0.0% |
| Freezers [6] | Each | | | | | | | Each | - | - | - | - | - | | Each | | | | | | | Each | | | | | | 0.0% |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | 0.0% |
| **Domestic Hot Water** | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other Hot Water | Home | 63,107 | 475,292 | 66 | 314,748 | $ 5,371,970 | 4.7% | Home | 20,788 | 203,210 | 28 | 102,749 | $ 1,769,574 | 4.5% | Home | 42,319 | 272,082 | 38 | 211,999 | $ 3,602,396 | 4.7% | Home | | | | | | 0.0% |
| Tank and Pipe Insulation | Home | 7,535 | 39,366 | 7 | 30,931 | $ 40,782 | 0.0% | Home | 3,052 | 17,739 | 3 | 12,300 | $ 16,518 | 0.0% | Home | 4,483 | 21,627 | 4 | 18,630 | $ 24,264 | 0.0% | Home | | | | | | 0.0% |
| Water Heater Repair/Replacement | Home | 1,357 | - | - | 9,995 | $ 2,690,150 | 2.3% | Home | 445 | - | - | 3,152 | $ 882,179 | 2.2% | Home | 912 | - | - | 6,843 | $ 1,807,971 | 2.4% | Home | | | | | | 0.0% |
| Thermostat-controlled Shower Valves (SCE) [8] | Each | | | | | | | Each | - | - | - | - | $ - | | Each | | | | | | | Each | | | | | | 0.0% |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | 0.0% |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | 0.0% |
| New - Combined Showerhead/TSV | Each | - | - | - | - | $ - | 0.0% | Each | - | - | - | - | - | - | Each | - | - | - | - | - | - | Each | | | | | | 0.0% |
| New - Heat Pump Water Heater [7] | Each | - | - | - | - | - | - | Each | - | - | - | - | - | - | Each | - | - | - | - | - | - | Each | | | | | | 0.0% |
| New - Tub Diverter/ Tub Spout | Each | 269 | 88 | - | 490 | $ - | 0.0% | Each | 103 | 12 | - | 192 | $ - | 0.0% | Each | 166 | 76 | - | 298 | $ - | 0.0% | | | | | | | 0.0% |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | 0.0% |
| **Enclosure** | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Air Sealing / Envelope [1] | Home | 47,913 | 110,046 | 21 | 51,173 | $ 22,525,506 | 19.5% | Home | 16,170 | 47,869 | 9 | 16,784 | $ 7,602,059 | 19.3% | Home | 31,743 | 62,177 | 12 | 34,388 | $ 14,923,447 | 19.6% | Home | | | | | | 0.0% |
| Attic Insulation | Home | 2,437 | 17,287 | 3 | 111,404 | $ 3,993,538 | 3.5% | Home | 1,146 | 9,974 | 2 | 52,172 | $ 1,877,963 | 4.8% | Home | 1,291 | 7,313 | 1 | 59,232 | $ 2,115,576 | 2.8% | Home | | | | | | 0.0% |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | 0.0% |
| **HVAC** | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Furnace Repair/Replacement | Home | 1,604 | - | - | (39,161) | $ 5,394,325 | 4.7% | Home | 438 | - | - | (10,697) | $ 1,473,014 | 3.7% | Home | 1,166 | - | - | (28,463) | $ 3,921,311 | 5.2% | Home | | | | | | 0.0% |
| Room A/C Replacement | Home | 1,207 | (230,776) | (42) | - | $ 1,065,083 | 0.9% | Home | 301 | (57,470) | (10) | - | $ 265,609 | 0.7% | Home | 906 | (173,306) | (31) | - | $ 799,474 | 1.1% | Home | | | | | | 0.0% |
| Central A/C replacement | Home | 4 | 1,143 | 0 | - | $ 14,000 | 0.0% | Home | 3 | 857 | 0 | - | $ 10,500 | 0.0% | Home | 1 | 286 | 0 | - | $ 3,500 | 0.0% | Home | | | | | | 0.0% |
| Heat Pump Replacement | Home | - | - | - | - | $ - | 0.0% | Home | - | - | - | - | - | - | Home | - | - | - | - | - | - | Home | | | | | | 0.0% |
| Evaporative Coolers | Home | 1,511 | 568,756 | 91 | - | $ 968,422 | 0.84% | Home | 469 | 176,959 | 28 | - | $ 300,589 | 0.8% | Home | 1,042 | 391,797 | 63 | - | $ 667,833 | 0.9% | Home | | | | | | 0.0% |
| Duct Testing and Sealing | Home | 8,418 | (9,401) | (1) | 53,800 | $ 6,309,047 | 5.47% | Home | 3,250 | (4,492) | (1) | 20,765 | $ 2,435,781 | 6.2% | Home | 5,168 | (4,910) | (1) | 33,034 | $ 3,873,266 | 5.1% | Home | | | | | | 0.0% |
| New - Energy Efficient Fan Control [8] | Home | - | - | - | - | $ - | 0.0% | Home | | | | | | | Home | | | | | | | Home | | | | | | 0.0% |
| New - Prescriptive Duct Sealing [6] | Home | | | | | | | Home | - | - | - | - | $ - | | Home | | | | | | | Home | | | | | | 0.0% |
| Central A/C Tune up | Home | 9,763 | (141,062) | (28) | - | $ 3,433,150 | 3.0% | Home | 3,485 | (59,365) | (12) | - | $ 1,225,497 | 3.1% | Home | 6,278 | (81,697) | (16) | - | $ 2,207,653 | 2.9% | | | | | | | 0.0% |
| New- Smart Thermostat | Each | 12,082 | 2,526,172 | 455 | 326,104 | $ 3,577,812 | 3.1% | Each | 4,647 | 973,133 | 175 | 122,134 | $ 1,376,104 | 3.5% | Each | 7,435 | 1,553,038 | 280 | 203,970 | $ 2,201,708 | 2.9% | | | | | | | 0.0% |
| New - A/C Time Delay | Home | 7,081 | (654,670) | (118) | - | $ 1,578,745 | 1.4% | Home | 2,523 | (233,142) | (42) | - | $ 562,516 | 1.4% | Home | 4,558 | (421,528) | (76) | - | $ 1,016,229 | 1.3% | | | | | | | |
| New - High Efficiency Forced Air Unit (HE FAU) [7] | Home | - | - | - | - | - | - | Home | - | - | - | - | - | - | Home | - | - | - | - | - | - | Home | | | | | | 0.0% |
| Blower Motor Retrofit | Each | 29 | - | - | - | $ 7,472 | 0.0% | Each | 29 | - | - | - | $ 7,472 | 0.0% | Each | - | - | - | - | $ - | 0.0% | Home | | | | | | 0.0% |
| **Maintenance** | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Furnace Clean and Tune [6] | Home | | | | | | | Home | - | - | - | - | $ - | | Home | | | | | | | Home | | | | | | 0.0% |
| | | | | | | | | | | | | | | | | | | | | | | Home | | | | | | 0.0% |
| **Lighting** | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lighting (Occupancy Sensor) | Home | 145 | 4,329 | 8 | - | $ 12,737 | 0.0% | Home | 45 | 1,327 | 2 | - | $ 3,953 | 0.0% | Home | 100 | 3,002 | 5 | - | $ 8,784 | 0.0% | Home | | | | | | 0.0% |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | 0.0% |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | 0.0% |
| New - LED Reflector Downlight Retrofit Kits [6] | Each | | | | | | | Each | - | - | - | - | $ - | | Each | | | | | | | Each | | | | | | 0.0% |
| LED Diffuse A-Lamps [5] | Each | 602,756 | 18,570,283 | 2,263 | (425,851) | $ 4,911,535 | 4.3% | Each | 215,234 | 6,638,880 | 810 | (151,312) | $ 1,753,826 | 4.5% | Each | 387,522 | 11,931,402 | 1,454 | (274,539) | $ 3,157,709 | 4.2% | Each | | | | | | 0.0% |
| LED Reflector Bulbs (BR) [5] | Each | 81,862 | 3,803,172 | 465 | (89,564) | $ 682,525 | 0.6% | Each | 34,202 | 1,589,015 | 194 | (37,421) | $ 285,160 | 0.7% | Each | 47,660 | 2,214,157 | 270 | (52,143) | $ 397,366 | 0.5% | Each | | | | | | 0.0% |
| LED Torchieres [5] | Each | 29,936 | 2,114,149 | 256 | (48,226) | $ 1,791,139 | 1.6% | Each | 9,352 | 661,474 | 80 | (14,950) | $ 559,551 | 1.4% | Each | 20,584 | 1,452,675 | 176 | (33,275) | $ 1,231,588 | 1.6% | Each | | | | | | 0.0% |
| LED Exterior Hardwired Fixtures [5] | Each | 63,005 | 4,889,503 | 471 | - | $ 3,875,073 | 3.4% | Each | 19,107 | 1,482,799 | 143 | - | $ 1,175,161 | 3.0% | Each | 43,898 | 3,406,704 | 328 | - | $ 2,699,912 | 3.5% | Each | | | | | | 0.0% |
| LED Interior Hardwired Fixtures [5] | Each | 262,158 | 18,264,460 | 2,216 | (411,600) | $ 14,052,313 | 12.2% | Each | 78,757 | 5,500,317 | 669 | (122,638) | $ 4,221,569 | 10.7% | Each | 183,401 | 12,764,143 | 1,547 | (288,962) | $ 9,830,744 | 12.9% | Each | | | | | | |
| **Miscellaneous** | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pool Pumps | Home | | | | | | | Home | - | - | - | - | $ - | 0.0% | Home | | | | | | | Home | | | | | | 0.0% |
| Smart Power Strips - Tier 1 | Home | 18,635 | - | - | - | $ 1,856,179 | 1.6% | Home | 6,804 | - | - | - | $ 677,727 | 1.7% | Home | 11,831 | - | - | - | $ 1,178,452 | 1.5% | Home | | | | | | 0.0% |
| New - Smart Power Strips - Tier 2 | Each | 8,407 | 638,932 | 356 | - | $ 1,037,304 | 0.9% | Each | 3,317 | 252,092 | 140 | - | $ 409,271 | 1.0% | Each | 5,090 | 386,840 | 215 | - | $ 628,033 | 0.8% | Each | | | | | | 0.0% |
| **Pilots** | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | 0.0% |
| **Customer Enrollment** | **Total (K+S)** | | | | | | | Total (K+S) | | | | | | | Total (K+S) | | | | | | | Total (K+S) | | | | | | |
| Outreach & Assessment | Home | 86,420 | | | | $ 18,320,423 | 15.9% | Home | 30,148 | | | | $ 6,391,161 | 16.3% | Home | 56,272 | | | | $ 11,929,262 | 15.7% | Home | | | | | | 0.0% |
| In-Home Education | Home | 86,420 | | | | $ 5,601,033 | 4.9% | Home | 30,148 | | | | $ 1,953,945 | 5.0% | Home | 56,272 | | | | $ 3,647,088 | 4.8% | Home | | | | | | 0.0% |
| **Total Savings/Expenditures** | | | 53,867,250 | 6,892 | (68,597) | $ 115,383,717.77 | | | | 18,225,832 | 2,363 | 6,730 | $ 39,323,741.02 | | | | 35,641,418 | 4,529 | (75,327) | $ 76,059,976.75 | | | | | | | | |
| Total Households Weatherized [2] | | 64,845 | | | | | | | 22,030 | | | | | | | 42,815 | | | | | | | - | | | | | |

| **Households Treated** | **Total (K+S)** | | **First Touches** | | **Re-treated Homes/Go-Backs** | | |
|---|---|---|---|---|---|---|---|
| - Single Family Households Treated | Home | 65,366 | Home | 22,026 | Home | 43,340 | Home |
| - Multi-family Households Treated | Home | 13,727 | Home | 4,969 | Home | 8,758 | Home |
| - Mobile Homes Treated | Home | 7,327 | Home | 3,153 | Home | 4,174 | Home |
| **Total Number of Households Treated** | Home | 86,420 | Home | 30,148 | Home | 56,272 | Home |
| **# Eligible Households to be Treated for PY [3]** | Home | 104,222 | Home | 46,900 | Home | 57,322 | Home |
| **% of Households Treated** | % | 83% | % | 64% | % | 98% | % |
| - Master-Meter Households Treated | Home | 4,892 | Home | 2,321 | Home | 2,571 | Home |

[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 OP 79 of D.16-11-022.
[4] All savings are calculated based on the following sources:
DNV/GL Impact Evaluation Program Years 2015-2017 Impact II
[5] LED savings from PGECOLTG175-R1
[6] Measure not currently part of PG&E's ESA portfolio.
[7] To be launched in Q3 2020.
[8] 2020 installations impacted by COVID.
[9] This table is non-applicable for PG&E.

