

**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 JANUARY 2021**

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Dated: February 22, 2021

Attorney for:  
PACIFIC GAS AND ELECTRIC COMPANY

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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 January 2021.

Respectfully Submitted,

JENNIFER REYES LAGUNERO

By: /s/ Jennifer Reyes Lagunero  
JENNIFER REYES LAGUNERO

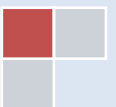
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# Energy Savings Assistance (ESA) and California Alternate Rates for Energy (CARE) Program Monthly Report for January 2021



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

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# **PACIFIC GAS AND ELECTRIC COMPANY**

## **Energy Savings Assistance Program and California Alternate Rates for Energy Program Monthly Report for January 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 January 15, 2021 the Commission issued draft Resolution (Res.) M-4849, which directs utilities to extend COVID-19 emergency consumer protections for residential and small business customers from April 16, 2021 to June 30, 2021, with the option to extend further.<sup>1</sup>

#### **Post-Pandemic Return to Service (PPRS)**

On May 28, 2020, the Commission adopted Res. E-5074, including a 60-day advance payment to ESA Contractors, a modified pay-for-performance mechanism for repayment known as the Post-Pandemic Return to Service (PPRS) credit, and expedited IOU invoice payments. Res. E-5074 required all IOUs (including Small and Multi-Jurisdictional Utilities) to offer the advance payment to their ESA Contractors.

In compliance with Res. E-5074, the IOUs<sup>2</sup>, jointly filed two Advice Letters on June 29, 2020 to:

- propose a PPRS percentage in compliance with Res. E-5074,<sup>3</sup> and
- propose a reporting template to track and report the use of the advance payments to ESA contractors.<sup>4</sup>

The reporting template proposed in AL 4269-G/5865-E was protested by Energy Efficiency Council (EEC) on July 19, 2020, and La Cooperativa Campesina de California, MAROMA Energy, Proteus Inc. and FCI Management (Joint Parties) on July 20, 2020. Following consultation with the protestants, the reporting template was revised to reduce the administrative burden on Contractors, and to itemize dollars spent during the program pause in AL 4269-G-A/5865-E-A on September 25, 2020. The revised template was approved in ED's Non-Standard Disposition Letter on January 15, 2021.

#### **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 file Advice Letters to provide calculations of ESA bridge funding amounts, sources for bridge funds, and

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<sup>1</sup> The Commission approved this Resolution on February 11, 2021.

<sup>2</sup> Including the Large IOUs (PG&E, Southern California Edison Company, Southern California Gas Company, San Diego Gas and Electric Company) and the Small and Multi-Jurisdictional Utilities.

<sup>3</sup> PG&E Advice 4268-G/5864-E, submitted by SoCalGas on behalf of the IOUs on June 29, 2020.

<sup>4</sup> PG&E Advice 4269-G/5865-E, submitted by PG&E on behalf of the IOUs on June 29, 2020.

home treatment goals for the January 1, 2021- June 30, 2021 bridge period, to be used should the Commission not vote to approve post-2020 programs and budget applications by November 16, 2020.

D.19-06-022 directed the IOUs to continue their previously approved ESA activities and to retreat the number of homes the bridge budget will 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).<sup>5</sup>

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.<sup>6</sup> 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.<sup>7</sup> 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.<sup>8</sup>

For the CARE program, D.19-06-022 directed bridge funding to cover CARE program activity for January 1, 2021- June 30, 2021 be approved 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 end of 2021.<sup>9</sup>

### **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.

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<sup>5</sup> D.19-06-022 p.12.

<sup>6</sup> D.19-06-022 pp.12-13.

<sup>7</sup> Energy Efficiency Council (EEC) submitted a late-filed Protest to PG&E Advice AL 4131-G-B/5614-E-B on February 9, 2021.

<sup>8</sup> D.19-06-022 p.12.

<sup>9</sup> 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 customers<sup>10</sup> 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.<sup>11</sup> 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.<sup>12</sup> 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 <sup>[a]</sup>	\$89,452,819	\$12,368,588	13.8%
Treatment Budget <sup>[b]</sup>	\$81,138,000	\$11,502,501	14.2%
Administrative <sup>[c]</sup>	\$8,314,819	\$866,087	10.4%
Homes Treated <sup>[d]</sup>	50,000	7,220	14.4%
kWh Saved <sup>[e]</sup>	N/A	4,437,633	
kW Demand Reduced <sup>[e]</sup>	N/A	571	
Therms Saved <sup>[e]</sup>	N/A	(3,101)	

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

<sup>10</sup> 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.

<sup>11</sup> 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.

<sup>12</sup> 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 will have the final value updated in the February 2021 Monthly Report.

MF 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.

<sup>[b]</sup> 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.

<sup>[c]</sup> 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.

<sup>[d]</sup> 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.<sup>13</sup> 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.

<sup>[e]</sup> YTD savings have been updated to reflect new ex ante savings from the 2019 Impact Evaluation.

Energy Savings Assistance Program Summary: Additional ESA Budget Reporting <sup>[a]</sup>			
January 1 through June 30, 2021	Six-Month Authorized/Planning Assumptions	Year-to-Date Actual	YTD %
<b>PPRS Budget <sup>[b]</sup></b>	\$10,077,429	\$2,886,782	28.6
<b>MF CAM Budget</b>	\$27,355,992	\$557,189	2.0%
<b>MF CAM Properties Treated</b>	87	7	8.0%
<b>MF CAM Buildings Treated</b>	629	53	8.0%

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

<sup>[b]</sup> 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 will have the final value updated in the February 2021 Monthly Report.

<sup>13</sup> 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.

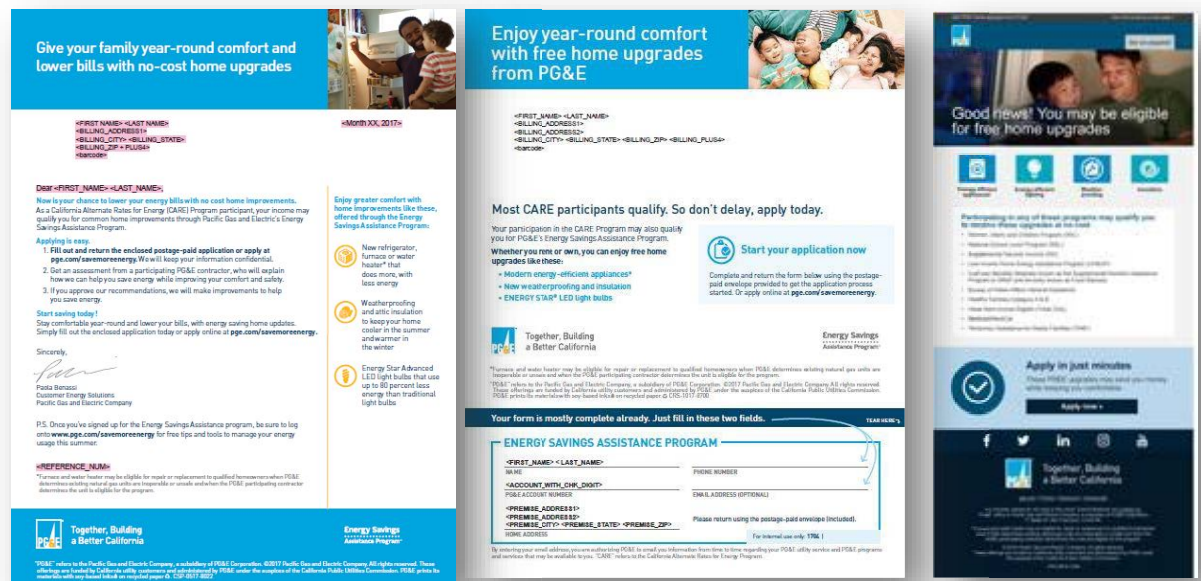


## 1.2 ESA Program Customer Outreach and Enrollment Update

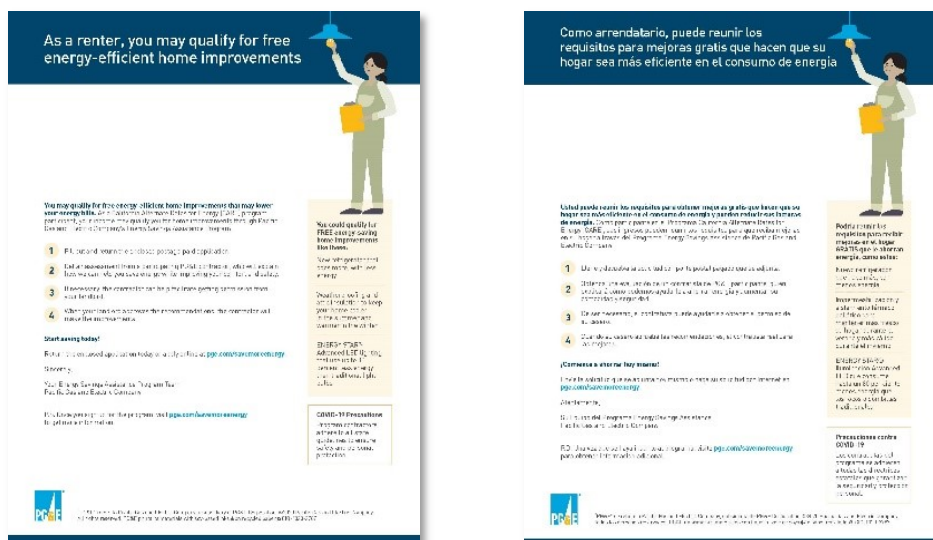
### 1.2.1 Provide a summary of the Energy Savings Assistance Program outreach and enrollment strategies deployed this month.

In January 2021, PG&E received responses to a direct marketing campaign deployed on January 16 to 100,000 CARE-enrolled customers whose homes had not yet been treated by the ESA Program. Through January 31, the campaign generated 1,506 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 amongst renters Direct mail





(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 4,531 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 591 ESA applications from the welcome kit in January 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.

### 1.2.2 Additional Activities

**CARE Discounts Removed:** The ESA program systematically removes CARE customers who apply for ESA and are proven to be over income. Due to the COVID-19 pandemic, PG&E has identified 139 CARE and FERA program removals as a result of customers being over income, PG&E has suspended these removals as directed by the CPUC. As such, there were no CARE discounts removed in January 2021.

**New Contractors and Community-Based Organizations (CBOs):** In January 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 January 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 January 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 January 2021 and YTD.

