

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

Application of Southern California Edison
Company (U 338-E) for Approval of its
Energy Savings Assistance and California
Alternate Rates for Energy Programs and
Budgets for Program Years 2015-2017.

And Related Matters.

Application 14-11-007
(Filed November 18, 2014)

Application 14-11-009
Application 14-11-010
Application 14-11-011

**MONTHLY REPORT OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON
LOW INCOME ASSISTANCE PROGRAMS FOR FEBRUARY 2021**

DARREN P. ROACH
JENNIFER REYES LAGUNERO

Pacific Gas and Electric Company
Law Department
77 Beale Street, B30A
San Francisco, CA 94105
Telephone: (415) 973-2361
Facsimile: (415) 973-5520
E-mail: Jennifer.ReyesLagunero@pge.com

Dated: March 22, 2021

Attorney for:
PACIFIC GAS AND ELECTRIC COMPANY

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

Application of Southern California Edison Company (U 338-E) for Approval of its Energy Savings Assistance and California Alternate Rates for Energy Programs and Budgets for Program Years 2015-2017.

And Related Matters.

Application 14-11-007
(Filed November 18, 2014)

Application 14-11-009
Application 14-11-010
Application 14-11-011

**MONTHLY REPORT OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON
LOW INCOME ASSISTANCE PROGRAMS FOR FEBRUARY 2021**

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 February 2021.

Respectfully Submitted,

JENNIFER REYES LAGUNERO

By: /s/ Jennifer Reyes Lagunero
JENNIFER REYES LAGUNERO

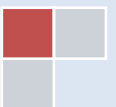
Pacific Gas and Electric Company
77 Beale Street, B30A
San Francisco, CA 94105
Telephone: (415) 973-2361
Facsimile: (415) 973-5520
E-mail: Jennifer.ReyesLagunero@pge.com

Dated: March 22, 2021

Attorney for:
PACIFIC GAS AND ELECTRIC COMPANY



Energy Savings Assistance (ESA) and California Alternate Rates for Energy (CARE) Program Monthly Report for February 2021



PACIFIC GAS AND ELECTRIC COMPANY
Energy Savings Assistance Program and
California Alternate Rates for Energy Program
Monthly Report for February 2021

Table of Contents

<u>Title</u>	<u>Page</u>
1. Energy Savings Assistance (ESA) Program Summary.....	4
1.1 Energy Savings Assistance Program Overview.....	4
1.2 ESA Program Customer Outreach and Enrollment Update.....	6
1.3 Leveraging Success Evaluation, Including California State Department of Community Services and Development (CSD).....	9
1.4 Workforce Education & Training	9
1.5 Miscellaneous.....	10
2. California Alternate Rates for Energy (CARE) Program Summary	13
2.1 CARE Program Cost Summary	14
2.2 Outreach	15
2.3 Miscellaneous	19
3. Appendix: ESA Tables and CARE Tables.....	21

PACIFIC GAS AND ELECTRIC COMPANY

Energy Savings Assistance Program and California Alternate Rates for Energy Program Monthly Report for February 2021

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 (IOUs) 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

Consumer Protections

On February 11, 2021, the Commission adopted Resolution (Res.) M-4849 authorizing and ordering utilities to extend Emergency Consumer Protections for residential and small business customers through June 30, 2021 due to COVID-19, and to file transition plans for the expiration of said Emergency Consumer Protections.

On February 16, 2021 PG&E filed Tier 1 Advice Letter 4383-G/6087-E to add the counties impacted by the January 2021 winter storms, Monterey and San Luis Obispo Counties, to the Emergency Consumer Protection Plan, in compliance with D.19-07-015. Eligibility for PG&E's Emergency Consumer Protection Plan will be extended to applicable customers through February 1, 2022.

CARE Eligibility Numbers

On February 12, 2021 Pacific Gas and Electric Company, on behalf of itself, Southern California Gas Company, San Diego Gas & Electric Company, and Southern California Edison Company (collectively, the "Joint Utilities") filed their annual CARE eligibility estimates. Each utility submitted tables showing – by county – the total households, demographic eligibility rates for 2021, eligible households for 2021, participating CARE households as of December 31, 2020, and estimated penetration rates based on the 2021 eligibility estimates and December 31, 2020 participation. 1,447,571 residential customers (about 25% of residential households) are estimated to be eligible for CARE in 2021. 1,593,876 residential households are estimated to be eligible for ESA.

2021 Bridge Funding for ESA and CARE

The Commission anticipated the potential need for funding to bridge the period between the 2017-2020 and post-2020 ESA and CARE Programs. In D.19-06-011, the Commission directed the large IOUs to file Advice Letters providing calculations of ESA bridge funding amounts, sources for bridge funds, and home treatment goals for the January 1, 2021- June 30, 2021 bridge period, which would be used if the Commission did not vote to approve post-2020 programs and budget applications by November 16, 2020.

D.19-06-022 also directed the IOUs to continue their previously approved ESA activities and to retreat the number of homes the bridge budget would accommodate. The Commission established the methodology for IOUs to calculate their six-month bridge funded home treatment goals using the actual average expenditures per retreatment from the first half of the 2019 program year (PY), after setting

aside 10% of the total ESA bridge budget for administrative program costs (commonly referred to as “below the line” costs in monthly and annual reporting ESA Table 1).¹

On August 12, 2019, PG&E submitted Advice 4131-G/5614-E pursuant to D.19-06-022 Ordering Paragraph (OP) 3 to submit a Tier 1 AL. On October 30, 2019, ED requested PG&E propose a home retreatment goal in which at least half of the six-month home retreatment goal is met by March 31, 2021, and the remaining half of the homes by June 30, 2021.² PG&E submitted Supplemental AL 4131-G-A/5614-E-A and AL 4131-G-B/5614-E-B replacing AL 4131-G/5614-E in its entirety. ED Disposition Letter dated December 4, 2019 approved PG&E’s Supplemental AL, effective as of August 12, 2019.

Following the authorization of PG&E’s AL for Bridge Funding Goals and Budget for the January 1, 2021- June 30, 2021 bridge period, regular ESA program activities were disrupted by the outbreak of the COVID-19 pandemic.

PG&E submitted Advice 4351-G/6035-E on December 24, 2020, increasing the requested January 1- June 30, 2021 bridge funding and treatment goals. PG&E corrected and re-submitted this AL on January 22 and January 26, 2021. PG&E’s Advice 4351-G-B/6035-E-B was approved on January 27, 2021 effective December 24, 2020.³ The updated goals and budgets are used in this report. IOUs are accountable to meet an interim progress milestone, where the IOU must treat at least half of the bridge treatment goal between January 1, 2021—March 31, 2021 and retain enough budget to treat the remaining homes in the bridge period goal by June 30, 2021.⁴

For the CARE program, D.19-06-022 directed bridge funding be approved to cover CARE program activity for January 1, 2021- June 30, 2021 if the Commission had not voted to approve the post 2020 programs and budget by November 16, 2020. The funding amount approved was the 2020 CARE budget level, as approved in mid-cycle AL dispositions. If the Commission does not vote to approve the post-2020 programs and budget by May 16, 2021, D.19-06-022 authorized CARE bridge funding for an additional six months through the end of 2021.⁵

Fund Shifting

On December 22, 2020, PG&E and Southern California Gas Company (SoCalGas) submitted Advice 4349-G/6030-E to shift ESA Program funds between ESA program categories. PG&E requested permission to shift \$90,000 and SoCalGas requested permission to shift \$75,000, from their 2020 Multifamily Common Area Measure (MF CAM) Initiative Administrative budget category into their 2020 ESA Program Study budget category respectively to conduct a joint process evaluation (with Southern California Edison Company and San Diego Gas and Electric Company) of their MF CAM Initiatives. This request was approved by the Commission’s disposition letter dated February 1, 2021, effective January 21, 2021. The MF CAM Process Evaluation will occur in 2021.

¹ D.19-06-022 p.12.

² D.19-06-022 pp.12-13.

³ Energy Efficiency Council (EEC) submitted a late-filed Protest to PG&E Advice AL 4131-G-B/5614-E-B on February 9, 2021.

⁴ D.19-06-022 p.12.

⁵ D.19-06-022 p.14.

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 customers⁶ throughout PG&E's service territory. The 2021 bridge funded ESA Program follows the same policies and procedures as the previous 2017-2020 ESA Program.⁷ Supported by bridge funding for the first six months in 2021, ESA 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:

The 2021 ESA Program to date is summarized in the two tables below. The first table provides progress and activities based on the Bridge Funding budgets and activities authorized in PG&E AL 4351-G-B/6035-E-B, and AL 4349-G/6030-E. This Bridge Funding budget excludes MF CAM carryover provided pursuant to D.19-06-022 and PPRS funding provided pursuant to Resolution E-5074, which amounts are not included in the Bridge Funding treatment goal and administrative cap. MF CAM and PPRS expenditures and activities are shown in the second table on Additional ESA Budget Reporting, below.⁸ These ESA funding sources are combined in ESA Table 1 in the Appendix.

Energy Savings Assistance Program Summary: Bridge Funding			
January 1 through June 30, 2021 Bridge Period	Six-Month Authorized/Planning Assumptions	Year-to- Date Actual	YTD %
Bridge Budget ^[a]	\$89,452,819	\$24,117,922	27.0%
Treatment Budget ^[b]	\$81,138,000	\$22,200,502	27.4%
Administrative ^[c]	\$8,314,819	\$1,917,420	23%
Homes Treated ^[d]	50,000	15,468	14.8%
kWh Saved ^[e]	N/A	9,718,030	
kW Demand Reduced ^[e]	N/A	1,251	
Therms Saved ^[e]	N/A	104	

^[a] Authorized budget per Energy Division Disposition Letter (dated January 27, 2021 and effective as of December 24, 2020) authorizing PG&E Supplemental Advice Letter 4351-G-B/6035-E-B, and per Advice Letter 4349-G/6030-E to fund shift \$90,000 from the MF

⁶ 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.

⁷ 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.

⁸ As a result of AL4269-G-A/5865-E-A, contractors are submitting the revised templates resulting in the change to the PPRS eligible amount. PG&E updated the final value in the February 2021 Monthly Report.

CAM budget to Studies budget. PG&E's Bridge Funding Budget is from 2009-2020 uncommitted unspent ESA Program funds. Authorized budget includes \$1,018,284 for Benefit Burdens as approved in (D.)20-12-005. This Bridge Funding budget excludes MF CAM and PPRS funding (provided pursuant to D.19-06-022 and Res-E-5074), which amounts are not included in the Bridge Funding treatment goal and administrative cap, and are shown in the Additional ESA Budget Table, below.

^[b] ESA Treatment category includes Appliances, Domestic Hot Water, Enclosure, HVAC, Maintenance, Lighting, Miscellaneous, Customer Enrollment, In-Home Education, Pilot, Implementation, and Safety – Unexpected overhead costs as shown “above the line” on ESA Monthly and Annual Report Table 1.

