BEFORE THE PUBLIC UTILITIES COMMISSION
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Application of Southern California Edison Company (U338E) for Approval of its Energy Savings Assistance and California Alternate Rates for Energy Programs and Budgets for Program Years 2015-2017.	Application 14-11-007 (Filed November 18, 2014)
And Related Matters.	Application 14-11-009 Application 14-11-010 Application 14-11-011

ANNUAL REPORT OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON THE RESULTS OF ITS ENERGY SAVINGS ASSISTANCE AND CALIFORNIA ALTERNATE RATES FOR ENERGY PROGRAMS

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Dated: May 3, 2021

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In accordance with Decisions 12-08-044 and 16-11-022, and the annual reporting directives contained therein, Pacific Gas and Electric Company files this Annual Report on the results of its Energy Savings Assistance and California Alternative Rates for Energy program efforts for the 2020 program year.

Respectfully Submitted,

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ENERGY SAVINGS ASSISTANCE PROGRAM AND CALIFORNIA ALTERNATE RATES FOR ENERGY PROGRAM

2020 ANNUAL REPORT

May 3, 2021

ESA AND CARE PROGRAMS ANNUAL REPORT
TABLE OF CONTENTS

2020 Energy Savings Assistance Program and California Alternate Rates for Energy Program Executive Summary……..……3

1. Energy Savings Assistance (ESA) Program 8

1.1. Alignment of ESA Program with Strategic Plan Goals and Strategy 8
1.2. ESA Program Overview 12
1.3. Multifamily Common Area Measure Program 13
1.4. Marketing, Education and Outreach 14
1.5. ESA Program Customer Enrollment 22
1.6. Disability Enrollment Efforts 24
1.7. Leveraging Success, Including Low Income Home Energy Assistance Program (LIHEAP) 25
1.8. Integration Success 31
1.9. Workforce Education & Training 36
1.10. Legislative Lighting Requirements Status 38
1.11. Studies 39
1.12. Pilots 41
1.13. “Add-Back” Measures 42
1.14. Low Income Working Groups 42
1.15. Annual Public ESA-CARE Meeting 43
1.16. Multifamily Properties (Analysis of Non-Deed Restricted Properties) 43

2. California Alternate Rates for Energy (CARE) Program 48

2.1. Participant Information 48
2.2. CARE Budget Summary 53
2.3. CARE Program Costs 54
2.4. Outreach 58
2.5. Processing CARE Applications 79
2.6. Program Management 80
2.7. Pilots 82

3. CARE Expansion Program 85

3.1. Participant Information 85
3.2. Usage Information 85
3.3. Program Costs 85
3.4. Outreach – CARE Expansion 86
3.5. Program Management 87

4. Fund Shifting 88

5. PG&E's Commonly Used Acronyms and Abbreviations 89

6. Appendix A: PG&E's 2020 ESA and CARE Program Compliance and Activities ..... Error! Bookmark not defined.

7. Appendix B: PG&E's ESA and CARE Program Tables ..... Error! Bookmark not defined.**7**

8. Appendix C: PG&E's Common Area Measures Treatment Photos 139

9. Appendix D: PG&E's Energy-Water Coordination Program Report 151

10. Appendix E: PG&E's Alternative Non-Deed Restricted Multifamily Property Analysis 169

11. Appendix F: PG&E's Multifamily Market Characterization Report..... 173

2020 Energy Savings Assistance Program and California Alternate Rates for Energy Program Executive Summary

In compliance with California Public Utilities Commission (CPUC or Commission) Decision (D.) 16-11-022, and as modified by D.17-12-009, Pacific Gas & Electric Company (PG&E or Company) submits this Energy Savings Assistance (ESA) and California Alternative Rates for Energy (CARE) program annual report for the reporting period January 1, 2020 through December 31, 2020.

The novel coronavirus (COVID-19) pandemic had a significant impact on both the ESA and CARE programs in 2020. The pandemic's impact was greatest on income qualified customers already struggling financially. Many of these customers lost their jobs and the ability to pay for housing and other life necessities, including utility bills. In light of the challenges facing these customers, PG&E remained steadfast in its commitment to serve the needs of income qualified customers during this difficult year and was able to achieve 83% of the original goal for homes treated by ESA in 2020. For CARE, PG&E's penetration rate was 108% which reflects the fact that no customers were removed from the program in 2020 due to the suspension of post-enrollment verification (PEV) and recertification processes.

The following summary includes ESA and CARE achievements in 2020 and an overview of actions taken to help customers during the pandemic.

2020 ESA and CARE Program Highlights

ESA Program

The PG&E ESA program[1] uses a prescriptive, direct install approach to provide free home weatherization, energy efficient appliances and energy education to income qualified customers throughout PG&E's service area. PG&E customers living in single family, multifamily (MF), and mobile homes, including homeowners and renters, are eligible to participate. To qualify for the ESA program, the total customer household income must be equal to or less than 200% of the Federal Poverty Guideline (FPG), with income adjustments for family size.

In 2020, PG&E's ESA program provided 86,466 homes with energy efficiency (EE) and health, comfort and safety improvements. ESA participants saved over 53,950 megawatt hours (mWh). PG&E also provided 5,556 households with energy education-only, as allowed by D.16-11-022. D.16-11-022 allowed customers to receive energy education-only, and specified these homes not be counted as ESA-treated homes [D.17-12-009, Attachment 1 modifying D.16-11-022, Ordering Paragraph (OP) 11].

In Section 1.5 of its 2020 monthly reports for September through December, PG&E misstated that energy education-only homes were counted as treated. In the monthly report for December 2020, PG&E wrote that: "To date in 2020, PG&E has provided energy education-only to 5,885 households out of the 86,420 households treated." This sentence should have read: "To date in

---

[1] The 2017-2020 ESA program was authorized in D.16-12-022 as modified by D.17-12-009. The 2017-2020 ESA program continued to follow the policy and guidance outlined in D.07-12-051, which required the investor-owned utilities (IOUs) to offer all eligible customers the opportunity to participate in the program, and to offer participants all cost-effective EE measures by 2020. PG&E achieved this 2020 Programmatic Initiative Goal (2020 Goal) by early 2020.

2020, PG&E has provided energy education-only to 5,885 households *in addition to* the 86,420 households treated." PG&E did not count these energy education-only households as treated homes, although customers flagged as energy education-only in 2020 may convert to a treated home in 2021 if they later qualify for and receive with measures.

ESA Program Summary Table 1 below provides a summary of Program Year (PY) 2020 ESA expenditures and accomplishments. Additional details on PG&E's ESA program are included in Section 1 of this annual report.

Summary Table 1 - ESA Program

2020 ESA Program Summary			
2020	**Authorized / Planning Assumptions** [c]	**Actual**	**%**
Budget [a][1]	$231,726,492	$133,132,508	57%
Funded from 2009-2016 Unspent Funds [b]	$108,897,754	$6,411,790	6%
Summary Homes Treated	104,422	86,466	83%
Summary Kilowatt Hours (kWh) Saved		53,950,719	
Summary Kilowatts (kW) Demand Reduced		6,903	
Summary Therms Saved		(68,028)	
"First Touch" Homes Treated [d]		30,170	
- kWh Saved		18,256,694	
- kW Demand Reduced		2,367	
- Therms Saved		7,047	
"Go-Backs" / "Retreated" Homes [e]		56,296	
- kWh Saved		35,694,025	
- kW Demand Reduced		4,536	
- Therms Saved		(75,074)	

[a] 2020 ESA program budget reflects updates pursuant to Energy Division (ED) approval of PG&E Advice Letter (AL) 3990-G/5329-E A/B on January 4, 2019.
[b] Unspent funds authorized in midcycle request as per approval from AL 3990-G/5329-E A/B are shown in ESA Table 1A.
[c] There were no authorized planning assumptions for "First Touch" or "Retreated" homes in D.16-11-022.
[d] 35% of customers treated in 2020 were "First Touch" customers.
[e] 65% of customers treated in 2020 were "Go-Back" customers.

By the end of first quarter (Q1) 2020, PG&E achieved the ESA Programmatic Initiative Goal (2020 Goal) to "provide all eligible customers the opportunity to participate in Low Income Energy Efficiency (LIEE) programs and to offer those who wish to participate all cost-effective energy efficiency measures in their residences by 2020."[2] Since 2002, PG&E has provided ESA services to 1,453,822 PG&E customer households (not including retreated customers).

To address COVID-19 challenges regarding customer enrollment, PG&E implemented new strategies to help ESA contractors serve qualifying customers in 2020. For example, contractors

[2] D.07-12-051 at 28. The LIEE program is currently known as the ESA program. The 2020 Goal was also articulated in the California Energy Efficiency Strategic Plan (CEESP). CPUC. July 2008, updated January 2011. The target for achieving the 100% goal was updated regularly to include the most recent estimated eligibility numbers. PG&E met the goal in early 2020, using targets established prior to the pandemic.

were able to virtually offer ESA enrollment and energy education throughout the year, beginning in March 2020. In addition, contractors were able to temporarily utilize an affidavit process allowing customers to self-certify their income in order to virtually enroll in the program. This was implemented in response to California Employment Development Department (EDD) delays in providing customers with documentation to verify their employment status during the pandemic. Due to Governor Newsom's COVID-19 stay-at-home order, which suspended face to face interactions with customers, PG&E adjusted its annual applications goals while maintaining a firm commitment to enroll as many customers as were willing to have contractors enter their homes.

As such, PG&E continued to utilize various marketing tactics that had proven successful in driving high ESA program awareness and acquisition. Specifically, PG&E 1) refined messages and outreach tactics to reach more customers likely to be eligible for ESA; 2) focused on using customers' preferred channels to engage them with relevant messages; and 3) employed a multi-touch, multi-channel approach to reach CARE-enrolled customers who had not yet participated in the ESA program. PG&E Marketing and Outreach (M&O) initiatives generated 76,149 qualified leads for its ESA contractors in 2020, exceeding its adjusted goal by 9%.

PG&E also continued to deploy an income qualified digital newsletter to approximately 1.6 million customers per month. The content focused on the needs of income qualified renters and homeowners with medium to high-energy bills with the purpose of building awareness, driving enrollment and providing relevant energy management tips and tools.

CARE Program

In addition to the ESA program, PG&E administers the CARE program.[3] The CARE program provides a monthly discount on energy bills for qualifying residential single family households, tenants of sub-metered residential facilities, nonprofit group living facilities, food banks, agricultural employee housing facilities and migrant farm worker housing centers throughout PG&E's service area.

In 2020, PG&E estimated that over 1.45 million of its customers were eligible for the CARE discount.[4] By the end of 2020, PG&E had enrolled 108% of the total eligible population within its service territory into the CARE program, including 322,855 new enrollments, for an overall net increase of 189,910 CARE customers in 2020. This increase was a direct result of aggressive M&O to newly eligible customers impacted by the COVID-19 pandemic, in addition to pausing PEVs and recertifications.

More than $10.8 billion in cumulative subsidies have been provided to PG&E's CARE customers since the inception of the CARE program through year end 2020. Additional details on PG&E's CARE program are included in Section 2 of this annual report.

CARE Program Summary Table 2 on the following page provides a summary of PY 2020 program expenditures and activities.

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[3] The 2017 – 2020 CARE program was adopted in D.16-11-022 as modified by D.17-12-009 issued on December 14, 2017.

[4] To qualify for the CARE discount, a residential customer's household income must be at or below 200% of FPG, 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.

Summary Table 2 – CARE Program

2020 CARE Program Summary			
2020	**Authorized Budget**	**Actual**	**%**
Administrative Expenses	$18,972,887	$14,870,525	78%
Subsidies and Benefits	$599,117,991	$787,522,878	131%
Total Program Costs and Discounts	**$618,090,878**	**$802,393,403**	**130%**
2020 CARE New Enrollments	**Automatically Enrolled via Data Sharing, ESA Participation, etc.**	**Self-Certified as Categorically Eligible**	**Self-Certified as Income Eligible**
By Method	20,741	82,943	219,171
2020 CARE Penetration	**Estimated Eligible Participants**	**Participants**	**Penetration Rate**
Total Enrolled	1,457,418	1,572,573	108%

Throughout 2020, 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.