Workforce Education & Training Summary		
	January 2021	YTD
<b>Students</b>	38	38
<b>Student Days</b>	68	68
<b>Training Sessions</b>	3	3

## 1.5 Miscellaneous

### Energy Education-Only to ESA Qualifying Customers

In January 2021, PG&E has provided energy education-only to 239 households out of the 7,220 households treated.

### Water-Energy Coordination Program

As of January 2021, the program had nine water agencies participating 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.

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.

Richard Heath & Associates (RHA) is currently in discussions with the City of Santa Maria, 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 January 2021, PG&E met via webinar with Sherwood Valley Rancheria to review the ESA Partnership offer. While Tribal leadership wanted additional time to consider the offer, they requested outreach materials and Medical Baseline applications.

On January 15, 2021, PG&E and the IOUs individually submitted opening comments on Administrative Law Judge's ruling that solicited comments to the LIOB recommendations regarding Tribal Outreach and Inclusion, ESA/CARE programs, and capacity support. Additionally, on January 15, 2021 the IOUs met via webinar with two of the LIOB members and shared detailed reports regarding Tribal outreach results and key learnings.

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	
<b>Tribes completed ESA Meet &amp; Confer</b>	<b>21</b>	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
<b>Tribes requested outreach materials or applications</b>	<b>7</b>	Big Valley Rancheria Coyote Valley Band of Pomo Indians Greenville Rancheria Grindstone Rancheria	Mechoopda Indian Tribe Pinoleville Reservation Robinson Rancheria of Pomo Indians
<b>Tribes who have not accepted offer to Meet and Confer</b>	<b>24</b>	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)
<b>Non-Federally Recognized Tribes who participated in Meet &amp; Confer</b>	<b>2</b>	Dunlap Band of Mono	North Fork Mono
<b>Tribes involved in Focused Project/ESA Partnership offer on Tribal Lands</b>	<b>4</b>	<b>Complete:</b> Yurok Tribe  <b>In Process:</b> Sherwood Valley Rancheria	<b>Identified for Participation in 2021:</b> Hoopa Valley Tribe Round Valley Reservation
<b>Housing Authority (HA) and Tribal Temporary Assistance for Needy Families (TANF) offices who received outreach</b>	<b>28</b>		
<b>HA and TANF offices who participated in Meet and Confer</b>	<b>5</b>	<b>Housing Authority Offices:</b> Karuk Tribe	<b>TANF Offices:</b> 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 draft research plan is currently under development. A Public Workshop is being scheduled for late February to solicit comments and 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 is scheduled to be 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 is currently on track and is expected to complete by Q2 2021.

## Multifamily Common Area Measures (CAM)

ESA CAM reached the enrollment goal of 1,882 buildings in July 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 COVID-19 impact and adjustments to the 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.

In January 2021, 17,069 units were referred to ESA in-unit program implementers for screening and possible in-unit measure installation. A total of 8,693 units have been assigned to PG&E ESA in-unit contractors. As a result of coordination efforts, 135 units across five properties have received in-unit treatment.

From 2017 through January 2021, PG&E's ESA team has spent a total of \$9,607,860.65 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.<sup>14</sup>

The authorized CARE Program administrative budget for the six-month 2021 Bridge Funding period is \$9,510,637.<sup>15</sup> 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.<sup>16</sup>

The CHANGES Program provides funding to CBOs to assist Limited English Proficient (LEP) customers with energy education and billing issues.<sup>17</sup>

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, including<sup>18</sup>:

- 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.

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<sup>14</sup> 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.

<sup>15</sup> 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.

<sup>16</sup> 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.

<sup>17</sup> 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.

<sup>18</sup> Resolution M-4842, p. 5.

## 2.1 CARE Program Cost Summary

CARE Budget Categories	January - June Authorized Budget <sup>[a]</sup>	Actual Expenses Year-to-Date <sup>[b]</sup>	% of Budget Spent
<b>Outreach<sup>[c]</sup></b>	\$4,888,812	\$837,282	17%
<b>Processing, Certification, Recertification</b>	\$1,061,482	\$42,066	4%
<b>Post Enrollment Verification</b>	\$905,315	\$35,559	4%
<b>IT Programming</b>	\$1,120,747	\$189,466	17%
<b>Cooling Centers<sup>[d]</sup></b>	\$0	\$0	0%
<b>CHANGES Program</b>	\$262,500	\$(50,776)	-19%
<b>Measurement and Evaluation</b>	\$79,838	\$10,000	13%
<b>Regulatory Compliance</b>	\$581,304	\$26,636	5%
<b>General Administration</b>	\$546,640	\$52,634	10%
<b>CPUC ED Staff</b>	\$64,000	\$6,987	11%
<b>Total Expenses</b>	\$9,510,637	\$1,149,854	12%
<b>Subsidies and Benefits</b>	\$299,558,996	\$82,148,399	27%
<b>Total Program Costs and Discounts</b>	\$309,069,632	\$83,298,252	27%

<sup>[a]</sup>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.

<sup>[b]</sup>Actual expenses include employee benefits costs.

<sup>[c]</sup>Include authorized expenses for incremental CARE/FERA M&O efforts.

<sup>[d]</sup>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 <sup>19</sup>	YTD Penetration Rate
1,583,094	1,447,571	109.4%

<sup>19</sup> 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 January 2021, the second touch for the CARE and FERA acquisition email was sent to approximately 1.2 million residential customers. The second touch for the CARE and FERA acquisition direct mail was sent to approximately 82,000 residential customers.

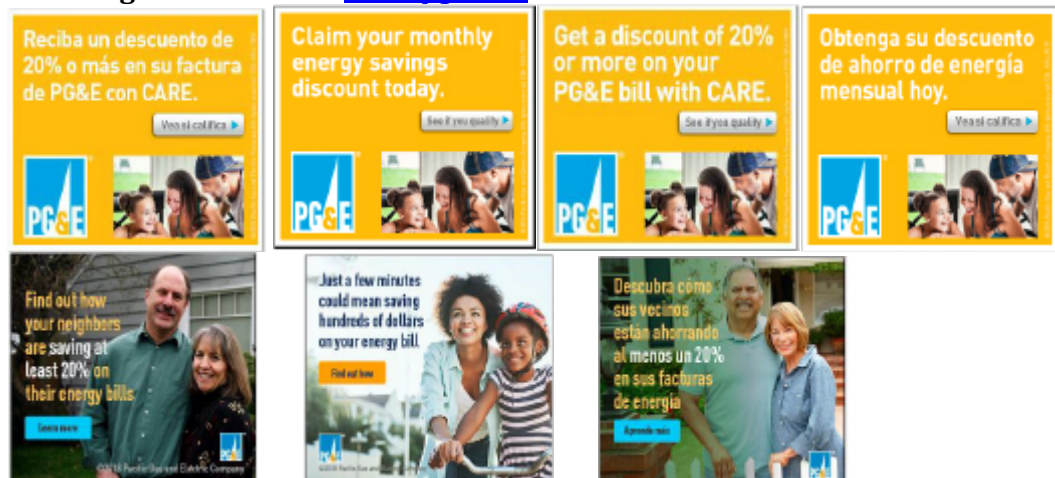
At the end of January, the first touch for the CARE and FERA 2020 acquisition email was sent to 318,000 income qualified customers. Another direct mail acquisition campaign was also sent to 300,000 income qualified customers.



#### Digital Media

In January 2021, PG&E's CARE online advertising and search marketing campaigns continued to focus on income qualified customers across PG&E's entire service territory (see [https://www.youtube.com/watch?v=8U80-nN2XYc&feature=emb\\_rel\\_end](https://www.youtube.com/watch?v=8U80-nN2XYc&feature=emb_rel_end)). The media buy included additional targeting and increased media placements targeting ZIP Codes with higher estimated potential for eligible customers.

#### CARE Digital Banners on [www.pge.com](http://www.pge.com).



## Multilingual Digital Media

In January 2021, PG&E continued to run a new multilingual media campaign to promote rate assistance programs to income qualified customers featuring display ads in Spanish, Korean, Russian and Chinese. Paid search and Gmail ads also included Vietnamese. The multilingual ads were targeted to reach PG&E's full territory and will generate an estimated 86 million impressions over 12 weeks.

### Korean Display Ads



The Korean display ad is divided into three sections. The left section features a photograph of a smiling woman sitting on a couch with two young children, one of whom is holding a book. The middle section contains the text: "납부 요금을 최소 18% 이상 줄일 수 있습니다" (You can reduce your payment by at least 18%). To the right of this text is a map of California with white dots indicating service areas. Further right, it says: "이미 요금 절약 중인 150만 캘리포니아 주민과 함께하세요" (Join 1.5 million California residents who are already saving on rates). The rightmost section features a large "18%" and the text: "지금 이상의 에너지 요금할인을 신청하세요" (Apply for energy rate discounts greater than now). At the bottom right, there is a button that says "요금할인 신청 »" (Apply for rate discount) and a small copyright notice: "© 2020 Pacific Gas and Electric Company. 모든 권리 보유." (All rights reserved).

### Russian Display Ads



The Russian display ad is divided into three sections. The left section features a photograph of a family (father, mother, and two children) sitting at a dining table with various fruits. The middle section contains the text: "Возможно, вы сможете платить как минимум на 18% меньше" (It is possible that you can pay at least 18% less). To the right of this text is a map of California with white dots indicating service areas. Further right, it says: "Присоединяйтесь к более чем 1,5 миллионам калифорнийцев, которые уже экономят деньги" (Join more than 1.5 million Californians who are already saving money). The rightmost section features a large "18%" and the text: "Подайте заявку для получения скидки на энергию в размере 18% или более" (Apply for a discount on energy of 18% or more). At the bottom right, there is a button that says "Получить скидку »" (Get discount) and a small copyright notice: "© 2019 Pacific Gas and Electric Company. Все права защищены." (All rights reserved).