^[c] Administrative category includes Training Center, Inspections, Marketing and Outreach, Studies, Regulatory Compliance, General Administration, and CPUC Energy Division, as shown “below the line” on ESA Monthly and Annual Report Table 1. The Administrative budget is 9% of the Total Budget.

^[d] Adopted Number of Homes to be Treated from January 1, 2021 through June 30, 2021 as per Energy Division Disposition Letter (dated January 27, 2021 and effective as of December 24, 2020) authorizing PG&E Supplemental Advice Letter 4351-G-B/6035-E-B. Total does not distinguish between First Touch and Re-Treated homes.⁹ IOUs are required to treat 50% of the authorized homes by March 31, 2021 to be eligible for additional Bridge Funding if it should be required.

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

Energy Savings Assistance Program Summary: ESA PPRS Budget Reporting ^[a]			
December 1, 2020 through May 31, 2021	PPRS Total Advanced PPRS Credit Eligible	PPRS Credits Applied	YTD %
PPRS Budget	\$10,320,047	\$7,347,580	71.2%

^[a] As a result of AL4269-G-A/5865-E-A, contractors are submitting the revised templates resulting in the change to the PPRS eligible amount. Authorized amount was adjusted to reflect the remaining PPRS Credit eligible for January – May 2021. PG&E updated the final value in the February 2021 Monthly Report.

Energy Savings Assistance Program Summary: Additional ESA Budget Reporting ^[a]			
January 1 through June 30, 2021	Six-Month Authorized/Planning Assumptions	Year-to- Date Actual	YTD %
MF CAM Budget	\$27,355,992	\$2,062,677	7.5%
MF CAM Properties Treated	87	20	23%
MF CAM Buildings Treated	629	128	20.3%

^[a] PG&E is authorized to 1) carry-over MF CAM committed budget pursuant to D.19-06-022 into the 2021 Bridge and 2) incur additional expenses for PPRS credit (approximately \$9.2 M) as authorized in Res-E-5074. These budgets are in addition to the Bridge Funding budget requested and authorized in Energy Division Disposition Letter for PG&E

⁹ First Touch and Re-Treated Homes were tracked separately for purposes of meeting the 2020 Programmatic Goal. First Touch homes were homes that had not participated in the ESA Program since 2002. Retreated Homes were homes previously treated since 2002. Only First Touch Homes counted toward the programmatic goal of treating all willing and eligible customers by the end of 2020. PG&E met this programmatic goal in 2020.

Supplemental Advice Letter Advice 4351-G-B/6035-E-B (dated January 27, 2021 and effective as of December 24, 2020).

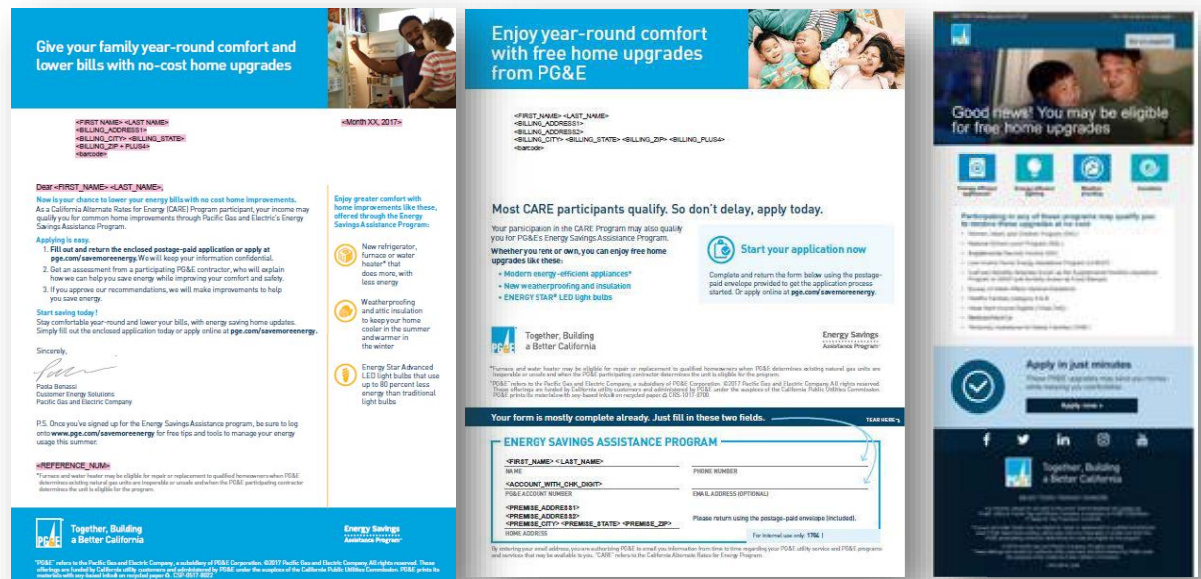
[b] As a result of AL4269-G-A/5865-E-A, contractors are submitting the revised templates resulting in the change to the PPRS eligible amount. Authorized amount was adjusted to reflect the remaining PPRS Credit eligible for January – May 2021. PG&E updated the final value in the February 2021 Monthly Report.

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 February 2021, PG&E continued to receive responses to a direct marketing campaign deployed in January to 100,000 CARE-enrolled customers whose homes had not yet been treated by the ESA Program. Through February 28, the campaign generated 7,233 qualified leads. This campaign used existing creative as well as new creative from Q3/Q4 2020 specifically targeting renters.

Q2 Creative used for test amongst homeowners Direct mail/Email



New creative used for testing among renters Direct mail

As a renter, you may qualify for free energy-efficient home improvements



You may qualify for free energy-efficient home improvements that may lower your energy bills, and you may also qualify for a free energy audit. The program is available to renters who live in a rental unit in a city or town that has a local energy efficiency program. To learn more, visit www.pge.com/energyefficiency.

1. The rental unit must be in a city or town that has a local energy efficiency program.
2. The rental unit must be a single-family home or a small business.
3. The rental unit must be a single-family home or a small business.
4. The rental unit must be a single-family home or a small business.

Start saving today!
Visit www.pge.com/energyefficiency to learn more about the program and to schedule a free energy audit.

El alquiler puede cumplir los requisitos para mejoras gratuitas que hacen que su hogar sea más eficiente en el consumo de energía. El programa está disponible para los inquilinos que viven en una unidad de alquiler en una ciudad o ciudad que tiene un programa de eficiencia energética local. Para obtener más información, visite www.pge.com/energyefficiency.


1. La unidad de alquiler debe estar en una ciudad o ciudad que tiene un programa de eficiencia energética local.
2. La unidad de alquiler debe ser una vivienda unifamiliar o un pequeño negocio.
3. La unidad de alquiler debe ser una vivienda unifamiliar o un pequeño negocio.
4. La unidad de alquiler debe ser una vivienda unifamiliar o un pequeño negocio.

¡Comience a ahorrar hoy mismo!
Visite www.pge.com/energyefficiency para obtener más información sobre el programa y para programar una auditoría energética gratuita.

ENERGY STAR
ENERGY STAR is a symbol for energy efficiency. It is a label that is placed on products that are energy efficient. It is a label that is placed on products that are energy efficient.

ENERGY STAR
ENERGY STAR is a symbol for energy efficiency. It is a label that is placed on products that are energy efficient. It is a label that is placed on products that are energy efficient.

Como arrendatario, puede reunir los requisitos para mejoras gratis que hacen que su hogar sea más eficiente en el consumo de energía



Usted puede reunir los requisitos para obtener mejoras gratis que hacen que su hogar sea más eficiente en el consumo de energía y pueden reducir sus facturas de energía. El programa está disponible para los inquilinos que viven en una unidad de alquiler en una ciudad o ciudad que tiene un programa de eficiencia energética local. Para obtener más información, visite www.pge.com/energyefficiency.

1. La unidad de alquiler debe estar en una ciudad o ciudad que tiene un programa de eficiencia energética local.
2. La unidad de alquiler debe ser una vivienda unifamiliar o un pequeño negocio.
3. La unidad de alquiler debe ser una vivienda unifamiliar o un pequeño negocio.
4. La unidad de alquiler debe ser una vivienda unifamiliar o un pequeño negocio.

¡Comience a ahorrar hoy mismo!
Visite www.pge.com/energyefficiency para obtener más información sobre el programa y para programar una auditoría energética gratuita.

ENERGY STAR
ENERGY STAR is a symbol for energy efficiency. It is a label that is placed on products that are energy efficient. It is a label that is placed on products that are energy efficient.

ENERGY STAR
ENERGY STAR is a symbol for energy efficiency. It is a label that is placed on products that are energy efficient. It is a label that is placed on products that are energy efficient.

Good news for renters! You may qualify for FREE energy-efficient home improvements that may lower your energy bills



You may qualify for free energy-efficient home improvements that may lower your energy bills, and you may also qualify for a free energy audit. The program is available to renters who live in a rental unit in a city or town that has a local energy efficiency program. To learn more, visit www.pge.com/energyefficiency.

1. The rental unit must be in a city or town that has a local energy efficiency program.
2. The rental unit must be a single-family home or a small business.
3. The rental unit must be a single-family home or a small business.
4. The rental unit must be a single-family home or a small business.

Start saving today!
Visit www.pge.com/energyefficiency to learn more about the program and to schedule a free energy audit.

El alquiler puede cumplir los requisitos para mejoras gratuitas que hacen que su hogar sea más eficiente en el consumo de energía. El programa está disponible para los inquilinos que viven en una unidad de alquiler en una ciudad o ciudad que tiene un programa de eficiencia energética local. Para obtener más información, visite www.pge.com/energyefficiency.

1. La unidad de alquiler debe estar en una ciudad o ciudad que tiene un programa de eficiencia energética local.
2. La unidad de alquiler debe ser una vivienda unifamiliar o un pequeño negocio.
3. La unidad de alquiler debe ser una vivienda unifamiliar o un pequeño negocio.
4. La unidad de alquiler debe ser una vivienda unifamiliar o un pequeño negocio.

¡Comience a ahorrar hoy mismo!
Visite www.pge.com/energyefficiency para obtener más información sobre el programa y para programar una auditoría energética gratuita.

ENERGY STAR
ENERGY STAR is a symbol for energy efficiency. It is a label that is placed on products that are energy efficient. It is a label that is placed on products that are energy efficient.

ENERGY STAR
ENERGY STAR is a symbol for energy efficiency. It is a label that is placed on products that are energy efficient. It is a label that is placed on products that are energy efficient.

¡Buenas noticias para los arrendatarios! Usted puede reunir los requisitos a fin de recibir mejoras GRATIS que hacen que su hogar sea más eficiente en el consumo de energía y pueden reducir sus facturas de energía



Usted puede reunir los requisitos para obtener mejoras gratis que hacen que su hogar sea más eficiente en el consumo de energía y pueden reducir sus facturas de energía. El programa está disponible para los inquilinos que viven en una unidad de alquiler en una ciudad o ciudad que tiene un programa de eficiencia energética local. Para obtener más información, visite www.pge.com/energyefficiency.