PG&E initiated a new outbound calling campaign in order to reach customers with past due accounts. The outbound calls provided customers with flexible pay plans as well as information about CARE, FERA, Medical Baseline (MBL) and other agency assistance programs such as the Low Income Home Energy Assistance Program (LIHEAP).

Regulatory Impacts of COVID-19 on 2020 ESA and CARE Programs
California Governor Gavin Newsom declared a state of emergency related to COVID-19 on March 6, 2020. Recognizing that individuals exposed to COVID-19 might be unable to report to work due to illness or quarantines, he issued two executive orders: on March 12, 2020 ordering shelter-in-place and social distancing measures, and on March 16, 2020 requesting the Commission monitor utility implementation of customer service protections.

In response to Governor Newsom's executive orders, the Commission issued Resolution (Res.) M-4842 on April 16, 2020. Res. M-4842 retroactively enacted Emergency Customer Protection measures from March 4, 2020 for up to one year to help mitigate disruptions to Californians' daily lives related to the COVID-19 response—especially those Californians who were already economically vulnerable. For energy utilities, these included implementing moratoriums on disconnections for nonpayment and associated fees and payment plan options for residential customers. Res. M-4842 also directed investor-owned utilities (IOUs) to suspend all CARE program removals to avoid unintentional loss of the discounted rate during the period for which the customer was protected under this resolution.[5]

Res. M-4849 extended these protections for residential and small business customers through June 30, 2021.

[5] Res. M-4842, p.5.

PG&E put numerous consumer protections in place to support its CARE and Family Energy Rate Assistance (FERA) customers during this emergency, including:

- Freezing all standard and high-usage PEV reviews of eligibility for the CARE program for 12 months and potentially longer.
- Suspending all CARE and FERA program removals, including discontinuing all recertification and verifications 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 community-based organizations (CBOs) who assist in enrolling hard-to-reach income qualified customers onto CARE, to help better inform customers of eligibility changes.
- Providing an additional $100 in bill payment assistance to income qualified customers for the next 12 months through the Relief for Energy Assistance Through Community Help (REACH) program.

In compliance with Governor Newsom's COVID-19 stay-at-home order,[6] the ESA program shut down provision of in-home services to customers from March 18, 2020 until June 1, 2020—a period of 75 days.

Once in-home work resumed, contractors had to develop new safety standards in their operation procedures, train employees how to work in a COVID-19 environment, and ramp operations back up. Contractors indicated that they saw higher decline and cancellation rates ranging between 25 and 35% across the various regions due to customers' reluctance to have contractors in their homes.

On May 28, 2020, Res. E-5074 directed IOUs to offer advance payments to ESA contractors to help ameliorate the impacts of COVID-19 on the ESA workforce. These advances allowed contractors the ability to retain the majority of their workforce during the temporary shutdown and to return to work quickly.

PG&E's early mandate of strict COVID-19 safety protocols—such as daily health screenings, requirements for Personal Protective Equipment (PPE) and contact tracing surrounding known exposures—minimized the ESA-related transmission of COVID-19, contributed to a healthy workforce, fostered customer confidence and allowed contractors to continue production through numerous pandemic surges in 2020.

[6] California Governor's Executive Order N-33-20 (March 19, 2020).

1. Energy Savings Assistance (ESA) Program

The ESA program provides free home weatherization, energy-efficient appliances, and energy education services to income qualified PG&E customers[7] throughout the Company's service territory. The 2017- 2020 ESA program[8] is a resource program emphasizing long-term energy savings, serving all willing and eligible income qualified 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. Alignment of ESA Program with Strategic Plan Goals and Strategy

The long-term California Energy Efficiency Strategic Plan (CEESP) set forth a vision that by 2020, 100% of all eligible and willing income qualified customers would have received all cost-effective ESA EE measures.[9] The CEESP laid out two goals in achieving the vision via the ESA program: 1) by 2020, all eligible customers will be given the opportunity to participate in the ESA program; and 2) the ESA program will be an energy resource by delivering increasingly cost-effective and longer-term savings. Sections 1.1.1 and 1.1.2 provide a high-level overview of PG&E's 2020 strategies and tactics employed to meet the CEESP goals and achieve its ambitious vision. Section 1.1.3 describes PG&E's successful accomplishment of the CEESP's 2020 Goal of providing cost-effective income qualified EE measures to 100% of eligible and willing customers by the end of 2020.

1.1.1. Please identify the Investor Owned Utility (IOU) strategies employed in meeting Goal 1: Improve Customer Outreach

Throughout 2020, PG&E continued to build on the CEESP strategies through a variety of tactics to improve customer outreach as detailed on the following page in Table 1.1.1.

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[7] To become income qualified for the ESA program, a residential customer's household income must be at or below 200% of the Federal Poverty Level (FPL), as required in D.05-10-044.

[8] Authorized in D.16-12-022 as modified by D.17-12-009. The 2017-2020 ESA program continued 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.

[9] CEESP. CPUC July 2008, updated January 2011. The target for achieving the 100% goal was updated regularly to include the most recent estimated eligibility numbers. PG&E met the goal in early 2020, using targets established prior to the pandemic.

Table 1.1.1 – Tactics to Improve Customer Outreach

Implementation Plan and Timeline		
Strategies	**Term 2017-2020**	**IOU Tactics Employed in 2020**
1.1: Strengthen ESA program outreach using segmentation analysis and social marketing tools.	**Continue to assess and evaluate customer behavior and energy savings; improve upon outreach to eligible communities.**	In 2020, PG&E continued an optimized multi-touch customer M&O approach, which included: direct mail, email, bill inserts, digital (including social media) campaigns, PG&E's digital newsletter and other integrated marketing touchpoints. These are discussed in Section 1.4. The outreach was targeted to CARE-enrolled customers living in ESA-eligible homes with a high propensity for participation based on data modeling.
1.2: Develop a recognizable and trustworthy Brand/Tagline for the ESA program.	**Evaluate progress/refine strategy.**	PG&E continued to use the ESA program statewide name and brand identity. PG&E refined its marketing strategy to reach more customers throughout 2020. M&O strategies are discussed in Section 1.4.
1.3: Improve program delivery	**Ongoing: Use information from segmentation analysis to achieve efficiencies in program delivery.** **Ongoing: Leverage with local, state, and federal agencies as well as other organizations to increase seamless coordination, efficiency and enrollment.**	PG&E leveraged various community organizations' programs and knowledge of their communities to promote and enroll customers in the ESA program throughout 2020. Leveraging and integration efforts are described in Sections 1.7 and 1.8.
1.4: Promote the growth of a trained ESA program workforce.	**Implement ESA program workforce education and training.** **Coordinate ESA program workforce and service providers with broader market.**	PG&E continued to implement education and training for ESA contractors [Energy Specialists, Weatherization Specialists, Duct Test and Seal technicians and Natural Gas Appliance Testing (NGAT) technicians]. PG&E trained over 844 ESA contractor staff in 2020. These efforts are discussed in Section 1.9.

1.1.2. Please identify the IOU strategies employed in meeting Goal 2: ESA Program is an Energy Resource

In 2020, PG&E employed a variety of tactics to ensure the ESA program is a valued energy resource. These tactics are outlined below in Table 1.1.2.

Table 1.1.2 – Tactics to Position ESA as an Energy Resource

Implementation Plan and Timeline		
Strategies	**Term 2017-2020**	**IOU Tactics Employed This Program Year**
2.1: Increase collaboration and leveraging of other low income programs and services	**Continue to expand partnerships with stakeholders and seek new opportunities for data sharing.**	PG&E partnered with CBOs and other PG&E programs to promote ESA, CARE, and other income qualified programs. See Sections 1.7 and 1.8 for examples of ESA leveraging and partnerships.
2.2: Coordinate and communicate between ESA program, EE and DSM programs to achieve service offerings that are seamless for the customer.	**Continually reevaluate and update programs to take advantage of new technologies.**	ESA continued to collaborate with PG&E's EE programs and demand-side management (DSM) programs to consider new technologies for inclusion in the ESA program. To drive better integration of messaging and minimize confusion for customers, PG&E leverages its marketing and communications team to provide coordinated information and outreach on all its income qualified and other DSM programs. See Section 1.4.
2.3: Provide low income customers with measures that result in the most savings in the ESA program.	**Continue to assess and evaluate opportunities to incorporate new energy efficiency measures into the ESA program, e.g., plug-load reduction, new heating, ventilation, and air conditioning (HVAC) technology.**	In 2020, PG&E launched new measures as approved in the mid-cycle advice letter (AL) disposition[10] into the program which include high efficiency furnaces, heat pump water heaters additional sizes, blower motor retrofits, and heat pump air conditioners. See Section 1.4 and 1.13 for details on energy savings opportunities.

[10] Non-Standard Disposition AL 3990-G-A/5329-E-A, 3990-G-B/5329-E-B (January 4, 2019).

Implementation Plan and Timeline		
Strategies	**Term 2017-2020**	**IOU Tactics Employed This Program Year**
2.4: Increase delivery of efficiency programs by identifying segmented concentrations of customers.	**Continue to evaluate approach to determine whether additional segments are needed.**	PG&E continued to use its ESA propensity model that includes a wide array of data variables for both the customer and the home. The model focuses marketing investment among customers with the highest propensity to participate, while enhancing media targeting effectiveness and lowering marketing costs. PG&E continued to deploy direct mail and email campaigns targeting customers in the top two deciles of the propensity model. PG&E also continued to provide targeted referral lists to ESA subcontractors to help them locate and target high-poverty areas. See Section 1.4 for more details.

1.1.3. Please describe PG&E's progress towards meeting the CEESP's ESA 2020 Programmatic Initiative Goal.

PG&E successfully met the 2020 Goal of providing cost-effective low income EE measures to 100% of eligible and willing customers by 2020,[11] using the methodology updated in D.16-11-022.[12] The 2020 Goal number PG&E achieved was 1,453,822 First Touch households, as shown in ESA Table 4B.

In 2007, the Commission adopted a "programmatic initiative" in D.07-12-051 to "provide all eligible LIEE customers the opportunity to participate in LIEE programs and to offer those who wish to participate all cost-effective energy efficiency measures in their residences by 2020."[13] The Commission's Long-Term Energy Efficiency Strategic Plan accordingly set an aspirational goal to treat all of the eligible and willing low income homes by 2020.[14] This goal was later codified into California Public Utilities Code Section 382(e) which requires that:

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[11] California Long-Term Energy Efficiency Strategic Plan (Strategic Plan), August 2008, p.25. The Strategic Plan was updated in 2011 to include lighting. Available at: www.cpuc.ca.gov/PUC/energy/Energy%2BEfficiency/eesp/.

[12] D.17-12-009, Attachment 1 (modified D.16-12-022), pp.269-271 and pp. 424-425, Conclusions of Law (COL) 115-117.

[13] D.07-12-051, pp. 28, 29.

[14] D.12-08-044, pp. 18-20.

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

As of December 31, 2020, PG&E had provided ESA services to over 1.45 million First Touch customer households since 2002.

1.2. ESA Program Overview

1.2.1. Provide a summary of the Energy Savings Assistance program elements as approved in D.16-11-022 and D.17-12-009.

ESA Program Summary Table 1.2.1 below compares PY 2020 authorized budgets and targets to PY 2020 actuals and achievements.

Table 1.2.1 – ESA Program Summary

PY 2020 ESA Program Summary			
	Authorized/ Planning Assumptions	**Actual**	**%**
Budget [a]	$231,726,492	$133,132,508	57%
Budget from Unspent Funds [b]	$108,897,754	$6,411,790	6%
Total Homes Treated [c]	104,422	86,466	83%
kWh Saved	N/A	53,950,719	N/A
kW Demand Reduced	N/A	6,903	N/A
Therms Saved	N/A	(68,028)	N/A

[a] Authorized budget has been updated with midcycle request as per approval from AL 3990-G/5329-E A/B
[b] Previously uncommitted 2009-2016 Unspent funds authorized in Res. G-3531 and Non-Standard Disposition AL 3990-G-A/5329-E-A, 3990-G-B/5329-E-B (January 4, 2019).
[c] Including both First Touch and Retreated Homes.