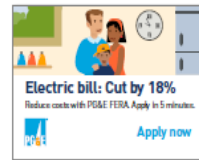
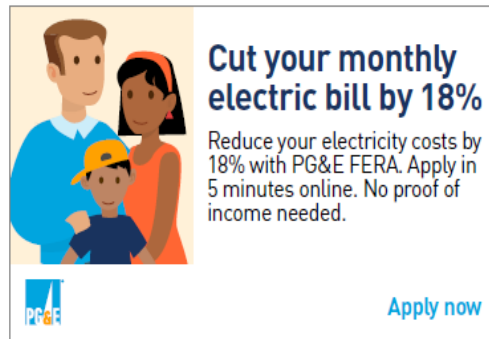
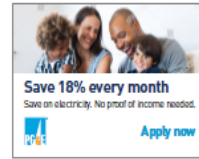
### Chinese Display Ads



The Chinese display ad is divided into three sections. The left section features a photograph of a family (father, mother, and two children) sitting on a couch, looking at a tablet together. The middle section contains the text: "您至少可以省下 18% 个百分比" (You can at least save 18% off). To the right of this text is a map of California with white dots indicating service areas. Further right, it says: "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 California residents). The rightmost section features a large "18%" and the text: "今天就来領取您的 18% 或更多能源折扣" (Come and get your 18% or more energy discount today). At the bottom right, there is a button that says "領取折扣 »" (Get discount) and a small copyright notice: "© 2020 Pacific Gas and Electric Company. 版權所有。" (All rights reserved).

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

## Digital - Fresh EBT Application Ads:



In addition, PG&E continued the temporary closure of its local offices due to COVID-19 shelter-in-place orders and plan to reopen its local offices once shelter-in-place orders are lifted. PG&E's COCs<sup>20</sup> supported 16 enrollments in January, totaling 16 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 January 2021, the campaign enrolled 12 customers in CARE and zero in FERA.

Customer Service Representatives (CSRs) were able to contact 10,142 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 \$826,794 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 \$107,795.

### 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 January 2021, PG&E hosted a CBO and Agency "Focus Group," highlighting the phase out of the COVID-19 consumer protections, including the recertification processes in CARE, and the moratorium on service

<sup>20</sup> 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.

disconnections. Over 40 external stakeholders attended the Focus Group, including many Community Outreach Contractors, some of who are also LIHEAP providers, as well as organizations representing seniors and customers with disabilities, and representatives from the CA Department of Community Services and Development (CSD). PG&E received robust and helpful feedback from attendees related to CARE marketing and outreach strategies and plans to partner with CBOs to circulate information to vulnerable customers on the phase out of the COVID-19 protections.

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

## 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 January 2021 and year-to-date.

CARE Automatic Enrollment		
Source	January	YTD
ESA	1,169	1,169
LIHEAP	86	86
REACH	0	0

## 2.2.3 Recertification Complaints<sup>21</sup>

PG&E received no complaints regarding CARE recertification in January 2021. All recertification activity is also paused due to COVID-19 protections.

## 2.3 Miscellaneous

**CARE Program Post-Enrollment Verification Freezes:**<sup>22</sup> Due to the COVID-19 pandemic, PG&E has suspended all standard and high usage post-enrollment verification (PEV) requests, as well as the removal of customers with pending requests, through April 16, 2021.<sup>23</sup>

<sup>21</sup> D.08-11-031, OP 90, directed the IOUs to report in their monthly and annual reports the number of customer complaints received regarding CARE recertification efforts and the nature of the complaints beginning with the first report due on or about December 31, 2008.

<sup>22</sup> 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.

<sup>23</sup> The Commission approved Resolution M-4849, to extend this date through June 30, 2021, on February 11, 2021.

The table below details the CARE program PEV freezes currently in place as of January 2021.

CARE Program Post-Enrollment Verification Freezes			
Date of Proclamation	Disaster Name	Affected Areas or ZIP Codes	Date when Protection Ends
October 2019	Kincade Wildfire	Sonoma County	Extended through June 30, 2021 due to COVID-19 protections.
December 2019	Paradise Wildfire	Town of Paradise	Extended through June 30, 2021 due to COVID-19 protections.
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

### 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	<b>Energy Savings Assistance Program Table 1 - Expenses</b>												
2	<b>Pacific Gas and Electric Company</b>												
3	<b>Through January 31, 2021</b>												
4		<b>Authorized Budget[*]</b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
5	<b>ESA Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Energy Efficiency</b>												
7	Appliances	\$ 5,805,000	\$ -	\$ 5,805,000	\$ 393,042	\$ -	\$ 393,042	\$ 393,042	\$ -	\$ 393,042	6.8%		6.8%
8	Domestic Hot Water	\$ 422,100	\$ 5,607,900	\$ 6,030,000	\$ 37,719	\$ 842,518	\$ 880,237	\$ 37,719	\$ 842,518	\$ 880,237	8.9%	15.0%	14.6%
9	Enclosure	\$ 3,072,599	\$ 13,997,401	\$ 17,070,000	\$ 503,463	\$ 2,293,555	\$ 2,797,018	\$ 503,463	\$ 2,293,555	\$ 2,797,018	16.4%	16.4%	16.4%
10	HVAC	\$ 5,178,470	\$ 10,981,530	\$ 16,160,000	\$ 301,532	\$ 1,840,991	\$ 2,142,523	\$ 301,532	\$ 1,840,991	\$ 2,142,523	5.8%	16.8%	13.3%
11	Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
12	Lighting	\$ 16,500,000	\$ -	\$ 16,500,000	\$ 2,431,529	\$ -	\$ 2,431,529	\$ 2,431,529	\$ -	\$ 2,431,529	14.7%		14.7%
13	Miscellaneous	\$ 1,175,000	\$ -	\$ 1,175,000	\$ 299,509	\$ -	\$ 299,509	\$ 299,509	\$ -	\$ 299,509	25.5%		25.5%
14	Customer Enrollment	\$ 7,608,175	\$ 3,338,825	\$ 10,947,000	\$ 1,114,928	\$ 489,285	\$ 1,604,213	\$ 1,114,928	\$ 489,285	\$ 1,604,213	14.7%	14.7%	14.7%
15	In Home Education	\$ 2,537,450	\$ 1,113,550	\$ 3,651,000	\$ 363,433	\$ 159,492	\$ 522,925	\$ 363,433	\$ 159,492	\$ 522,925	14.3%	14.3%	14.3%
16	Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
17	Implementation	\$ 2,432,505	\$ 1,067,495	\$ 3,500,000	\$ 299,896	\$ 131,609	\$ 431,505	\$ 299,896	\$ 131,609	\$ 431,505	12.3%	12.3%	12.3%
18	Safety - Unexpected overhead costs	\$ 208,500	\$ 91,500	\$ 300,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
19	<b>Energy Efficiency TOTAL</b>	<b>\$ 44,939,800</b>	<b>\$ 36,198,200</b>	<b>\$ 81,138,000</b>	<b>\$ 5,745,052</b>	<b>\$ 5,757,449</b>	<b>\$ 11,502,501</b>	<b>\$ 5,745,052</b>	<b>\$ 5,757,449</b>	<b>\$ 11,502,501</b>	<b>12.8%</b>	<b>15.9%</b>	<b>14.2%</b>
20													
21	Training Center	\$ 306,234	\$ 134,391	\$ 440,625	\$ 22,768	\$ 9,992	\$ 32,760	\$ 22,768	\$ 9,992	\$ 32,760	7.4%	7.4%	7.4%
22	Inspections	\$ 1,651,184	\$ 724,621	\$ 2,375,805	\$ 154,002	\$ 67,583	\$ 221,585	\$ 154,002	\$ 67,583	\$ 221,585	9.3%	9.3%	9.3%
23	Marketing and Outreach	\$ 972,291	\$ 426,689	\$ 1,398,980	\$ 18,411	\$ 8,079	\$ 26,490	\$ 18,411	\$ 8,079	\$ 26,490	1.9%	1.9%	1.9%
24	Studies[4]	\$ 95,563	\$ 41,938	\$ 137,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
25	Regulatory Compliance	\$ 227,248	\$ 99,727	\$ 326,975	\$ 14,647	\$ 6,428	\$ 21,075	\$ 14,647	\$ 6,428	\$ 21,075	6.4%	6.4%	6.4%
26	General Administration	\$ 2,502,000	\$ 1,098,000	\$ 3,600,000	\$ 380,932	\$ 167,172	\$ 548,103	\$ 380,932	\$ 167,172	\$ 548,103	15.2%	15.2%	15.2%
27	CPUC Energy Division	\$ 24,280	\$ 10,655	\$ 34,935	\$ 11,170	\$ 4,902	\$ 16,073	\$ 11,170	\$ 4,902	\$ 16,073	46.0%	46.0%	46.0%
28													
29	<b>TOTAL PROGRAM COSTS[1]</b>	<b>\$ 50,718,599</b>	<b>\$ 38,734,220</b>	<b>\$ 89,452,819</b>	<b>\$ 6,346,982</b>	<b>\$ 6,021,606</b>	<b>\$ 12,368,588</b>	<b>\$ 6,346,982</b>	<b>\$ 6,021,606</b>	<b>\$ 12,368,588</b>	<b>12.5%</b>	<b>15.5%</b>	<b>13.8%</b>
30													
31	<b>PPRS</b>												
32	PPRS[3]	\$ -	\$ -	\$ -	\$ 2,006,313	\$ 880,468	\$ 2,886,782	\$ 2,006,313	\$ 880,468	\$ 2,886,782			
33													
34	<b>Multi-Family/CAM</b>												
35	Implementation[2]	\$ 347,892	\$ 103,648	\$ 451,540	\$ 8,340	\$ 3,660	\$ 12,000	\$ 8,340	\$ 3,660	\$ 12,000	2.4%	3.5%	2.7%
36	Multi-Family Common Area Measures[2],[4]	\$ 19,630,401	\$ 7,725,591	\$ 27,355,992	\$ 362,495	\$ 194,695	\$ 557,189	\$ 362,495	\$ 194,695	\$ 557,189	1.8%	2.5%	2.0%
37	Leveraging - CSD[2]	\$ 1,790,255	\$ 835,246	\$ 2,625,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
38	<b>Multi-Family/CAM TOTAL</b>	<b>\$ 21,768,548</b>	<b>\$ 8,664,485</b>	<b>\$ 30,433,032</b>	<b>\$ 370,835</b>	<b>\$ 198,355</b>	<b>\$ 569,189</b>	<b>\$ 370,835</b>	<b>\$ 198,355</b>	<b>\$ 569,189</b>	<b>1.7%</b>	<b>2.3%</b>	<b>1.9%</b>
39													
40	<b>GRAND TOTAL</b>	<b>\$ 72,487,147</b>	<b>\$ 47,398,704</b>	<b>\$ 119,885,851</b>	<b>\$ 8,724,130</b>	<b>\$ 7,100,429</b>	<b>\$ 15,824,559</b>	<b>\$ 8,724,130</b>	<b>\$ 7,100,429</b>	<b>\$ 15,824,559</b>	<b>12.0%</b>	<b>15.0%</b>	<b>13.2%</b>
41													
42	<b>Funded Outside of ESA Program Budget</b>												
43	NGAT Costs					\$ 375,479	\$ 375,479		\$ 375,479	\$ 375,479			
44													
45	[*] <b>Authorized Budget: Approved in</b> 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]Authorized budget calculated from remaining spend as of December 31, 2020. Total will be recalculated after recon is complete												
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. Authorized Budget approved for January 1, 2021 to December 31,2021												