1. La unidad de alquiler debe estar en una ciudad o ciudad que tiene un programa de eficiencia energética local.
2. La unidad de alquiler debe ser una vivienda unifamiliar o un pequeño negocio.
3. La unidad de alquiler debe ser una vivienda unifamiliar o un pequeño negocio.
4. La unidad de alquiler debe ser una vivienda unifamiliar o un pequeño negocio.

¡Comience a ahorrar hoy mismo!
Visite www.pge.com/energyefficiency para obtener más información sobre el programa y para programar una auditoría energética gratuita.

ENERGY STAR
ENERGY STAR is a symbol for energy efficiency. It is a label that is placed on products that are energy efficient. It is a label that is placed on products that are energy efficient.

ENERGY STAR
ENERGY STAR is a symbol for energy efficiency. It is a label that is placed on products that are energy efficient. It is a label that is placed on products that are energy efficient.

(Double sided, English/Spanish)

New creative used for testing among renters Email



(English/Spanish)

In addition to direct mail responses, PG&E also received an additional 3,061 program applications from online activities via email and the ongoing digital campaign launched in early January.

PG&E continued to deploy the CARE welcome kit to customers who were 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 234 ESA applications from the welcome kit in February 2021.

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.

PG&E participated in a 30-min Zoom interview with KRON4.2-Skylink TV in San Francisco for its community show "Bay Area Forum" to talk about Time of Use (TOU) rate plans and other assistance programs including CARE, FERA, Medical Baseline, and ESA.

KRON4.2-Skylink TV is a local Chinese TV station with the strongest over the air signal in San Francisco. Daily viewers in the Bay Area is about 100,000.

On February 8, PG&E co-hosted a customer education workshop via Zoom with Self-Help for the Elderly. Information on various assistance programs was shared with the audience of 21 seniors. Each program was discussed in detail including program benefits and qualifications to apply. Rate plan options and the transition to Time of

Use was also shared. PG&E explained why customers will be making the transition to TOU, when it will happen and how customers can learn to shift their energy use. Finally, PG&E shared energy saving tips and the various tools and resources available; such as ESA, Home Energy Check-up, Budget Billing, and High Energy Alert. There was also a Q&A session.

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. PG&E has identified 192 CARE removals as a result of being over income, but due to COVID-19 protections, PG&E has suspended these removals as directed by the CPUC. As such, there were no CARE discounts removed in February 2021.

New Contractors and Community-Based Organizations (CBOs): In February 2021, PG&E had no new Contractors or CBOs join the ESA program due to the COVID-19 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 February 2021. Zero 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 February 2021. PG&E continues to collaborate with CSD-LIWP on potential leveraging and measure implementation.

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 2020 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 February 2021 and YTD.

Workforce Education & Training Summary		
	February 2021	YTD
Students	62	100
Student Days	145	213
Training Sessions	5	8

1.5 Miscellaneous

Energy Education-Only to ESA Qualifying Customers

To date in 2021, PG&E has provided energy education-only to 382 households out of the 15,468 households treated.

Water-Energy Coordination Program

As of February 2021, the program had seven actively participating water agencies in the Water-Energy Coordination Program. Yuba Water Agency's contract ended in December 2020. The final pilot program report and a proposal for a new contract were sent to the Board of Directors for their consideration in January 2021. A decision is expected in March with anticipated program launch in April.

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, the City of Fresno is ready to sign the contract but would like to wait before launching. The City of Clovis and City of Sanger are also setting up contracts for fiscal year toilet direct install pilots. Santa Clara Valley Water Agency is continuing to delay program launch due to COVID-19 concerns. All five water agencies would likely launch their programs on July 1.

Richard Heath & Associates (RHA) is currently in discussions with the City of Santa Rosa, Butte County Water District and Marina Coast Water District regarding potentially launching toilet direct install pilots with these agencies in the second half of 2021.

Tribal Penetration and Consultation Plans Status

In February 2021, PG&E contacted 19 Housing Authority offices, one Department of Social Services CALWORKS and Family Resilience Branch manager, and 19 Tribes to schedule

meetings. PG&E scheduled meetings for March via webinar with Housing Authority offices of the Bear River Band of Rohnerville Rancheria, Berry Creek Rancheria, Big Sandy Rancheria, Hoopa Valley Tribe, and Picayune Rancheria to review the ESA Partnership offer.

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

2019-2021 Summary of Tribal Responses			
OUTREACH STATUS	QUANTITY	TRIBES	
Tribes completed ESA Meet & Confer	21	Berry Creek Rancheria Big Sandy Rancheria Laytonville Rancheria (Cahto) Cold Springs Rancheria of Mono Indians Coyote Valley Band of Pomo Indians Guidiville Rancheria Upper Lake Rancheria Hoopa Valley Tribe Hopland Reservation Ione Band of Miwok Indians Karuk Tribe	Manchester Point Arena Rancheria Mooretown Rancheria North Fork Rancheria Redwood Valley Rancheria Round Valley Reservation Sherwood Valley Rancheria Wiyot Tribe (Table Bluff) Tuolumne Rancheria United Auburn Indian Community Yurok Tribe
Tribes requested outreach materials or applications	8	Big Valley Rancheria Coyote Valley Band of Pomo Indians Greenville Rancheria Grindstone Rancheria	Mechoopda Indian Tribe Pinoleville Reservation Robinson Rancheria of Pomo Indians Sherwood Valley Rancheria
Tribes who have not accepted offer to Meet and Confer	25	Bear River Band of Rohnerville Rancheria Big Lagoon Rancheria Blue Lake Rancheria Cher-Ae Heights Indian Community of Trinidad Rancheria Chicken Ranch Rancheria Cloverdale Rancheria Colusa Rancheria (Cachil Dehe Wintun) Cortina Rancheria Dry Creek Rancheria Elem Indian Colony (Sulphur Bank) Enterprise Rancheria of Maidu Indians Jackson Rancheria	Middletown Rancheria Paskenta Rancheria Picayune Rancheria Pit River Tribes Redding Rancheria Santa Rosa Rancheria (Tachi-Yokut) Santa Ynez Band of Chumash Indians Scotts Valley Band of Pomo Indians Shingle Springs Rancheria Stewarts Point Rancheria (Kashia Pomo) Table Mountain Rancheria Yocha Dehe Wintun Nation (Rumsey)
Non-Federally Recognized Tribes who participated in Meet & Confer	2	Dunlap Band of Mono	North Fork Mono
Tribes involved in Focused Project/ESA Partnership offer on Tribal Lands	4	Complete: Yurok Tribe In Process: Sherwood Valley Rancheria	Identified for Participation in 2021: Hoopa Valley Tribe Round Valley Reservation
Housing Authority (HA) and Tribal Temporary Assistance for Needy Families (TANF) offices who received outreach	37		
HA and TANF offices who participated in Meet and Confer	7	Housing Authority Offices: Karuk Tribe Enterprise Rancheria of Maidu Indians North Fork Rancheria	TANF Offices: Karuk Tribe North Fork Rancheria Susanville Indian Rancheria 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 commenced in January 2021 and the research plan is currently under development. A public workshop is scheduled for March 5 to solicit comments, which will be incorporated in the research plan. The study is expected to be completed by December 2022.

For the Non-Energy Benefits (NEBs) study, the IOUs hosted a Public Workshop in January 2021 to present methodology and findings. A draft report of the study was posted in December 2020 to solicit stakeholder feedback, and a final report incorporating stakeholder comments was posted 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 Multi-family CAM Process Evaluation Study. The Joint AL was subsequently approved, effective January 21, 2021. PG&E and the IOUs are preparing to initiate the solicitation process.

A study with the primary objective of developing a program theory and logic model for the ESA program commenced in Q3 2020; interviews with key program stakeholders took place from November 2020 to January 2021. Results are currently being compiled to produce a draft logic model. The study's planned completion date was Q1 2021. However, because the effort was more comprehensive than initially anticipated, the study is expected to complete by Q2 2021.

Multifamily Common Area Measures (CAM)

ESA CAM reached the enrollment goal of 1,882 buildings in July 2020. As a result of achieving this milestone, a 2021 program waitlist was created for potential projects. Since closing enrollment, PG&E has monitored the pipeline to ensure incentive funds were utilized. Due to several factors including impacts from the COVID-19 shelter in place orders and adjustments to several projects' scope of work, unspent incentive funds became available to allocate to new projects in 2021. As a result, PG&E is scheduled to resume CAM program enrollment by March 2021.

As of February 2021, a total of 198 properties were referred to the ESA in-unit program. As a result of the coordination efforts, 218 units across six properties have received in-unit treatment.

From 2017 through February 2021, PG&E's ESA team has spent a total of \$11,158,765. for multifamily activities including CAM implementation and multifamily Single Point of Contact (SPOC) initiatives.

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 the six-month 2021 Bridge Funding period is \$9,510,637.¹¹ This 2021 budget includes \$262,500 for the Community Help and Awareness with Natural Gas and Electricity Services (CHANGES) Program and \$533,016 for employee benefit burdens.¹²

The CHANGES Program provides funding to CBOs to assist Limited English Proficient (LEP) customers with energy education and billing issues.¹³

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 projects, including¹⁴:

- 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 changes
- 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 D.19-06-022 authorized CARE bridge funding at the 2020 level to cover CARE program activity for January 1, 2021- June 30, 2021 if there was no program Decision by November 16, 2020. If the Commission does not vote to approve the post-2020 programs and budget by May 16, 2021, D.19-06-022 authorized CARE bridge funding for an additional six months through end of 2021.

¹² The 2021 CARE Program budget was authorized in D.19-06-022 for up to the 2020 budget level approved in D.16-11-022 issued on November 10, 2016, and as modified by D.17-12-009 issued on December 14, 2017.

¹³ 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.

¹⁴ Resolution M-4842, p. 5.

2.1 CARE Program Cost Summary

CARE Budget Categories	January - June Authorized Budget ^[a]	Actual Expenses Year-to-Date ^[b]	% of Budget Spent
Outreach^[c]	\$4,888,812	\$1,400,093	29%
Processing, Certification, Recertification	\$1,061,482	\$91,268	9%
Post Enrollment Verification	\$905,315	\$78,377	9%
IT Programming	\$1,120,747	\$369,143	33%
Cooling Centers^[d]	\$0	\$0	0%
CHANGES Program	\$262,500	\$90,073	34%
Measurement and Evaluation	\$79,838	\$17,342	22%
Regulatory Compliance	\$581,304	\$56,789	10%
General Administration	\$546,640	\$95,719	18%
CPUC ED Staff	\$64,000	\$(5,891)	-9%
Total Expenses	\$9,510,637	\$2,192,913	23%
Subsidies and Benefits	\$299,558,996	\$151,008,482	50%
Total Program Costs and Discounts	\$309,069,632	\$153,201,394	50%

^[a]Program authorized budget per D.19-06-022 for up to the 2020 budget level approved in 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 \$533,016 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 starting 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 ¹⁵	YTD Penetration Rate
1,587,645	1,447,571	109.7%

¹⁵ On February 12, 2021, PG&E, on behalf of the IOUs, filed the Annual Estimates of CARE Eligible Customers and Related Information. This number reflects estimates of PG&E's CARE Eligible Participants for 2021.