In 2020, the IOUs were directed by the Energy Division (ED) to provide a summary of actual homes treated compared to the internal planning goals from the beginning of the PY for the months of June through December 2020. Table 1.2.2 on the following page provides 2020 homes treated goals and actuals (including both First Touch and Retreatment homes) for the months mentioned.

Table 1.2.2 – Homes Treated Goals and Actuals

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

1.3. Multifamily Common Area Measure Program

PG&E's MF Common Area Measure (CAM) initiative officially launched in 2019 (soft launch in December 2018) to provide affordable MF property owners and managers with energy retrofits of common areas and central systems. The program provides free technical assistance (e.g., audits and measure specifications), cash incentives and coordination with other energy programs for whole building retrofits. The initiative is designed to provide:

- 100% of building treatment costs at income qualifying deed restricted MF properties (for qualified EE measures).
- No-cost utility energy benchmarking services.
- Coordination and treatment opportunities with ESA program for in-unit; and
- No-cost customized technical assistance to property owners and contractors throughout the program process.

PG&E's MF CAM offers a comprehensive measure list to property owners with opportunities in the following categories: appliances, water heating, building envelope, heating and cooling, lighting and plug loads. Examples of MF CAM treated properties are included as Appendix C of this report, and a summary of the 2020 accomplishments is provided below in Table 1.3.

Table 1.3 – MF CAM Accomplishments

2020 ESA CAM Program Summary			
Category	**Authorized/ Planning Assumptions**	**Actual**	**%**
Budget – Labor Expenses and Incentives	$32,620,683	$5,959,224	18%
Properties Treated	154	19	12%
kWh Saved	2,695,000	896,605	33%
kW Demand Reduced	1,540	17	1%
Therms Saved	115,500	46,155	40%

PG&E's ESA CAM program overcame many challenges in 2020 in order to build a robust pipeline, hitting the program cycle property enrollment and audit goals. Challenges related to an open contractor network design, complex project scopes and COVID-19 impacts warranted robust and creative solutions. In order to mitigate impacts for customers, and the ESA CAM pipeline, the program stood up a project bid review process; modified its construction deadline to allow for COVID-19 related delays; shifted to virtual audits and inspections; and introduced phased payments for large projects. The program's ability to

respond to real-world/real-time challenges enabled MF properties to remain in the program and keep PG&E on-track toward achieving its ESA CAM treatment goals.

Despite the challenges posed by COVID-19, through targeted M&O initiatives, and a thorough application intake process to confirm affordability requirements and common area opportunity, PG&E's MF CAM enrolled 383 buildings in 2020. The lead-to-enrollment conversion rate was 52%, with most of the attrition due to an inability to meet the income eligibility requirements.[15]

Outreach initiatives included outbound calls, virtual events, and panel sessions, webinars, and digital media (social media, newsletters, mailers). MF CAM also worked with multiple contractors throughout PG&E's territory to generate leads and coordinate with other affordable housing programs such as California Department of Community Services and Development (CSD) Low Income Weatherization Program (LIWP) and Multifamily Upgrade Program (MUP) to layer funding and enable more comprehensive projects.

In 2020, PG&E CAM audited 724 buildings and provided no-cost technical assistance including site energy audits, scope of work recommendations, benchmarking using ENERGY STAR® Portfolio Manager, and a standardized bid approval process. There were 158 ESA CAM projects involving 1,336 buildings that had reserved funding in 2020. PG&E also enrolled 1,882 buildings, and audited 1724 buildings across 199 properties. Upon reaching the enrollment goal in June 2020, PG&E closed enrollment and opened a 2021 program waitlist. Throughout the remainder of 2020, PG&E maintained a robust waitlist and continued to engage interested property owners in preparation for future enrollments.

Results of the Normalized Metered Energy Consumption (NMEC) analysis for treated properties as part of the MF CAM program are not available for the 2020 PY. This is because, as of December 31, 2020, no MF CAM property collected 12 months of pre- and post-treatment metered data, which is a requirement for NMEC analysis.

1.4. Marketing, Education and Outreach

1.4.1. Provide a summary of the geographic segmentation strategy employed, (i.e., tools and analysis used to segment "neighborhoods," how neighborhoods are segmented and how this information is communicated to the contractor/CBO).

For Marketing, Education & Outreach (ME&O) initiatives, PG&E used the joint utility methodology adopted by the CPUC in D.01-03-028 to develop eligibility estimates by geographic area. This method entails an annual estimation of eligibility for CARE, ESA, and other income-by-household size parameters at the small area (block group, census tract, ZIP+2, etc.) for each IOU territory and for the state. The joint utility methodology is further described in CARE Section 2.1.2.

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[15] Properties must meet and have supportive documentation (e.g., from a local, state, or federal government agency such as the U.S. Department of Housing and Urban Development, the U.S. Department of Agriculture, or the California Tax Credit Allocation Committee) for deed restriction requirements in compliance with CPUC code section 2852(a). At least 65% of residents in a participating property must meet ESA income guidelines set annually by the CPUC. Currently, ESA income eligibility is at 200% of the FPL pursuant to Public Utilities Code.

Using the 2020 geographic area list of ESA-eligible customers, PG&E broke out ZIP+2 areas eligible for "self-certification" enrollment.[16]

PG&E provides the ZIP+2 geographic area lists to ESA program contractors for targeted program enrollment. Most ESA contractors scheduled their appointments geographically and worked through their assigned areas geographically to minimize costs.

1.4.2. Provide a summary of the customer segmentation strategies employed (i.e., tools and analysis used to identify customers based on energy usage, energy burden and energy insecurity) and how these customer segments are targeted in program outreach.

PG&E's ESA program uses a propensity model to identify and target customers who are most likely to benefit from the program and have their homes treated. The model leverages customer attributes and behaviors, including location, language preference, education, energy usage trends, bill amount and payment patterns. The model creates a ranking of customers according to their likelihood, or propensity, to participate in the ESA program. The model divides the customer into ten groups or deciles. Decile 1 is the most likely to participate in ESA, decile 10 being the least likely. Each decile divides customers into a grouping of 10% of the eligible population (according to their ranking). PG&E's CARE propensity model score is also included in the ESA propensity model as, historically, engagement with other PG&E programs leads to additional customer engagement. As of December 31, 2020, 67% of all ESA treated homes were completed for customers from deciles 1 and 2 of the current ESA propensity model. Deciles 1 and 2 delivered 234% more total ESA treatments than if customers were selected at random.

2020 ESA ME&O Highlights

COVID-19 challenges during 2020 significantly impacted the efforts to enroll customers and convert leads to actual homes treated especially in the Bay Area part of our service territory. PG&E continued to use various marketing tactics that have proven successful in driving high awareness and acquisition in the ESA program. Specifically, PG&E 1) refined messages and outreach tactics to reach more likely eligible ESA participants; 2) focused on using customers' preferred channels to engage them with relevant messages; and 3) employed a multi-touch, multi-channel approach to reach CARE-enrolled customers who had not yet participated in the ESA program. Due to Governor Newsom's COVID-19 stay-at-home order, PG&E adjusted strategies for outreach and enrollment, as well as its annual applications goals, while maintaining a firm commitment to enroll as many customers as were willing to have contractors enter their homes. PG&E M&O initiatives generated 76,149 qualified leads for its ESA contractors in 2020, exceeding its adjusted goal by 9%. This was quite an achievement, since in some parts of the service territory contractors saw high cancellation or decline rates ranging from 25–35% when compared to pre-COVID-19 experience. These activities are explained in greater detail in the following section of the report.

Direct Outreach

PG&E deployed three direct marketing campaigns utilizing direct mail and email to CARE-enrolled, ESA-eligible customers in 2020. Direct mail generated an average application submission response rate of 11%, with a program high of 13% in Q1 of 2020.

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[16] Over 80% of households living at or below 200% of the FPG Level.

Email also proved to be a successful channel with click-through rates remaining steady at 4% and unique open rates increasing from 24.7% to 26%.

PG&E continued to provide ESA program marketing collateral in bilingual versions (English/Spanish), with personalized pre-filled response application forms. Those customers who used the pre-filled response application form were more likely to participate in the ESA program.

Examples of PG&E's direct marketing materials are shown in the following figures.

Figure 1.4.2.1 – Examples of PG&E's 2020 Direct Mail

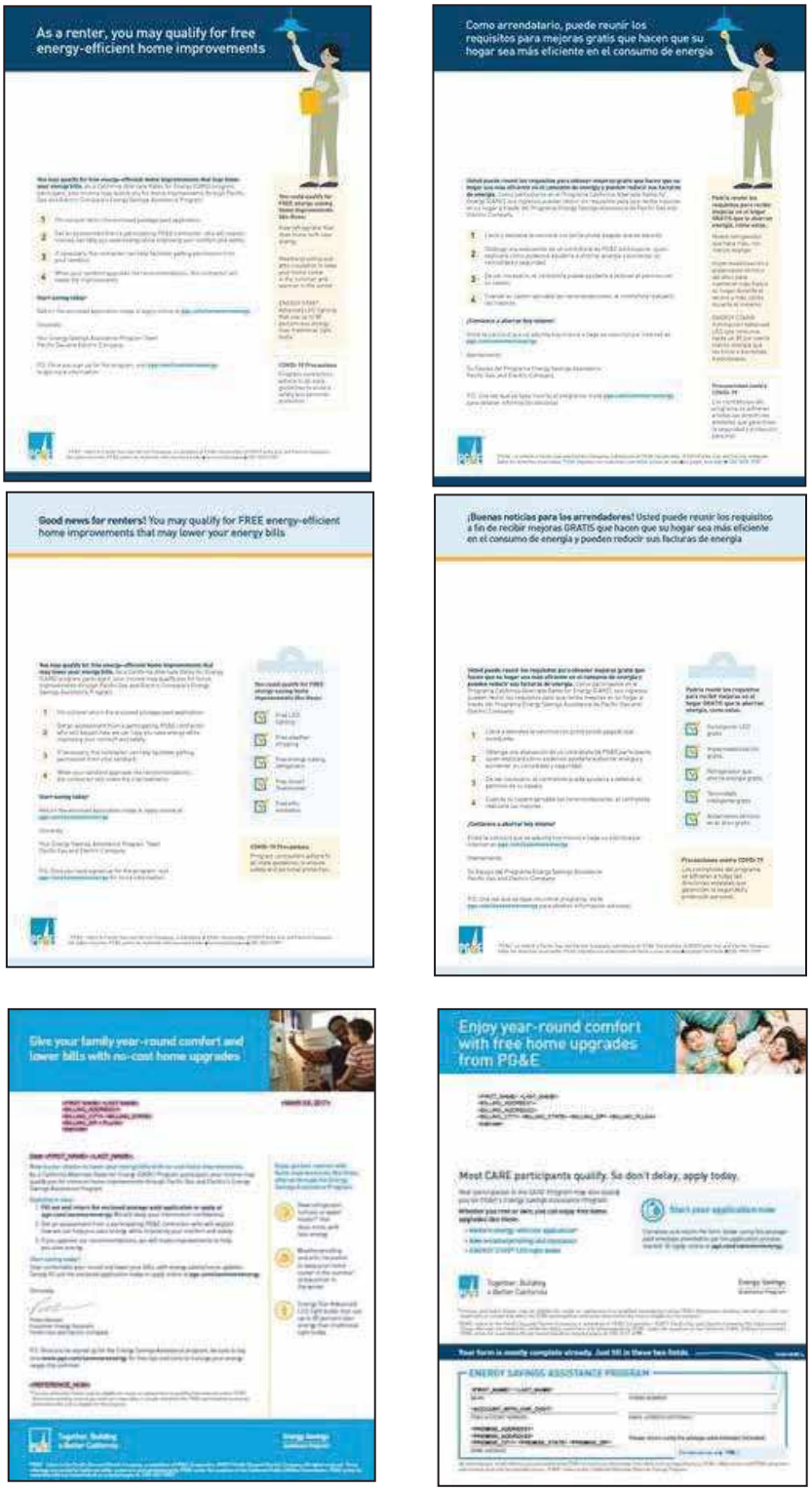

Figure 1.4.2.2 – Example of Email Creative to Promote ESA Participation

Digital Media

PG&E deployed an “always-on” digital media campaign in January 2020 that ran through December 2020. The strategy included search engine marketing, digital display advertising, and social media ad placements. The campaign started with search and then digital display was added in the second quarter (Q2). The strategy included the addition of the Fresh Electronic Benefit Transfer (EBT) app, a food stamp balance app, engaging customers with the ESA program offer via digital ads. With the addition of this highly targeted strategic approach, PG&E saw a steady increase in site traffic and online application submissions to the ESA program. Traffic increased 2X from search and 4X from display, 8% and 4% respectively. Total online application submissions accounted for 41% of all leads generated.