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

**Energy Savings Assistance Program Table 2A - CSD Leveraging**
**Pacific Gas and Electric Company**
**Through December 31, 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** | | | | | | | |
| High Efficiency Clothes Washer | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Refrigerators | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Microwaves [4] | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| **Domestic Hot Water** | | | | | | | |
| Water Heater Blanket | Home | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Low Flow Shower Head | Home | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Water Heater Pipe Insulation | Home | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Faucet Aerator | Home | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Water Heater Repair/Replacement | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Thermostatic Shower Valve | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Combined Showerhead/TSV | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Heat Pump Water Heater | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Tub Diverter/ Tub Spout | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Thermostat-controlled Shower Valve | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| **Enclosure** | | | | | | | |
| Air Sealing / Envelope [1] | Home | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Caulking | Home | n/a | n/a | n/a | n/a | - | 0.0% |
| Attic Insulation | Home | n/a | n/a | n/a | n/a | $ - | 0.0% |
| **HVAC** | | | | | | | |
| FAU Standing Pilot Conversion | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Furnace Repair/Replacement | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Room A/C Replacement | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Central A/C replacement | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Heat Pump Replacement | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Evaporative Cooler (Replacement) | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Evaporative Cooler (Installation) | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Duct Testing and Sealing | Home | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Energy Efficient Fan Control | Home | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Prescriptive Duct Sealing | Home | n/a | n/a | n/a | n/a | $ - | 0.0% |
| High Efficiency Forced Air Unit (HE FAU) | Home | n/a | n/a | n/a | n/a | $ - | 0.0% |
| A/C Time Delay | Home | n/a | n/a | n/a | n/a | $ - | 0.0% |
| **Maintenance** | | | | | | | |
| Furnace Clean and Tune | Home | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Central A/C Tune up | Home | n/a | n/a | n/a | n/a | $ - | 0.0% |
| **Lighting** | | | | | | | |
| Interior Hard wired LED fixtures | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Exterior Hard wired LED fixtures | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Torchiere LED | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Occupancy Sensor | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| LED Night Lights | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| LED Diffuse Bulb (60W Replacement) | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| LED Reflector Bulb | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| LED Reflector Downlight Retrofit Kits | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| LED A-Lamps | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| **Miscellaneous** | | | | | | | |
| Pool Pumps | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Smart Power Strips - Tier 1 | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| Smart Power Strips - Tier 2 | Each | n/a | n/a | n/a | n/a | $ - | 0.0% |
| **Pilots** | | | | | | | |
| | | | | | | | |
| **Customer Enrollment** | | | | | | | |
| Outreach & Assessment | Home | n/a | | | | $ - | 0.0% |
| In-Home Education | Home | n/a | | | | $ - | 0.0% |
| | | | | | | | |
| **Total Savings/Expenditures** | | n/a | n/a | n/a | n/a | $ - | 0.0% |
| | | | | | | | |
| Total Households Weatherized [2] | | n/a | n/a | n/a | n/a | | |
| | | | | | | | |
| **CSD MF Tenant Units Treated** | | | **Total** | | | | |
| | | | - | | | | |
| | | | - | | | | |

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

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

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

[3] All savings are calculated based on the following sources:
DNV/GL Impact Evaluation Program Years 2015-2017 Impact II

**Energy Savings Assistance Program Table 2B - Common Area Measures**
**Pacific Gas and Electric Company**
**Through December 31, 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 |
| **Appliances** | | | | | | | |
| CAM - Commercial Clothes Washer | Each | 0 | 0 | 0 | 0 | $0 | |
| CAM - Refrigerators | Each | 1 | 56.077 | 0.00922 | -1.5396 | $1,439 | 0.02% |
| | - | | | | | | |
| **Domestic Hot Water** | | | | | | | |
| CAM - Non-Condensing Domestic Hot Water Boiler | Each | 0 | 0 | 0 | 0 | $0 | |
| CAM - Condensing Domestic Hot Water Boiler | Each | 8 | 0 | 0 | 12947.71 | $189,599 | 3.19% |
| CAM - Storage Water Heater | Each | 41 | 0 | 0 | 41,528.48 | $921,054 | 15.50% |
| CAM - Instantaneous Tankless Water Heater | Each | 7 | -30,855 | 0 | -514.72 | $56,804 | 0.96% |
| CAM - Heat Pump Water Heater | Each | 1 | 484.8 | 0.12276 | 0 | $15,071 | 0.25% |
| CAM - Demand Control DHW Recirculation Pump - Electric | Each | 2 | 334.908 | 0.03708 | 0 | $7,897 | 0.13% |
| CAM - Demand Control DHW Recirculation Pump - Gas | Each | 17 | 0 | 0 | 674.4432 | $84,404 | 1.42% |
| CAM - Variable Speed Pump | Each | 9 | 4056 | 0.469 | 0 | $42,138 | 0.71% |
| CAM - Low-flow Faucet Aerator - Electric | Each | 3 | 319.449 | 0.06474 | 0 | $26 | 0.00% |
| CAM - Low-flow Faucet Aerator - Gas | Each | 0 | 0 | 0 | 0 | $0 | |
| CAM - Low-flow Showerhead - Electric | Each | 1 | 195.2 | 0.03957 | 0 | $28 | 0.00% |
| CAM - Low-flow Showerhead - Gas | Each | 1 | 0 | 0 | 8.7 | $22 | 0.00% |
| | - | | | | | | |
| **Envelope** | | | | | | | |
| CAM - Windows - Electric | Sq Ft | 0 | 0 | 0 | 0 | $0 | |
| CAM - Windows - Gas | Sq Ft | 0 | 0 | 0 | 0 | $0 | |
| CAM - Reflective Window Film - Electric | Sq Ft | 0 | 0 | 0 | 0 | $0 | |
| CAM - Reflective Window Film - Gas | Sq Ft | 0 | 0 | 0 | 0 | $0 | |
| CAM - Attic Insulation - Electric | Sq Ft | 2,380 | 415.07 | -0.100 | 115.19 | $1,750 | 0.03% |
| CAM - Attic Insulation - Gas | Sq Ft | 0 | 0 | 0 | 0 | $0 | |
| CAM - Blow-In Wall Insulation - Electric | Sq Ft | 0 | 0 | 0 | 0 | $0 | |
| CAM - Blow-In Wall Insulation - Gas | Sq Ft | 0 | 0 | 0 | 0 | $0 | |
| | | | | | | | |
| **HVAC** | | | | | | | |
| CAM - PTAC - Gas | Each | 0 | 0 | 0 | 0 | $0 | |
| CAM - PTAC - Electric | Each | 0 | 0 | 0 | 0 | $0 | |
| CAM - PTHP | Each | 0 | 0 | 0 | 0 | $0 | |
| CAM - Air Conditioners Split System - Electric | Each | 0 | 0 | 0 | 0 | $0 | |
| CAM - Air Conditioners Split System - Gas | Each | 0 | 0 | 0 | 0 | $0 | |
| CAM - Heat Pump Split System | Each | 6 | 3441 | 2.6 | 0 | $165,990 | 2.79% |
| CAM - Packaged Air Conditioner | Each | 0 | 0 | 0 | 0 | $0 | |
| CAM - Non-Condensing Space Heating Boiler | Each | 1 | 0 | 0 | 474.61 | $58,020 | 0.98% |
| CAM - Condensing Space Heating Boiler | Each | 1 | 0 | 0 | 49.58 | $9,224 | 0.16% |
| CAM - Central Natural Gas Furnace | Each | 1 | 41.64 | 0.04 | 30.06 | $9,320 | 0.16% |
| CAM - Smart Thermostat | Each | 16 | 915 | 0 | 133.34 | $7,036 | 0.12% |
| | | | | | | | |
| **Lighting** | | | | | | | |
| CAM - Wall or Ceiling Mounted Occupancy Sensor | Each | 47 | 3791 | 0 | (65) | $8,880 | 0.15% |
| CAM - LED PAR Lamps | Each | 105 | 26,908 | 0.020 | -25.06 | $15,560 | 0.26% |
| CAM - LED Candelabra Lamps | Each | 6 | 484 | 0 | -8.37 | $65 | 0.00% |
| CAM - LED Globe Lamps | Each | 0 | 0 | 0 | 0.00 | $0 | |
| CAM - LED A Lamps | Each | 268 | 73,184 | 0.87501 | -1170.81 | $12,680 | 0.21% |
| CAM - LED BR-R Lamps | Each | 0 | 0 | 0.000 | 0.00 | $0 | |
| CAM - Plug-in LED lamps | Each | 794 | 30,701 | 0.407 | -505.93 | $19,819 | 0.33% |
| CAM - LED T8 Lamp - Interior | Each | 1398 | 177,064 | 2.201 | -3050.76 | $152,813 | 2.57% |
| CAM - LED T8 Lamp - Exterior | Each | 16 | 764 | 0.000 | 0.00 | $1,401 | 0.02% |
| CAM - LED Recessed Troffers and Retrofit Kits | Each | 0 | | 0 | 0 | $0 | |
| CAM - LED Linear Ambient Fixtures | Each | 132 | 24,058 | 0 | -416.20 | $42,711 | 0.72% |
| CAM - LED Ceiling, Vanity, or Sconce Fixtures | Each | 524 | 150,253 | 1.886 | -2417.17 | $65,286 | 1.10% |
| CAM - LED Recessed Downlight Retrofit Kits | Each | 773 | 173,581 | 2 | -2658.88 | $92,311 | 1.55% |
| CAM - LED Pendant, Track or Accent Fixtures | Each | 0 | 0 | 0 | 0.00 | $0 | |
| CAM - LED Parking Garage Fixtures | Each | 67 | 2,565 | 0.980 | 0.00 | $11,797 | 0.20% |
| CAM - LED Exterior Wall or Pole Mounted Fixture | Each | 346 | 173,388 | 0.000 | 0 | $153,130 | 2.58% |
| CAM - LED Exit Sign | | 0 | 0 | 0 | 0 | $0 | |
| | | | | | | | |
| **Miscellaneous** | | | | | | | |
| CAM - Smart Power Strip | Each | 1 | 1,040 | 0 | (2) | $822 | 0.01% |
| CAM - Variable Speed Swimming Pool Pump | Each | 2 | 48594.784 | 4.61548 | 0 | $16,847 | 0.28% |
| | | | | | | | |
| **Ancillary Services** | | | | | | | |
| Audit4 | | | | | | | |
| | | | | | | | |
| **Total** | | - | 896,605 | 17.05853 | 46,155 | $ 2,163,945.86 | |

| Multifamily Properties Treated (November) | Number |
|---|---|
| **Total Number of Multifamily Properties Treated[2]** | 19 |
| **Subtotal of Master-metered Multifamily Properties Treated** | 5 |
| **Total Number of Multifamily Tenant Units w/in Properties Treated[3]** | 1548 |

| | Year to Date Expenses | | | |
|---|---|---|---|---|
| **ESA Program - Multifamily Common Area** | **Electric** | **Gas** | **Total** | |
| **Administration** | 257,160 | 151,502 | 408,662 | |
| **Direct Implementation (Non-Incentive)** | 2,460,665 | 1,112,635 | 3,573,300 | |
| **Direct Implementation** | 1,406,565 | 757,381 | 2,163,946 | *<<Includes measures costs* |
| | | | | |
| **TOTAL MF CAM COSTS** | $ 4,124,390 | $ 2,021,518 | $ 6,145,908 | |

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 should fill out Table 2B as it pertains to their program. Table 2B-1 Column A should match Table 2B Column A for eligible (not canceled) measures.

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 Federal Poverty Guidelines).