2.2 Outreach

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

Direct Mail and Email Campaigns

In early February, CARE enrollments continued to benefit from the CARE and FERA 2020 first touch acquisition email that was sent to 318,000 income qualified customers at the end of January. Enrollments from the direct mail acquisition campaign sent to 300,000 income qualified customers also continued during February, as customers mailed in their applications, and responded online.



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 12 weeks.

Korean Display Ads



The Korean display ad is a three-panel layout. The left panel shows a woman and two children reading a book together. The middle panel features a map of California with the text: "이미 요금 절약 중인 150만 캘리포니아 주민과 함께하세요" (Join 1.5 million California residents who are already saving on rates). The right panel states: "지금 18% 이상의 에너지 요금할인을 신청하세요" (Apply for an energy rate discount of 18% or more now) and includes a button "요금할인 신청" (Apply for discount). The PG&E logo is in the bottom left of each panel. Small text at the bottom right reads: "© 2020 Pacific Gas and Electric Company. All rights reserved. PG&E, the PG&E logo and E&E logo are trademarks of PG&E.".

Russian Display Ads



The Russian display ad is a three-panel layout. The left panel shows a family of four sitting at a table with food. The middle panel features a map of California with the text: "Присоединитесь к более чем 1,5 миллионам калифорнийцев, которые уже экономят деньги" (Join more than 1.5 million Californians who are already saving money). The right panel states: "Подайте заявку для получения скидки на энергию в размере 18% или более" (Apply for a discount on energy of 18% or more) and includes a button "Получить скидку" (Get discount). The PG&E logo is in the bottom left of each panel. Small text at the bottom right reads: "© 2019 Pacific Gas and Electric Company. Все права защищены.".

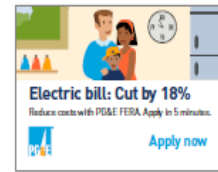
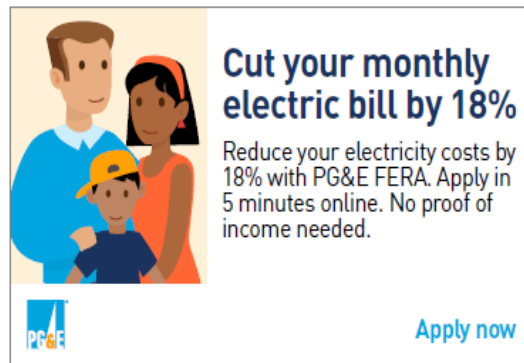
Chinese Display Ads



The Chinese display ad is a three-panel layout. The left panel shows a family of four sitting together. The middle panel features a map of California with the text: "請加入 150 多萬加州民眾的省錢行列" (Join the savings行列 of over 1.5 million Californians). The right panel states: "今天就來領取您的 18% 或更多能源折扣" (Come get your 18% or more energy discount today) and includes a button "領取折扣" (Get discount). The PG&E logo is in the bottom left of each panel. Small text at the bottom right reads: "© 2020 Pacific Gas and Electric Company. 版權所有.".

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

Digital - Fresh EBT Application Ads:



In February 2021, PG&E continued to participate in media interviews to promote CARE, FERA and other programs with the following outlets:

- [PG&E Extends Its Ongoing Support to Customers Affected by the COVID-19 Pandemic Through End of June](#)
Philippine News Today (Northern California), 25 February 2021
- [PG&E Launches EV Fast Charge Program to Help Accelerate Electric Vehicle Adoption in California](#)
KSJZ-Korean American Radio (Bay Area), 24 February 2021
- [PG&E Extends Its Ongoing Support to Customers Affected by the COVID-19 Pandemic Through End of June](#)
Wind Newspaper (Bay Area), 23 February 2021
- [PG&E Extends Its Ongoing Support to Customers Affected by the COVID-19 Pandemic Through End of June](#)
KSJZ-Korean American Radio (Bay Area), 20 February 2021
KBBF Radio (Sonoma/Napa), 19 February 2021
- [PG&E Extends Its Ongoing Support to Customers Affected by the COVID-19 Pandemic Through End of June](#)
News for Chinese (Bay Area), 19 February 2021
- [PG&E's Assistance Programs Help Customers Save \(segment in Spanish\)](#)
KZSF Radio (Bay Area), 19 February 2021
- [PG&E Extends COVID Support for Customers \(segment in Spanish\)](#)
KSTS (Telemundo) 6:17:42 PM, 19 February 2021
- [PG&E Assistance Programs and Winter Safety Tips \(segment in Spanish\)](#)
KLBN Radio (Central Valley), 14 February 2021
- [In Support of Statewide Initiatives, PG&E Will Move Some Residential Customers to a Time-of-Use Rate Plan Starting in April 2021](#)
KSJZ-Korean American Radio (Bay Area), 3 February 2021

- [In Support of Statewide Initiatives, PG&E Will Move Some Residential Customers to a Time-of-Use Rate Plan Starting in April 2021](#)
News for Chinese (Bay Area), 2 February 2021
- [CARE and Rate Plan Options \(segment in Spanish\)](#)
KZSF Radio (Bay Area), 2 February 2021
- [PG&E Will Move Some Residential Customers to a New Rate Plan Starting in April \(segment in Chinese\)](#)
KRON4.2-Skylink TV (Bay Area), 2 February 2021

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. PG&E's COCs¹⁶ supported 20 enrollments in February, totaling 36 new enrollments in CARE year-to-date.

Outbound Financial Assistance: PG&E continued the 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 assistance programs. In February 2021, the campaign enrolled 121 customers in CARE and one in FERA.

Customer Service Representatives (CSRs) were able to contact 5,545 customers directly. The customers who could not be reached, and had access to voicemail, received information regarding PG&E's financial assistance programs. The campaign was also successful in identifying over \$831,950 in potential savings from rate changes. Customers with a past due account balance were directed to the LIHEAP program where they received pledges totaling approximately \$28,843.

Community Based Organization (CBO) Outreach and Engagement

PG&E aims to engage its broad network of CBO partners into CARE program marketing and outreach. In February 2021, PG&E hosted a "Focus Group" for organizations representing customers with disabilities, and access and functional (AFN) needs, including members of its People with Disabilities and Aging Advisory Council (PWDAAC) and other primary AFN partner organizations. The Focus Group highlighted the phase out of the COVID-19 consumer protections, including the recertification processes in CARE, and the moratorium on service disconnections. Nearly 20 external stakeholders attended the Focus Group and provided valuable input. PG&E received robust and helpful feedback from attendees related to CARE marketing and outreach strategies and plans to partner with AFN organizations to circulate information to vulnerable customers on the phase out of the COVID-19 protections.

New Community Outreach Contractors (COCs): In February 2021, PG&E had no new COCs or CBOs join the CARE program as outreach contractors.

¹⁶ 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 February 2021 and year-to-date.

CARE Automatic Enrollment		
Source	February	YTD
ESA	1,512	2,681
LIHEAP	139	225
REACH	585	742

2.2.3 Recertification Complaints

PG&E received no complaints regarding CARE recertification in February 2021. All recertification activity is 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 June 30, 2021.¹⁸ In compliance with D. 19-07-015, Pacific Gas and Electric Company (PG&E) is adding the customers impacted by the 2020 Wildfires and 2021 Winter Storms to PG&E's Emergency Consumer Protection Plan, thereby making these customers eligible for the measures under this plan. The inclusion of these customers to PG&E's Emergency Consumer Protection Plan is in response to Governor Newsom's statewide Proclamations of a State of Emergency due to the extensive fires and recent winter storms throughout California.

The table on the following page details the CARE program PEV freezes currently in place as of February 2021.

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.

¹⁸ The Commission approved Resolution M-4849, to extend this date through June 30, 2021, on February 11, 2021.

CARE Program Post-Enrollment Verification Freezes			
Date of Proclamation	Disaster Name	Affected Areas or ZIP Codes	Date when Protection Ends
March 2020	COVID-19 Pandemic	All PG&E Service Territory	June 30, 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
January 2021	Winter Storms	Monterey County zip codes (93908, 93923, 93924, 93926, 93960, 93920, 93901, 93921, 93925, 93906, 93905) and San Luis Obispo	February 1, 2022