Examples of PG&E’s digital media are shown in the figures on the following page.

Figure 1.4.2.3 – 2020 Digital Media Examples

Energy Statement Inserts

PG&E sent energy statement inserts to CARE-enrolled customers twice in 2020 to maintain awareness of the ESA program among eligible customers and to generate leads for ESA contractors. The insert was bilingual with English on one side and Spanish on the other.

Examples of PG&E's energy statement inserts are shown in the figures on the following page.

Figure 1.4.2.4 – Energy Statements Inserts

PG&E Earned Media and Owned Assets

PG&E continued to deploy an income qualified digital newsletter to approximately 1.6 million customers per month. Information about the ESA program was featured in the April and August issues. Content focused on the needs of income qualified renters and homeowners with medium to high-energy bills with the purpose of building awareness, driving enrollment, and providing relevant energy management tips and tools.

PG&E used its Home Energy Report (HER) to promote the ESA program. ESA was featured in the 10/25-11/28 eHER experience and had a unique open rate of 38% and a unique click through rate of 0.8%. PG&E also periodically featured the ESA program on the www.pge.com homepage to increase program awareness.

PG&E participated in media interviews throughout the territory to promote the ESA program with a focus on Spanish and Chinese in-language media including:

- **KGRB Radio** – Coverage in the Sacramento area that targeted Hispanic adults ages 18-65.
- **KTVO Radio** – SING Tao Radio. Offers programs in both Mandarin and Cantonese. Morning talk show with an estimated listenership of approximately 182,000.
- **KGRB** – Despierta Valle Central, "Wake Up Central Valley", is a daily morning show that airs Monday through Friday from 5-7 am and reaches an average of 18,000 viewers per week, 18+, serving the Fresno-Visalia area.
- **KTVN** – Vietnamese language format that serves the San Francisco Bay Area with a specific focus on the Santa Clara Valley. Pre-recorded 10-minute segment interviews were aired at various times throughout the day. Targeted adults ages 30-60.

- **KRON 4.2 – Skylink TV** – Local SF Chinese TV station. Estimated viewership in the Bay Area is approximately 100,000.
  KSFN – News for Chinese Radio operated by News for Chinese Newspaper. Free bi-weekly publication with approximately 30,000 circulation per issue. Three separate editions for the Peninsula, South Bay, and East bay regions. Covers alameda, San Francisco, Santa Clara, San Mateo, and other counties in the Bay Area. Estimated weekly listenership is approximately 100,000.

Community Events
Prior to Governor Newsom's COVID-19 stay-at-home order, PG&E attended various community events such as health fairs, community resource fairs, senior resource fairs, county fairs, farmers markets and other events to promote the ESA program. ESA contractors joined PG&E at many of these to offer in-person application assistance. ESA contractors also attended bi-monthly Customer Assistance Days at local PG&E Customer Service Offices (CSOs) where they promoted the program to eligible customers.

1.4.3. Describe how the current program delivery strategy differs from previous years, specifically relating to Identification, Outreach, Enrollment, Assessment, energy Audit/Measure Installation, and Inspections.

Identification
In 2020, PG&E continued to prioritize M&O to CARE-enrolled customers with certain attributes such as new program participants and high-energy usage. Due to the pandemic, PG&E paused completing the PEV process and so this attribute was not used in targeting/identifying potential customers for the ESA program. Customers were highly engaged with the company during these shifts in status and were more likely to take advantage of ESA program benefits. In 2020, PG&E continued to focus on these audiences to generate leads.

Outreach
In 2020, PG&E continued to use the simplified direct mail letter and application, leveraging the analysis that showed submissions from the simplified letter/application led to more homes treated; this version made up 80% of each campaign mailing. This shorter application is simpler and more convenient for busy customers.

With only five questions, three were pre-filled with customer info, the remaining two asked for current email address and phone number. The remaining 20% of campaign recipients received the longer version of the application, allowing for continued testing and learning. 2020 campaign analysis shows that we continue to see a consistently higher rate of application submissions from this longer version but a higher assessment and treatment rate among those who submitted the shorter simplified letter and application version.

Enrollment
PG&E offered ESA enrollment and energy education virtually due to the public health and safety concern in response to the COVID-19 pandemic, beginning in March 2020 and continuing into 2021.

Assessment
PG&E did not make any changes to the ESA program assessment process from the previous year.

Energy Audit/Measure Installation
In 2020, PG&E implemented the following measures: heat pump water heaters, central heat pump air conditioning and high efficiency furnaces.

1.4.4. Track Costs of Assembly Bill (AB) 793 related Energy Management Technologies programs (identify all of the programs or initiatives that will be able to benefit from the availability of the end-use and electric usage profiles, and to coordinate with the relevant proceedings so that the relevant costs can be considered in those proceedings' cost-effectiveness decision-making), including costs for Energy Education.

PG&E offers its income qualified customers several energy management technology-related programs and tools to help them better manage their energy use.

Enhanced Energy Education
PG&E focused its enhanced energy education on helping income qualified customers know where and how to locate online tools available to assist in understanding and managing their energy bills. ESA contractors are required to assist customers in enrolling in Your Account, PG&E's online portal to access energy statements, energy alerts and the like should the customer opt-in. ESA contractors also review the customer's energy usage, and highlight rate options, and payment options and bill payment assistance. In-home education costs totaled $5,541,510 in 2020.

Smart Thermostats
PG&E installed 505 smart thermostats in 2020. More details on smart thermostats can be found in Section 1.12 of this report.

Load Disaggregation Reports
PG&E completed the load disaggregation report project in 2020. The load disaggregation reports used PG&E's electric and gas smart meter data to disaggregate CARE enrolled customers' energy usage and provide them with tips to reduce their usage in the winter and summer seasons. The reports were made available to the ESA contractors via the contractor portal in June 2020. Contractors were asked to use these reports as part of their in-home ESA energy education activities. The reports were also made available to CARE enrolled customers directly via the Your Account portal in December 2020. PG&E will continue to work with the third-party load disaggregation vendor to update reports quarterly in 2021.

HERs
PG&E uses its HERs to promote ESA and other income qualified programs for applicable audiences. In 2020, 1.8 million PG&E customers received HERs. Of them, nearly 580,000 were income qualified customers enrolled in the CARE program.

Building Benchmarking Portal
PG&E encourages its income qualified MF property owners to benchmark their properties using PG&E's building benchmarking portal, which uses PG&E's smart meter data to provide building owners and managers insights into how to save energy and reduce their operating costs.

1.5. ESA Program Customer Enrollment

1.5.1. Distinguish between customers treated as "retreated or go backs" and "first touch" customers so that the Commission has a clear idea of how many new customers the IOUs are adding to the ESA program.

In 2020, PG&E treated 56,296 "Go-Back" customers and 30,170 "First Touch" customers (customers participating in the program for the first time),[17] thereby exceeding the required 2020 Goal laid out in statute. These Go-Back and First Touch treatments represented 65% and 35%, respectively, of the total annual homes treated of 86,466.

1.5.2. Please summarize new efforts to streamline customer enrollment strategies, including efforts to incorporate categorical eligibility and self-certification.

In 2020, PG&E's ESA program contractors continued to streamline customer enrollment strategies by incorporating categorical eligibility and self-certification into ESA program processes, as allowed by ESA's program policy.

The ESA program launched a virtual enrollment pilot to continue enrolling qualifying households in response to Governor Newsom's COVID-19 stay-at-home order, which suspended face-to-face interactions with customers due to the public health and safety concerns and mandates.[18] The virtual enrollment activities included enrolling and educating program participants on ways to save energy.

In addition, PG&E temporarily utilized an affidavit process where customers could self-certify their income in order to virtually enroll in the program. This was implemented as a response to the delays stemming from the California EDD in providing customers with documentation to verify their employment status. The use of virtual enrollments and self-certifications helped ESA contractors to quickly ramp up production once the program resumed on May 31, 2020.

PG&E encouraged contractors to work in the 80% self-certification areas[19] by providing them with breakdowns of estimated eligible customers by ZIP+2 to use in their customer recruitment activities. In 2020, PG&E treated 447 homes in these targeted self-certification ZIP codes.

PG&E continued to fulfill our commitment to the CPUC's expanded ESA self-certification requirements in counties impacted by the California wildfires.[20] Customers residing in the wildfire impacted counties could self-certify for ESA if they lost income documents in

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[17] In D.16-11-022, the Commission removed restrictions against re-treating customers treated after 2002. These "Go-Back" customers had previously been ineligible to participate in the ESA program because of the prior participation in the program and became eligible again in 2017.

[18] In Res. E-5074, CPUC allows IOUs to implement process to address customer hardship or unusual circumstances to promote low income programs and enroll qualifying households.

[19] Customers living in ZIP codes having 80% or more households at or below the ESA-qualifying 200% of the FPG Level are allowed to self-certify their eligibility, per D.08-11-031, Ordering Paragraph (OP) 6.

[20] Res. M-4833.

the fires. In addition, households in which persons displaced by the wildfires reside were also allowed to self-certify for ESA. Self-certification was further expanded to include customers where a new state of emergency proclamation was issued.[21] In 2020, PG&E treated 64 homes in this self-certification category.

The expanded ESA self-certification requirements continue to be in place for a period of one year commencing from the date the state of emergency proclamation was issued, or until PG&E service is restored.

1.5.3. If the IOU has failed to meet its annual goal of number of households served, please provide an explanation of why the goal was not met. Explain the programmatic modifications that will be implemented in order to accomplish future annual goals of number of households served.

PG&E successfully met the ESA 2020 Goal, as shown in ESA Table 4B, however did not meet its annual planning goal of 104,422 homes treated in 2020. This was due to the program shut down in compliance with Governor Newsom's COVID-19 stay-at-home order. Prior to the order, PG&E was at 107% of its annual plan when the program was paused.

Operational challenges caused by COVID-19 impacted contractor performance, and customer unwillingness to participate in the program due to fears of COVID-19 contributed to not meeting the goal. Contractors indicated that they saw higher decline and cancellation rates ranging between 25% and 35% across the various regions due to customers reluctance to have contractors in their homes.

On March 18, 2020 all face-to-face interactions with customers were suspended. This lasted for 75 days, until June 1, 2020. This 75-day shutdown represents just over 20% of the 2020 workdays. Once the authorization to work was resumed, contractors had to develop new safety standards in their operation procedures, train employees how to work in a COVID-19 environment, and ramp back up operations.

Despite the challenges they faced, contractors scaled up quickly and produced at a pace exceeding pre-pandemic levels over the final months of the year.

2020 ESA Program Modifications

Contractors would not have rebounded as quickly without the Commission's direction to offer advance payments to ESA contractors as a result of COVID-19.[22] These advances allowed contractors the ability to retain the majority of their workforce during the shutdown and return to work quickly.

PG&E's early mandate of strict COVID-19 safety protocols, such as daily health screenings, requirements for PPE and contact tracing surrounding known exposures, minimized the ESA-related transmission of COVID-19, contributed to a healthy workforce, fostered customer confidence, and allowed contractors to continue production through numerous pandemic surges.