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

		ESA Program (Summary) Total							ESA Program (First Touch Homes Treated)							ESA Program (Re-Treated Homes/Go Backs)							ESA Program (Aliso Canyon - SCG & SCE) [9]						
Measures	Units	Year-To-Date Completed & Expensed Installation						Units	Year-To-Date Completed & Expensed Installation						Units	Year-To-Date Completed & Expensed Installation						Units	Year-To-Date Completed & Expensed Installation						
		Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses (\$)	% of Expenditure		Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses (\$)	% of Expenditure		Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses (\$)	% of Expenditure		Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses (\$)	% of Expenditure	
		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)					
Appliances																													
High Efficiency Clothes Washer	Each	128	739	0	2,372	\$ 105,707	1.4%	Each	40	185	0	741	\$ 33,033	1.4%	Each	88	554	0	1,631	\$ 72,673	1.4%	Each			0.0%				
Refrigerators	Each	267	149,301	21	-	\$ 177,469	2.4%	Each	95	52,810	7	-	\$ 63,144	2.7%	Each	172	96,491	14	-	\$ 114,324	2.3%	Each			0.0%				
Microwaves	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	-	Home	-	-	-	-	\$ -	-	Home			0.0%				
Freezers <sup>[6]</sup>	Each							Each	-	-	-	-	-	-	Each						-	Each			0.0%				
Domestic Hot Water																								0.0%					
Other Hot Water	Home	5,197	27,117	4	26,108	\$ 404,095	5.4%	Home	1,629	9,729	1	8,181	\$ 126,664	5.3%	Home	3,568	17,388	2	17,927	\$ 277,431	5.5%	Home			0.0%				
Tank and Pipe Insulation	Home	512	1,134	0	2,151	\$ 1,656	0.0%	Home	190	405	0	766	\$ 615	0.0%	Home	322	729	0	1,385	\$ 1,041	0.0%	Home			0.0%				
Water Heater Repair/Replacement	Home	202	-	-	1,451	\$ 248,632	3.3%	Home	60	-	-	405	\$ 73,851	3.1%	Home	142	-	-	1,046	\$ 174,781	3.5%	Home			0.0%				
Thermostat-controlled Shower Valves (SCE) <sup>[6]</sup>	Each							Each	-	-	-	-	\$ -	-	Each							Each			0.0%				
																								0.0%					
New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%	Each	-	-	-	-	-	-	Each	-	-	-	-	-	-	Each			0.0%				
New - Heat Pump Water Heater <sup>[7]</sup>	Each	-	-	-	-	-	-	Each	-	-	-	-	-	-	Each	-	-	-	-	-	-	Each			0.0%				
New - Tub Diverter/ Tub Spout	Each	16	12	-	30	\$ 752	0.0%	Each	1	-	-	2	\$ 47	0.0%	Each	15	12	-	28	\$ 705	0.0%	Each			0.0%				
Enclosure																								0.0%					
Air Sealing / Envelope <sup>[1]</sup>	Home	4,010	5,435	1	4,448	\$ 1,649,679	22.2%	Home	1,275	2,593	0	1,367	\$ 524,524	22.0%	Home	2,735	2,841	1	3,081	\$ 1,125,155	22.2%	Home			0.0%				
Attic Insulation	Home	183	1,460	0	8,401	\$ 259,288	3.5%	Home	77	487	0	3,569	\$ 109,099	4.6%	Home	106	973	0	4,832	\$ 150,189	3.0%	Home			0.0%				
HVAC																								0.0%					
Furnace Repair/Replacement	Home	297	-	-	(7,247)	\$ 680,388	9.1%	Home	86	-	-	(2,097)	\$ 197,015	8.3%	Home	211	-	-	(5,150)	\$ 483,373	9.5%	Home			0.0%				
Room A/C Replacement	Home	100	(19,164)	(3)	-	\$ 72,647	1.0%	Home	26	(4,983)	(1)	-	\$ 18,888	0.8%	Home	74	(14,182)	(3)	-	\$ 53,759	1.1%	Home			0.0%				
Central A/C replacement	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	-	-	Home	-	-	-	-	-	-	Home			0.0%				
Heat Pump Replacement	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	-	-	Home	-	-	-	-	-	-	Home			0.0%				
Evaporative Coolers	Home	57	21,520	3	-	\$ 38,627	0.52%	Home	16	6,012	1	-	\$ 10,843	0.5%	Home	41	15,508	2	-	\$ 27,785	0.5%	Home			0.0%				
Duct Testing and Sealing	Home	595	(627)	(0)	3,819	\$ 414,429	5.57%	Home	214	(209)	(0)	1,382	\$ 149,055	6.3%	Home	381	(418)	(0)	2,437	\$ 265,374	5.2%	Home			0.0%				
New - Energy Efficient Fan Control <sup>[6]</sup>	Home	-	-	-	-	\$ -	0.0%	Home	-	-	-	-	\$ -	-	Home	-	-	-	-	\$ -	-	Home			0.0%				
New - Prescriptive Duct Sealing <sup>[6]</sup>	Home							Home	-	-	-	-	\$ -	-	Home							Home			0.0%				
Central A/C Tune up	Home	12	-	-	-	\$ 3,046	0.0%	Home	3	-	-	-	\$ 761	0.0%	Home	9	-	-	-	\$ 2,284	0.0%	Home			0.0%				
New- Smart Thermostat	Each	1,289	269,708	49	35,852	\$ 319,041	4.3%	Each	402	84,543	15	10,800	\$ 99,499	4.2%	Each	887	185,166	33	25,052	\$ 219,542	4.3%	Each			0.0%				
New - A/C Time Delay	Home	9	(829)	(0)	-	\$ 1,443	0.0%	Home	2	(185)	(0)	-	\$ 321	0.0%	Home	7	(644)	(0)	-	\$ 1,122	0.0%	Home			0.0%				
New - High Efficiency Forced Air Unit (HE FAU) <sup>[7]</sup>	Home	-	-	-	-	-	-	Home	-	-	-	-	-	-	Home	-	-	-	-	-	-	Home			0.0%				
Blower Motor Retrofit	Each	1	-	-	-	\$ 227	0.0%	Each	1	-	-	-	\$ 227	0.0%	Each	-	-	-	-	\$ -	-	Each			0.0%				
Maintenance																								0.0%					
Furnace Clean and Tune <sup>[6]</sup>	Home							Home	-	-	-	-	\$ -	-	Home							Home			0.0%				
Lighting																								0.0%					
Lighting (Occupancy Sensor)	Home	9	240	0	-	\$ 790	0.0%	Home	2	53	0	-	\$ 176	0.0%	Home	7	187	0	-	\$ 615	0.0%	Home			0.0%				
																								0.0%					
New - LED Reflector Downlight Retrofit Kits <sup>[6]</sup>	Each							Each	-	-	-	-	\$ -	-	Each							Each			0.0%				
LED Diffuse A-Lamps <sup>[6]</sup>	Each	50,677	1,538,057	188	(35,320)	\$ 354,721	4.8%	Each	16,943	514,128	63	(11,755)	\$ 118,595	5.0%	Each	33,734	1,023,929	125	(23,565)	\$ 236,126	4.7%	Each			0.0%				
LED Reflector Bulbs (BR) <sup>[6]</sup>	Each	7,092	329,480	40	(7,763)	\$ 50,562	0.7%	Each	2,786	129,426	16	(3,047)	\$ 19,862	0.8%	Each	4,306	200,054	24	(4,716)	\$ 30,699	0.6%	Each			0.0%				
LED Torchieres <sup>[6]</sup>	Each	2,173	153,430	19	(3,496)	\$ 107,678	1.4%	Each	686	48,470	6	(1,107)	\$ 33,993	1.4%	Each	1,487	104,960	13	(2,389)	\$ 73,685	1.5%	Each			0.0%				
LED Exterior Hardwired Fixtures <sup>[6]</sup>	Each	5,187	402,537	39	-	\$ 274,366	3.7%	Each	1,492	115,787	11	-	\$ 78,919	3.3%	Each	3,695	286,750	28	-	\$ 195,446	3.9%	Each			0.0%				
LED Interior Hardwired Fixtures <sup>[6]</sup>	Each	21,541	1,508,835	183	(33,907)	\$ 506,703	6.8%	Each	6,181	432,952	53	(9,672)	\$ 145,394	6.1%	Each	15,360	1,075,883	131	(24,235)	\$ 361,309	7.1%	Each			0.0%				
Miscellaneous																								0.0%					
Pool Pumps	Home							Home	-	-	-	-	\$ -	0.0%	Home							Home			0.0%				
Smart Power Strips - Tier 1	Home	1,603	-	-	-	\$ 147,781	2.0%	Home	575	-	-	-	\$ 53,010	2.2%	Home	1,028	-	-	-	\$ 94,772	1.9%	Home			0.0%				
New - Smart Power Strips - Tier 2	Home	648	49,248	27	-	\$ 71,057	1.0%	Home	222	16,872	9	-	\$ 24,343	1.0%	Home	426	32,376	18	-	\$ 46,713	0.9%	Home			0.0%				
Pilots																								0.0%					
Customer Enrollment	Total (K+S)							Total (K+S)							Total (K+S)							Total (K+S)			0.0%				
Outreach & Assessment	Home	7,220				\$ 1,173,689	15.8%	Home	2,317				\$ 376,653	15.8%	Home	4,903				\$ 797,036	15.7%	Home			0.0%				
In-Home Education	Home	7,220				\$ 381,253	5.1%	Home	2,317				\$ 122,350	5.1%	Home	4,903				\$ 258,904	5.1%	Home			0.0%				
Total Savings/Expenditures			4,437,633	571	(3,101)	\$ 7,445,723.47				1,409,075	182	(465)	\$ 2,380,880.70				3,028,557	388	(2,636)	\$ 5,064,842.77									
Total Households Weatherized <sup>[4]</sup>		4,985						1,564							3,421							-							
Households Treated	Total (K+S)							First Touches							Re-treated Homes/Go-Backs														
- Single Family Households Treated	Home	5,494						Home	1,705						Home	3,789						Home							
- Multi-family Households Treated	Home	1,053						Home	338						Home	715						Home							
- Mobile Homes Treated	Home	673						Home	274						Home	399						Home							
Total Number of Households Treated	Home	7,220						Home	2,317						Home	4,903						Home							
# Eligible Households to be Treated for PY <sup>[3]</sup>	Home	104,222						Home	46,900						Home	57,322						Home							
% of Households Treated	%	7%						%	5%						%	9%						%							
- Master-Meter Households Treated	Home	337						Home	168						Home	169						Home							