6. Commissioning costs, as allowable per the Decision, are included in measures total cost unless otherwise noted.

**Energy Savings Assistance CAM Program Table 2B-1 - Eligible Common Area Measures List**
**Pacific Gas and Electric Company**
**Through December 31, 2020**

| Common Area Measures Category and Eligible Measures Title [1] | Effective Date | End Date[2] | Eligible Climate Zones [3] |
|---|---|---|---|
| **Appliances** | - | - | - |
| CAM - Commercial Clothes Washer | 1/1/2020 | | All |
| CAM - Refrigerators | 1/1/2020 | | All |
| **Domestic Hot Water** | - | - | - |
| CAM - Non-Condensing Domestic Hot Water Boiler | 1/1/2020 | | All |
| CAM - Condensing Domestic Hot Water Boiler | 1/1/2020 | | All |
| CAM - Storage Water Heater | 1/1/2020 | | All |
| CAM - Instantaneous Tankless Water Heater | 1/1/2020 | | All |
| CAM - Heat Pump Water Heater | 1/1/2020 | | All |
| CAM - Demand Control DHW Recirculation Pump - Electric | 1/1/2020 | | All |
| CAM - Demand Control DHW Recirculation Pump - Gas | 1/1/2020 | | All |
| CAM - Variable Speed Pump | 1/1/2020 | | All |
| CAM - Low-flow Faucet Aerator - Electric | 1/1/2020 | | All |
| CAM - Low-flow Faucet Aerator - Gas | 1/1/2020 | | All |
| CAM - Low-flow Showerhead - Electric | 1/1/2020 | | All |
| CAM - Low-flow Showerhead - Gas | 1/1/2020 | | All |
| **Envelope** | - | - | - |
| CAM - Windows - Electric | 1/1/2020 | | All |
| CAM - Windows - Gas | 1/1/2020 | | All |
| CAM - Reflective Window Film - Electric | 1/1/2020 | | All |
| CAM - Reflective Window Film - Gas | 1/1/2020 | | All |
| CAM - Attic Insulation - Electric | 1/1/2020 | | All |
| CAM - Attic Insulation - Gas | 1/1/2020 | | All |
| CAM - Blow-In Wall Insulation - Electric | 1/1/2020 | | All |
| CAM - Blow-In Wall Insulation - Gas | 1/1/2020 | | All |
| **HVAC** | - | - | - |
| CAM - PTAC - Gas | 1/1/2020 | | CZ-11/12/13/14. |
| CAM - PTAC - Electric | 1/1/2020 | | CZ-11/12/13/14. |
| CAM - PTHP | 1/1/2020 | | CZ-11/12/13/14. |
| CAM - Air Conditioners Split System - Electric | 1/1/2020 | | CZ-11/12/13/14. |
| CAM - Air Conditioners Split System - Gas | 1/1/2020 | | CZ-11/12/13/14. |
| CAM - Heat Pump Split System | 1/1/2020 | | CZ-11/12/13/14. |
| CAM - Packaged Air Conditioner | 1/1/2020 | | CZ-11/12/13/14. |
| CAM - Non-Condensing Space Heating Boiler | 1/1/2020 | | All |
| CAM - Condensing Space Heating Boiler | 1/1/2020 | | All |
| CAM - Central Natural Gas Furnace | 1/1/2020 | | All |
| CAM - Smart Thermostat - Electric | 1/1/2020 | | All |
| **Lighting** | - | - | - |
| CAM - Wall or Ceiling Mounted Occupancy Sensor | 1/1/2020 | | All |
| CAM - LED PAR Lamps | 1/1/2020 | | All |
| CAM - LED Candelabra Lamps | 1/1/2020 | | All |
| CAM - LED Globe Lamps | 1/1/2020 | | All |
| CAM - LED A Lamps | 1/1/2020 | | All |
| CAM - LED BR-R Lamps | 1/1/2020 | | All |
| CAM - LED T-8 Lamps | 1/1/2020 | | All |
| CAM - LED Recessed Troffers and Retrofit Kits | 1/1/2020 | | All |
| CAM - LED Linear Ambient Fixtures | 1/1/2020 | | All |
| CAM - LED Ceiling, Vanity, or Sconce Fixtures | 1/1/2020 | | All |
| CAM - LED Recessed Downlight Retrofit Kits | 1/1/2020 | | All |
| CAM - LED Pendant, Track or Accent Fixtures | 1/1/2020 | | All |
| CAM - LED Parking Garage Fixtures | 1/1/2020 | | All |
| CAM - LED Exterior Wall or Pole Mounted Fixture | 1/1/2020 | | All |
| CAM - LED Exit Sign | 1/1/2020 | | All |
| **Miscellaneous** | - | - | - |
| CAM - Smart Power Strip | 1/1/2020 | | All |
| CAM - Variable Speed Pump | 1/1/2020 | | 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/programs-and-topics/programs/building-energy-efficiency-standards/climate-zone-tool-maps-and

| | A | B |
|---|---|---|
| 1 | **Energy Savings Assistance Program Tables 3A-B - Energy Savings and Average Bill Savings per Treated Home/Common Area** | |
| 2 | **Pacific Gas and Electric Company** | |
| 3 | **Through December 31, 2020** | |
| 4 | | |
| 5 | **Table 3A-1, ESA Program** | |
| 6 | Annual kWh Savings | 53,867,250 |
| 7 | Annual Therm Savings | (68,597) |
| 8 | Lifecycle kWh Savings | 839,553,812 |
| 9 | Lifecycle Therm Savings | (5,823,433) |
| 10 | Current kWh Rate | $ 0.1376 |
| 11 | Current Therm Rate | $ 1.1637 |
| 12 | Average 1st Year Bill Savings / Treated households | $85.89 |
| 13 | Average Lifecycle Bill Savings / Treated Household | $935.73 |
| 14 | | |
| 15 | | |
| 16 | **Table 3A-2, ESA Program - CSD Leveraging** | |
| 17 | Annual kWh Savings | - |
| 18 | Annual Therm Savings | - |
| 19 | Lifecycle kWh Savings | - |
| 20 | Lifecycle Therm Savings | - |
| 21 | Current kWh Rate | $ - |
| 22 | Current Therm Rate | $ - |
| 23 | Average 1st Year Bill Savings / Treated Households | $ - |
| 24 | Average Lifecycle Bill Savings / Treated Household | $ - |
| 25 | | |
| 26 | | |
| 27 | **Table 3A-3, Summary - ESA Program/CSD Leveraging** | |
| 28 | Annual kWh Savings | 53,867,250 |
| 29 | Annual Therm Savings | (68,597) |
| 30 | Lifecycle kWh Savings | 839,553,812 |
| 31 | Lifecycle Therm Savings | (5,823,433) |
| 32 | Current kWh Rate | $ 0.14 |
| 33 | Current Therm Rate | $ 1.16 |
| 34 | Average 1st Year Bill Savings / Treated Households | $ 85.89 |
| 35 | Average Lifecycle Bill Savings / Treated Households | $ 935.73 |
| 36 | [1] Summary is the sum of ESA Program + CSD Leveraging | |
| 37 | | |
| 38 | | |
| 39 | **Table 3B, ESA Program - Multifamily Common Area** | |
| 40 | Annual kWh Savings | 666,005 |
| 41 | Annual Therm Savings | 36,627 |
| 42 | Lifecycle kWh Savings | 5,361,910 |
| 43 | Lifecycle Therm Savings | 559,244 |
| 44 | Current kWh Rate | $ 0.18 |
| 45 | Current Therm Rate | $ 1.33 |
| 46 | Average 1st Year Bill Savings / Treated Projects | $ 8,824.04 |
| 47 | Average Lifecycle Bill Savings / Treated Projects | $ 57,555.47 |
| 48 | | |
| 49 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | |

| | A | B | C | D | E | F | G |
|---|---|---|---|---|---|---|---|
| 1 | **Energy Savings Assistance Program Table 4 - Homes/Buildings Treated** | | | | | | |
| 2 | **Pacific Gas and Electric Company** | | | | | | |
| 3 | **Through December 31, 2020** | | | | | | |
| 4 | | | | | | | |
| 5 | **Table 4A-1, ESA Program** | | | | | | |
| 6 | | **Eligible Households** | | | **Households Treated YTD** | | |
| 7 | **County** | **Rural [1]** | **Urban** | **Total** | **Rural** | **Urban** | **Total** |
| 8 | ALAMEDA | 3 | 138,908 | 138,911 | - | 8,501 | 8,501 |
| 9 | ALPINE | 177 | - | 177 | - | - | - |
| 10 | AMADOR | 5,423 | 1 | 5,424 | 260 | - | 260 |
| 11 | BUTTE | 12,577 | 21,307 | 33,884 | 444 | 814 | 1,258 |
| 12 | CALAVERAS | 8,282 | 24 | 8,306 | 344 | - | 344 |
| 13 | COLUSA | 2,764 | 11 | 2,775 | 211 | - | 211 |
| 14 | CONTRA COSTA | 10 | 87,965 | 87,975 | - | 6,451 | 6,451 |
| 15 | EL DORADO | 6,005 | 6,890 | 12,895 | 444 | 301 | 745 |
| 16 | FRESNO | 277 | 139,325 | 139,602 | 3 | 10,401 | 10,404 |
| 17 | GLENN | 4,935 | - | 4,935 | 194 | - | 194 |
| 18 | HUMBOLDT | 23,394 | - | 23,394 | 203 | - | 203 |
| 19 | KERN | 58,779 | 42,032 | 100,811 | 5,834 | 3,810 | 9,644 |
| 20 | KINGS | 7,242 | 81 | 7,323 | 852 | - | 852 |
| 21 | LAKE | 14,122 | 1 | 14,123 | 528 | - | 528 |
| 22 | LASSEN | 266 | - | 266 | 1 | - | 1 |
| 23 | MADERA | 5,496 | 13,468 | 18,964 | 282 | 1,497 | 1,779 |
| 24 | MARIN | - | 18,382 | 18,382 | 1 | 379 | 380 |
| 25 | MARIPOSA | 3,464 | 25 | 3,489 | 140 | - | 140 |
| 26 | MENDOCINO | 14,094 | 24 | 14,118 | 182 | - | 182 |
| 27 | MERCED | 19,580 | 17,227 | 36,807 | 1,436 | 2,142 | 3,578 |
| 28 | MONTEREY | 5,292 | 38,990 | 44,282 | 601 | 2,336 | 2,937 |
| 29 | NAPA | - | 12,661 | 12,661 | - | 378 | 378 |
| 30 | NEVADA | 11,806 | 12 | 11,818 | 450 | - | 450 |
| 31 | PLACER | 10,742 | 19,166 | 29,908 | 638 | 734 | 1,372 |
| 32 | PLUMAS | 2,523 | 43 | 2,566 | 32 | - | 32 |
| 33 | SACRAMENTO | - | 151,534 | 151,534 | 5 | 3,048 | 3,053 |
| 34 | SAN BENITO | 4,121 | 145 | 4,266 | 235 | - | 235 |
| 35 | SAN BERNARDINO | 335 | 48 | 383 | 1 | - | 1 |
| 36 | SAN FRANCISCO | - | 100,494 | 100,494 | - | 3,461 | 3,461 |
| 37 | SAN JOAQUIN | 8,849 | 78,750 | 87,599 | 199 | 3,645 | 3,844 |
| 38 | SAN LUIS OBISPO | 18,092 | 11,682 | 29,774 | 587 | 258 | 845 |
| 39 | SAN MATEO | - | 48,668 | 48,668 | - | 363 | 363 |
| 40 | SANTA BARBARA | 1,386 | 14,479 | 15,865 | 37 | 1,583 | 1,620 |
| 41 | SANTA CLARA | 2,768 | 115,680 | 118,448 | 185 | 9,009 | 9,194 |
| 42 | SANTA CRUZ | 5 | 26,022 | 26,027 | 1 | 761 | 762 |
| 43 | SHASTA | 11,328 | 12,330 | 23,658 | 443 | 742 | 1,185 |
| 44 | SIERRA | 452 | 3 | 455 | - | - | - |
| 45 | SISKIYOU | 15 | - | 15 | - | - | - |
| 46 | SOLANO | - | 33,042 | 33,042 | - | 3,294 | 3,294 |
| 47 | SONOMA | 2,533 | 47,239 | 49,772 | 172 | 1,698 | 1,870 |
| 48 | STANISLAUS | 27,983 | 33,543 | 61,526 | 1,033 | 943 | 1,976 |
| 49 | SUTTER | - | 13,404 | 13,404 | 1 | 589 | 590 |
| 50 | TEHAMA | 11,837 | 11 | 11,848 | 819 | - | 819 |
| 51 | TRINITY | 713 | - | 713 | 1 | - | 1 |
| 52 | TULARE | 8,369 | 785 | 9,154 | 795 | 1 | 796 |
| 53 | TUOLUMNE | 9,569 | - | 9,569 | 244 | - | 244 |
| 54 | YOLO | 1 | 28,164 | 28,165 | 2 | 969 | 971 |
| 55 | YUBA | 124 | 10,898 | 11,022 | 2 | 470 | 472 |
| 56 | **Total** | **325,733** | **1,283,464** | **1,609,197** | **17,842** | **68,578** | **86,420** |
| 57 | | | | | | | |
| 58 | | | | | | | |
| 59 | **Table 4B, ESA Program - CSD Leveraging** | | | | | | |
| 60 | | | | | **Households Treated YTD** | | |
| 61 | **County** | | | | **Rural** | **Urban** | **Total** |
| 62 | | | | | | | **0** |
| 63 | | | | | | | **0** |
| 64 | **Total** | | | | **0** | **0** | **0** |
| 65 | | | | | | | |
| 66 | | | | | | | |
| 67 | **Table 4C, ESA Program - Multifamily Common Area** | | | | | | |
| 68 | | | | | **Properties Treated YTD** | | |
| 69 | **County** | | | | **Rural** | **Urban** | **Total** |
| 70 | Merced | | | | 0 | 1 | **1** |
| 71 | Sacramento | | | | 0 | 2 | **2** |
| 72 | Alameda | | | | 1 | 0 | **1** |
| 73 | Yolo | | | | | 1 | **1** |
| 74 | Butte | | | | | 2 | **2** |
| 75 | Santa Clara | | | | | 1 | **1** |
| 76 | Humbolt | | | | 1 | | **1** |
| 77 | Fresno | | | | 1 | 1 | **2** |
| 78 | Monterey | | | | 3 | | **3** |
| 79 | San Francisco | | | | | 1 | **1** |
| 80 | San Luis Obispo | | | | 1 | | **1** |
| 81 | Santa Clara | | | | | 1 | **1** |
| 82 | Shasta | | | | 1 | | **1** |
| 83 | Yuba | | | | | 1 | **1** |
| 84 | **Total** | | | | **8** | **11** | **19** |
| 85 | | | | | | | |
| 86 | [1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied. | | | | | | |
| 87 | **Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | |

**Energy Savings Assistance Program Table 4A-2 - Homes Unwilling / Unable to Participate**
**Pacific Gas and Electric Company**
**Through December 31, 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 |
| Alameda | 216 | 5,400 | 2 | 348 | 100 | 590 | 167 |
| Alpine | - | - | - | - | - | - | - |
| Amador | 9 | 86 | - | 10 | - | 4 | 12 |
| Butte | 90 | 1,007 | 4 | 76 | 27 | 4 | 67 |
| Calaveras | 10 | 84 | - | - | - | 6 | 6 |
| Colusa | 16 | 153 | 1 | 8 | 12 | 1 | 10 |
| Contra Costa | 123 | 3,016 | 2 | 571 | 118 | 624 | 217 |
| El Dorado | 32 | 206 | - | 17 | 16 | 20 | 41 |
| Fresno | 353 | 1,257 | 30 | 195 | 83 | 135 | 481 |
| Glenn | 21 | 123 | - | 15 | 7 | 2 | 25 |
| Humboldt | 72 | 245 | 5 | 15 | 11 | - | 17 |
| Kern | 151 | 1,506 | 192 | 153 | 39 | 223 | 353 |
| Kings | 50 | 39 | - | - | 3 | 30 | 12 |
| Lake | 103 | 722 | - | 20 | 15 | 8 | 11 |
| Lassen | - | 8 | - | - | - | - | - |
| Madera | 47 | 134 | 3 | 12 | 8 | 9 | 120 |
| Marin | 3 | 487 | - | 39 | 7 | - | 11 |
| Mariposa | 11 | 5 | 2 | 1 | 3 | - | 7 |
| Mendocino | 30 | 573 | - | 12 | 10 | 1 | 7 |
| Merced | 217 | 705 | 13 | 165 | 38 | 12 | 200 |
| Monterey | 98 | 1,021 | 7 | 138 | 14 | 8 | 78 |
| Napa | 25 | 393 | 1 | 86 | 5 | 54 | 8 |
| Nevada | 26 | 349 | - | 13 | 3 | 10 | 1 |
| Placer | 73 | 581 | - | 63 | 20 | 62 | 43 |
| Plumas | 10 | 63 | 1 | - | 1 | - | 1 |
| Sacramento | 789 | 1,694 | 2 | 368 | 69 | 52 | 101 |
| San Benito | 17 | 127 | 7 | 14 | 6 | 3 | 19 |
| San Bernardino | - | - | - | - | - | - | - |
| San Francisco | 62 | 1,369 | - | 147 | 20 | 79 | 40 |
| San Joaquin | 263 | 1,999 | 125 | 781 | 114 | 30 | 204 |
| San Luis Obispo | 34 | 196 | 1 | 11 | 9 | 2 | 34 |
| San Mateo | 5 | 821 | 1 | 65 | 15 | 1 | 12 |
| Santa Barbara | 31 | 191 | 5 | 88 | 9 | - | 34 |
| Santa Clara | 22 | 2,833 | 2 | 113 | 48 | 28 | 44 |
| Santa Cruz | 2 | 459 | - | 5 | 4 | 1 | 7 |
| Shasta | 108 | 659 | 24 | 44 | 57 | 9 | 75 |
| Sierra | - | 4 | - | - | - | - | - |
| Siskiyou | - | - | - | - | - | - | - |
| Solano | 85 | 628 | 3 | 306 | 79 | 234 | 84 |
| Sonoma | 88 | 305 | 1 | 25 | 28 | 104 | 44 |
| Stanislaus | 154 | 831 | 5 | 196 | 46 | 7 | 89 |
| Sutter | 38 | 511 | - | 15 | 24 | 4 | 25 |
| Tehama | 66 | 248 | 8 | 43 | 21 | 6 | 36 |
| Trinity | 1 | - | - | - | - | - | - |
| Tulare | 11 | 46 | - | 1 | 2 | 7 | 29 |
| Tuolumne | 19 | 18 | 2 | 1 | 2 | - | 7 |
| Yolo | 87 | 575 | 1 | 162 | 25 | 6 | 55 |
| Yuba | 56 | 458 | 2 | 12 | 24 | 5 | 18 |
| **Total** | **3,724** | **32,135** | **452** | **4,354** | **1,142** | **2,381** | **2,852** |

**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**
**Pacific Gas and Electric Company**
**Through December 31, 2020**

## Table 5A, ESA Program

| | Gas & Electric | | | | Gas Only | | | | Electric Only | | | | Total | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | (Annual) | | | | (Annual) | | | | (Annual) | | | | (Household Count) | | (Annual) | | |
| Month | # of Household Treated by Month | Therm | kWh | kW | # of Household Treated by Month | Therm | kWh | kW | # of Household Treated by Month | Therm | kWh | kW | # of Household Treated by Month | # of First-Tourch | # of Re-treatment | Therm | kWh | kW |
| January | 6,352 | (13,609) | 4,458,488 | 563 | 564 | 8,939 | 12,603 | 2 | 1,278 | (16,815) | 1,020,835 | 133 | 8,194 | 2,853 | 5,341 | (21,485) | 5,491,927 | 698 |
| February | 6,207 | (15,289) | 3,199,030 | 397 | 613 | 6,193 | 22,410 | 4 | 1,480 | (17,598) | 1,032,513 | 131 | 8,300 | 3,369 | 4,931 | (26,694) | 4,253,954 | 532 |
| March | 7,244 | 24,988 | 3,510,403 | 475 | 703 | 10,594 | 34,388 | 6 | 1,686 | (19,245) | 1,075,326 | 140 | 9,633 | 3,131 | 6,502 | 16,337 | 4,620,117 | 621 |
| April | 6,885 | (18,763) | 6,651,824 | 827 | 318 | 10,372 | 5,129 | 1 | 1,136 | (13,026) | 872,521 | 116 | 8,339 | 3,103 | 5,236 | (21,416) | 7,529,474 | 944 |
| May | 470 | (2,362) | 134,144 | 17 | 30 | 318 | 442 | 0 | 23 | (46) | 6,924 | 1 | 523 | 195 | 328 | (2,090) | 141,510 | 18 |
| June | 1,211 | (2,348) | 1,189,584 | 152 | 228 | 3,634 | 11,280 | 2 | 426 | (7,913) | 439,408 | 57 | 1,865 | 548 | 1,317 | (6,627) | 1,640,273 | 210 |
| July | 4,407 | (349) | 3,228,037 | 403 | 584 | 7,783 | 21,386 | 4 | 1,248 | (19,711) | 1,042,413 | 134 | 6,239 | 1,255 | 4,984 | (12,277) | 4,291,835 | 541 |
| August | 4,299 | 2,738 | 3,151,028 | 400 | 602 | 8,418 | 22,444 | 4 | 1,083 | (16,507) | 882,009 | 113 | 5,984 | 2,179 | 3,805 | (5,351) | 4,055,482 | 517 |
| September | 6,178 | 7,249 | 3,709,283 | 470 | 738 | 12,090 | 31,223 | 6 | 1,365 | (16,665) | 927,056 | 122 | 8,281 | 3,076 | 5,205 | 2,674 | 4,667,561 | 598 |
| October | 6,258 | 11,438 | 3,989,795 | 508 | 686 | 11,734 | 40,832 | 7 | 1,190 | (16,429) | 902,270 | 119 | 8,134 | 2,964 | 5,170 | 6,743 | 4,932,898 | 635 |
| November | 7,501 | 11,652 | 4,502,352 | 576 | 737 | 15,397 | 63,688 | 11 | 1,667 | (21,362) | 1,181,697 | 156 | 9,905 | 3,501 | 6,404 | 5,687 | 5,747,738 | 744 |
| December | 8,387 | 6,000 | 5,204,364 | 662 | 692 | 11,421 | 45,657 | 8 | 1,944 | (21,519) | 1,244,463 | 164 | 11,023 | 3,974 | 7,049 | (4,097) | 6,494,484 | 834 |
| **YTD** | **65,399** | **11,343** | **42,928,332** | **5,449** | **6,495** | **106,894** | **311,483** | **56** | **14,526** | **(186,833)** | **10,627,435** | **1,386** | **86,420** | **30,148** | **56,272** | **(68,597)** | **53,867,250** | **6,892** |

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 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | (Annual) | | | | (Annual) | | | | (Annual) | | | | (Annual) | | |
| Month | # of Household Treated by Month | Therm | kWh | kW | # of Household Treated by Month | Therm | kWh | kW | # of Household Treated by Month | Therm | kWh | kW | # of Household Treated by Month | Therm | kWh | kW |
| January | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| February | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| March | | | | | | | | | | | | | | | | |
| April | | | | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | | | | |
| August | | | | | | | | | | | | | | | | |
| September | | | | | | | | | | | | | | | | |
| October | | | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | |
| **YTD** | **-** | **-** | **-** | **-** | **-** | **-** | **-** | **-** | **-** | **-** | **-** | **-** | **-** | **-** | **-** | **0** |