Finally, a key program modification contributing to households served was the ability to conduct remote enrollments. This began during the 2020 program shut down and is

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[21] D.18-08-004

[22] Res. E-5074

ongoing. It provides additional flexibility for contractors and for customers struggling with pandemic-related concerns of welcoming program staff into their homes.

1.6. Disability Enrollment Efforts

1.6.1. Provide a summary of efforts to which the IOU is meeting the 15% penetration goal.

Disabled customers made up 22% of the ESA program enrollees in 2020, exceeding the 15% penetration goal.[23] Because ESA contractors may not ask about disabled occupants, households were counted and recorded by ESA contractors based on visual observations or unsolicited comments by occupants. Thus, participation of households with a disabled occupant may be higher than recorded.

1.6.2. Describe how the ESA program customer segmentation for ME&O and program delivery takes into account the needs of persons with disabilities.

PG&E's ESA program delivery takes the needs of persons with disabilities into account by providing specialty measure enhancements to ESA customers with disabilities. For example, side-by-side and bottom mount refrigerators are available to customers with disabilities. In 2020, ESA installed 334 of these special-order refrigerators.

PG&E produces ESA program materials to help customers who are blind or have low vision, and provides alternate customer formats upon request. A large print ESA fact sheet is available on PG&E's website or customers can call or email PG&E to receive the fact sheet in Braille or large print. These fact sheets are available and provided to the ESA contractors and community outreach partners to share with customers.

1.6.3. Identify the various resources the IOUs utilize to target the disabled community and the enrollments as a result.

Table 1.6.3 – Disability Enrollments

2020 Disability Enrollments			
Source	**Total Enrollments**	**Disability Enrollments**	**% of Disability Enrollment**
Various contractor recruiting and sign-ups			
Total Enrollment Rate	**86,466**	**18,951**	**22%**

PG&E's outreach strategy includes collaboration with strategic community partners to provide energy education as well as facilitate enrollment in the ESA program. PG&E also contracts with COCs to help drive participation in income qualified programs. Prior to the suspension of face-to-face interactions with customers due to public health and safety concerns and mandates in response to COVID-19, traditional marketing channels like

[23] PG&E does not have disability data to determine the eligible disabled population penetration rate. The percent of disabled customers reported herein is the number of ESA customers treated counted as disabled in 2020 divided by the total number of 2020 ESA customers treated. The actual percent of ESA disabled customers treated may be higher, as described above.

print materials, one-on-one direct interaction at local community outreach events such as senior resource fairs and health resource fairs, and PG&E lobby assistance days were effective at targeting the disabled community.

1.6.4. If participation from the disabled community is below the 15% goal, provide an explanation why.

In 2020, disabled community participation within PG&E's ESA program was 22%.

1.7. Leveraging Success, Including Low Income Home Energy Assistance Program (LIHEAP)

ESA program contractors referred approximately 193 customers to LIHEAP in 2020.[24] PG&E estimated savings from its refrigerator leveraging contracts with LIHEAP providers (see Section 1.7.3) and its water agency initiative (see Section 1.7.4). More details on PG&E's leveraging efforts are detailed below. Specific results of 2020 leveraging activities are shown in ESA Table 14.

1.7.1. Describe the efforts taken to reach out and coordinate the ESA program with other related low income programs offered outside the IOU that serve low income customers.

In 2020, PG&E continued its grassroots outreach engagement efforts in addition to traditional marketing strategies. The ESA program continued to build relationships with key CBOs and participated in local community outreach events aimed at reaching potentially eligible income qualified customers. Prior to the stay-at-home orders, PG&E's partners participated in 142 in-person activities and strategies that included: community events, presentations, CBO partnerships, ethnic media promotion and other pay center outreach events. Since the pandemic, the ESA program continued to look for opportunities to partner with mission aligned organizations to reach eligible customers. For example, through a partnership with the Central Valley Food Bank, PG&E was able to provide ESA program information and materials for distribution to over 20,000 families that receive emergency food support through the food bank. The food distribution sites are spread throughout the Central Valley and include most rural communities through partnerships with local community organizations that serve as distribution sites. This was an innovative way to continue to reach income qualified customers while leveraging a service they continue to access in person.

In 2020, PG&E ESA contractor Self Help Home Improvement Project (SHHIP) continued to coordinate with Redding Electric Utility's (REU) weatherization program for income qualified customers. PG&E leveraged 981 REU homes. The collaborative program offered natural gas and electricity saving measures to customers served by both PG&E and REU. Income qualified Redding natural gas customers that participated in PG&E's ESA program were automatically enrolled in REU's program and received all feasible electric measures in addition to the gas measures provided by ESA. The joint program leveraged training, processes, and customer touches to minimize program implementer costs and resources while providing maximum benefit to customers.

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[24] Self-reported from implementation contractors.

1.7.2. In addition to tracking and reporting whether each leveraging effort meets the above criteria in order to measure the level of success, please describe the Other Benefits resulting from this particular partnership not captured under the 3 criteria described above.

PG&E has not tracked other leveraging benefits outside of those captured under the three criteria described in Section 1 above: dollars saved, energy savings / benefits, and enrollment increases. These are shown in Appendix B (ESA Table 14).

1.7.3. Please provide a status of the leveraging effort with CSD. What new steps or programs have been implemented for this program year? What was the result in terms of new enrollments?

LIHEAP Refrigerator Leveraging
PG&E implemented its refrigerator leveraging program with LIHEAP providers. Through this leveraging program, LIHEAP agencies in PG&E's service area that are not ESA contractors can receive ESA program funding to purchase refrigerators for qualified PG&E electric customers, thus freeing up more LIHEAP funding to provide other services to income qualified households. PG&E counts these refrigerators and their savings but does not count these as ESA treated homes. In 2020, seven ESA refrigerators ($5,350.10 in funding) were funded through LIHEAP leveraging contracts, resulting in savings of 4110.75 kWh and 0.574 kW.

LIWP MF Whole Building Coordination[25]
PG&E and CSD held several conference calls throughout the year and an in-person meeting to discuss and exchange information on the CSD LIWP – ESA leveraging program. All meetings were attended by three parties: PG&E, CSD, and the Association for Energy Affordability (AEA – CSD's implementer). By mid-2020, all parties agreed there were several challenges and obstacles hindering CSD projects from leveraging ESA measures. There are a number of measures where the basis for eligibility for CSD and ESA are not aligned. For example, CSD replaces compact florescent lamps (CFLs) with light-emitting diodes (LEDs) whereas ESA only allows incandescent retrofit to LED. CSD also implements natural gas to electric (fuel switching) measures such as water heaters but fuel switching is not currently part of the ESA program. The difference in customer income qualification requirements between CSD and ESA also posed a challenge for the two programs.

PG&E and CSD worked diligently together in 2020 to mitigate these challenges. For example, as a solution to overcome the difference in customer income qualifications between the two programs, CSD agreed to use a copy of the deed restriction document to income qualify projects using the Statewide ESA Program's Policy and Procedures Manual's criteria for MF buildings:

> "Multifamily buildings eligible for "whole building" enrollment are located in a PRIZM Code, census tract, or federally recognized tribal reservation, or zone where 80% of households are at or below 200% of FPG; a Promise Zone as designated by the federal government, or the building is registered as low-income

[25] D.16-11-022 required PG&E to fund ESA measures currently offered by ESA for MF customer households participating in CSD's LIWP for MF buildings.

affordable housing with ESA Program qualified income documentation that is less than 12 months old on file."[26]

PG&E has also prioritized more measures with the same installation criteria under both ESA and LIWP to provide increased leveraging opportunities. By the end of 2020, CSD had identified a potential heat pump water heater project (non-fuel switching, multiple units) qualified for leveraging with ESA. The project is estimated to be completed in mid-2021.

1.7.4. Describe the coordination efforts with water agencies or companies (wholesalers or retailers).

PG&E continued coordinating with water agencies leveraging the ESA program to offer cold water conservation measures to eligible income qualified customers. As of December 2020, PG&E had 10 partnerships with water agencies. PG&E continued to partner with California American Water Monterey, Sacramento and Santa Rosa districts and added the remaining Merced district in 2020. PG&E also continued leveraging with City of Santa Cruz Public Works, Solano County Water Agency, Alameda County Water District and Yuba Water Agency. Partnerships with two new agencies, Sonoma Water and Santa Clara Valley Water District, were set up in 2020; however, due to COVID-19, Santa Clara Valley Water District did not launch its pilot program in 2020.

PG&E continued outreach to water agencies to encourage more program participation. On October 1, 2020, PG&E hosted a Water-Energy Coordination Forum to discuss water-energy partnership opportunities and assess interest of water agencies to collaborate with PG&E to enhance their water conservation efforts for income qualified customers. Representatives from thirty-six water agencies attended the webinar. On December 10, 2020, PG&E and Richard Heath and Associates (RHA) presented as part of a panel of speakers on the topic of "Water and Energy Utilities Join Together for Conservation in Low Income Households" during California Water Efficiency Council's (CalWEP's) Peer-to-Peer Conference. This was another great opportunity to bring awareness to PG&E's Water-Energy Coordination Program.

In 2020, 1,420 homes were served by the program which represents a 58% decline compared to 2019. The decline is attributed to the ESA program pausing work during the spring months due to the COVID-19 pandemic and customers being hesitant to allow contractors into their homes when work resumed. However, contractors implemented a process of enrolling customers and performing some of the initial home assessment over the phone, which resulted in efficiencies in identifying customers who would qualify for and benefit the most from the cold water measures offered through the program. Thus, more measures were installed per home when compared to 2019. Through the program, ESA contractors evaluated toilets using toilet dye tabs, replaced eligible toilets, conducted outdoor assessments, examined meters, performed leak detections and water conservation education. Customers also received conservation giveaway items such as hose nozzles and shower timers, and literature about additional water conservation opportunities. Installation of these measures saved customers an estimated 23.8 million gallons of water and 28,312 kWh per year representing a 24% and 27% increase, respectfully, compared to 2019.

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[26] Statewide Energy Savings Assistance Program 2017-2020 Cycle Policy and Procedures Manual, page 7, section 2.2.5: Qualifying Multifamily Buildings, 7th bullet point.

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The Water-Energy Coordination Program 2020 Annual Report offers in-depth detail on the partnerships and program accomplishments and is included as Appendix D of this report.

1.7.5. Describe the outreach and coordination efforts with Tribal Communities.

The 2020 Tribal ESA program began with a round of outreach to all federally recognized Tribes in PG&E's territory in January and February with an offer to meet in person, learn more about PG&E assistance programs and discuss participation in ESA. In early March, there were three in-person meetings with three different Tribes and four webinars with five other Tribes. All were very interested in participating in PG&E's programs. Webinars became the primary meeting mechanism due to COVID-19 shelter-in-place orders. All 51 federally recognized Tribes in PG&E's service territory were contacted via email and phone calls with offers of webinars and /or phone call consultations.

During the pandemic, wildfires crisscrossed the state. These events significantly impacted the 2020 Tribal ESA program.

Although some Tribes continued to express interest in participating in the program, they tentatively withdrew based on the latest health or fire information received and the decision was made to postpone the Tribal ESA program on-premise coordination services until 2021. But PG&E outreach did not stop. The outreach messaging, sent to Tribes, was modified to focus more on the steps PG&E had taken to protect customers during this time (e.g., suspension of power shut-offs, alternate payment methods, and greater access to energy assistance programs for residential customers).

In order to prepare for 2021, the work behind the scenes continued. PG&E developed customized versions of its turn-key outreach materials for Tribes, including customer letters, postcards, social media announcements, and newsletter articles. PG&E's proposed modifications to the Property Owner Waiver (POW) and Property Owner Authorization (POA) forms were completed and the new documents put into place for ESA work on tribal lands. PG&E also developed a plan for conducting eligibility and enrollments virtually as a way to reduce the number of home visits if customers were concerned about too many visitors. This virtual work was similar to what was being done with customers through the standard ESA program implementers.