Energy Savings Assistance Program Table 2A - CSD Leveraging
Pacific Gas and Electric Company
Through January 31, 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 January 31, 2021

Table 2B ESA Program - Multifamily Common Area Measures <sup>5</sup>							
	Units (of Measure such as "each")	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh (Annual)	kW (Annual)	Therms (Annual)	Expenses (\$)	% of Expenditure
ESA CAM Measures <sup>5,6</sup>							
Appliances							
CAM - Commercial Clothes Washer	Each	5	1831.165	0.43695	38.345	\$14,927	2.68%
CAM - Refrigerators	Each	-					
Domestic Hot Water							
CAM - Non-Condensing Domestic Hot Water Boiler	Each						
CAM - Condensing Domestic Hot Water Boiler	Each	6	0	0	1319.97	\$36,669	6.58%
CAM - Storage Water Heater	Each	3	0	0	827.75	\$47,093	8.45%
CAM - Instantaneous Tankless Water Heater	Each						
CAM - Heat Pump Water Heater	Each						
CAM - Demand Control DHW Recirculation Pump -	Each	3	365.909	0.04209	23.4911	\$4,689	0.84%
CAM - Low-flow Faucet Aerator - Electric	Each						
CAM - Low-flow Showerhead - Electric	Each	6	0	0	35.3566	\$246	0.04%
CAM - Low-flow Showerhead - Gas	Each						
Envelope							
CAM - Windows - Electric	-						
CAM - Windows - Gas	Sq Ft						
CAM - Reflective Window Film - Electric	Sq Ft						
CAM - Reflective Window Film - Gas	Sq Ft						
CAM - Attic Insulation - Electric	Sq Ft						
CAM - Attic Insulation - Gas	Sq Ft						
CAM - Blow-In Wall Insulation - Electric	Sq Ft						
CAM - Blow-In Wall Insulation - Gas	Sq Ft						
HVAC							
CAM - PTAC - Gas							
CAM - PTAC - Electric	Each						
CAM - PTHP	Each						
CAM - Air Conditioners Split System - Electric	Each						
CAM - Air Conditioners Split System - Gas	Each	3	639.6	0.8959	-7.27	\$52,830	9.48%
CAM - Heat Pump Split System	Each						
CAM - Packaged Air Conditioner	Each						
CAM - Non-Condensing Space Heating Boiler	Each						
CAM - Condensing Space Heating Boiler	Each						
CAM - Central Natural Gas Furnace	Each	4	163.784	0	141.18	\$29,981	5.38%
CAM - Smart Thermostat	Each	9	148	0	36.12	\$2,677	0.48%
Lighting							
CAM - Wall or Ceiling Mounted Occupancy Sensor	Each	23	764	0	(13)	\$4,973	0.89%
CAM - LED PAR Lamps	Each						
CAM - LED Candelabra Lamps	Each	13	1,451	0	-25.11	\$1,470	0.26%
CAM - LED Globe Lamps	Each						
CAM - LED A Lamps	Each	322	71,213	0.72899	-1113.42	\$33,531	6.02%
CAM - LED BR-R Lamps	Each						
CAM - Plug-in LED lamps	Each	46	4,158	0.041	-63.04	\$2,975	0.53%
CAM - LED T8 Lamp - Interior	Each	171	14,440	0.163	-249.82	\$23,466	4.21%
CAM - LED T8 Lamp - Exterior	Each	0	1,865	0.000	0.00		
CAM - LED Recessed Troffers and Retrofit Kits	Each	91	46,117	1	-832	\$42,309	7.59%
CAM - LED Linear Ambient Fixtures	Each						
CAM - LED Ceiling, Vanity, or Sconce Fixtures	Each	128	110,680	1.236	-1887.41	\$24,870	4.46%
CAM - LED Recessed Downlight Retrofit Kits	Each	178	25,479	0	-364.85	\$35,906	6.44%
CAM - LED Pendant, Track or Accent Fixtures	Each						
CAM - LED Parking Garage Fixtures	Each						
CAM - LED Exterior Wall or Pole Mounted Fixture	Each	57	30,751	0.000	0	\$20,357	3.65%
CAM - LED Exit Sign	Each	10	2,059	0.2797	-35.614	\$1,100	0.20%
Miscellaneous							
CAM - Smart Power Strip	Each	1	260	0	-	\$7,067	1.27%
CAM - Variable Speed Swimming Pool Pump	Each	1	4812.165	0.25419	0	\$2,583	0.46%
Ancillary Services							
Audit4							
Total			319,199	4.97197	-2,170	\$ 389,718.83	

Multifamily Properties Treated (November)	Number
Total Number of Multifamily Properties Treated <sup>3</sup>	7
Subtotal of Master-metered Multifamily Properties Treated	4
Total Number of Multifamily Tenant Units w/in Properties Treated <sup>4</sup>	482

ESA Program - Multifamily Common Area	Year to Date Expenses		
	Electric	Gas	Total
Administration	51,715	22,695	74,410
Direct Implementation (Non-Incentive)	64,677	28,384	93,061
Direct Implementation	246,103	143,616	389,719
			<<Includes measures costs
TOTAL MF CAM COSTS	\$ 362,495	\$ 194,695	\$ 557,189

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

Standard Notes 1 - 6 (do not delete)

1. Measures are customized by each IOU, see 'Table 2B-1, Eligible Measures List'. Measures list may change based on available information on both costs and benefits and may vary across climate zones. Each IOU should fill out Table 2B as it pertains to their program. Table 2B-1 Column A should match Table 2B Column A for eligible (not canceled) measures.

2. Multifamily properties are sites with at least five (5) or more dwelling units. The properties may have multiple buildings.

3. Multifamily tenant units are the number of dwelling units located within properties treated. This number does not represent the same number of dwellings treated as captured in table 2A.

4. Audit costs may be covered by other programs or projects may utilize previous audits. Not all participants will have an audit cost associated with their project.

5. Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022, modified by D.17-12-009, where 65% of tenants are income eligible based (at or below 200% of the Federal Poverty Guidelines).

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

**Energy Savings Assistance CAM Program Table 2B-1 - Eligible Common Area Measures List**  
**Pacific Gas and Electric Company**  
**Through January 31, 2021**