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 Pacific Gas and Electric Company Through February 28, 2021												
2													
3													
4		Authorized Budget[*]			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	\$ 5,805,000	\$ -	\$ 5,805,000	\$ 531,819	\$ -	\$ 531,819	\$ 924,861	\$ -	\$ 924,861	15.9%		15.9%
8	Domestic Hot Water	\$ 422,100	\$ 5,607,900	\$ 6,030,000	\$ 41,210	\$ 762,516	\$ 803,726	\$ 78,929	\$ 1,605,034	\$ 1,683,962	18.7%	28.6%	27.9%
9	Enclosure	\$ 3,072,599	\$ 13,997,401	\$ 17,070,000	\$ 468,537	\$ 2,134,447	\$ 2,602,985	\$ 972,000	\$ 4,428,002	\$ 5,400,003	31.6%	31.6%	31.6%
10	HVAC	\$ 5,178,470	\$ 10,981,530	\$ 16,160,000	\$ 323,997	\$ 1,513,523	\$ 1,837,520	\$ 625,529	\$ 3,354,514	\$ 3,980,043	12.1%	30.5%	24.6%
11	Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
12	Lighting	\$ 16,500,000	\$ -	\$ 16,500,000	\$ 2,355,047	\$ -	\$ 2,355,047	\$ 4,786,576	\$ -	\$ 4,786,576	29.0%		29.0%
13	Miscellaneous	\$ 1,175,000	\$ -	\$ 1,175,000	\$ 267,585	\$ -	\$ 267,585	\$ 567,094	\$ -	\$ 567,094	48.3%		48.3%
14	Customer Enrollment	\$ 7,608,175	\$ 3,338,825	\$ 10,947,000	\$ 1,016,417	\$ 446,054	\$ 1,462,471	\$ 2,131,345	\$ 935,339	\$ 3,066,684	28.0%	28.0%	28.0%
15	In Home Education	\$ 2,537,450	\$ 1,113,550	\$ 3,651,000	\$ 343,837	\$ 150,892	\$ 494,729	\$ 707,270	\$ 310,385	\$ 1,017,654	27.9%	27.9%	27.9%
16	Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
17	Implementation	\$ 2,432,505	\$ 1,067,495	\$ 3,500,000	\$ 237,772	\$ 104,346	\$ 342,119	\$ 537,668	\$ 235,955	\$ 773,624	22.1%	22.1%	22.1%
18	Safety - Unexpected overhead costs	\$ 208,500	\$ 91,500	\$ 300,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
19	Energy Efficiency TOTAL	\$ 44,939,800	\$ 36,198,200	\$ 81,138,000	\$ 5,586,221	\$ 5,111,779	\$ 10,698,000	\$ 11,331,273	\$ 10,869,228	\$ 22,200,502	25.2%	30.0%	27.4%
20													
21	Training Center	\$ 306,234	\$ 134,391	\$ 440,625	\$ 22,127	\$ 9,710	\$ 31,837	\$ 44,895	\$ 19,702	\$ 64,597	14.7%	14.7%	14.7%
22	Inspections	\$ 1,651,184	\$ 724,621	\$ 2,375,805	\$ 165,296	\$ 72,540	\$ 237,837	\$ 319,298	\$ 140,124	\$ 459,422	19.3%	19.3%	19.3%
23	Marketing and Outreach	\$ 972,291	\$ 426,689	\$ 1,398,980	\$ 81,519	\$ 35,774	\$ 117,293	\$ 99,929	\$ 43,854	\$ 143,783	10.3%	10.3%	10.3%
24	Studies[4]	\$ 95,563	\$ 41,938	\$ 137,500	\$ 473	\$ 208	\$ 681	\$ 473	\$ 208	\$ 681	0.5%	0.5%	0.5%
25	Regulatory Compliance	\$ 227,248	\$ 99,727	\$ 326,975	\$ 31,954	\$ 14,023	\$ 45,977	\$ 46,601	\$ 20,451	\$ 67,052	20.5%	20.5%	20.5%
26	General Administration	\$ 2,502,000	\$ 1,098,000	\$ 3,600,000	\$ 437,586	\$ 192,034	\$ 629,620	\$ 818,518	\$ 359,206	\$ 1,177,723	32.7%	32.7%	32.7%
27	CPUC Energy Division	\$ 24,280	\$ 10,655	\$ 34,935	\$ (8,278)	\$ (3,633)	\$ (11,910)	\$ 2,893	\$ 1,269	\$ 4,162	11.9%	11.9%	11.9%
28													
29	TOTAL PROGRAM COSTS[1]	\$ 50,718,599	\$ 38,734,220	\$ 89,452,819	\$ 6,316,898	\$ 5,432,436	\$ 11,749,334	\$ 12,663,881	\$ 11,454,041	\$ 24,117,922	25.0%	29.6%	27.0%
30													
31	PPRS												
32	PPRS[3]	\$ 5,166,119	\$ 2,267,146	\$ 7,433,265	\$ 1,145,100	\$ 502,526	\$ 1,647,626	\$ 3,453,893	\$ 1,515,737	\$ 4,969,630	66.9%	66.9%	66.9%
33													
34	Multi-Family/CAM												
35	Implementation[2]	\$ 347,892	\$ 103,648	\$ 451,540	\$ 4,783	\$ 2,099	\$ 6,882	\$ 13,123	\$ 5,759	\$ 18,882	3.8%	5.6%	4.2%
36	Multi-Family Common Area Measures[2],[4]	\$ 19,630,401	\$ 7,725,591	\$ 27,355,992	\$ 1,177,419	\$ 755,258	\$ 1,932,677	\$ 1,267,769	\$ 794,908	\$ 2,062,677	6.5%	10.3%	7.5%
37	Leveraging - CSD[2]	\$ 1,790,255	\$ 835,246	\$ 2,625,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
38	Multi-Family/CAM TOTAL	\$ 21,768,548	\$ 8,664,485	\$ 30,433,032	\$ 1,182,202	\$ 757,357	\$ 1,939,559	\$ 1,280,892	\$ 800,667	\$ 2,081,559	5.9%	9.2%	6.8%
39													
40	GRAND TOTAL	\$ 77,653,266	\$ 49,665,850	\$ 127,319,116	\$ 8,644,201	\$ 6,692,318	\$ 15,336,519	\$ 17,398,665	\$ 13,770,445	\$ 31,169,111	22.4%	27.7%	24.5%
41													
42	Funded Outside of ESA Program Budget												
43	NGAT Costs					\$ 585,322	\$ 585,322		\$ 960,801	\$ 960,801			
44													
45	[*] Authorized Budget: Approved in Advice Letter Advice 4351-G-B/6035-E-B from January 1, 2021 to June 30,2021												
46	[1] 2021 program administrative costs (also referred to "as below the line") split 50%/50% between Q1 and Q2 and includes estimated benefits burden costs												
47	[2] Unspent MF CAM budget was carried over. Authorized 2021 budget shown was calculated from remaining spend as of December 31, 2020. Total will be recalculated after 2020 books are closed.												
48	[3] Post-Pandemic Return to Service (PPRS) authorized in Resolution E-5074												
49	[4] PG&E's Advice Letter 4349-G/6030-E was approved on January 21, 2021 and authorized \$90,000 from the MF CAM Administrative Budget to 2020 Studies for the MF CAM Process Evaluation. Authorized Budget approved for												
50	January 1, 2021 to December 31,2021												

Energy Savings Assistance Program Table 2A - CSD Leveraging
Pacific Gas and Electric Company
Through February 28, 2021

		ESA Program - CSD Leveraging					
Measures	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh[3] (Annual)	kW[3] (Annual)	Therms[3] (Annual)	Expenses (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Each	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 or ESA approved workpapers

Energy Savings Assistance Program Table 2B - Common Area Measures
Pacific Gas and Electric Company
Through February 28, 2021

	Table 2B ESA Program - Multifamily Common Area Measures ⁵						
			Year-To-Date Completed & Expensed Installation				
	Units (of Measure such as "each")	Quantity Installed	kWh (Annual)	kW (Annual)	Therms (Annual)	Expenses (\$)	% of Expenditure
ESA CAM Measures ^{1,6}							
Appliances							
CAM - Commercial Clothes Washer	Each	5	1831.165	0.43695	38.345	\$14,927	0.71%
CAM - Refrigerators	Each	4	207.791	0.03407	-5.6612	\$4,776	0.23%
	-						
Domestic Hot Water							
CAM - Non-Condensing Domestic Hot Water Boiler	Each	0	0	0	0	\$0	
CAM - Condensing Domestic Hot Water Boiler	Each	99	0	0	12829.60	\$380,463	18.12%
CAM - Storage Water Heater	Each	4	0	0	827.75	\$69,563	3.31%
CAM - Instantaneous Tankless Water Heater	Each	2	-4.35	0	73.60	\$15,743	0.75%
CAM - Heat Pump Water Heater	Each	0	0	0	0	\$0	
CAM - Demand Control DHW Recirculation Pump	Each	19	6886.169	0.77241	117.4555	\$73,413	3.50%
CAM - Low-flow Faucet Aerator	Each	9	0	0	62.5588	\$95	0.00%
CAM - Low-flow Showerhead - Electric	Each	0	0	0	0	\$0	
CAM - Low-flow Showerhead - Gas	Each	2	0	0	16.958	\$90	0.00%
	Each						
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	0	0	0.000	0	\$0	
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	
	Sq Ft						
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	Each	9	1715.2	2.4283	-17.422	\$141,863	6.76%
CAM - Heat Pump Split System	Each	0	0	0	0	\$0	
CAM - Packaged Air Conditioner	Each	2	2360	1.19	-27	\$55,789	2.66%
CAM - Non-Condensing Space Heating Boiler	Each	0	0	0	0.00	\$0	
CAM - Condensing Space Heating Boiler	Each	0	0	0	0.00	\$0	
CAM - Central Natural Gas Furnace	Each	9	331.724	0.0012	248.63	\$74,905	3.57%
CAM - Smart Thermostat	Each	13	418	0.0012	107.91	\$3,559	0.17%
Lighting							
CAM - Wall or Ceiling Mounted Occupancy Sensor	Each	42	2813	0	(49)	\$4,924	0.23%
CAM - LED PAR Lamps	Each	26	839	0.002	-3.21	\$1,833	0.09%
CAM - LED Candelabra Lamps	Each	3	1,693	0	-29.30	\$378	0.02%
CAM - LED Globe Lamps	Each	0	0	0	0.00	\$0	
CAM - LED A Lamps	Each	555	120,337	1.11609	-1705.30	\$38,781	1.85%
CAM - LED BR-R Lamps	Each	0	0	0.000	0.00	\$0	
CAM - Plug-in LED lamps	Each	173	7,194	0.045	-69.19	\$6,526	0.31%
CAM - LED T8 Lamp - Interior	Each	870	222,564	2.499	-3850.37	\$115,942	5.52%
CAM - LED T8 Lamp - Exterior	Each	5	2,110	0.000	0.00	\$1,259	0.06%
CAM - LED Recessed Troffers and Retrofit Kits	Each	75	31,878	0	-551	\$19,026	0.91%
CAM - LED Linear Ambient Fixtures	Each	124	43,117	0	-745.92	\$54,973	2.62%
CAM - LED Ceiling, Vanity, or Sconce Fixtures	Each	349	403,290	4.124	-6306.49	\$55,014	2.62%
CAM - LED Recessed Downlight Retrofit Kits	Each	710	40,489	0	-567.22	\$109,776	5.23%
CAM - LED Pendant, Track or Accent Fixtures	Each	0	0	0	0.00	\$0	
CAM - LED Parking Garage Fixtures	Each	0	0	0.000	0.00	\$0	
CAM - LED Exterior Wall or Pole Mounted Fixture	Each	232	156,089	0.000	0	\$77,328	3.68%
CAM - LED Exit Sign	Each	62	12,763	1.73498	-220.7956	\$6,089	0.29%
Miscellaneous							
CAM - Smart Power Strip	Each	6	780	0	(4)	\$352	0.02%
CAM - Variable Speed Swimming Pool Pump	Each	6	32548.836	2.85356	0	\$18,723	0.89%
Ancillary Services							
Audit ⁴							
Total		-	1,092,250	18.80697	170	\$ 1,346,111	

Multifamily Properties Treated (November)	Number
Total Number of Multifamily Properties Treated ²	20
Subtotal of Master-metered Multifamily Properties Treated	10
Total Number of Multifamily Tenant Units w/in Properties Treated ³	1744

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration	73,554	32,279	105,834
Direct Implementation (Non-Incentive)	161,428	70,842	232,270
Direct Implementation	1,058,579	703,105	1,761,683
TOTAL MF CAM COSTS	\$ 1,293,561	\$ 806,226	\$ 2,099,787

<<Includes measures costs

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

Standard Notes 1 - 6 (do not delete)

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.