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 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | (Annual) | | | | (Annual) | | | | (Annual) | | | | (Annual) | | |
| Month | # of Properties Treated by Month | Therm | kWh | kW | # of Properties Treated by Month | Therm | kWh | kW | # of Properties Treated by Month | Therm | kWh | kW | # of Properties Treated by Month | Therm | kWh | kW |
| January | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| February | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| March | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| April | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| May | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| June | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| July | 1 | 251 | 12,188 | 0 | 1 | 4,379 | - | - | - | - | - | - | 2 | 4,630 | 12,188 | 0 |
| August | 1 | (1,084) | 113,943 | 1.91 | - | - | - | - | - | - | - | - | 1 | (1,084) | 113,943 | 1.91 |
| September | 0 | - | - | - | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | - | - | - |
| October | 2 | (294) | 37,448 | 0.26 | 1 | 26,663 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 26,368 | 37,448 | 0.26 |
| November | 4 | (3,624) | 304,092 | 7.1087 | 0 | - | - | - | 1 | - | 2,469 | 0 | 5 | (3,624) | 306,561 | 7 |
| December | 6 | 10,337 | 156,744 | 4 | - | - | - | - | 2 | - | 39,122 | 3 | 8 | 10,337 | 195,865 | 7 |
| **YTD** | **14** | **5,585** | **624,414** | **13.18** | **2** | **31,042** | **-** | **-** | **3** | **-** | **41,591** | **3** | **19** | **36,627** | **666,005** | **16.1984** |

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.

| | A | B | C | D | E | F | G | H | I | J | K | L | M |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | **Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies** | | | | | | | | | | | | |
| 2 | **Pacific Gas and Electric Company** | | | | | | | | | | | | |
| 3 | **Through December 31, 2020** | | | | | | | | | | | | |
| 4 | | **Authorized 2017-2020 Funding** | | | **Current Month Expenses** | | | **Expenses Since January 1, 2018** | | | **% of Budget Expensed** | | |
| 5 | | **Electric** | **Gas** | **Total** | **Electric** | **Gas** | **Total** | **Electric** | **Gas** | **Total** | **Electric** | **Gas** | **Total** |
| 6 | **Pilots** | | | | | | | | | | | | |
| 7 | Programmable Controllable Thermostat/ Smart Thermostat TOU [1] | $ 318,000 | $ - | $ 318,000 | $ 800 | $ - | $ 800 | $ 318,782 | $ - | $ 318,782 | 100% | 0% | 100% |
| 8 | Consumption Driven Weatherization Pilot [2] | $ 238,960 | $ 173,040 | $ 412,000 | $ - | $ - | $ - | $ 145,040 | $ 98,333 | $ 243,373 | 61% | 57% | 59% |
| 9 | | | | | | | | | | | | | |
| 10 | **Total Pilots** | **$556,960** | **$173,040** | **$730,000** | **$800** | **$0** | **$800** | **$463,822** | **$98,333** | **$562,155** | **83%** | **57%** | **77%** |
| 11 | | | | | | | | | | | | | |
| 12 | | | | | | | | | | | | | |
| 13 | **Studies** | | | | | | | | | | | | |
| 14 | Low Income Needs Assessment (LINA) Study [3] | $ 98,500 | $ 51,500 | $ 150,000 | $ - | $ - | $ - | $ 93,703 | $ 52,542 | $ 146,245 | 95% | 102% | 97% |
| 15 | Load Impact Evaluation Study [4] | $ 96,661 | $ 68,339 | $ 165,000 | $ - | $ - | $ - | $ 96,992 | $ 68,523 | $ 165,515 | 100% | 100% | 100% |
| 16 | Non Energy Benefits (NEB) Study [5] | $ 28,975 | $ 16,025 | $ 45,000 | $ - | $ - | $ - | $ 31,275 | $ 13,725 | $ 45,000 | 108% | 86% | 100% |
| 17 | 2017 Potential and Goals Study | $ 62,550 | $ 27,450 | $ 90,000 | $ - | $ - | $ - | $ - | $ - | $ - | 0% | 0% | 0% |
| 18 | Rapid Feedback Research and Analysis [6] | $ 130,375 | $ 69,625 | $ 200,000 | $ 8,771 | $ 3,849 | $ 12,620 | $ 87,860 | $ 38,557 | $ 126,417 | 67% | 55% | 63% |
| 19 | **Total Studies** | **$417,061** | **$232,939** | **$650,000** | **$8,771** | **$3,849** | **$12,620** | **$309,830** | **$173,347** | **$483,177** | **74%** | **74%** | **74%** |
| 20 | | | | | | | | | | | | | |
| 21 | [1] PG&E's Advice Letter 5242-E was approved on April 27, 2018 and authorized $290,000 for the PCT pilot. The evaluation portion of this pilot was co-funded by PG&E, SCE, and SDG&E. | | | | | | | | | | | | |
| 22 | [2] PG&E proposed the CDWx pilot in its 2015-2017 ESA Application, authorized in D.16-11-022, OP.144. In December 2017, PG&E requested and was granted an extension to implement this pilot so that CSD could be included in it. Pilot activities were completed in 2019. | | | | | | | | | | | | |
| 23 | [3] SCE is the contract manager of this co-funded statewide study, completed in 2019. | | | | | | | | | | | | |
| 24 | [4] SCG is the contract manager of this co-funded statewide study, completed in 2019. | | | | | | | | | | | | |
| 25 | [5] SDG&E is the contract manager of this co-funded statewide study, completed in 2019. | | | | | | | | | | | | |
| 26 | [6] Three projects were implemented using the Rapid Feedback Research and Analysis funding - "ESA Impact Evaluation - Savings Disaggregation", "Household Hardship Reduction Indicators", and "Non-Energy Benefits Study 2020". | | | | | | | | | | | | |
| 27 | | | | | | | | | | | | | |
| 28 | **Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | | | | | | | |

**Energy Savings Assistance Program Table 7 - (Second Refrigerators, In-Home Education, MyEnergy/My Account Platform)**
**Pacific Gas and Electric Company**
**Through December 31, 2020**

| 7A - Households Receiving Second Refrigerators | | | |
|---|---|---|---|
| **Measures** | **Units** | **Received Refrigerator** | **Not eligible for Refrigerator due to Less than Six Occupants** |
| | | | |
| Second Refrigerators | Each | 191 | 107 |

| 7B - Households Receiving In- Home Energy Education Only | | |
|---|---|---|
| **Measures** | **Units** | **Households that Only Received Energy Education** |
| | | |
| In-Home Education | Home | 5,885 |

| 7C - Households for My Energy/My Account Platform | | |
|---|---|---|
| **Opt-Out** | **Already Enrolled** | **Opt-In** |
| | | |
| 70 | | 6212 |

**Energy Savings Assistance Program Table 8 - Contractor Advanced Funding and Repayment**
**Pacific Gas and Electric Company**
**Through December 31, 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 | Total Contractor Invoices Eligible for PPRS Credit [2] | Total PPRS Credit Earned [3] | PPRS Credits Applied [4] | Non PPRS Payments Applied [5] | Total Advances Outstanding |
| **Dec-20** | $ 22,004,471 | $ 10,122,381 | $ 11,882,089 | 40% | $ 7,627,505 | $ 3,051,002 | $ 2,886,782 | $ - | $ 19,117,689 |
| **Jan-21** | | | | | | | | | |
| **Feb-21** | | | | | | | | | |
| **Mar-21** | | | | | | | | | |
| **Apr-21** | | | | | | | | | |
| **May-21** | | | | | | | | | |
| **Jun-21** | | | | | | | | | |
| **Jul-21** | | | | | | | | | |
| **Aug-21** | | | | | | | | | |
| **Sep-21** | | | | | | | | | |
| **Oct-21** | | | | | | | | | |
| **Nov-21** | | | | | | | | | |
| **Dec-21** | | | | | | | | | |
| **Total** | $ 22,004,471 | $ 10,122,381 | $ 11,882,089 | | $ 7,627,505 | $ 3,051,002 | $ 2,886,782 | $ - | $ 19,117,689 |

[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] For work performed during PPRS credit-earning period for contractors receiving advances. (Dates will vary by IOU based on start of PPRS credit earnings). PG&E began the earning period on December 1, 2020.
[3] 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.
[4] Credits may be applied at a later date than earned depending on the contractor repayment schedule. This value should not exceed column I.
[5] Includes repayments processed for which PPRS credits were not applied.

Note: This table was created pursuant to section 1.2.3 in Commission Resolution E-5074. PG&E began its PPRS period on December 1, 2020. This report will cover the period from the issuance of advances until the last day of the month reported and will be updated in the January 2021 monthly report. Any required corrections/adjustments will be reported herein and supersede results reported in prior months.

| | A | B | C | D | E | F | G | H | I | J | K | L | M |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | **CARE Table 1 - CARE Program Expenses** | | | | | | | | | | | | |
| 2 | **Pacific Gas and Electric Company** | | | | | | | | | | | | |
| 3 | **Through December 31, 2020** | | | | | | | | | | | | |
| 4 | | **Authorized Budget[8]** | | | **Current Month Expenses** | | | **Year to Date Expenses** | | | **% of Budget Spent YTD** | | |
| 5 | **CARE Program:** | **Electric** | **Gas** | **Total** | **Electric** | **Gas** | **Total** | **Electric** | **Gas** | **Total** | **Electric** | **Gas** | **Total** |
| 6 | Outreach [6],[8] | $ 7,816,676 | $ 1,954,169 | **$ 9,770,845** | $ 333,922 | $ 83,481 | **$ 417,403** | $ 6,513,018 | $ 1,628,255 | **$ 8,141,273** | 83% | 83% | 83% |
| 7 | Processing / Certification Re-certification [6],[8] | $ 1,691,731 | $ 422,933 | **$ 2,114,663** | $ 26,890 | $ 6,723 | **$ 33,613** | $ 497,780 | $ 124,445 | **$ 622,224** | 29% | 29% | 29% |
| 8 | Post Enrollment Verification [6],[8] | $ 1,442,613 | $ 360,653 | **$ 1,803,266** | $ 25,145 | $ 6,286 | **$ 31,432** | $ 557,878 | $ 139,470 | **$ 697,348** | 39% | 39% | 39% |
| 9 | IT Programming [6],[8] | $ 1,778,525 | $ 444,631 | **$ 2,223,156** | $ 413,242 | $ 103,311 | **$ 516,553** | $ 2,623,753 | $ 655,938 | **$ 3,279,692** | 148% | 148% | 148% |
| 10 | Cooling Centers [7] | $ - | $ - | **$ -** | $ - | $ - | **$ -** | $ - | $ - | **$ -** | 0% | 0% | 0% |
| 11 | Pilots/CHANGES Program [1][6] | $ 420,000 | $ 105,000 | **$ 525,000** | $ (66,843) | $ (16,711) | **$ (83,554)** | $ 268,319 | $ 67,080 | **$ 335,399** | 64% | 64% | 64% |
| 12 | Studies [2][6] | $ 127,741 | $ 31,935 | **$ 159,676** | $ 20,312 | $ 5,078 | **$ 25,390** | $ 121,565 | $ 30,391 | **$ 151,956** | 95% | 95% | 95% |
| 13 | Regulatory Compliance [6],[8] | $ 926,451 | $ 231,613 | **$ 1,158,064** | $ 102,451 | $ 25,613 | **$ 128,063** | $ 696,703 | $ 174,176 | **$ 870,878** | 75% | 75% | 75% |
| 14 | General Administration [6],[8] | $ 872,173 | $ 218,043 | **$ 1,090,216** | $ 27,188 | $ 6,797 | **$ 33,985** | $ 472,601 | $ 118,150 | **$ 590,751** | 54% | 54% | 54% |
| 15 | CPUC Energy Division | $ 102,400 | $ 25,600 | **$ 128,000** | $ 8,534 | $ 2,133 | **$ 10,667** | $ 144,803 | $ 36,201 | **$ 181,004** | 141% | 141% | 141% |
| 16 | | | | | | | | | | | | | |
| 17 | **SUBTOTAL MANAGEMENT COSTS [3]** | **$ 15,178,309** | **$ 3,794,577** | **$ 18,972,887** | **$ 890,841** | **$ 222,710** | **$ 1,113,551** | **$ 11,896,420** | **$ 2,974,105** | **$ 14,870,525** | **78%** | **78%** | **78%** |
| 18 | | | | | | | | | | | | | |
| 19 | CARE Rate Discount [4] | $ 479,294,393 | $ 119,823,598 | **$ 599,117,991** | $ 59,700,831 | $ 22,196,223 | **$ 81,897,053** | $ 657,824,476 | $ 129,698,403 | **$ 787,522,878** | 137% | 108% | 131% |
| 20 | | | | | | | | | | | | | |
| 21 | **TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS** | **$ 494,472,702** | **$ 123,618,176** | **$ 618,090,878** | **$ 60,591,672** | **$ 22,418,933** | **$ 83,010,605** | **$ 669,720,896** | **$ 132,672,508** | **$ 802,393,403** | **135%** | **107%** | **130%** |
| 22 | | | | | | | | | | | | | |
| 23 | Other CARE Rate Benefits | | | | | | | | | | | | |
| 24 | - DWR Bond Charge Exemption | | | | $ 2,812,597 | | $ 2,812,597 | $ 33,180,964 | | $ 33,180,964 | | | |
| 25 | - CARE PPP Exemption [5] | | | | $ 6,285,971 | $ 2,110,210 | $ 8,396,180 | $ 65,815,996 | $ 11,295,531 | $ 77,111,527 | | | |
| 26 | - California Solar Initiative Exemption | | | | $ (196,497) | | $ (196,497) | $ (2,168,207) | | $ (2,168,207) | | | |
| 27 | - kWh Surcharge Exemption | | | | | | | | | | | | |
| 28 | - Vehicle Grid Integration Exemption | | | | | | | | | | | | |
| 29 | Total Other CARE Rate Benefits | | | | **$ 8,902,071** | **$ 2,110,210** | **$ 11,012,281** | **$ 96,828,753** | **$ 11,295,531** | **$ 108,124,283** | | | |
| 30 | | | | | | | | | | | | | |
| 31 | Indirect Costs | | | | | | | | | | | | |
| 32 | | | | | | | | | | | | | |
| 33 | | | | | | | | | | | | | |