Common Area Measures Category and Eligible Measures Title [1]	Effective Date	End Date[2]	Eligible Climate Zones [3]
<b>Appliances</b>	-	-	-
CAM - Commercial Clothes Washer	1/1/2020		All
CAM - Refrigerators	1/1/2020		All
<b>Domestic Hot Water</b>	-	-	-
CAM - Non-Condensing Domestic Hot Water Boiler	1/1/2020		All
CAM - Condensing Domestic Hot Water Boiler	1/1/2020		All
CAM - Storage Water Heater	1/1/2020		All
CAM - Instantaneous Tankless Water Heater	1/1/2020		All
CAM - Heat Pump Water Heater	1/1/2020		All
CAM - Demand Control DHW Recirculation Pump - Electric	1/1/2020		All
CAM - Demand Control DHW Recirculation Pump - Gas	1/1/2020		All
CAM - Variable Speed Pump	1/1/2020		All
CAM - Low-flow Faucet Aerator - Electric	1/1/2020		All
CAM - Low-flow Faucet Aerator - Gas	1/1/2020		All
CAM - Low-flow Showerhead - Electric	1/1/2020		All
CAM - Low-flow Showerhead - Gas	1/1/2020		All
<b>Envelope</b>	-	-	-
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
<b>HVAC</b>	-	-	-
CAM - PTAC - Gas	1/1/2020		CZ-11/12/13/14.
CAM - PTAC - Electric	1/1/2020		CZ-11/12/13/14.
CAM - PTHP	1/1/2020		CZ-11/12/13/14.
CAM - Air Conditioners Split System - Electric	1/1/2020		CZ-11/12/13/14.
CAM - Air Conditioners Split System - Gas	1/1/2020		CZ-11/12/13/14.
CAM - Heat Pump Split System	1/1/2020		CZ-11/12/13/14.
CAM - Packaged Air Conditioner	1/1/2020		CZ-11/12/13/14.
CAM - Non-Condensing Space Heating Boiler	1/1/2020		All
CAM - Condensing Space Heating Boiler	1/1/2020		All
CAM - Central Natural Gas Furnace	1/1/2020		All
CAM - Smart Thermostat - Electric	1/1/2020		All
<b>Lighting</b>	-	-	-
CAM - Wall or Ceiling Mounted Occupancy Sensor	1/1/2020		All
CAM - LED PAR Lamps	1/1/2020		All
CAM - LED Candelabra Lamps	1/1/2020		All
CAM - LED Globe Lamps	1/1/2020		All
CAM - LED A Lamps	1/1/2020		All
CAM - LED BR-R Lamps	1/1/2020		All
CAM - LED T-8 Lamps	1/1/2020		All
CAM - LED Recessed Troffers and Retrofit Kits	1/1/2020		All
CAM - LED Linear Ambient Fixtures	1/1/2020		All
CAM - LED Ceiling, Vanity, or Sconce Fixtures	1/1/2020		All
CAM - LED Recessed Downlight Retrofit Kits	1/1/2020		All
CAM - LED Pendant, Track or Accent Fixtures	1/1/2020		All
CAM - LED Parking Garage Fixtures	1/1/2020		All
CAM - LED Exterior Wall or Pole Mounted Fixture	1/1/2020		All
CAM - LED Exit Sign	1/1/2020		All
<b>Miscellaneous</b>	-	-	-
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	<b>Energy Savings Assistance Program Tables 3A-B - Energy Savings and Average Bill Savings per Treated Home/Common Area Pacific Gas and Electric Company Through January 31, 2020</b>	
2		
3		
4		
5	<b>Table 3A-1, ESA Program</b>	
6	Annual kWh Savings	4,437,633
7	Annual Therm Savings	(3,101)
8	Lifecycle kWh Savings	70,861,568
9	Lifecycle Therm Savings	(144,848)
10	Current kWh Rate	\$ 0.1495
11	Current Therm Rate	\$ 1.3165
12	Average 1st Year Bill Savings / Treated households	\$91.30
13	Average Lifecycle Bill Savings / Treated Household	\$983.73
14		
15		
16	<b>Table 3A-2, ESA Program - CSD Leveraging</b>	
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	<b>Table 3A-3, Summary - ESA Program/CSD Leveraging</b>	
28	Annual kWh Savings	4,437,633
29	Annual Therm Savings	(3,101)
30	Lifecycle kWh Savings	70,861,568
31	Lifecycle Therm Savings	(144,848)
32	Current kWh Rate	\$ 0.15
33	Current Therm Rate	\$ 1.32
34	Average 1st Year Bill Savings / Treated Households	\$ 91.30
35	Average Lifecycle Bill Savings / Treated Households	\$ 983.73
36	[1] Summary is the sum of ESA Program + CSD Leveraging	
37		
38		
39	<b>Table 3B, ESA Program - Multifamily Common Area</b>	
40	Annual kWh Savings	892,023
41	Annual Therm Savings	35,984
42	Lifecycle kWh Savings	6,970,167
43	Lifecycle Therm Savings	590,625
44	Current kWh Rate	\$ 0.18
45	Current Therm Rate	\$ 1.27
46	Average 1st Year Bill Savings / Treated Projects	\$ 8,105.74
47	Average Lifecycle Bill Savings / Treated Projects	\$ 51,008.24
48		
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	<b>Energy Savings Assistance Program Table 4 - Homes/Buildings Treated</b>						
2	<b>Pacific Gas and Electric Company</b>						
3	<b>Through January 31, 2020</b>						
4							
5	<b>Table 4A-1, ESA Program</b>						
6		<b>Eligible Households</b>			<b>Households Treated YTD</b>		
7	<b>County</b>	<b>Rural [1]</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
8	ALAMEDA	3	138,908	138,911	-	899	899
9	ALPINE	177	-	177	-	-	-
10	AMADOR	5,423	1	5,424	12	-	12
11	BUTTE	12,577	21,307	33,884	13	18	31
12	CALAVERAS	8,282	24	8,306	12	-	12
13	COLUSA	2,764	11	2,775	2	-	2
14	CONTRA COSTA	10	87,965	87,975	-	601	601
15	EL DORADO	6,005	6,890	12,895	17	13	30
16	FRESNO	277	139,325	139,602	1	803	804
17	GLENN	4,935	-	4,935	28	-	28
18	HUMBOLDT	23,394	-	23,394	20	-	20
19	KERN	58,779	42,032	100,811	547	256	803
20	KINGS	7,242	81	7,323	140	-	140
21	LAKE	14,122	1	14,123	17	-	17
22	LASSEN	266	-	266	-	-	-
23	MADERA	5,496	13,468	18,964	41	47	88
24	MARIN	-	18,382	18,382	1	3	4
25	MARIPOSA	3,464	25	3,489	1	-	1
26	MENDOCINO	14,094	24	14,118	4	-	4
27	MERCED	19,580	17,227	36,807	52	89	141
28	MONTEREY	5,292	38,990	44,282	28	186	214
29	NAPA	-	12,661	12,661	-	37	37
30	NEVADA	11,806	12	11,818	36	-	36
31	PLACER	10,742	19,166	29,908	63	69	132
32	PLUMAS	2,523	43	2,566	1	-	1
33	SACRAMENTO	-	151,534	151,534	-	223	223
34	SAN BENITO	4,121	145	4,266	10	-	10
35	SAN BERNARDINO	335	48	383	-	-	-
36	SAN FRANCISCO	-	100,494	100,494	-	220	220
37	SAN JOAQUIN	8,849	78,750	87,599	5	294	299
38	SAN LUIS OBISPO	18,092	11,682	29,774	63	16	79
39	SAN MATEO	-	48,668	48,668	-	15	15
40	SANTA BARBARA	1,386	14,479	15,865	-	181	181
41	SANTA CLARA	2,768	115,680	118,448	11	877	888
42	SANTA CRUZ	5	26,022	26,027	-	65	65
43	SHASTA	11,328	12,330	23,658	39	72	111
44	SIERRA	452	3	455	-	-	-
45	SISKIYOU	15	-	15	-	-	-
46	SOLANO	-	33,042	33,042	-	383	383
47	SONOMA	2,533	47,239	49,772	23	180	203
48	STANISLAUS	27,983	33,543	61,526	86	73	159
49	SUTTER	-	13,404	13,404	-	18	18
50	TEHAMA	11,837	11	11,848	44	-	44
51	TRINITY	713	-	713	-	-	-
52	TULARE	8,369	785	9,154	77	1	78
53	TUOLUMNE	9,569	-	9,569	4	-	4
54	YOLO	1	28,164	28,165	-	106	106
55	YUBA	124	10,898	11,022	-	77	77
56	<b>Total</b>	<b>325,733</b>	<b>1,283,464</b>	<b>1,609,197</b>	<b>1,398</b>	<b>5,822</b>	<b>7,220</b>
57							
58							
59	<b>Table 4B, ESA Program - CSD Leveraging</b>						
60		<b>Households Treated YTD</b>					
61	<b>County</b>				<b>Rural</b>	<b>Urban</b>	<b>Total</b>
62							0
63							0
64	<b>Total</b>				0	0	0
65							
66							
67	<b>Table 4C, ESA Program - Multifamily Common Area</b>						
68		<b>Properties Treated YTD</b>					
69	<b>County</b>				<b>Rural</b>	<b>Urban</b>	<b>Total</b>
70	Merced						
71	Sacramento						
72	Alameda						
73	Yolo						
74	Kern					1	1
75	Butte						
76	Humboldt						
77	Fresno				1		1
78	Monterey						
79	San Francisco					2	2
80	San Joaquin					2	2
81	San Luis Obispo						
82	Santa Clara					1	1
83	Shasta						
84	Yuba						
85	<b>Total</b>				1	6	7
86							
87	[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.						
88	<b>Note:</b> 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 January 31, 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	3	34	-	-	9	3	29
Alpine	-	-	-	-	-	-	-
Amador	2	3	-	-	-	-	1
Butte	-	73	-	4	1	1	-
Calaveras	-	-	-	-	-	-	1
Colusa	-	4	-	-	-	-	-
Contra Costa	6	28	-	-	10	10	25
El Dorado	2	2	-	1	2	-	3
Fresno	11	25	-	1	5	-	42
Glenn	-	7	-	1	1	-	-
Humboldt	-	-	-	-	1	-	-
Kern	5	5	-	2	1	-	-
Kings	-	-	-	-	-	-	4
Lake	1	63	-	-	-	-	-
Lassen	-	1	-	-	-	-	-
Madera	2	1	-	1	-	-	9
Marin	-	2	-	-	1	-	1
Mariposa	-	-	-	-	-	-	-
Mendocino	-	1	-	-	-	-	-
Merced	6	36	-	3	4	-	28
Monterey	-	1	-	-	1	-	-
Napa	-	38	-	5	-	-	1
Nevada	2	26	-	3	3	3	1
Placer	3	62	-	2	-	-	-
Plumas	-	5	-	-	-	-	-
Sacramento	43	5	-	2	8	2	-
San Benito	-	-	-	-	-	-	-
San Bernardino	-	-	-	-	-	-	-
San Francisco	-	7	-	-	-	-	2
San Joaquin	8	48	-	2	8	-	2
San Luis Obispo	-	1	-	-	-	-	-
San Mateo	-	3	-	-	-	-	-
Santa Barbara	-	-	-	-	-	-	-
Santa Clara	-	4	-	-	7	-	2
Santa Cruz	-	4	-	-	-	-	-
Shasta	7	9	1	-	17	4	-
Sierra	-	-	-	-	-	-	-
Siskiyou	-	-	-	-	-	-	-
Solano	6	25	-	4	5	2	2
Sonoma	-	1	-	-	3	3	-
Stanislaus	1	33	-	1	-	-	-
Sutter	2	-	-	-	-	-	-
Tehama	1	31	-	2	1	-	1
Trinity	-	-	-	-	-	-	-
Tulare	-	-	-	-	-	-	2
Tuolumne	-	2	-	-	-	-	-
Yolo	9	32	-	5	4	1	-
Yuba	-	53	-	-	-	-	-
<b>Total</b>	<b>120</b>	<b>675</b>	<b>1</b>	<b>39</b>	<b>92</b>	<b>29</b>	<b>156</b>

**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 January 31, 2020																		
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			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW	# of First-Touch	# of Re-treatment
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																		
10	March																		
11	April																		
12	May																		
13	June																		
14	July																		
15	August																		
16	September																		
17	October																		
18	November																		
19	December																		
20	YTD	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
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			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		
30	January	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
31	February	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
32	March																		
33	April																		
34	May																		
35	June																		
36	July																		
37	August																		
38	September																		
39	October																		
40	November																		
41	December																		
42	YTD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
43																			
44																			
45	YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2A.																		
46	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																		
47																			
48	Table 5C, ESA Program - Multifamily Common Area																		
49		Gas & Electric				Gas Only			Electric Only				Total						
50		# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)				
51			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		
52	January	6	(2,232)	226,019	5	1	1,589	-	-	-	-	-	-	7	(642)	226,019	5		
53	February	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
54	March	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
55	April	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
56	May	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
57	June	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
58	July																		
59	August																		
60	September																		
61	October																		
62	November																		
63	December																		
64	YTD	6	(2,232)	226,019	5	1	1,589	-	-	-	-	-	-	7	(642)	226,019	5		
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 January 31, 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	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
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	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
15													
16	[1] Authorized Budget: Approved in Advice Letter Advice 4351-G-B/6035-E-B from January 1, 2021 to June 30,2021												
17	[2] PG&E's Advice Letter 4349-G/6030-E was approved on January 21, 2021 and authorized \$90,000 from the MF. Authorized Budget approved for January 1, 2021 to December 31,2021												
18													
19	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												



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

<b>7A - Households Receiving Second Refrigerators</b>			
<b>Measures</b>	<b>Units</b>	<b>Received Refrigerator</b>	<b>Not eligible for Refrigerator due to Less than Six Occupants</b>
Second Refrigerators	Each	11	5

<b>7B - Households Receiving In- Home Energy Education Only</b>		
<b>Measures</b>	<b>Units</b>	<b>Households that Only Received Energy Education</b>
In-Home Education	Home	239

<b>7C - Households for My Energy/My Account Platform</b>		
<b>Opt-Out</b>	<b>Already Enrolled</b>	<b>Opt-In</b>
0		566