During the third quarter of 2020, new outreach efforts launched to secure participation agreements for early 2021. Agreements between the program implementers have been solidified and the plan is to begin the "boots-on-the-ground" work in early spring of 2021. This work includes working with each of the Tribes to identify a program single point of contact within the tribal territory; determine the calendar for outreach and assessment activities; and coordinate for the enhanced program outreach, assessment, and installation activities.

PG&E was in contact with all 51 federally recognized Tribes in its service territory[27] in 2020 and learned that not all Tribal communities are in financial need or eligible for income qualified programs. Continued outreach to these Tribes is not likely to result in any increase to penetration levels. More affluent, less-remote Tribes either have not been responsive to outreach or have communicated the lack of need among their Tribal

[27] All references to 51 Tribes refer to the 51 federally recognized Tribes in PG&E's service territory.

members in response to the 2019-2020 outreach attempts. Instead, these Tribes have requested different types of information or services from PG&E, including micro-grids, solar (photovoltaic) resources, electric vehicle charging stations or information about battery-back-up systems.

As of December 2020, the penetration rate for homes treated was 57% of the estimated number of 2000 ESA-eligible customers living on Tribal lands in PG&E's service area.

Summary of 2020 Tribal Liaison Outreach Activities

- PG&E's Tribal Consultation Plan for PY 2020 consisted of outreach to the leadership of the remaining tribal communities who had not responded to contact attempts. Email communication and phone calls with offers of in-person meetings, webinars and /or phone call consultations were completed every quarter.
- In addition to the offer to meet and confer, all outreach materials included information on customer protections.
- PG&E's Tribal liaison who collaborates with all Tribes in PG&E service territory is a point person for Tribal Councils, leadership, and government staff. The liaison communicates the offer to meet and confer every time there is an audience with the Tribal communities.
- In addition to in-person and webinar meetings with seven Tribes, PG&E met with ten Tribal Temporary Assistance for Needy Families (TANF) offices, 31 Housing Authority (HA) offices, and American Indian Chamber of Commerce members.
- PG&E also contacted all 51 Tribes to become CARE COCs in the summer of 2020.
- Based on the Yurok Project experience, PG&E revised the enhanced home assessment form and modified its POW/POA forms to be more appropriate for Tribal use.
- PG&E developed additional customized versions of its turn-key outreach materials for Tribes, TANF offices, HA offices, and other Tribe-affiliated entities to promote customer assistance programs. Materials included customer letters, postcards, social media announcements, and newsletter articles.
- Targeted marketing continues to be in place for all Tribal communities, in addition to personalized outreach to Tribal leadership/staff with information about customer protections during COVID-19 and wildfires.

Table 1.7.5 on the following page provides the outreach status of Tribes in 2020.

Table 1.7.5 – Summary of Tribal Outreach and Response

Outreach Status	Quantity	Tribes
Tribes completed ESA Meet & Confer	**21**	- Berry Creek Rancheria - Big Sandy Rancheria - Laytonville Rancheria (Cahto) - Cold Springs Rancheria of Mono Indians - Coyote Valley Band of Pomo Indians - Guidiville Rancheria - Upper Lake Rancheria - Hoopa Valley Tribe - Hopland Reservation - Ione Band of Miwok Indians - Karuk Tribe - Manchester Point Arena Rancheria - Mooretown Rancheria - North Fork Rancheria - Redwood Valley Rancheria - Round Valley Reservation - Sherwood Valley Rancheria - Wiyot Tribe (Table Bluff) - Tuolumne Rancheria - United Auburn Indian Community - Yurok Tribe
Tribes requested outreach materials or applications	**7**	- Big Valley Rancheria - Coyote Valley Band of Pomo Indians - Greenville Rancheria - Grindstone Rancheria - Mechoopda Indian Tribe - Pinoleville Reservation - Robinson Rancheria of Pomo Indians
Tribes who have not accepted offer to Meet and Confer	**24 (6 are more affluent and not interested)**	- 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 (Cahil Dehe Wintun) - Cortina Rancheria - Dry Creek Rancheria - Elem Indian Colony (Sulphur Bank) - Enterprise Rancheria of Maidu Indians - Jackson Rancheria - Middletown Rancheria - Paskenta Rancheria - Picayune Rancheria - Pit River Tribes - Redding Rancheria - Santa Rosa Rancheria (Tachi-Yokut) - Santa Ynez Band of Chumash Indians - Scotts Valley Band of Pomo Indians - Shingle Springs Rancheria - Stewarts Point Rancheria (Kashia Pomo) - Table Mountain Rancheria - Yocha Dehe Wintun Nation (Rumsey)
Non-Federally Recognized Tribes who participated in Meet & Confer	**2**	- Dunlap Band of Mono - North Fork Mono
Tribes involved in Focused Project on Tribal Lands	**4**	**Complete:** - Yurok Tribe **In Process:** - Sherwood Valley Rancheria **On Hold:** - Hoopa Valley Tribe - Round Valley Reservation
HA and TANF offices who have not accepted Meet and Confer	**29**	**Tribe HA Offices:** - Bear River Band of Rohnerville Rancheria - Berry Creek Rancheria - Big Sandy Rancheria - Big Valley Rancheria - Cher-Ae Heights Indian Community of The Trinidad Rancheria - Cloverdale Rancheria - Enterprise Rancheria of Maidu Indians - Federated Indians of Graton Rancheria - Fort Independence Reservation - Hoopa Valley Tribe - Iona Band of Miwok Indians - Laytonville Rancheria - North Fork Rancheria - Picayune Rancheria - Pinoleville Reservation - Pit River Tribes - Round Valley Reservation - Santa Rosa Rancheria, Tachi-Yokut - Stewarts Point Rancheria (Kashaya Pomo) - Susanville Indian Rancheria - Tejon Indian Tribe - Tule River Indian Tribe - Upper Lake Rancheria - Washoe Tribe - Wilton Rancheria - Yurok Tribe **Tribe TANF Offices:** - Federated Indians of Graton Rancheria - Hoopa Valley Tribe - Tuolumne Rancheria
HA and TANF offices who participated in Meet and Confer	**5**	**Tribe HA Offices:** - Karuk Tribe **Tribe TANF Offices:** - Karuk Tribe - North Fork Rancheria - Susanville Indian Rancheria - Owens Valley Career Development Center

1.8. Integration Success

In 2020, PG&E continued distribution of the redesigned customer-assistance-focused "Universal Brochure" in multiple languages, including Braille. The brochure was utilized during all enrollment visits as part of the leave-behind collaterals with customers. ESA contractors also referred to this brochure when communicating with customers over the phone. This brochure offers enrollment information for the following programs, in addition to ESA:

- CARE
- FERA
- REACH
- Balanced Payment Program
- Payment Arrangements
- Bill Guaranty
- Third-Party Notification (past due reminders)
- Your Account Platform: www.pge.com/youraccount
- Cooling Centers
- MBL
- Rate Choices including Time-of-Use (TOU) rate plans

As part of the collateral leave-behinds with the customers during enrollment visits, PG&E distributed other additional brochures to help customers save money and better manage their energy bills. These additional materials included information on Demand Response (DR) options, California Wildfire Program, and how to prepare for Public Safety Power Shutoff (PSPS).

1.8.1. Describe the new efforts in program year to integrate and coordinate the ESA program with the CARE program.

In 2020, PG&E continued efforts to integrate ESA messaging into general CARE outreach efforts and materials and offered ESA services to high-energy users on CARE. PG&E also sent a bilingual English/Spanish CARE Welcome Kit via direct mail or email to newly enrolled CARE customers. This tactic continued to be successful and generated 10,866 ESA applications, over 2,500 more than in 2019.

As discussed in Section 1.4.2, CARE-enrolled customers within six identified priority categories received PG&E direct marketing outreach and were targeted by ESA contractors in their outreach efforts. ESA contractors and CARE COCs continued to cross-promote ESA and CARE programs at outreach events. By the end of 2020, CARE enrollment operations were integrated into the ESA program database to allow contractors to auto-enroll ESA customers into CARE.

1.8.2. Describe the new efforts in program year to integrate and coordinate the ESA program with the EE Residential program.

In 2020, PG&E's ESA program collaborated with the EE Residential programs extensively. Some successful examples include the general MF Single Point of Contact (SPOC) and the Residential Energy Advisor program as provided below.

MF SPOC
PG&E launched its SPOC service in 2017 as a resource for MF customers to learn about program opportunities applicable to MF properties. In 2020, PG&E SPOC expanded

services and website tracking to increase SPOC's presence as a resource for the MF market. The enhanced website tracking capabilities demonstrate the common pathways customers follow to investigate opportunities. The website receives more visitors than any other inbound inquiry resources including the SPOC hotline and email. In addition, the SPOC conducted outreach by attending 5 community events, prior to the COVID-19 shutdown, and 5 virtual events after the COVID-19 shutdown. These events targeted MF financers, owners, developers and management companies.

Table 1.8.2.1 summarizes the 2020 hotline calls and call referrals. Calls received may result in multiple referrals.

Table 1.8.2.1 – Calls Received and Call Referrals

	Count	2020 Decrease from 2019 (%)
SPOC Calls	110	23%
SPOC MF Program Referrals	172	6%

In 2020, SPOC hotline calls and call referrals decreased compared to 2019 likely due to the shutdowns associated with the COVID-19 pandemic.

In 2020, SPOC referred an estimated 3,410 MF dwelling units[28] to 14 programs. Table 1.8.2.2 provides the SPOC program-specific referral data for 2020 (inbound inquiries via hotline calls and email), which includes PG&E programs and Bay Regional Energy Network (BayREN), Bay Area Multifamily Building Enhancements (BAMBE), and CSD LIWP.[29] While SPOC is a MF resource, the program received inquiries from customers with less than five units and single family dwellings. PG&E SPOC routes single family customers to ESA In-Unit or the BayREN single family home program (BayREN Home+), based on eligibility and ownership structure (renter versus owner).

[28] Five or more dwelling units.

[29] PG&E does not administer BayREN, BAMBE, or CSD LIWP.

Table 1.8.2.2 – SPOC Program Referrals

Program	Customers	Buildings	Dwelling Units
ESA: In-Unit (ESA In-Unit)	26	33	296
ESA CAM	14	38	601
California Solar Initiative (CSI) Thermal (Closed in 2020)	1	N/A	N/A
On-Bill Financing	3	29	324
PG&E Cooling Optimizer (Closed in 2020)	2	1	2
BayREN BAMBE	13	68	1034
EV Charge Network (Closed in 2020)	N/A	N/A	N/A
MESP	10	14	143
LIWP	5	38	352
California Multifamily New Homes (CMFNH) Bridge Program	4	2	194
Skinny Triple Pane Windows (Closed in 2020)	3	3	60
Self-Generation Incentive Program (SGIP)	1	1	1
BayREN Home Program	4	4	6
PG&E Market Place	26	78	1,231
TOTALS	**3,410 Multifamily Dwelling Units 143 Single Family Dwelling Units**		
Single Family (No referral available)	2	7	8
TOTALS	**8 Single Family Dwelling Units**		

[a] "N/A" in Table 1.8.2.2 indicates information that was unavailable as a result of resident referrals or callers who either did not have or were unable to provide building and unit data (for example, new construction projects early in the planning phase).

PG&E SPOC tracks the number of link clicks on the SPOC webpage (www.pgemultifamily.com), and how many visitors are navigating to one of the program websites from the SPOC landing page. In 2020, 919 unique visitors viewed the SPOC website for a total of 136 views (indicating repeat visitors). Table 1.8.2.3 summarizes click data from the SPOC landing page to PG&E's homepage and nine energy program websites.

Table 1.8.2.3 – Click Data

Energy Program Website	# of Clicks
www.pge.com	693
ESA	299
ESA CAM	172
CSI Thermal Initiative	-
OBF	-
Cooling Optimizer	108
BAMBE	294
EV Charge Network	31
MUP	130
CSD LIWP	153
CMFNH	150
SGIP	-
PG&E Custom Home Energy Solutions	337
TOTAL	**2,367**

EE MUP

In January 2020, PG&E's MUP closed to new projects. 16 projects were enrolled in MUP as of January 1, 2020. 13 projects were served in 2020, while three projects dropped from the pipeline. This did not include any CAM projects.