34 [1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.
35 [2] Reflects the Annual Eligibility Estimates prepared by Athens Research on behalf of the utilities. This efforts was formerly referenced in Measurement and Evaluation.
36 [3] Reflects the authorized funding per year in D.16-11-022 and D.17-12-009, and updated via PG&E Mid-Cycle Update Advice Letter 3990-G/5329-E, 3990-G-A/5329-E-A, 3990-G-B/5329-E-B.
37 [4] Per D.02-09-021, PG&E is authorized to recover the full value of the discount through the CARE two-way balancing account on an automatic pass-through basis.
38 [5] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin and the CARE surcharge.
39 [6] Employee benefits costs for 2020 will be added to CARE authorized budget once PG&E's 2020 GRC Decision approved. Actual employee benefit burden costs have been included in the program monthly and YTD expenses.
40 [7] CARE balancing account is no longer funded Cooling Centers program in 2020. As directed in D.16-11-022, as modified by D.17-02-033, PG&E incorporated the cooling center budget request for 2020-2022 into the 2020 GRC Proceeding.
41 [8] Authorized budget includes $1,017,643.95 for Benefit Burdens as approved in (D.)20-12-005
42 **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**
**Pacific Gas and Electric Company**
**Through December 31, 2020**

| | New Enrollment | | | | | | | | | | Recertification | | | | Attrition (Drop Offs) | | | | | Enrollment | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Automatic Enrollment | | | | Self-Certification (Income or Categorical) | | | | | | | | | | | | | | | | | | | |
| | Inter-Utility [1] | Intra-Utility [2] | Leveraging [3] | Combined (B+C+D) | Online | Paper | Phone | Capitation | Combined (F+G+H+I) | Total New Enrollment (E+J) | Scheduled | Non-Scheduled (Duplicates) | Automatic | Total Recertification (L+M+N) | No Response[4] | Failed PEV | Failed Recertification | Other[5] | Total Attrition (P+Q+R+S) | Gross (K+O) | Net Adjusted (K-T) | Total CARE Participants | Estimated CARE Eligible | Penetration Rate % (W/X) |
| **January** | 0 | 2,238 | 0 | 2,238 | 15,069 | 3,975 | 977 | 56 | 20,077 | 22,315 | 36,377 | 8,508 | 10,025 | 54,910 | n/a | 201 | 4,008 | 5,691 | 9,900 | 77,225 | 12,415 | 1,395,078 | 1,457,418 | 95.7% |
| **February** | 0 | 1,982 | 0 | 1,982 | 11,956 | 4,360 | 745 | 56 | 17,117 | 19,099 | 35,859 | 9,129 | 9,573 | 54,561 | n/a | 3,800 | 3,904 | 14,635 | 22,339 | 73,660 | -3,240 | 1,391,838 | 1,457,418 | 95.5% |
| **March** | 0 | 2,016 | 0 | 2,016 | 19,681 | 4,654 | 950 | 61 | 25,346 | 27,362 | 28,165 | 18,918 | 10,089 | 57,172 | n/a | 318 | 116 | 1,864 | 2,298 | 84,534 | 25,064 | 1,416,902 | 1,457,418 | 97.2% |
| **April** | 0 | 2,134 | 0 | 2,134 | 51,531 | 9,745 | 1,258 | 48 | 62,582 | 64,716 | 211 | 32,620 | 10,653 | 43,484 | n/a | 0 | 0 | 14,584 | 14,584 | 108,200 | 50,132 | 1,467,034 | 1,457,418 | 100.7% |
| **May** | 0 | 662 | 0 | 662 | 23,964 | 5,433 | 822 | 32 | 30,251 | 30,913 | 333 | 18,310 | 6,488 | 25,131 | n/a | 0 | 0 | 9,634 | 9,634 | 56,044 | 21,279 | 1,488,313 | 1,457,418 | 102.1% |
| **June** | 0 | 480 | 0 | 480 | 22,294 | 6,911 | 818 | 15 | 30,038 | 30,518 | 154 | 12,580 | 5,803 | 18,537 | n/a | 0 | 0 | 9,065 | 9,065 | 49,055 | 21,453 | 1,509,766 | 1,457,418 | 103.6% |
| **July** | 0 | 1,216 | 0 | 1,216 | 19,099 | 9,418 | 820 | 26 | 29,363 | 30,579 | 15 | 12,083 | 7,292 | 19,390 | n/a | 0 | 0 | 8,878 | 8,878 | 49,969 | 21,701 | 1,531,467 | 1,457,418 | 105.1% |
| **August** | 0 | 1,585 | 0 | 1,585 | 18,185 | 7,070 | 841 | 23 | 26,119 | 27,704 | 8 | 11,072 | 7,261 | 18,341 | n/a | 0 | 0 | 10,224 | 10,224 | 46,045 | 17,480 | 1,548,947 | 1,457,418 | 106.3% |
| **September** | 0 | 1,781 | 0 | 1,781 | 13,351 | 4,564 | 583 | 23 | 18,521 | 20,302 | 9 | 11,396 | 8,298 | 19,703 | n/a | 0 | 0 | 5,335 | 5,335 | 40,005 | 14,967 | 1,563,914 | 1,457,418 | 107.3% |
| **October** | 0 | 1,687 | 0 | 1,687 | 10,341 | 3,242 | 472 | 34 | 14,089 | 15,776 | 7 | 7,067 | 7,410 | 14,484 | n/a | 0 | 0 | 7,243 | 7,243 | 30,260 | 8,533 | 1,572,447 | 1,457,418 | 107.9% |
| **November** | 0 | 2,009 | 0 | 2,009 | 10,332 | 2,165 | 574 | 17 | 13,088 | 15,097 | 5 | 5,323 | 8,223 | 13,551 | n/a | 0 | 0 | 23,058 | 23,058 | 28,648 | -7,961 | 1,564,486 | 1,457,418 | 107.3% |
| **December** | 0 | 2,951 | 0 | 2,951 | 13,368 | 1,526 | 602 | 27 | 15,523 | 18,474 | 27,514 | 9,756 | 11,574 | 48,844 | n/a | 0 | 0 | 10,387 | 10,387 | 67,318 | 8,087 | 1,572,573 | 1,457,418 | 107.9% |
| **YTD Total** | **0** | **20,741** | **0** | **20,741** | **229,171** | **63,060** | **9,462** | **421** | **302,114** | **322,855** | **128,657** | **156,762** | **102,689** | **388,108** | **0** | **4,319** | **8,028** | **120,598** | **132,945** | **710,963** | **189,910** | **1,572,573** | **1,457,418** | **107.9%** |

[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] PG&E counts attrition due to no response in the Failed PEV and Failed Recertification columns, respectively.
[5] Includes customers who closed their accounts, requested to be removed, or were otherwise ineligible for the program.

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

## CARE Table 3A - Post-Enrollment Verification Results (Model)
## Pacific Gas and Electric Company
## Through December 31, 2020

| Month | Total CARE Households Enrolled | Households Requested to Verify | % of CARE Enrolled Requested to Verify Total | CARE Households De-enrolled (Due to no response) | CARE Households De-enrolled (Verified as Ineligible)[1] | Total Households De-enrolled[2] | % De-enrolled through Post Enrollment Verification | % of Total CARE Households De-enrolled |
|---|---|---|---|---|---|---|---|---|
| January | 1,395,078 | 0 | 0.00% | | | | | |
| February | 1,391,838 | 0 | 0.00% | | | | | |
| March | 1,416,902 | 0 | 0.00% | | | | | |
| April | 1,467,034 | 0 | 0.00% | | | | | |
| May | 1,488,313 | 0 | 0.00% | | | | | |
| June | 1,509,766 | 0 | 0.00% | | | | | |
| July | 1,531,467 | 0 | 0.00% | | | | | |
| August | 1,548,947 | 0 | 0.00% | | | | | |
| September | 1,563,914 | 0 | 0.00% | | | | | |
| October | 1,572,447 | 0 | 0.00% | | | | | |
| November | 1,564,486 | 0 | 0.00% | | | | | |
| December | 1,572,573 | 0 | 0.00% | | | | | |
| **YTD Total** | **1,572,573** | **0** | **0.00%** | **0** | **0** | **0** | **0.00%** | **0.00%** |

[1] Includes customers verified as over income or who requested to be de-enrolled.
[2] Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.
**Note:** CARE PEV is on hold due to the Emergency Consumer Protection Plan related to COVID-19.
**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)
## Pacific Gas and Electric Company
## Through December 31, 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 HUV Post Enrollment Verification | % of Total CARE Households De-enrolled |
|---|---|---|---|---|---|---|---|---|
| January | 1,395,078 | 0 | 0.00% | | | | | |
| February | 1,391,838 | 0 | 0.00% | | | | | |
| March | 1,416,902 | 0 | 0.00% | | | | | |
| April | 1,467,034 | 0 | 0.00% | | | | | |
| May | 1,488,313 | 0 | 0.00% | | | | | |
| June | 1,509,766 | 0 | 0.00% | | | | | |
| July | 1,531,467 | 0 | 0.00% | | | | | |
| August | 1,548,947 | 0 | 0.00% | | | | | |
| September | 1,563,914 | 0 | 0.00% | | | | | |
| October | 1,572,447 | 0 | 0.00% | | | | | |
| November | 1,564,486 | 0 | 0.00% | | | | | |
| December | 1,572,573 | 0 | 0.00% | | | | | |
| **YTD Total** | **1,572,573** | **0** | **0.00%** | **0** | **0** | **0** | **0.00%** | **0.00%** |