7. Year to Date Expenses table includes accrual amounts

Energy Savings Assistance CAM Program Table 2B-1 - Eligible Common Area Measures List
Pacific Gas and Electric Company
Through February 28, 2021

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	1/1/2020		All
CAM - Low-flow Faucet Aerator	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	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 - Plug-in LED lamps	1/1/2020		All
CAM - LED T8 Lamp - Interior	1/1/2020		All
CAM - LED T8 Lamp - Exterior	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		
3		
4		
5	Table 3A-1, ESA Program	
6	Annual kWh Savings	9,718,030
7	Annual Therm Savings	104
8	Lifecycle kWh Savings	155,108,752
9	Lifecycle Therm Savings	(198,574)
10	Current kWh Rate [1]	\$ 0.1507
11	Current Therm Rate [1]	\$ 1.3106
12	Average 1st Year Bill Savings / Treated households	\$94.70
13	Average Lifecycle Bill Savings / Treated Household	\$1,020.38
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	9,718,030
29	Annual Therm Savings	104
30	Lifecycle kWh Savings	155,108,752
31	Lifecycle Therm Savings	(198,574)
32	Current kWh Rate [1]	\$ 0.15
33	Current Therm Rate [1]	\$ 1.31
34	Average 1st Year Bill Savings / Treated Households	\$ 94.70
35	Average Lifecycle Bill Savings / Treated Households	\$ 1,020.38
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	1,755,165
41	Annual Therm Savings	35,172
42	Lifecycle kWh Savings	11,717,832
43	Lifecycle Therm Savings	857,975
44	Current kWh Rate	\$ 0.18
45	Current Therm Rate	\$ 1.18
46	Average 1st Year Bill Savings / Treated Projects	\$ 9,160.91
47	Average Lifecycle Bill Savings / Treated Projects	\$ 51,897.90
48		
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	
50		
51	[1] This is blend of standard residential and CARE rates proportional to the ESA-treated customer rate.	

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4 - Homes/Buildings Treated Pacific Gas and Electric Company Through February 28, 2021						
2							
3							
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	-	1,933	1,933
9	ALPINE	177	-	177	-	-	-
10	AMADOR	5,423	1	5,424	40	-	40
11	BUTTE	12,577	21,307	33,884	50	42	92
12	CALAVERAS	8,282	24	8,306	30	-	30
13	COLUSA	2,764	11	2,775	16	-	16
14	CONTRA COSTA	10	87,965	87,975	-	1,326	1,326
15	EL DORADO	6,005	6,890	12,895	37	49	86
16	FRESNO	277	139,325	139,602	1	1,857	1,858
17	GLENN	4,935	-	4,935	60	-	60
18	HUMBOLDT	23,394	-	23,394	36	-	36
19	KERN	58,779	42,032	100,811	1,154	537	1,691
20	KINGS	7,242	81	7,323	265	-	265
21	LAKE	14,122	1	14,123	60	-	60
22	LASSEN	266	-	266	-	-	-
23	MADERA	5,496	13,468	18,964	69	111	180
24	MARIN	-	18,382	18,382	1	15	16
25	MARIPOSA	3,464	25	3,489	2	-	2
26	MENDOCINO	14,094	24	14,118	22	-	22
27	MERCED	19,580	17,227	36,807	144	239	383
28	MONTEREY	5,292	38,990	44,282	66	385	451
29	NAPA	-	12,661	12,661	-	106	106
30	NEVADA	11,806	12	11,818	103	-	103
31	PLACER	10,742	19,166	29,908	90	112	202
32	PLUMAS	2,523	43	2,566	12	-	12
33	SACRAMENTO	-	151,534	151,534	-	422	422
34	SAN BENITO	4,121	145	4,266	17	-	17
35	SAN BERNARDINO	335	48	383	-	-	-
36	SAN FRANCISCO	-	100,494	100,494	-	535	535
37	SAN JOAQUIN	8,849	78,750	87,599	41	659	700
38	SAN LUIS OBISPO	18,092	11,682	29,774	121	29	150
39	SAN MATEO	-	48,668	48,668	-	68	68
40	SANTA BARBARA	1,386	14,479	15,865	7	316	323
41	SANTA CLARA	2,768	115,680	118,448	18	1,717	1,735
42	SANTA CRUZ	5	26,022	26,027	-	118	118
43	SHASTA	11,328	12,330	23,658	76	124	200
44	SIERRA	452	3	455	2	-	2
45	SISKIYOU	15	-	15	-	-	-
46	SOLANO	-	33,042	33,042	-	764	764
47	SONOMA	2,533	47,239	49,772	49	359	408
48	STANISLAUS	27,983	33,543	61,526	188	163	351
49	SUTTER	-	13,404	13,404	-	64	64
50	TEHAMA	11,837	11	11,848	117	-	117
51	TRINITY	713	-	713	-	-	-
52	TULARE	8,369	785	9,154	201	2	203
53	TUOLUMNE	9,569	-	9,569	7	-	7
54	YOLO	1	28,164	28,165	-	190	190
55	YUBA	124	10,898	11,022	1	123	124
56	Total	325,733	1,283,464	1,609,197	3,103	12,365	15,468
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	Madera				1		1
71	Merced						
72	Contra Costa				1		1
73	Sacramento						
74	Alameda					1	1
75	Yolo						
76	Kern					1	1
77	Butte						
78	Humbolt						
79	Fresno				2		2
80	Monterey						
81	San Francisco					7	7
82	San Joaquin					3	3
83	San Luis Obispo				1		1
84	Santa Clara					1	1
85	Shasta				1		1
86	Solano					1	1
87	Yuba						
88	Total				6	14	20
89							
90	[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition of rural/urban is applied.						
91	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 February 28, 2021

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	9	53	-	102	20	33	72
Alpine	-	-	-	-	-	-	-
Amador	4	13	-	1	1	-	2
Butte	4	165	-	4	1	6	4
Calaveras	3	6	-	-	1	-	2
Colusa	-	21	-	5	1	1	1
Contra Costa	11	81	-	32	14	50	40
El Dorado	5	17	-	1	2	-	7
Fresno	16	71	1	8	9	2	55
Glenn	-	13	-	2	6	1	-
Humboldt	-	-	-	-	1	-	-
Kern	13	11	-	12	6	2	45
Kings	1	-	-	1	-	-	7
Lake	6	180	-	-	2	3	-
Lassen	-	1	-	-	-	-	-
Madera	3	3	-	2	3	-	22
Marin	1	2	-	4	2	-	1
Mariposa	1	-	-	-	-	-	-
Mendocino	-	69	-	2	3	2	-
Merced	18	121	1	16	7	2	47
Monterey	6	35	-	7	1	-	13
Napa	1	85	-	5	1	2	1
Nevada	5	86	-	3	5	9	1
Placer	3	133	-	2	-	1	-
Plumas	-	11	-	-	-	-	-
Sacramento	72	39	-	3	8	5	2
San Benito	-	3	-	-	-	-	3
San Bernardino	-	-	-	-	-	-	-
San Francisco	1	7	-	-	-	2	2
San Joaquin	13	147	-	4	12	-	10
San Luis Obispo	1	12	-	-	2	-	6
San Mateo	-	4	-	-	-	-	-
Santa Barbara	1	6	-	1	-	-	9
Santa Clara	1	223	-	1	11	-	3
Santa Cruz	-	7	-	-	-	-	-
Shasta	17	85	7	-	25	14	21
Sierra	-	-	-	-	-	-	-
Siskiyou	-	-	-	-	-	-	-
Solano	11	65	-	14	18	26	13
Sonoma	1	5	-	-	3	10	-
Stanislaus	9	140	-	4	3	-	3
Sutter	10	30	-	-	3	4	3
Tehama	1	77	-	4	6	2	2
Trinity	-	-	-	-	-	-	-
Tulare	-	-	-	-	-	-	4
Tuolumne	-	4	-	-	1	-	-
Yolo	13	128	-	7	5	7	6
Yuba	10	66	1	4	2	3	1
Total	271	2,225	10	251	185	187	408

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																		
2	Pacific Gas and Electric Company																		
3	Through February 28, 2021																		
4	Table 5A, ESA Program																		
5		Gas & Electric				Gas Only				Electric Only				Total					
6		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Household Count)		(Annual)		
7			Month	Therm	kWh		kW	Therm	kWh		kW	Therm	kWh		kW	Therm	kWh	kW	# of First-Touch
8	January	5,541	2,095	3,544,856	451	472	10,314	46,425	8	1,207	(15,509)	846,352	111	7,220	2,317	4,903	(3,101)	4,437,633	571
9	February	6,589	8,293	4,404,564	564	468	9,813	44,774	8	1,191	(14,901)	831,060	108	8,248	2,258	5,990	3,205	5,280,397	680
10	March																		
11	April																		
12	May																		
13	June																		
14	July																		
15	August																		
16	September																		
17	October																		
18	November																		
19	December																		
20	YTD	12,130	10,388	7,949,419	1,016	940	20,127	91,199	16	2,398	(30,411)	1,677,412	219	15,468	4,575	10,893	104	9,718,030	1,251
21																			
22	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2.																		
23	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																		
24																			
25																			
26	Table 5B, ESA Program - CSD Leveraging																		
27		Gas & Electric				Gas Only				Electric Only				Total					
28		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)				
29			Month	Therm	kWh		kW	Therm	kWh		kW	Therm	kWh		kW	Therm	kWh	kW	
30	January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
31	February	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
32	March																		
33	April																		
34	May																		
35	June																		
36	July																		
37	August																		
38	September																		
39	October																		
40	November																		
41	December																		
42	YTD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	
43																			
44	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2A.																		
45	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																		
46																			
47																			
48	Table 5C, ESA Program - Multifamily Common Area																		
49		Gas & Electric				Gas Only				Electric Only				Total					
50		# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)				
51			Month	Therm	kWh		kW	Therm	kWh		kW	Therm	kWh		kW	Therm	kWh	kW	
52	January	6	(2,976)	319,199	5	1	806	-	-	-	-	-	-	7	(2,170)	319,199	5		
53	February	11	2,712	707,513	12	-	-	-	-	2	(372)	65,539	2	13	2,340	773,052	14		
54	March	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
55	April	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
56	May	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
57	June	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
58	July																		
59	August																		
60	September																		
61	October																		
62	November																		
63	December																		
64	YTD	17	(264)	1,026,712	17	1	806			2	(372)	65,539	2	20	170	1,092,251	19		
65																			
66	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2B.																		
67	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																		

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies Pacific Gas and Electric Company Through February 28, 2021												
2													
3													
4		Authorized 2021 Funding			Current Month Expenses			YTD Expenses			% of Budget Expensed		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots												
7													
8													
9													
10	Studies												
11	2022 Low Income Needs Assessment (LINA) Study[1]	\$ 15,638	\$ 6,863	\$ 22,500	\$ 473	\$ 208	\$ -	\$ 473	\$ 208	\$ 681	3%	3%	3%
12	Rapid Feedback Research and Analysis - Program Logic Model[1]	\$ 17,375	\$ 7,625	\$ 25,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	Multi Family CAM Evaluation[2]	\$ 62,550	\$ 27,450	\$ 90,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Total Studies	\$95,563	\$41,938	\$137,500	\$473	\$208	\$0	\$473	\$208	\$681	0%	0%	0%
15	[1] Authorized Budget: Approved in Advice Letter Advice 4351-G-B/6035-E-B from January 1, 2021 to June 30,2021 [2] PG&E's Advice Letter 4349-G/6030-E was approved on January 21, 2021 and authorized \$90,000 shift from the MF Adminstration to Studies for the MF CAM Process Evaluation. Authorized Budget approved for January 1, 2021 to December 31,2021 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												
16													
17													
18													
19													