EE Residential Energy Advisor

- **Your Account:** In 2020, the Your Account platform provided more comprehensive self-service tools to all PG&E customers including ESA customers who are enrolled in Your Account. Key enhancements such as bill journeys which provide energy usage details and comparisons, Home Energy Checkups including bill disaggregation, and personalized tips continued to help income qualified customers reduce their energy usage. Your Account continued to offer rate comparisons and a Bill Forecast Alert in 2020. In 2020, 6,748 ESA customers enrolled in Your Account and 9,215 enrolled for My Alerts.
- **Residential Newsletter:** As part of the Residential Integrated Campaign and with the monthly electronic distribution to an approximately 1.6 million customers, the Residential Newsletter promotes ESA program to income qualified customers with medium to high-energy bills.
- **HERs:** PG&E used its HERs to promote ESA and other income qualified programs for applicable audiences. In 2020, 1.8 million customers received HERs. Of them, nearly 580,000 were income qualified customers enrolled in the CARE program.

1.8.3. Describe the new efforts in program year to integrate and coordinate the ESA program with the Energy Efficiency Government Partnerships Program.

In 2020, PG&E's SPOC presented during a San Joaquin Valley Housing Collaborative virtual event about safe operations and property improvements during a pandemic. The presentation was a collaboration between PG&E's SPOC, ESA CAM, and LIWP. PG&E's SPOC also attended, sponsored, and networked at the California Coalition for Rural Housing (CCRH) virtual Rural Housing Summit.

PG&E's SPOC continues to maintain an active relationship with California Alternative Energy and Advanced Transportation Financing Authority (CAEAFTA) to exchange

potentials leads with their green financing program, California Hub for Energy Efficiency Financing (CHEEF).

1.8.4. Describe the new efforts in program year to integrate and coordinate the ESA program with any additional EE programs.

PG&E's EE team, in coordination with the ESA program team, remains committed to serving low to moderate income and hard to reach customers. In 2020, the contractors in EE's Mobile and Manufactured Homes program provided ESA program information to customers who were determined to be eligible for ESA and also provided the customer information to the ESA program team for possible enrollment. The Mobile Home program concluded at the end of 2020.

The EE programs team is currently evaluating new program proposals for this customer base through the local and statewide third-party program solicitations process.

1.8.5. Describe the new efforts in program year to integrate and coordinate the ESA program with the DR programs, including successes in Air Conditioning Cycling or other DR programs.

With a shift in focus to third-party DR, PG&E continued its promotion of DR through the ESA program to speak more broadly about DR programs that are offered by both PG&E and third parties. As part of this, PG&E distributed marketing materials, shown below, for ESA contractors to provide to ESA program participants. The material introduces basic DR approaches such as using smart thermostats, and load shifting benefits. The material provides a weblink which directs customers to a lists of DR providers as a resource for DR opportunities.

Figure 1.8.5 – Energy Statements Inserts

1.8.6. Describe the new efforts in program year to integrate and coordinate the ESA program with the CSI programs.

Single Family Affordable Solar Homes (SASH) Program
PG&E's ESA program works with GRID Alternatives to deliver ESA services to customers that have been approved to participate in the SASH program. On a regular basis, GRID Alternatives provides PG&E's ESA program with a list of SASH eligible homes, prior to installing solar units. PG&E checks to see if any of these customers have participated in the ESA program, and if so, PG&E notifies GRID Alternatives of the measures that were installed in the home. GRID Alternatives uses this data in their calculations to size the SASH solar unit to be installed. In 2020, the ESA program treated 44 homes that were selected for SASH program participation.

1.8.7. Provide the number of referrals to the Single Family Affordable Solar Homes (SASH) Program Administrator.

In 2020, PG&E provided 404 referrals to the SASH program administrator, GRID Alternatives.

1.9. Workforce Education & Training

1.9.1. Please summarize efforts to improve and expand ESA program workforce education and training (WE&T). Describe steps taken to hire and train low income workers and how such efforts differ from prior program years.

In 2020, PG&E had over 30 unique ESA contractor companies, with approximately 844 staff implementing the program in the field. PG&E's ESA contractors hire locally. These ESA program contractors bring their local, in language knowledge to help recruit participants from the communities in which they live and work. PG&E's training in safety, ESA home assessment, energy education, customer service, weatherization services and measure installation, provides workers with skills and work experience that are transferable to other DSM and clean energy jobs. How efforts differed from prior program years will be discussed in detail in section 1.9.2.

1.9.2. Please list the different types of training conducted and the various recruitment efforts employed to train and hire from the low-income energy efficiency workforce.

ESA Training
PG&E's Workforce Education and Training (WE&T) program has supported training for the ESA program for over 35 years, and continues to provide training to ESA contractors, including but not limited to Weatherization Specialists (installation crews), Energy Specialists (assessors/educators), Duct Test and Seal Technicians, and NGAT.

At the beginning of 2020, the ESA program trainings were offered predominately as in-person training at the Stockton Energy Training Center (ETC). When shelter-in-place orders began, the ESA program paused most of the in-person field operations, and PG&E also paused in-person training. The PG&E WE&T team, with stakeholders' feedback, converted all ESA training into virtual learning experiences (referenced in table 1.9.2 as "webinar" or "on-demand"), with the exemption of NGAT which was converted to a blended in-person and webinar format (referenced in table 1.9.2 as "blended"). By implementing these approaches, PG&E was able to offer contractors a comparable level

of training, while reducing the risk of COVID-19 exposure and reducing travel expenses for the contractors. For all training other than NGAT, this change went into effect on May 26, 2020. NGAT training resumed in a new blended in-person/webinar format on July 21, 2020, following the implementation of the new COVID-19 training delivery plan for the ETC facility in Stockton.

In 2020, PG&E trained over 844 individual contractor staff to work as Energy Specialists, Weatherization Specialists, Duct Test and Seal technicians, and NGAT technicians for the ESA program, a grand total of 1,677 student-training days. Each of the students that completed training were hired or were in the process of being onboarded by a participating contractor.

ESA contractor training conducted throughout 2020 is detailed below in Table 1.9.2.

Table 1.9.2 – ESA Program Training

Type of ESA Training Conducted	Length of Training	2020 Employees Trained	Student Days
ESA Program Onboarding Total [a]		**283**	**N/A [b]**
ESA Program Onboarding In-Person	1 Day	84	84
ESA Program Onboarding On-Demand	Self-Paced	199	N/A
Energy Specialist (ES) Total [c]		**142**	**702**
ES On-Demand	Self-Paced	28	N/A **[d]**
ES Certification Training In-Person	4 day	8	32
ES Certification Training Webinar (4)	5 day	134	670
Weatherization Specialist Total		**119**	**238**
Weatherization Specialist Training In-Person	2 day	41	82
Weatherization Specialist Training Webinar	2 day	78	156
Advanced Weatherization Specialist Total		**120**	**240**
Advanced Weatherization Specialist Training In-Person	2 day	48	96
Advanced Weatherization Specialist Training Webinar	2 day	72	144
Duct Test and Seal Total		**64**	**64**
Duct Test and Seal Training In-Person	1 day	13	13
Duct Test and Seal Training Webinar	1 day	51	51
NGAT Total		**116**	**349**
NGAT Training In-Person	4 day	31	124
NGAT Training Blended (Webinar/In-Person)	3 day	85	255
TOTALS:		**844**	**1,677**

[a] ESA Program Onboarding is an introduction to the ESA program, and serves as a pre-requisite training for any contractor who is new to the ESA program. The course was introduced in 2019 as a single-day, in-person training. In May 2020, the course was re-launched in an on-demand (online, self-paced) format.
[b] ESA Program Onboarding is an On-Demand (online, self-paced) training. Completion times vary by person. Estimated completion time is 2-4 hours.
[c] Energy Specialists total excludes On-Demand count to avoid double-counting.
[d] Energy Specialists On-Demand is an online, self-paced prerequisite training for the in-person ES training first introduced in 2019. Training is not measured in student days as with in-person training.

Even prior to the pandemic, the PG&E WE&T program evaluated participant and contractors' feedback, and training data, to determine the effectiveness of the ES blended learning plan (self-paced on-demand and 4 days in-person). It was determined that a simple 5-day training program (excluding on-demand), would be more effective by

condensing the learning experience into a compressed 5-day progression, thus sunsetting the on-demand material and reincorporating it into the core 5-day instruction.

The process to convert in-person training to virtual learning, in light of COVID-19, was both a logistical challenge and raised questions of instructional effectiveness. In anticipation of barriers such as digital literacy, broadband access, family obligations related to distance learning for children, childcare challenges, and others; the WE&T program prepared a solution to ensure successful outcomes. WE&T leveraged stakeholder feedback, along with the following strategies, to inform the delivery approach:

- Use of new technologies (webinar platform, polling/survey applications, and a user-friendly learning management system).
- Emphasis on adult learning principles (engagement techniques, training length/cognitive load, and knowledge checks); and,
- Introduction of supplemental training materials and resources (webinar preparation training, how to obtain free email address, and accessing training materials with file-sharing applications).

To continue class engagement from in-person learning to virtual learning, WE&T modified classroom activities (group discussions, role play, and hands-on demonstration) with comparable virtual activities (interactive polling, participation tracking, and video demonstrations with questions and answers).

Recruiting Efforts

ESA contractors typically recruit and hire field personnel within their respective local communities, helping provide greater program awareness and acceptance within the communities served by the ESA contractor. Some of the techniques used by ESA program contractors to recruit field personnel employees included, but were not limited to:

- Posting on CalJOBS website, veterans, and workforce development boards locally for a minimum of two weeks prior to general public posting.
- Advertising listings in local newspapers and technical colleges.
- Placing ads on Craigslist, Indeed job board and other similar online sites.
- Distributing job postings through a network of CBOs and entities serving income qualified communities regionally.
- Posting on company social media outlets to include company website, LinkedIn, Facebook.
- Recruiting ESA program participants who express an interest in being an Energy or Weatherization Specialist.
- Using word of mouth within their respective communities.

1.10. Legislative Lighting Requirements Status

1.10.1. Provide a summary on current and future compact fluorescent lamp (CFL) supply issues, as experienced by the IOU. Any current/future problems as well as potential solutions should be discussed in this paragraph.

PG&E did not install CFLs in 2020. CFLs were phased out in 2017 as ESA transitioned to LEDs per D.16-11-022.

1.10.2. Provide a summary explaining how IOU promotes the recycling/ collection rules for CFLs.

CFLs are no longer being installed under PG&E's ESA program. However, PG&E provides CFL handling and recycling information to ESA program participants in the Statewide Energy Education Booklet handed to the customers at the time of home assessment and energy education.

1.10.3. Complete Table 15 (in Appendix B). In addition, please briefly summarize the CFL procurement process for the IOU, including manufacturers, distributors, warehousing, and contractor delivery.

PG&E did not install CFLs in 2020. CFLs were phased out in 2017 as ESA transitioned to LEDs per D.16-11-022.

1.11. Studies

1.11.1. For each Study, provide (1) a summary describing the activities undertaken in the study since its inception; (2) the study progress, problems encountered, ideas on solutions; and (3) the activities anticipated in the next quarter and the next year.

Table 1.11.1 provides an overview of the ESA/CARE Studies that PG&E and/or the IOUs conducted in 2020. Budgets associated with these authorized studies are provided in Appendix B: ESA and CARE program tables, ESA Table 17.

Table 1.11.1 – ESA Studies

Study	Lead Consultant	Contracting IOU	Project Initiation	Project Completion
2020 PG&E Rapid Feedback Project - 3	TRC	PG&E	Sep 2020	June 2021
Statewide Non-Energy Benefits (NEBs) Follow-up Study	APPRISE	San Diego Gas and Electric (SDG&E)	Apr 2020	Feb 2021
Statewide Non-Energy Benefits (NEBs) Study	Skumatz Economic Research Associates, Inc.	SDG&E	Aug 2018	Aug 2019

Statewide ESA NEBs and Equity Criteria Study
In April 2020, SDG&E, on behalf of the four IOUs, contracted with APPRISE Inc. to assess the results of the 2019 NEBs Study. The work scope, approved by ED in 2019, also included tasks to improve the calculations and allocation method to the extent possible without additional research and to create a simplified Excel tool which the IOUs could use to calculate the benefits. This project was co-funded among the four IOUs using the Rapid Feedback and Analysis budget.