**Energy Savings Assistance Program Table 8 - Contractor Advanced Funding and Repayment**  
**Pacific Gas and Electric Company**  
**Through January 31, 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	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
Feb-20	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
Mar-20	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
Apr-20	\$ 12,875,554.69	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
May-20	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
Jun-20	\$ 8,730,820.94	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
Jul-20	\$ 398,099.00	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
Aug-20	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
Sep-20	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
Oct-20	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
Nov-20	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
Dec-20	\$ -	\$ 10,122,381.33	\$ 11,882,089.32	40%	\$ 7,627,504.80	\$ 3,051,001.92	\$ 2,886,781.89	\$ -	\$ 19,117,688.76
Jan-21	\$ -	\$ 10,077,428.54	\$ 11,927,042.11	40%	\$ 7,721,619.81	\$ 3,088,647.91	\$ 2,291,151.67	\$ 299,716.07	\$ 16,526,821.02
Feb-21	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
Mar-21	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
Apr-21	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
May-21	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
Jun-21	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
Jul-21	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
Aug-21	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
Sep-21	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
Oct-21	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
Nov-21	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
Dec-21	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total</b>	<b>\$ 22,004,474.63</b>	<b>\$ 10,077,428.54</b>	<b>\$ 11,927,042.11</b>	<b>40%</b>	<b>\$ 15,349,124.61</b>	<b>\$ 6,139,649.83</b>	<b>\$ 5,177,933.56</b>	<b>\$ 299,716.07</b>	<b>\$ 16,526,821.02</b>

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. PG&E will have the final value updated in the February 2021 Monthly Report.

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	<b>CARE Table 1 - CARE Program Expenses</b> <b>Pacific Gas and Electric Company</b> <b>Through January 31, 2021</b>												
2													
3													
4													
5	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>% of Budget Spent YTD</b>		
6	Outreach [6]	\$ 3,911,050	\$ 977,762	\$ 4,888,812	\$ 669,826	\$ 167,456	\$ 837,282	\$ 669,826	\$ 167,456	\$ 837,282	17%	17%	17%
7	Processing / Certification Re-certification [6]	\$ 849,185	\$ 212,296	\$ 1,061,482	\$ 33,653	\$ 8,413	\$ 42,066	\$ 33,653	\$ 8,413	\$ 42,066	4%	4%	4%
8	Post Enrollment Verification [6]	\$ 724,252	\$ 181,063	\$ 905,315	\$ 28,448	\$ 7,112	\$ 35,559	\$ 28,448	\$ 7,112	\$ 35,559	4%	4%	4%
9	IT Programming [6]	\$ 896,597	\$ 224,149	\$ 1,120,747	\$ 151,573	\$ 37,893	\$ 189,466	\$ 151,573	\$ 37,893	\$ 189,466	17%	17%	17%
10	Cooling Centers [7]	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
11	Pilots/CHANGES Program [1][6]	\$ 210,000	\$ 52,500	\$ 262,500	\$ (40,621)	\$ (10,155)	\$ (50,776)	\$ (40,621)	\$ (10,155)	\$ (50,776)	-19%	-19%	-19%
12	Studies [2][6]	\$ 63,870	\$ 15,968	\$ 79,838	\$ 8,000	\$ 2,000	\$ 10,000	\$ 8,000	\$ 2,000	\$ 10,000	13%	13%	13%
13	Regulatory Compliance [6]	\$ 465,043	\$ 116,261	\$ 581,304	\$ 21,308	\$ 5,327	\$ 26,636	\$ 21,308	\$ 5,327	\$ 26,636	5%	5%	5%
14	General Administration [6]	\$ 437,312	\$ 109,328	\$ 546,640	\$ 42,107	\$ 10,527	\$ 52,634	\$ 42,107	\$ 10,527	\$ 52,634	10%	10%	10%
15	CPUC Energy Division	\$ 51,200	\$ 12,800	\$ 64,000	\$ 5,589	\$ 1,397	\$ 6,987	\$ 5,589	\$ 1,397	\$ 6,987	11%	11%	11%
16													
17	<b>SUBTOTAL MANAGEMENT COSTS [3]</b>	<b>\$ 7,608,510</b>	<b>\$ 1,902,127</b>	<b>\$ 9,510,637</b>	<b>\$ 919,883</b>	<b>\$ 229,971</b>	<b>\$ 1,149,854</b>	<b>\$ 919,883</b>	<b>\$ 229,971</b>	<b>\$ 1,149,854</b>	<b>12%</b>	<b>12%</b>	<b>12%</b>
18													
19	CARE Rate Discount [4]	\$ 239,647,196	\$ 59,911,799	\$ 299,558,996	\$ 58,216,386	\$ 23,932,013	\$ 82,148,399	\$ 58,216,386	\$ 23,932,013	\$ 82,148,399	24%	40%	27%
20													
21	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	<b>\$ 247,255,706</b>	<b>\$ 61,813,926</b>	<b>\$ 309,069,632</b>	<b>\$ 59,136,269</b>	<b>\$ 24,161,983</b>	<b>\$ 83,298,252</b>	<b>\$ 59,136,269</b>	<b>\$ 24,161,983</b>	<b>\$ 83,298,252</b>	<b>24%</b>	<b>39%</b>	<b>27%</b>
22													
23	Other CARE Rate Benefits												
24	- DWR Bond Charge Exemption				\$ 2,716,679		\$ 2,716,679	\$ 2,716,679		\$ 2,716,679			
25	- CARE PPP Exemption [5]				\$ 6,801,967	\$ 2,899,178	\$ 9,701,145	\$ 6,801,967	\$ 2,899,178	\$ 9,701,145			
26	- California Solar Initiative Exemption				\$ (174,595)		\$ (174,595)	\$ (174,595)		\$ (174,595)			
27	- kWh Surcharge Exemption												
28	- Vehicle Grid Integration Exemption												
29	Total Other CARE Rate Benefits				\$ 9,344,051	\$ 2,899,178	\$ 12,243,229	\$ 9,344,051	\$ 2,899,178	\$ 12,243,229			
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	<b>Note:</b> 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 January 31, 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 <sup>4</sup>	Failed PEV	Failed Recertification	Other <sup>5</sup>	Total Attrition (P+Q+R+S)	Gross (K+O)				Net Adjusted (K-T)
6		Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	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																								
9	March																								
10	April																								
11	May																								
12	June																								
13	July																								
14	August																								
15	September																								
16	October																								
17	November																								
18	December																								
19	YTD Total	0	1,255	0	1,255	17,645	7,877	409	16	25,947	27,202	98	13,784	6,023	19,905	0	0	0	16,681	16,681	47,107	10,521	1,583,094	1,447,571	109.4%
20																									
21																									
22	<sup>1</sup> Enrollments via data sharing between the IOUs.																								
23	<sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.																								
24	<sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																								
25	<sup>4</sup> PG&E counts attrition due to no response in the Failed PEV and Failed Recertification columns, respectively.																								
26	<sup>5</sup> 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	<b>CARE Table 3A - Post-Enrollment Verification Results (Model)</b>								
2	<b>Pacific Gas and Electric Company</b>								
3	<b>Through January 31, 2021</b>								
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) <sup>1</sup>	Total Households De-enrolled <sup>2</sup>	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
5	January	1,583,094	0	0.00%					
6	February								
7	March								
8	April								
9	May								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	<b>YTD Total</b>	<b>1,583,094</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>

<sup>1</sup> Includes customers verified as over income or who requested to be de-enrolled.

<sup>2</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.

**Note:** CARE PEV is on hold due to the Emergency Consumer Protection Plan related to COVID-19.

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

26	<b>CARE Table 3B Post-Enrollment Verification Results (Electric-Only High Usage)</b>								
27	<b>Pacific Gas and Electric Company</b>								
28	<b>Through January 31, 2021</b>								
29	Month	Total CARE Households Enrolled	Households Requested to Verify <sup>1</sup>	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) <sup>2</sup>	Total Households De-enrolled <sup>3</sup>	% De-enrolled through HUV Post Enrollment Verification	% of Total CARE Households De-enrolled
30	January	1,583,094	0	0.00%					
31	February								
32	March								
33	April								
34	May								
35	June								
36	July								
37	August								
38	September								
39	October								
40	November								
41	December								
42	<b>YTD Total</b>	<b>1,583,094</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>

<sup>1</sup> Includes all participants who were selected for high usage verification process. Closed accounts will not be tracked in Ineligible or De-enrolled data.

<sup>2</sup> Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.

<sup>3</sup> Verification results are tied to the month initiated and the high usage verification process allows customers 90 days to respond to the verification process. Each utility may have a different de-enrollment date due to billing cycle or other contributing factors.