**Energy Savings Assistance Program Table 7 - (Second Refrigerators, In-Home Education,
MyEnergy/My Account Platform)
Pacific Gas and Electric Company
Through February 28, 2021**

7A - Households Receiving Second Refrigerators			
Measures	Units	Received Refrigerator	Not eligible for Refrigerator due to Less than Six Occupants
Second Refrigerators	Each	31	16

7B - Households Receiving In- Home Energy Education Only		
Measures	Units	Households that Only Received Energy Education
In-Home Education	Home	382

7C - Households for My Energy/My Account Platform		
Opt-Out	Already Enrolled	Opt-In
2		1254

Energy Savings Assistance Program Table 8 - Contractor Advanced Funding and Repayment
Pacific Gas and Electric Company
Through February 28, 2021

	B-C				E x F			(B)-(cumulative H + cumulative I)	
	Total Advanced Amount	Total Advance PPRS Credit Eligible [1]	Total Advance Not Eligible for PPRS Credit	Percentage for PPRS Credit Calculation [2]	Total Contractor Invoices each month[3]	Total PPRS Credit Earned each month[4]	PPRS Credits Applied each month [5]	Non PPRS Payments Applied each month [6]	Total Advances Outstanding
Jan-20	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	\$ -	\$ -
Feb-20	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	\$ -	\$ -
Mar-20	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	\$ -	\$ -
Apr-20	\$ 12,875,555	\$ -	\$ -	0%	\$ -	\$ -	\$ -	\$ -	\$ 12,875,555
May-20	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	\$ -	\$ -
Jun-20	\$ 8,730,817	\$ -	\$ -	0%	\$ -	\$ -	\$ -	\$ -	\$ 21,606,372
Jul-20	\$ 398,099	\$ -	\$ -	0%	\$ -	\$ -	\$ -	\$ -	\$ 22,004,471
Aug-20	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	\$ -	\$ -
Sep-20	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	\$ -	\$ -
Oct-20	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	\$ -	\$ -
Nov-20	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	\$ -	\$ -
Dec-20	\$ -	\$ 10,054,343	\$ 11,950,128	40%	\$ 7,627,505	\$ 3,051,002	\$ (2,886,782)	\$ (800,207)	\$ 18,317,482
Jan-21	\$ -	\$ 10,054,343	\$ 11,950,128	40%	\$ 7,721,620	\$ 3,088,648	\$ (2,291,152)	\$ (1,187,410)	\$ 14,838,921
Feb-21	\$ -	\$ 10,320,047	\$ 11,684,423	40%	\$ 9,893,005	\$ 3,957,202	\$ (2,169,647)	\$ (4,013,473)	\$ 8,655,801
Mar-21	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	\$ -	\$ -
Apr-21	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	\$ -	\$ -
May-21	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	\$ -	\$ -
Jun-21	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	\$ -	\$ -
Jul-21	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	\$ -	\$ -
Aug-21	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	\$ -	\$ -
Sep-21	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	\$ -	\$ -
Oct-21	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	\$ -	\$ -
Nov-21	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	\$ -	\$ -
Dec-21	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ 22,004,471	\$ 10,320,047	\$ 11,684,423	40%	\$ 25,242,129	\$ 10,096,852	\$ (7,347,580)	\$ (6,001,089)	\$ 8,655,801

IOUs - Do not delete footnotes 1-5 below.

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

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

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

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

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

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

[7] As a result of AL4269-G-A/5865-E-A , contractors are submitting the revised templates resulting in the change to the PPRS eligible amount. As of Feb 2021 all of the templates have been received and the PPRS eligible numbers will remain static through out the rest of the year.

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses Pacific Gas and Electric Company Through February 28, 2021												
2													
3													
4		January-June Authorized Budget[6]			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]	\$ 3,911,050	\$ 977,762	\$ 4,888,812	\$ 450,249	\$ 112,562	\$ 562,811	\$ 1,120,074	\$ 280,019	\$ 1,400,093	29%	29%	29%
7	Processing / Certification Re-certification [6]	\$ 849,185	\$ 212,296	\$ 1,061,482	\$ 39,362	\$ 9,840	\$ 49,202	\$ 73,014	\$ 18,254	\$ 91,268	9%	9%	9%
8	Post Enrollment Verification [6]	\$ 724,252	\$ 181,063	\$ 905,315	\$ 34,254	\$ 8,563	\$ 42,817	\$ 62,701	\$ 15,675	\$ 78,377	9%	9%	9%
9	IT Programming [6]	\$ 896,597	\$ 224,149	\$ 1,120,747	\$ 143,742	\$ 35,935	\$ 179,677	\$ 295,315	\$ 73,829	\$ 369,143	33%	33%	33%
10	Cooling Centers [7]	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
11	Pilots/CHANGES Program [1][6]	\$ 210,000	\$ 52,500	\$ 262,500	\$ 112,679	\$ 28,170	\$ 140,849	\$ 72,058	\$ 18,015	\$ 90,073	34%	34%	34%
12	Studies [2][6]	\$ 63,870	\$ 15,968	\$ 79,838	\$ 5,873	\$ 1,468	\$ 7,342	\$ 13,873	\$ 3,468	\$ 17,342	22%	22%	22%
13	Regulatory Compliance [6]	\$ 465,043	\$ 116,261	\$ 581,304	\$ 24,123	\$ 6,031	\$ 30,153	\$ 45,431	\$ 11,358	\$ 56,789	10%	10%	10%
14	General Administration [6]	\$ 437,312	\$ 109,328	\$ 546,640	\$ 34,468	\$ 8,617	\$ 43,085	\$ 76,575	\$ 19,144	\$ 95,719	18%	18%	18%
15	CPUC Energy Division	\$ 51,200	\$ 12,800	\$ 64,000	\$ (10,302)	\$ (2,575)	\$ (12,877)	\$ (4,713)	\$ (1,178)	\$ (5,891)	-9%	-9%	-9%
16													
17	SUBTOTAL MANAGEMENT COSTS [3]	\$ 7,608,510	\$ 1,902,127	\$ 9,510,637	\$ 834,447	\$ 208,612	\$ 1,043,059	\$ 1,754,330	\$ 438,583	\$ 2,192,913	23%	23%	23%
18													
19	CARE Rate Discount [4]	\$ 239,647,196	\$ 59,911,799	\$ 299,558,996	\$ 49,146,164	\$ 19,713,919	\$ 68,860,083	\$ 107,362,550	\$ 43,645,931	\$ 151,008,482	45%	73%	50%
20													
21	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 247,255,706	\$ 61,813,926	\$ 309,069,632	\$ 49,980,612	\$ 19,922,531	\$ 69,903,142	\$ 109,116,881	\$ 44,084,514	\$ 153,201,394	44%	71%	50%
22													
23	Other CARE Rate Benefits												
24	- DWR Bond Charge Exemption				\$ 2,206,613		\$ 2,206,613	\$ 4,923,292		\$ 4,923,292			
25	- CARE PPP Exemption [5]				\$ 6,459,642	\$ 2,478,157	\$ 8,937,799	\$ 13,261,609	\$ 5,459,690	\$ 18,721,299			
26	- California Solar Initiative Exemption				\$ (139,593)		\$ (139,593)	\$ (314,188)		\$ (314,188)			
27	- kWh Surcharge Exemption												
28	- Vehicle Grid Integration Exemption												
29	Total Other CARE Rate Benefits				\$ 8,526,662	\$ 2,478,157	\$ 11,004,819	\$ 17,870,713	\$ 5,459,690	\$ 23,330,403			
30													
31	Indirect Costs	\$ 426,412	\$ 106,603	\$ 533,016									
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 budget for January - June 2021 per D.19-06-022, up to the 2020 budget level approved 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] January - June 2021 authorized budget includes \$533,016 for Benefit Burdens as approved in (D.)20-12-005. 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													
42	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																								
2	Pacific Gas and Electric Company																								
3	Through February 28, 2021																								
4		New Enrollment									Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)	
5		Automatic Enrollment				Self-Certification (Income or Categorical)					Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response ⁴	Failed PEV	Failed Recertification	Other ⁵	Total Attrition (P+Q+R+S)	Gross (K+O)				Net Adjusted (K-T)
6		Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)															
7	January	0	1,255	0	1,255	17,645	7,877	409	16	25,947	27,202	98	13,784	6,023	19,905	n/a	0	0	16,681	16,681	47,107	10,521	1,583,094	1,447,571	109.4%
8	February	0	1,651	0	1,651	13,876	3,085	585	20	17,566	19,217	10,167	7,515	7,147	24,829	n/a	0	0	14,666	14,666	44,046	4,551	1,587,645	1,447,571	109.7%
9	March																								
10	April																								
11	May																								
12	June																								
13	July																								
14	August																								
15	September																								
16	October																								
17	November																								
18	December																								
19	YTD Total	0	2,906	0	2,906	31,521	10,962	994	36	43,513	46,419	10,265	21,299	13,170	44,734	0	0	0	31,347	31,347	91,153	15,072	1,587,645	1,447,571	109.7%
20																									
21																									
22	¹ Enrollments via data sharing between the IOUs.																								
23	² Enrollments via data sharing between departments and/or programs within the utility.																								
24	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																								
25	⁴ PG&E counts attrition due to no response in the Failed PEV and Failed Recertification columns, respectively.																								
26	⁵ Includes customers who closed their accounts, requested to be removed, or were otherwise ineligible for the program.																								
27																									
28	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																								