[1] Includes all participants who were selected for high usage verification process. Closed accounts will not be tracked in Ineligible or De-enrolled data.
[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] Verification results are tied to the month initiated and the high usage verification process allows customers 90 days to respond to the verification process. Each utility may have a different de-enrollment date due to billing cycle or other contributing factors.
**Note:** CARE PEV is on hold due to the Emergency Consumer Protection Plan related to COVID-19.
**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

| | A | B | C | D | E | F | G |
|---|---|---|---|---|---|---|---|
| 1 | **CARE Table 4 - CARE Self-Certification and Self-Recertification Applications [1]** | | | | | | |
| 2 | **Pacific Gas and Electric Company** | | | | | | |
| 3 | **Through December 31, 2020** | | | | | | |
| 4 | | **Provided [2]** | **Received** | **Approved** | **Denied** | **Pending/Never Completed** | **Duplicates** |
| 5 | **Total (Y-T-D)** | 10,082,055 | 500,289 | 400,277 | 66,114 | 33,898 | 156,762 |
| 6 | **Percentage[3]** | | 100% | 80% | 13% | 7% | 31% |
| 7 | | | | | | | |
| 8 | [1] Includes sub-metered customers. | | | | | | |
| 9 | [2] Includes number of applications provided via direct mail campaigns, call centers, bill inserts and other outreach methods. Because there are other means by which customers obtain applications which are not counted, this number is only an approximation. | | | | | | |
| 10 | [3] Percentage of Received. Duplicates are also counted as Approved, so the total will not add up to 100%. | | | | | | |
| 11 | | | | | | | |
| 12 | **Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD | | | | | | |
| 13 | adjustments. | | | | | | |

| | A | B | C | D | E | F | G | H | I | J |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | **CARE Table 5 - Enrollment by County** | | | | | | | | | |
| 2 | **Pacific Gas and Electric Company** | | | | | | | | | |
| 3 | **Through December 31, 2020** | | | | | | | | | |
| 4 | **County** | **Estimated Eligible Households** | | | **Total Households Enrolled** | | | **Penetration Rate** | | |
| 5 | | **Urban** | **Rural [1]** | **Total** | **Urban** | **Rural [1]** | **Total** | **Urban** | **Rural [1]** | **Total** |
| 6 | ALAMEDA | 118,083 | 3 | 118,086 | 134,838 | 0 | 134,838 | 114.2% | 0.0% | 114.2% |
| 7 | ALPINE | 0 | 176 | 176 | 0 | 19 | 19 | n/a | 10.8% | 10.8% |
| 8 | AMADOR | 1 | 5,378 | 5,379 | 0 | 4,839 | 4,839 | 0.0% | 90.0% | 90.0% |
| 9 | BUTTE | 20,128 | 12,336 | 32,465 | 20,396 | 12,444 | 32,840 | 101.3% | 100.9% | 101.2% |
| 10 | CALAVERAS | 24 | 8,250 | 8,274 | 14 | 5,868 | 5,882 | 59.2% | 71.1% | 71.1% |
| 11 | COLUSA | 9 | 2,718 | 2,727 | 0 | 3,707 | 3,707 | 0.0% | 136.4% | 135.9% |
| 12 | CONTRA COSTA | 79,867 | 10 | 79,877 | 101,139 | 0 | 101,139 | 126.6% | 0.0% | 126.6% |
| 13 | EL DORADO | 6,865 | 5,990 | 12,855 | 6,596 | 6,191 | 12,787 | 96.1% | 103.4% | 99.5% |
| 14 | FRESNO | 133,736 | 268 | 134,004 | 165,441 | 66 | 165,507 | 123.7% | 24.7% | 123.5% |
| 15 | GLENN | 0 | 4,866 | 4,866 | 0 | 5,097 | 5,097 | n/a | 104.8% | 104.7% |
| 16 | HUMBOLDT | 0 | 22,508 | 22,508 | 0 | 19,508 | 19,508 | n/a | 86.7% | 86.7% |
| 17 | KERN | 41,080 | 57,763 | 98,842 | 50,318 | 70,214 | 120,532 | 122.5% | 121.6% | 121.9% |
| 18 | KINGS | 80 | 7,211 | 7,291 | 99 | 9,966 | 10,065 | 124.0% | 138.2% | 138.0% |
| 19 | LAKE | 1 | 14,010 | 14,011 | 0 | 13,606 | 13,606 | 0.0% | 97.1% | 97.1% |
| 20 | LASSEN | 0 | 266 | 266 | 0 | 160 | 160 | n/a | 60.2% | 60.2% |
| 21 | MADERA | 13,252 | 5,475 | 18,727 | 18,094 | 5,956 | 24,050 | 136.5% | 108.8% | 128.4% |
| 22 | MARIN | 16,117 | 0 | 16,117 | 15,268 | 0 | 15,268 | 94.7% | n/a | 94.7% |
| 23 | MARIPOSA | 24 | 3,424 | 3,447 | 13 | 2,418 | 2,431 | 54.9% | 70.6% | 70.5% |
| 24 | MENDOCINO | 22 | 13,909 | 13,931 | 0 | 11,373 | 11,373 | 0.0% | 81.8% | 81.6% |
| 25 | MERCED | 16,925 | 18,878 | 35,803 | 21,582 | 22,815 | 44,397 | 127.5% | 120.9% | 124.0% |
| 26 | MONTEREY | 35,600 | 4,963 | 40,563 | 41,188 | 6,727 | 47,915 | 115.7% | 135.6% | 118.1% |
| 27 | NAPA | 11,755 | 0 | 11,755 | 12,380 | 0 | 12,380 | 105.3% | 0.0% | 105.3% |
| 28 | NEVADA | 12 | 11,580 | 11,592 | 0 | 10,186 | 10,186 | 0.0% | 88.0% | 87.9% |
| 29 | PLACER | 18,597 | 10,052 | 28,648 | 14,694 | 8,781 | 23,475 | 79.0% | 87.4% | 81.9% |
| 30 | PLUMAS | 43 | 2,519 | 2,562 | 8 | 1,810 | 1,818 | 18.6% | 71.8% | 71.0% |
| 31 | SACRAMENTO | 126,908 | 0 | 126,908 | 103,031 | 0 | 103,031 | 81.2% | n/a | 81.2% |
| 32 | SAN BENITO | 142 | 4,048 | 4,190 | 81 | 5,675 | 5,756 | 57.2% | 140.2% | 137.4% |
| 33 | SAN BERNARDINO | 48 | 335 | 383 | 17 | 244 | 261 | 35.6% | 72.7% | 68.1% |
| 34 | SAN FRANCISCO | 69,733 | 0 | 69,733 | 72,036 | 0 | 72,036 | 103.3% | n/a | 103.3% |
| 35 | SAN JOAQUIN | 73,764 | 8,515 | 82,279 | 87,466 | 10,040 | 97,506 | 118.6% | 117.9% | 118.5% |
| 36 | SAN LUIS OBISPO | 11,423 | 17,952 | 29,375 | 5,784 | 14,436 | 20,220 | 50.6% | 80.4% | 68.8% |
| 37 | SAN MATEO | 41,475 | 0 | 41,475 | 39,470 | 0 | 39,470 | 95.2% | n/a | 95.2% |
| 38 | SANTA BARBARA | 14,241 | 1,338 | 15,579 | 19,540 | 896 | 20,436 | 137.2% | 67.0% | 131.2% |
| 39 | SANTA CLARA | 97,628 | 2,626 | 100,255 | 115,925 | 3,600 | 119,525 | 118.7% | 137.1% | 119.2% |
| 40 | SANTA CRUZ | 23,572 | 5 | 23,577 | 22,129 | 0 | 22,129 | 93.9% | 0.0% | 93.9% |
| 41 | SHASTA | 11,651 | 11,181 | 22,832 | 10,715 | 9,539 | 20,254 | 92.0% | 85.3% | 88.7% |
| 42 | SIERRA | 3 | 450 | 453 | 1 | 116 | 117 | 34.0% | 25.8% | 25.8% |
| 43 | SISKIYOU | 0 | 15 | 15 | 0 | 7 | 7 | n/a | 46.1% | 46.1% |
| 44 | SOLANO | 30,729 | 0 | 30,729 | 49,916 | 0 | 49,916 | 162.4% | n/a | 162.4% |
| 45 | SONOMA | 44,438 | 2,524 | 46,962 | 43,420 | 2,920 | 46,340 | 97.7% | 115.7% | 98.7% |
| 46 | STANISLAUS | 31,242 | 27,168 | 58,411 | 25,729 | 24,750 | 50,479 | 82.4% | 91.1% | 86.4% |
| 47 | SUTTER | 12,284 | 0 | 12,284 | 14,571 | 0 | 14,571 | 118.6% | 0.0% | 118.6% |
| 48 | TEHAMA | 11 | 11,720 | 11,731 | 4 | 12,385 | 12,389 | 36.2% | 105.7% | 105.6% |
| 49 | TRINITY | 0 | 704 | 704 | 0 | 269 | 269 | n/a | 38.2% | 38.2% |
| 50 | TULARE | 767 | 8,314 | 9,081 | 300 | 9,939 | 10,239 | 39.1% | 119.5% | 112.8% |
| 51 | TUOLUMNE | 0 | 9,549 | 9,549 | 0 | 7,776 | 7,776 | 0.0% | 81.4% | 81.4% |
| 52 | YOLO | 25,509 | 1 | 25,510 | 22,993 | 1 | 22,994 | 90.1% | 82.6% | 90.1% |
| 53 | YUBA | 10,507 | 124 | 10,631 | 12,801 | 232 | 13,033 | 121.8% | 186.6% | 122.6% |
| 54 | **Total** | **1,138,296** | **319,121** | **1,457,418** | **1,247,997** | **324,576** | **1,572,573** | **109.6%** | **101.7%** | **107.9%** |
| 55 | | | | | | | | | | |
| 56 | [1] "Rural" includes ZIP Codes classified as such by the Goldsmith modification that was developed to identify small | | | | | | | | | |
| 57 | towns and rural areas within large metropolitan counties. ZIP Codes not defined as rural are classified as urban. | | | | | | | | | |
| 58 | | | | | | | | | | |
| 59 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD | | | | | | | | | |
| 60 | adjustments. | | | | | | | | | |

| | A | B | C | D | E | F | G | H |
|---|---|---|---|---|---|---|---|---|
| 1 | **CARE Table 6 - Recertification Results** | | | | | | | |
| 2 | **Pacific Gas and Electric Company** | | | | | | | |
| 3 | **Through December 31, 2020** | | | | | | | |
| 4 | **Month** | **Total CARE Households** | **Households Requested to Recertify [1]** | **% of Households Total (C/B)** | **Households Recertified [2]** | **Households De-enrolled [3]** | **Recertification Rate % [4] (E/C)** | **% of Total Households De-enrolled (F/B)** |
| 5 | January | 1,395,078 | 0 | 0.0% | | | | |
| 6 | February | 1,391,838 | 0 | 0.0% | | | | |
| 7 | March | 1,416,902 | 0 | 0.0% | | | | |
| 8 | April | 1,467,034 | 0 | 0.0% | | | | |
| 9 | May | 1,488,313 | 0 | 0.0% | | | | |
| 10 | June | 1,509,766 | 0 | 0.0% | | | | |
| 11 | July | 1,531,467 | 0 | 0.0% | | | | |
| 12 | August | 1,548,947 | 0 | 0.0% | | | | |
| 13 | September | 1,563,914 | 0 | 0.0% | | | | |
| 14 | October | 1,572,447 | 0 | 0.0% | | | | |
| 15 | November | 1,564,486 | 0 | 0.0% | | | | |
| 16 | December | 1,572,573 | 0 | 0.0% | | | | |
| 17 | **YTD** | **1,572,573** | **0** | **0.00%** | **0** | **0** | **0.00%** | **0.00%** |
| 18 | | | | | | | | |
| 19 | [1] Excludes count of customers recertified through the probability model. | | | | | | | |
| 20 | [2] Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification | | | | | | | |
| 21 | request. Results may be pending due to the time permitted for a participant to respond. | | | | | | | |
| 22 | [3] Includes customers who did not respond or who requested to be de-enrolled. | | | | | | | |
| 23 | [4] Percentage of customers recertified compared to the total participants requested to recertify in that month. | | | | | | | |
| 24 | **Note:** CARE Recertification is on hold due to the Emergency Consumer Protection Plan related to COVID-19. | | | | | | | |
| 25 | **Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | | |

| | A | B | C | D | E | F | G |
|---|---|---|---|---|---|---|---|
| 1 | **CARE Table 7 - Capitation Contractors[1]** | | | | | | |
| 2 | **Pacific Gas and Electric Company** | | | | | | |
| 3 | **Through December 31, 2020** | | | | | | |
| 4 | **Contractor** | **Contractor Type (Check one or more if applicable)** | | | | **Total Enrollments** | |
| 5 | | | | | | | |
| 6 | | **Private** | **CBO** | **WMDVBE** | **LIHEAP** | **Current Month** | **Year-to-Date** |
| 7 | Amador-Tuolumne Community Action Agency | | x | | x | 0 | 11 |
| 8 | Arriba Juntos | | x | | | 0 | 1 |
| 9 | Catholic Charities Diocese of Fresno | | x | | | 0 | 23 |
| 10 | Central Coast Energy Services Inc | | x | | x | 0 | 58 |
| 11 | Cesar A Moncada DBA Moncada Outreach | | x | | | 0 | 36 |
| 12 | Child Abuse Prevention Council of San Joaquin County | | x | | | 0 | 0 |
| 13 | Community Action Marin | | x | | x | 0 | 0 |
| 14 | Community Action Partnership of Madera County | | x | | x | 0 | 8 |
| 15 | Community Health for Asian Americans | | x | | | 0 | 0 |
| 16 | Community Resource Project Inc | | x | | x | 14 | 116 |
| 17 | County of San Joaquin | | x | | x | 1 | 48 |
| 18 | Dignity Health | | x | | | 0 | 5 |
| 19 | Disability Resource Agency for Independent Living | | x | | | 0 | 0 |
| 20 | El Dorado County Health and Human Services Agency | | x | | | 4 | 4 |
| 21 | Filipino American Development Foundation | | x | | | 0 | 0 |
| 22 | Food For People | | x | | | 0 | 0 |
| 23 | Heritage Institute for Family Advocacy | | x | | | 0 | 0 |
| 24 | Hip Housing Human Investment Project Inc | | x | | | 0 | 0 |
| 25 | Housing Authority of the City of Fresno | | x | | | 0 | 0 |
| 26 | Housing Authority of the County of Kern | | x | | | 0 | 0 |
| 27 | Independent Living Center of Kern County Inc | | x | | | 5 | 22 |
| 28 | Interfaith Council of Amador | | x | | | 0 | 0 |
| 29 | KidsFirst | | x | | | 0 | 0 |
| 30 | Kings Community Action Organization Inc | | x | | x | 0 | 0 |
| 31 | LifeLong Medical Care | | x | | | 0 | 0 |
| 32 | Marin Center for Independent Living | | x | | | 0 | 0 |
| 33 | Merced County Community Action Agency | | x | | x | 0 | 13 |
| 34 | Monument Crisis Center | | x | | | 0 | 0 |
| 35 | National Asian American Coalition | | x | | | 0 | 5 |
| 36 | North Coast Energy Services Inc | | x | | | 1 | 3 |
| 37 | OCCUR | | x | | | 0 | 0 |
| 38 | Project Access Inc | | x | | | 0 | 0 |
| 39 | Redwood Community Action Agency | | x | | x | 0 | 20 |
| 40 | Resources for Independence Central Valley | | x | | | 0 | 0 |
| 41 | Rising Sun Energy Center | | x | | | 0 | 0 |
| 42 | Sacred Heart Community Service | | x | | x | 2 | 37 |
| 43 | Sia Vue DBA Hmong Inc | | x | | | 0 | 0 |
| 44 | Spectrum Community Services | | x | | | 0 | 0 |
| 45 | Tri-County Independent Living | | x | | | 0 | 1 |
| 46 | UpValley Family Centers | | x | | | 0 | 7 |
| 47 | Valley Clean Air Now | | x | | | 0 | 3 |
| 48 | West Valley Community Services | | x | | | 0 | 0 |
| 49 | Yolo County Housing Authority | | x | | | 0 | 0 |
| 50 | Yolo Family Resource Center (Empower Yolo) | | x | | | 0 | 0 |
| 51 | **Total Enrollments** | | | | | **27** | **421** |
| 52 | | | | | | | |
| 53 | [1] All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year. | | | | | | |
| 54 | | | | | | | |
| 55 | 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
## Pacific Gas and Electric Company
## Through December 31, 2020

| Month | Gas and Electric | Gas Only | Electric Only | Total | Eligible Households | Penetration | % Change | Total Residential Accounts [1] |
|---|---|---|---|---|---|---|---|---|
| January | 840,468 | 211,345 | 343,265 | 1,395,078 | 1,457,418 | 95.7% | 0.90% | 5,552,167 |
| February | 838,517 | 210,892 | 342,429 | 1,391,838 | 1,457,418 | 95.5% | -0.23% | 5,552,167 |
| March | 854,859 | 213,678 | 348,365 | 1,416,902 | 1,457,418 | 97.2% | 1.80% | 5,552,167 |
| April | 888,284 | 220,973 | 357,777 | 1,467,034 | 1,457,418 | 100.7% | 3.54% | 5,552,167 |
| May | 902,581 | 223,530 | 362,202 | 1,488,313 | 1,457,418 | 102.1% | 1.45% | 5,552,167 |
| June | 916,389 | 226,557 | 366,820 | 1,509,766 | 1,457,418 | 103.6% | 1.44% | 5,552,167 |
| July | 929,803 | 230,253 | 371,411 | 1,531,467 | 1,457,418 | 105.1% | 1.44% | 5,552,167 |
| August | 944,827 | 229,395 | 374,725 | 1,548,947 | 1,457,418 | 106.3% | 1.14% | 5,552,167 |
| September | 943,468 | 243,206 | 377,240 | 1,563,914 | 1,457,418 | 107.3% | 0.97% | 5,552,167 |
| October | 954,936 | 236,343 | 381,168 | 1,572,447 | 1,457,418 | 107.9% | 0.55% | 5,552,167 |
| November | 952,516 | 232,634 | 379,336 | 1,564,486 | 1,457,418 | 107.3% | -0.51% | 5,552,167 |
| December | 956,203 | 234,815 | 381,555 | 1,572,573 | 1,457,418 | 107.9% | 0.52% | 5,552,167 |

[1] Data represents total residential electric and gas households. This includes sub-metered households.

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

| | A | B | C | D | E |
|---|---|---|---|---|---|
| 1 | **CARE Program Table 9 - Expenditures for Pilots/CHANGES Program** | | | | |
| 2 | **Pacific Gas and Electric Company** | | | | |
| 3 | **Through December 31, 2020** | | | | |
| 4 | **2020** | **Authorized 2020 Budget** | **Current Month Expenses** | **Expenses Since Jan. 1, 2020** | **% of 2018 Budget Expensed** |
| 5 | | **Total** | **Total** | **Total** | **Total** |
| 6 | | | | | |
| 7 | CHANGES Program | $ 525,000 | $ (83,554) | $ 335,399 | 64% |
| 8 | | | | | |
| 9 | | | | | |
| 10 | **Total** | **$ 525,000** | **$ (83,554)** | **$ 335,399** | **64%** |
| 11 | | | | | |
| 12 | | | | | |
| 13 | Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein. | | | | |
| 14 | D.16-11-022, as modified by D.17-02-033, authorized CHANGES program budget for 2017-2020 | | | | |
| 15 | | | | | |
| 16 | **Note**: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | |

## CARE Table 10 - CHANGES One-On-One Customer Assistance
## Pacific Gas and Electric Company
## Through November 30, 2020

| **No. of attendees at education sessions** | **584** |
|---|---|
| **Disputes Resolved** | |
| Bill Adjustment | 2 |
| Customer Service Issue | 1 |
| CARE High Energy User | 1 |
| Changed 3rd party Company/Gas Aggregation | 27 |
| Changed 3rd Party Electricity Aggregation | 13 |
| Energy Audit | 5 |
| Enroll in Energy Assistance Programs | 18 |
| Enroll in Medical Baseline | 7 |
| Solar | 3 |
| **Total disputes** | **77** |

| **Needs Assistance** | |
|---|---|
| Assisted with Changes to Account | 33 |
| Billing Language Changed | 20 |
| CARE Enrollment | 6 |
| ESAP | 14 |
| Electric Aggregation | 1 |
| HEAP | 127 |
| Medical Baseline | 26 |
| Reconnection | 1 |
| REACH | 28 |
| Set Up New Account | 1 |
| Payment Extension | 1 |
| Payment Plan | 3 |
| **Total Needs Assistance** | **261** |

**Education:** Education sessions were held in a mix of one on one, and group sessions. Education materials are available as fact sheets on the CPUC Website: http://consumers.cpuc.ca.gov/team_and_changes/

**Disputes & Needs Assistance** - Support was provided in the following languages: Cambodian, Cantonese, Dari, English, Hmong, Korean, Mandarin, Portuguese, Spanish, and Vietnamese.

[1]There is a one-month lag behind the current reporting month. This data was provided by CHANGES contractor, Self Help for the Elderly, via CSID.

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

## CARE Table 11 - CHANGES Group Customer Assistance Sessions [1] [4]
## Pacific Gas and Electric Company
## September 1, 2020 through November 30, 2020

| Date[2] | 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)[3] | Number of Attendees | Description of Information / Literature Provided |
| N/A | Cantonese | Avoiding Disconnection | 2 | N/A | 35 | CHANGES Ed Handout |
| N/A | Spanish | Avoiding Disconnection | 13 | N/A | 117 | CHANGES Ed Handout |
| N/A | Vietnamese | Avoiding Disconnection | 1 | N/A | 28 | CHANGES Ed Handout |
| | | **Total** | **16** | | **180** | |
| N/A | Cantonese | CARE/FERA and Other Assistance Programs | 5 | N/A | 91 | CHANGES Ed Handout |
| N/A | Dari | CARE/FERA and Other Assistance Programs | 7 | N/A | 94 | CHANGES Ed Handout |
| N/A | Spanish | CARE/FERA and Other Assistance Programs | 5 | N/A | 42 | CHANGES Ed Handout |
| N/A | Vietnamese | CARE/FERA and Other Assistance Programs | 1 | N/A | 27 | CHANGES Ed Handout |
| | | **Total** | **18** | | **254** | |
| N/A | Cantonese | Electric and Natural Gas Safety | 6 | N/A | 125 | CHANGES Ed Handout |
| N/A | Dari | Electric and Natural Gas Safety | 2 | N/A | 20 | CHANGES Ed Handout |
| N/A | Spanish | Electric and Natural Gas Safety | 6 | N/A | 47 | CHANGES Ed Handout |
| | | **Total** | **14** | | **192** | |
| N/A | Cantonese | Energy Conservation | 7 | N/A | 132 | CHANGES Ed Handout |
| N/A | Dari | Energy Conservation | 4 | N/A | 38 | CHANGES Ed Handout |
| N/A | Spanish | Energy Conservation | 7 | N/A | 68 | CHANGES Ed Handout |
| | | **Total** | **18** | | **238** | |
| N/A | Cantonese | Gas Aggregation | 2 | N/A | 39 | CHANGES Ed Handout |
| N/A | Dari | Gas Aggregation | 2 | N/A | 30 | CHANGES Ed Handout |
| N/A | Spanish | Gas Aggregation | 4 | N/A | 33 | CHANGES Ed Handout |
| | | **Total** | **8** | | **102** | |
| N/A | Cantonese | High Energy Use | 5 | N/A | 115 | CHANGES Ed Handout |
| N/A | Dari | High Energy Use | 3 | N/A | 29 | CHANGES Ed Handout |
| N/A | English – Native American | High Energy Use | 6 | N/A | 149 | CHANGES Ed Handout |
| N/A | Spanish | High Energy Use | 3 | N/A | 25 | CHANGES Ed Handout |
| N/A | Somali | High Energy Use | 1 | N/A | 17 | CHANGES Ed Handout |
| | | **Total** | **18** | | **335** | |
| N/A | Cantonese | Level Play Plan | 3 | N/A | 43 | CHANGES Ed Handout |
| N/A | Dari | Level Play Plan | 3 | | 29 | CHANGES Ed Handout |
| N/A | Spanish | Level Play Plan | 3 | N/A | 27 | CHANGES Ed Handout |
| N/A | Vietnamese | Level Play Plan | 1 | N/A | 22 | CHANGES Ed Handout |
| | | **Total** | **10** | | **121** | |
| N/A | Cantonese | Understanding Your Bill | 4 | N/A | 73 | CHANGES Ed Handout |
| N/A | Dari | Understanding Your Bill | 3 | N/A | 29 | CHANGES Ed Handout |
| N/A | English – Native American | Understanding Your Bill | 5 | N/A | 176 | CHANGES Ed Handout |
| N/A | Spanish | Understanding Your Bill | 11 | N/A | 142 | CHANGES Ed Handout |
| | | **Total** | **23** | | **420** | |
| | | **September 1, 2020 Through November 30, 2020** | **125** | | **1,842** | |

[1] This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original version in order to have a more consistent appearance and format with existing PG&E tables.
[2] Data is reported quarterly. The next report will be in the March 2021 report.
[3] Date of the workshops not available.
[4] Contractor states all sessions last at least 30 minutes.

**Note:** Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
**Note:** Information not provided by contractor.