**Note:** CARE PEV is on hold due to the Emergency Consumer Protection Plan related to COVID-19.

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

	A	B	C	D	E	F	G
1	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications <sup>1</sup></b> <b>Pacific Gas and Electric Company</b> <b>Through January 31, 2021</b>						
2							
3							
4		<b>Provided <sup>2</sup></b>	<b>Received</b>	<b>Approved</b>	<b>Denied</b>	<b>Pending/Never Completed</b>	<b>Duplicates</b>
5	<b>Total (Y-T-D)</b>	382,000	41,383	32,695	5,384	3,304	13,784
6	<b>Percentage<sup>3</sup></b>		100%	79%	13%	8%	33%
7	<sup>1</sup> Includes sub-metered customers. <sup>2</sup> 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. <sup>3</sup> Percentage of Received. Duplicates are also counted as Approved, so the total will not add up to 100%.  <b>Note:</b> 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	<b>CARE Table 5 - Enrollment by County</b>									
2	<b>Pacific Gas and Electric Company</b>									
3	<b>Through January 31, 2021</b>									
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
5		Urban	Rural <sup>1</sup>	Total	Urban	Rural <sup>1</sup>	Total	Urban	Rural <sup>1</sup>	Total
6	ALAMEDA	114,386	4	114,390	135,280	0	135,280	118.3%	0.0%	118.3%
7	ALPINE	0	170	170	0	19	19	n/a	11.2%	11.2%
8	AMADOR	1	5,164	5,165	0	4,901	4,901	0.0%	94.9%	94.9%
9	BUTTE	20,179	11,870	32,049	20,503	12,549	33,052	101.6%	105.7%	103.1%
10	CALAVERAS	14	7,762	7,776	14	5,917	5,931	99.0%	76.2%	76.3%
11	COLUSA	12	2,950	2,962	0	3,733	3,733	0.0%	126.6%	126.0%
12	CONTRA COSTA	72,793	1	72,793	102,443	0	102,443	140.7%	0.0%	140.7%
13	EL DORADO	8,261	6,561	14,821	6,709	6,278	12,987	81.2%	95.7%	87.6%
14	FRESNO	134,851	206	135,057	166,323	68	166,391	123.3%	33.0%	123.2%
15	GLENN	0	4,785	4,785	0	5,134	5,134	n/a	107.3%	107.3%
16	HUMBOLDT	0	23,013	23,013	0	19,800	19,800	n/a	86.0%	86.0%
17	KERN	49,839	69,214	119,053	50,946	70,808	121,754	102.2%	102.3%	102.3%
18	KINGS	142	9,027	9,169	101	10,038	10,139	71.2%	111.2%	110.6%
19	LAKE	0	14,405	14,405	0	13,707	13,707	n/a	95.2%	95.2%
20	LASSEN	0	239	239	0	163	163	n/a	68.3%	68.3%
21	MADERA	13,946	5,534	19,481	18,258	6,022	24,280	130.9%	108.8%	124.6%
22	MARIN	16,818	1	16,819	15,448	0	15,448	91.9%	n/a	91.8%
23	MARIPOSA	26	3,395	3,421	13	2,440	2,453	50.5%	71.9%	71.7%
24	MENDOCINO	14	14,523	14,536	0	11,468	11,468	0.0%	79.0%	78.9%
25	MERCED	16,154	16,384	32,538	21,812	23,062	44,874	135.0%	140.8%	137.9%
26	MONTEREY	33,577	6,340	39,917	41,550	6,715	48,265	123.7%	105.9%	120.9%
27	NAPA	9,089	0	9,089	12,489	0	12,489	137.4%	0.0%	137.4%
28	NEVADA	9	12,149	12,158	0	10,285	10,285	0.0%	84.7%	84.6%
29	PLACER	17,841	9,287	27,128	14,960	8,860	23,820	83.9%	95.4%	87.8%
30	PLUMAS	47	2,714	2,761	9	1,843	1,852	19.2%	67.9%	67.1%
31	SACRAMENTO	133,667	0	133,667	104,146	0	104,146	77.9%	n/a	77.9%
32	SAN BENITO	172	5,671	5,844	83	5,785	5,868	48.1%	102.0%	100.4%
33	SAN BERNARDINO	53	318	371	18	248	266	33.7%	78.1%	71.7%
34	SAN FRANCISCO	60,749	0	60,749	68,580	0	68,580	112.9%	n/a	112.9%
35	SAN JOAQUIN	64,311	7,083	71,394	88,479	10,141	98,620	137.6%	143.2%	138.1%
36	SAN LUIS OBISPO	11,638	17,223	28,861	5,913	14,659	20,572	50.8%	85.1%	71.3%
37	SAN MATEO	37,865	0	37,865	40,069	0	40,069	105.8%	n/a	105.8%
38	SANTA BARBARA	14,626	1,164	15,790	19,748	903	20,651	135.0%	77.6%	130.8%
39	SANTA CLARA	111,306	3,464	114,770	116,968	3,624	120,592	105.1%	104.6%	105.1%
40	SANTA CRUZ	20,415	6	20,421	22,280	0	22,280	109.1%	0.0%	109.1%
41	SHASTA	11,150	10,907	22,057	10,816	9,535	20,351	97.0%	87.4%	92.3%
42	SIERRA	5	406	411	1	120	121	19.6%	29.5%	29.4%
43	SISKIYOU	0	16	16	0	7	7	n/a	44.0%	44.0%
44	SOLANO	38,631	0	38,631	50,494	0	50,494	130.7%	n/a	130.7%
45	SONOMA	32,495	2,133	34,628	43,801	2,976	46,777	134.8%	139.6%	135.1%
46	STANISLAUS	27,152	23,204	50,356	25,988	25,015	51,003	95.7%	107.8%	101.3%
47	SUTTER	11,228	0	11,229	14,685	0	14,685	130.8%	0.0%	130.8%
48	TEHAMA	12	11,944	11,956	4	12,480	12,484	33.1%	104.5%	104.4%
49	TRINITY	0	647	647	0	271	271	n/a	41.9%	41.9%
50	TULARE	612	8,327	8,939	303	10,020	10,323	49.5%	120.3%	115.5%
51	TUOLUMNE	0	9,270	9,270	0	7,790	7,790	n/a	84.0%	84.0%
52	YOLO	26,168	1	26,169	23,350	0	23,350	89.2%	0.0%	89.2%
53	YUBA	9,732	105	9,837	12,892	234	13,126	132.5%	223.0%	133.4%
54	<b>Total</b>	<b>1,119,988</b>	<b>327,584</b>	<b>1,447,571</b>	<b>1,255,476</b>	<b>327,618</b>	<b>1,583,094</b>	<b>112.1%</b>	<b>100.0%</b>	<b>109.4%</b>
55										
56	<sup>1</sup> "Rural" includes ZIP Codes classified as such by the Goldsmith modification that was developed to identify small									
57	towns and rural areas within large metropolitan counties. ZIP Codes not defined as rural are classified as urban.									
58										
59	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD									
60	adjustments.									

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6 - Recertification Results</b> <b>Pacific Gas and Electric Company</b> <b>Through January 31, 2021</b>							
2								
3								
4	Month	Total CARE Households	Households Requested to Recertify <sup>1</sup>	% of Households Total (C/B)	Households Recertified <sup>2</sup>	Households De-enrolled <sup>3</sup>	Recertification Rate % <sup>4</sup> (E/C)	% of Total Households De-enrolled (F/B)
5	January	1,583,094	0	0.0%				
6	February							
7	March							
8	April							
9	May							
10	June							
11	July							
12	August							
13	September							
14	October							
15	November							
16	December							
17	<b>YTD</b>	<b>1,583,094</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>
18	<sup>1</sup> Excludes count of customers recertified through the probability model. <sup>2</sup> 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. <sup>3</sup> Includes customers who did not respond or who requested to be de-enrolled. <sup>4</sup> Percentage of customers recertified compared to the total participants requested to recertify in that month. <b>Note:</b> CARE Recertification is on hold due to the Emergency Consumer Protection Plan related to COVID-19. <b>Note:</b> 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	<b>CARE Table 7 - Capitation Contractors<sup>1</sup></b>						
2	<b>Pacific Gas and Electric Company</b>						
3	<b>Through January 31, 2021</b>						
4	Contractor	Contractor Type				Total Enrollments	
5		(Check one or more if applicable)				Current Month	Year-to-Date
6		Private	CBO	WMDVBE	LIHEAP		
7	Amador-Tuolumne Community Action Agency		x		x	0	0
8	Arriba Juntos		x			0	0
9	Catholic Charities Diocese of Fresno		x			1	1
10	Central Coast Energy Services Inc		x		x	0	0
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	1	1
15	Community Health for Asian Americans		x			0	0
16	Community Resource Project Inc		x		x	2	2
17	County of San Joaquin		x		x	2	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			2	2
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			6	6
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			1	1
42	Sacred Heart Community Service		x		x	1	1
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	<b>Total Enrollments</b>					<b>16</b>	<b>16</b>
52							
53	<sup>1</sup> 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	<b>CARE Table 8 - Households as of Month-End Pacific Gas and Electric Company Through January 31, 2021</b>								
2									
3									
4	Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts <sup>[1]</sup>
5	January	969,470	230,045	383,579	1,583,094	1,447,571	109.4%	0.67%	5,583,279
6	February								
7	March								
8	April								
9	May								
10	June								
11	July								
12	August								
13	September								
14	October								
15	November								
16	December								
17	<sup>[1]</sup> Data represents total residential electric and gas households. This includes sub-metered households.  <b>Note:</b> 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	<b>CARE Program Table 9 - Expenditures for Pilots/CHANGES Program Pacific Gas and Electric Company Through January 31, 2021</b>				
2					
3					
4	2021	Authorized 2021 Budget	Current Month Expenses	Expenses Since Jan. 1, 2021	% of 2021 Budget Expended
5		Total	Total	Total	Total
6					
7	CHANGES Program	\$ 525,000	\$ (50,776)	\$ (50,776)	-10%
8					
9					
10	<b>Total</b>	<b>\$ 525,000</b>	<b>\$ (50,776)</b>	<b>\$ (50,776)</b>	<b>-10%</b>
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  <b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.				
12					
13					
14					
15					
16					

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

<b>No. of attendees at education sessions</b>	<b>1,020</b>
<b>Disputes Resolved</b>	
Bill Adjustment	2
CARE Recertification/Audit	3
Changed 3rd party Company/Gas Aggregation	24
Changed 3rd Party Electricity Aggregation	82
Enroll in Energy Assistance Programs	33
Enroll in Medical Baseline	7
Meter Service/Testing	1
<b>Total disputes</b>	<b>152</b>

<b>Needs Assistance</b>	
Assisted with Changes to Account	32
Billing Language Changed	25
CARE Enrollment	14
Energy Assistance Fund	1
ESAP	18
HEAP	129
Medical Baseline	25
REACH	43
Set Up New Account	1
Payment Extension	2
Payment Plan	3
<b>Total Needs Assistance</b>	<b>293</b>

**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/](http://consumers.cpuc.ca.gov/team_and_changes/)

**Disputes & Needs Assistance** - Support was provided in the following languages: Cantonese, Dari, English, Korean, Pashto, Spanish, Tagalog 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 <sup>[1] [4]</sup>**  
**Pacific Gas and Electric Company**  
**September 1, 2020 through November 30, 2020**

Date <sup>2</sup>	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) <sup>3</sup>	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
<b>Total</b>			<b>16</b>		<b>180</b>	
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
<b>Total</b>			<b>18</b>		<b>254</b>	
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
<b>Total</b>			<b>14</b>		<b>192</b>	
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
<b>Total</b>			<b>18</b>		<b>238</b>	
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
<b>Total</b>			<b>8</b>		<b>102</b>	
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
<b>Total</b>			<b>18</b>		<b>335</b>	
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
<b>Total</b>			<b>10</b>		<b>121</b>	
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
<b>Total</b>			<b>23</b>		<b>420</b>	
<b>September 1, 2020 Through November 30, 2020</b>			<b>125</b>		<b>1,842</b>	

<sup>[1]</sup> 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.

<sup>[2]</sup> Data is reported quarterly. The next report will be in the March 2021 report.

<sup>[3]</sup> Date of the workshops not available.

<sup>[4]</sup> 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.