	A	B	C	D	E	F	G	H	I
1	CARE Table 3A - Post-Enrollment Verification Results (Model)								
2	Pacific Gas and Electric Company								
3	Through February 28, 2021								
4	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-enrolled²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
5	January	1,583,094	0	0.00%					
6	February	1,587,645	0	0.00%					
7	March								
8	April								
9	May								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	YTD Total	1,587,645	0	0.00%	0	0	0	0.00%	0.00%
18									
19	¹ Includes customers verified as over income or who requested to be de-enrolled.								
20	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.								
21									
22	Note: CARE PEV is on hold due to the Emergency Consumer Protection Plan related to COVID-19.								
23	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
24									
25									
26	CARE Table 3B Post-Enrollment Verification Results (Electric-Only High Usage)								
27	Pacific Gas and Electric Company								
28	Through February 28, 2021								
29	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-enrolled³	% De-enrolled through HUV Post Enrollment Verification	% of Total CARE Households De-enrolled
30	January	1,583,094	0	0.00%					
31	February	1,587,645	0	0.00%					
32	March								
33	April								
34	May								
35	June								
36	July								
37	August								
38	September								
39	October								
40	November								
41	December								
42	YTD Total	1,587,645	0	0.00%	0	0	0	0.00%	0.00%
43									
44	¹ Includes all participants who were selected for high usage verification process. Closed accounts will not be tracked in Ineligible or De-enrolled data.								
45									
46	² Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.								
47	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.								
48	Note: CARE PEV is on hold due to the Emergency Consumer Protection Plan related to COVID-19.								
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	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications ¹ Pacific Gas and Electric Company Through February 28, 2021						
2							
3							
4		Provided ²	Received	Approved	Denied	Pending/Never Completed	Duplicates
5	Total (Y-T-D)	387,555	69,925	51,978	8,226	9,721	21,299
6	Percentage³		100%	74%	12%	14%	30%
7	¹ Includes sub-metered customers. 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. ³ Percentage of Received. Duplicates are also counted as Approved, so the total will not add up to 100%. Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
8							
9							
10							
11							
12							
13							

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County Pacific Gas and Electric Company Through February 28, 2021									
2										
3										
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	114,386	4	114,390	137,311	0	137,311	120.0%	0.0%	120.0%
7	ALPINE	0	170	170	0	19	19	n/a	11.2%	11.2%
8	AMADOR	1	5,164	5,165	0	4,924	4,924	0.0%	95.3%	95.3%
9	BUTTE	20,179	11,870	32,049	20,733	12,642	33,375	102.7%	106.5%	104.1%
10	CALAVERAS	14	7,762	7,776	15	5,965	5,980	106.1%	76.8%	76.9%
11	COLUSA	12	2,950	2,962	0	3,753	3,753	0.0%	127.2%	126.7%
12	CONTRA COSTA	72,793	1	72,793	103,133	0	103,133	141.7%	0.0%	141.7%
13	EL DORADO	8,261	6,561	14,821	6,658	6,312	12,970	80.6%	96.2%	87.5%
14	FRESNO	134,851	206	135,057	165,461	67	165,528	122.7%	32.6%	122.6%
15	GLENN	0	4,785	4,785	0	5,168	5,168	n/a	108.0%	108.0%
16	HUMBOLDT	0	23,013	23,013	0	20,065	20,065	n/a	87.2%	87.2%
17	KERN	49,839	69,214	119,053	51,423	71,378	122,801	103.2%	103.1%	103.1%
18	KINGS	142	9,027	9,169	101	10,127	10,228	71.2%	112.2%	111.5%
19	LAKE	0	14,405	14,405	0	13,815	13,815	n/a	95.9%	95.9%
20	LASSEN	0	239	239	0	164	164	n/a	68.8%	68.8%
21	MADERA	13,946	5,534	19,481	18,410	6,068	24,478	132.0%	109.6%	125.7%
22	MARIN	16,818	1	16,819	15,350	0	15,350	91.3%	n/a	91.3%
23	MARIPOSA	26	3,395	3,421	14	2,457	2,471	54.4%	72.4%	72.2%
24	MENDOCINO	14	14,523	14,536	0	11,580	11,580	0.0%	79.7%	79.7%
25	MERCED	16,154	16,384	32,538	22,028	23,275	45,303	136.4%	142.1%	139.2%
26	MONTEREY	33,577	6,340	39,917	41,201	6,607	47,808	122.7%	104.2%	119.8%
27	NAPA	9,089	0	9,089	12,492	0	12,492	137.4%	0.0%	137.4%
28	NEVADA	9	12,149	12,158	0	10,332	10,332	0.0%	85.0%	85.0%
29	PLACER	17,841	9,287	27,128	15,098	8,947	24,045	84.6%	96.3%	88.6%
30	PLUMAS	47	2,714	2,761	9	1,855	1,864	19.2%	68.3%	67.5%
31	SACRAMENTO	133,667	0	133,667	105,143	0	105,143	78.7%	n/a	78.7%
32	SAN BENITO	172	5,671	5,844	83	5,799	5,882	48.1%	102.3%	100.7%
33	SAN BERNARDINO	53	318	371	18	247	265	33.7%	77.8%	71.4%
34	SAN FRANCISCO	60,749	0	60,749	69,426	0	69,426	114.3%	n/a	114.3%
35	SAN JOAQUIN	64,311	7,083	71,394	89,294	10,204	99,497	138.8%	144.1%	139.4%
36	SAN LUIS OBISPO	11,638	17,223	28,861	5,643	13,840	19,483	48.5%	80.4%	67.5%
37	SAN MATEO	37,865	0	37,865	39,762	0	39,762	105.0%	n/a	105.0%
38	SANTA BARBARA	14,626	1,164	15,790	18,262	892	19,154	124.9%	76.6%	121.3%
39	SANTA CLARA	111,306	3,464	114,770	116,604	3,597	120,201	104.8%	103.8%	104.7%
40	SANTA CRUZ	20,415	6	20,421	21,940	0	21,940	107.5%	0.0%	107.4%
41	SHASTA	11,150	10,907	22,057	10,937	9,595	20,532	98.1%	88.0%	93.1%
42	SIERRA	5	406	411	1	110	111	19.6%	27.1%	27.0%
43	SISKIYOU	0	16	16	0	7	7	n/a	44.0%	44.0%
44	SOLANO	38,631	0	38,631	50,932	0	50,932	131.8%	n/a	131.8%
45	SONOMA	32,495	2,133	34,628	43,583	3,032	46,615	134.1%	142.2%	134.6%
46	STANISLAUS	27,152	23,204	50,356	26,281	25,285	51,566	96.8%	109.0%	102.4%
47	SUTTER	11,228	0	11,229	14,575	0	14,575	129.8%	0.0%	129.8%
48	TEHAMA	12	11,944	11,956	4	12,506	12,510	33.1%	104.7%	104.6%
49	TRINITY	0	647	647	0	275	275	n/a	42.5%	42.5%
50	TULARE	612	8,327	8,939	307	10,084	10,391	50.2%	121.1%	116.2%
51	TUOLUMNE	0	9,270	9,270	0	7,853	7,853	n/a	84.7%	84.7%
52	YOLO	26,168	1	26,169	23,520	1	23,521	89.9%	141.8%	89.9%
53	YUBA	9,732	105	9,837	12,810	236	13,046	131.6%	224.9%	132.6%
54	Total	1,119,988	327,584	1,447,571	1,258,562	329,083	1,587,645	112.4%	100.5%	109.7%
55										
56	¹ "Rural" includes ZIP Codes classified as such by the Goldsmith modification that was developed to identify small towns and rural areas within large metropolitan counties. ZIP Codes not defined as rural are classified as urban.									
57										
58										
59	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									
60										

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results Pacific Gas and Electric Company Through February 28, 2021							
2								
3								
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	1,583,094	0	0.0%				
6	February	1,587,645	0	0.0%				
7	March							
8	April							
9	May							
10	June							
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	YTD	1,587,645	0	0.00%	0	0	0.00%	0.00%
18	¹ Excludes count of customers recertified through the probability model. ² Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond. ³ Includes customers who did not respond or who requested to be de-enrolled. ⁴ Percentage of customers recertified compared to the total participants requested to recertify in that month. Note: CARE Recertification 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.							
19								
20								
21								
22								
23								
24								
25								

	A	B	C	D	E	F	G
1	CARE Table 7 - Capitation Contractors¹ Pacific Gas and Electric Company Through February 28, 2021						
2							
3							
4	Contractor	Contractor Type (Check one or more if applicable)				Total Enrollments	
5		Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date
6							
7	Amador-Tuolumne Community Action Agency		x		x	0	0
8	Arriba Juntos		x			0	0
9	Catholic Charities Diocese of Fresno		x			1	2
10	Central Coast Energy Services Inc		x		x	4	4
11	Cesar A Moncada DBA Moncada Outreach		x			0	0
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	3	4
15	Community Health for Asian Americans		x			0	0
16	Community Resource Project Inc		x		x	1	3
17	County of San Joaquin		x		x	0	2
18	Dignity Health		x			0	0
19	Disability Resource Agency for Independent Living		x			0	0
20	El Dorado County Health and Human Services Agency		x			4	6
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			0	0
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	0
34	Monument Crisis Center		x			0	0
35	National Asian American Coalition		x			0	0
36	North Coast Energy Services Inc		x			3	9
37	OCCUR		x			0	0
38	Project Access Inc		x			0	0
39	Redwood Community Action Agency		x		x	0	0
40	Resources for Independence Central Valley		x			0	0
41	Rising Sun Energy Center		x			0	1
42	Sacred Heart Community Service		x		x	4	5
43	Sia Vue DBA Hmong Inc		x			0	0
44	Spectrum Community Services		x			0	0
45	Tri-County Independent Living		x			0	0
46	UpValley Family Centers		x			0	0
47	Valley Clean Air Now		x			0	0
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					20	36
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.						

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Households as of Month-End Pacific Gas and Electric Company Through February 28, 2021								
2									
3									
4	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts ^[1]
5	January	969,470	230,045	383,579	1,583,094	1,447,571	109.4%	0.67%	5,583,279
6	February	970,964	236,021	380,660	1,587,645	1,447,571	109.7%	0.29%	5,583,279
7	March								
8	April								
9	May								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	^[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.								
18									
19									
20									
21									

	A	B	C	D	E
1	CARE Program Table 9 - Expenditures for Pilots/CHANGES Program Pacific Gas and Electric Company Through February 28, 2021				
2					
3					
4	2021	Authorized 2021 Budget	Current Month Expenses	Expenses Since Jan. 1, 2021	% of 2021 Budget Expensed
5		Total	Total	Total	Total
6					
7	CHANGES Program	\$ 525,000	\$ 140,849	\$ 90,073	17%
8					
9					
10	Total	\$ 525,000	\$ 140,849	\$ 90,073	17%
11	Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein. D.16-11-022, as modified by D.17-02-033, authorized CHANGES program budget for 2017-2020 Bridge funding budget for 2021 per D.19-06-022, up to the 2020 budget level approved 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. Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.				
12					
13					
14					
15					
16					
17					

**CARE Table 10 - CHANGES One-On-One Customer Assistance
Pacific Gas and Electric Company
Through January 31, 2020**

No. of attendees at education sessions	1,095
Disputes Resolved	
Bill Adjustment	6
CARE Recertification/Audit	2
Changed 3rd party Company/Gas Aggregation	20
Changed 3rd Party Electricity Aggregation	50
Enroll in Energy Assistance Programs	4
Solar	3
Total disputes	85

Needs Assistance	
Assisted with Changes to Account	37
Billing Language Changed	16
CARE Enrollment	7
Energy Efficiency Survey Tool	10
ESAP	7
HEAP	133
Medical Baseline	10
REACH	28
Payment Plan	16
Total Needs Assistance	264

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: Cantonese, Dari, English, 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 [2]

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.