The NEBs Assessment's primary study objectives were to 1) review and assess the 46 NEBs from the 2019 Skumatz Navigant Study; 2) review and assess the 2019 study's proposed alternative allocation of NEBs to program measures; 3) improve the NEB calculations and allocation method to the extent possible without additional research; 4) provide a simplified Excel-based tool for estimating the NEBs; and 5) document the results in a written report.

The study successfully addressed all of the objectives. The final report documented reasons for either including or omitting each of the 46 proposed NEBs from the 2019 Study. For the NEBs that remained, data sources and calculations were updated and improved. The results of this study reduced the uncertainty in the NEB calculations, verified and in some cases improved the data sources, recommended a simplified measure allocation method, and created a simplified Excel tool. It's important to recognize, however, that the NEB values remain imprecise estimates and additional primary research is recommended. For example, some of the inputs taken from secondary data are still from older studies of programs not fully representative of California's climate and program offerings. In addition, many of the NEBs are estimated as a function of average energy bill savings. While it may not be ideal for NEB estimates to be dependent on savings, alternate methods were not available at this time.

On November 25, 2020 APPRISE delivered the draft report and Excel tool. The draft report was posted for stakeholder review on December 21, 2020.[30].

2020 PG&E Rapid Feedback Project – 3: ESA Program Logic Model
Utilizing the Rapid Feedback Research and Analysis funding, PG&E submitted a proposed scope of work to the ED in Q2 2020 to 1) develop a program theory and logic model for the ESA in-unit program; 2) review and recommend best technical approaches for future impact evaluations to provide reliable estimates of energy savings; and 3) conduct analysis on the measure selection process as part of the ESA's in-unit program. The scope of work was approved, and the study commenced in the third quarter (Q3) 2020. The study is expected to be completed by Q2 2021.

Statewide Low Income Needs Assessment (LINA) Study[31]
During 2020, numerous planning activities for the upcoming 2022 LINA took place. The LINA is a mandated study required to be completed every three years per AB 327 and PUC Sec. 382(d). Because of the regulatory mandate that the LINA study be completed every three years, the 2022 LINA study needed to commence prior to receiving a forthcoming Decision. Hence, authorization for the fifth LINA was provided on January 19, 2020 in response to AL 4132-E requesting the use of unspent funds to initiate the 2022 LINA. An initial set of suggested topics for the work scope were presented on April 3 and again on July 21, 2020 at pre-request for proposals (RFPs) public webinars prior to finalizing the RFPs. The Low Income Oversight Board (LIOB) and other parties provided comments and suggestions on the proposed scope of work; some of which were accommodated by the final RFP distributed to potential bidders.

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[30] The final report incorporating stakeholder feedback was published in January 2021. APPRISE Inc., California Energy Savings Assistance Program Non-Energy Benefits Final Report, January 2021. https://pda.energydataweb.com/api/view/2471/Final%20CA%20ESA%20NEB%20Report%201-25-21_.pdf

[31] The LINA Study is mandated to be completed every three years per AB 327 and PUC Sec. 382(d).

The RFP was distributed on August 19, 2020 and bidder proposals were received by September 16, 2020. The project was awarded to Evergreen Economics. No funds were expended during 2020.

MF CAM Process Evaluation
The draft scope for the ESA MF CAM process evaluation was approved by the ED in November 2020. PG&E and Southern California Gas Company (SoCalGas) submitted a Joint AL in December 2020 to request fund shifting from the ESA CAM administrative budget in order to sponsor the MF CAM process evaluation.[32]

The process evaluation has two primary interrelated objectives: 1) To assess the relative effectiveness of the IOUs' current MF CAM delivery and implementation strategies, and provide recommendations where improvements could be made; and 2) to identify what data currently exist and may be needed to assess performance and success as defined by the core objectives of the initiative. Results and recommended data collection that are later incorporated into program implementation processes will facilitate more reliable evaluations of the impacts of CAMs installed in MF properties. In addition, results of the process evaluation are expected to inform future program designs targeting the income qualified MF sector.

1.11.2. If applicable, submit Final Study Report describing: (1) overview of study; (2) budget spent vs. authorized budget; (3) final results of study; and (4) recommendations.

No studies were completed in 2020. See ESA Table 17 for 2020 study budgets and expenditures.

1.12. Pilots

1.12.1. For each Pilot, provide (1) a summary describing the activities undertaken in the study since its inception; (2) the study progress, problems encountered, ideas on solutions; (3) the activities anticipated in the next quarter and the next year; and (4) status of Pilot Evaluation Plan (PEP).

Programmable Communicating Thermostat with Time-of-Use (PCT/TOU) Pilot
At the request of the ED, the three California electric IOUs each ran a year-long pilot that aimed to understand if smart thermostats were a useful tool in transitioning income qualified customers in hot climate zones to a TOU billing rate.[33] Pilot activities commenced in 2018 with a planned completion date of March 2021. Evaluation results were based on qualitative data collection through three surveys augmented by advanced meter infrastructure data analysis.

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[32] The Joint AL was subsequently approved, effective January 21, 2021. PG&E and the IOUs are preparing to initiate the solicitation process.

[33] D.17-12-009, OP 147.

A webinar was held on March 17, 2020 to present pilot findings and answer stakeholder questions. The pilot final report, incorporating survey findings and data analysis results, was published in March 2020.[34]

1.12.2. If applicable, submit Final Pilot Report describing: (1) overview of pilot; (2) description of PEP; (3) budget spent vs. authorized budget; (4) final results of pilot (including effectiveness of the program, increased customer enrollments or enhanced program energy savings); and (5) recommendations.

The PCT/TOU Pilot final report was issued in March 2020 and referenced in Section 1.12.1. See ESA Table 17 for 2020 study budgets and expenditures.

1.13. "Add-Back" Measures

There are no "add-back" measures in PG&E's 2017-2020 program, per D.16-11-022. Since cost-effectiveness for the 2017-2020 ESA program was based on a portfolio approach rather than on the cost-effectiveness of individual measures, D.16-11-022 did not "add-back" specific measures based on their cost-effectiveness.

PG&E does provide information on the 2012 designated "add-back" measures that had a low cost-effectiveness threshold per D.12-08-044 and are still in PG&E's 2020 ESA program.

The add-back measure expenditures $24,753,612 comprised 21% of PG&E's total $115,405,507 ESA measure expenditure in 2020 (shown in ESA Table 2). See ESA Table 16 for the cost, energy savings impacts, and related metrics of Add-Back Measures.

1.13.1. If the "add-backs" compromise the IOUs' ability to meet the 2020 Plan goal that 100% of eligible and willing customers will have received all cost-effective ESA program measures, how does the IOU propose to address the shortfall in other parts of the ESA program?

"Add-back" measures did not compromise PG&E's ability to meet the 2020 Goal that 100% of eligible and willing customers will have received all cost-effective ESA program measures. PG&E met the 2020 Plan goal in early 2020.

1.14. Low Income Working Groups

There were no active Low Income Working Groups in 2020.[35]

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[34] Evergreen Economics. Evaluation of the California Statewide Smart Thermostat Time of Use Pilot. March 2020. See: https://pda.energydataweb.com/#!/documents/2359/view [CALMAC Study ID CPU0202.01].

[35] The Cost-Effectiveness and Mid-Cycle Working Groups disbanded in 2018 after completing their assigned tasks. The MF Working Group completed its D.16-11-022 tasks and was disbanded in 2019.

1.15. Annual Public ESA-CARE Meeting

PG&E and the other IOUs held a public forum via Microsoft Teams on June 22, 2020.[36] The IOUs presented an overview of their 2019 ESA and CARE results and discussed CSD-IOU income qualified leveraging plans. Approximately 40 stakeholders participated in the webinar.

1.16. Multifamily Properties (Analysis of Non-Deed Restricted Properties)

1.16.1. The IOUs shall conduct and report an annual analysis of the square footage, energy consumption, ESA program participation, and time since the last retrofit of non-deed restricted multifamily properties with a high percentage of low-income tenants.

In 2020, PG&E contracted with a third-party data analytics consultant to identify, characterize and analyze energy consumption of all MF properties in PG&E's service area. This consultant used a different and improved methodology to perform the non-deed restricted MF property analysis. A summary of the project and key findings are included in Appendix F.

Methodology
Table 1.16.1.2 reports on the number of MF properties and the characteristics of income qualified residents residing at those properties. Residents are classified as income qualified if they are currently enrolled in CARE or if a predictive model classifies them as ESA/CARE eligible. The predictive model is a gradient boost machine that generates a predicted number of CARE eligible residents per property based on a number of property level variables, such as property value and location, and on several variables assigned at the census block level, such as median income, ethnicity and average household size. Current CARE participation is determined by records supplied by PG&E.

MF properties are identified from county tax assessor records, which include parcel records for MF properties. The consultant aggregated parcel records, supplemented with CoStar property data to arrive at a final dataset of MF properties in PG&E's territory. The number of buildings and units at each property is often documented within these databases, however, when these data were missing from existing records, they were imputed using predictive modeling, satellite imagery and Light Detection and Radar (LiDAR). PG&E identified the current CARE participation at each of the MF properties by merging PG&E's premise IDs to the property dataset. Premise IDs were merged based on premise addresses and geospatial coordinates.

The analysis also disaggregates common area and tenant energy consumption. This disaggregation is achieved by careful classification of each meter using its available metadata. The first indicator of whether a PG&E meter is assigned to common area is the dwelling type field that appears for each service point record in PG&E's database. A meter is labeled as a common area meter whenever the dwelling type field takes on the value "common area." The second indicator comes from the business activity field, which describes the meter's specific end use. This field is entered manually by PG&E staff and

[36] D.12-08-044 ordered the IOUs to convene a minimum of one public meeting per year, within 60 days of their filing of the annual report, and other public meetings as deemed necessary by the IOUs, the ED, the Administrative Law Judge, or the Commission.

takes on many different values (approximately 40,000 unique entries). A thorough text analysis of these entries classifies which entries indicate common area end uses.

Table 1.16.1.2 – Multifamily Property Estimates by ESA Eligibility[37]

PG&E Multifamily Market (+5 units)						
	Deed[38]			Non-Deed		
% at or below 200% FPG	Properties	Buildings	Units	Properties	Buildings	Units
≤ 50%	960	5,247	104,466	22,262	49,419	706,431
50% - 64%	253	1,480	22,475	3,660	7,171	68,071
65% - 79%	445	2,745	38,614	1,792	3,982	38,564
≥ 80%	684	3,467	43,249	1,991	3,174	25,465
Total	**2,342**	**12,939**	**208,804**	**29,705**	**63,746**	**838,531**

Results

Tables 1.16.1.3 through 1.16.1.7 report statistics for the subset of non-deed restricted properties that have 80+% eligibility. This subset includes 1,991 5+ unit attached MF properties.

Table 1.16.1.3 – Fuel Service Breakdown for Non-Deed Restricted

PG&E Service	# of Properties	EUI
Gas and Electric	1,837	60.9
Electric Only	111	39.8
Gas Only	43	50

[37] Eligible tenants include any tenant that (a) is enrolled in CARE, or (b) has the characteristics of a predicted CARE enrollee. Including predicted CARE enrollees increases eligibility at the 80+ level by about 15%.

[38] Deed-restriction status was obtained from California Housing Partnership Preservation Database.

Table 1.16.1.5 – Multifamily Non-Deed Restricted Property Analysis – Electric Consumption

Category	Number of Properties	Average Sq. Ft.	Total 2020 Annual MWh	Total 2020 Annual MWh for Common Areas	Total 2020 MWh for Units	Total 2020 Annual MWh for Master Meters
Sq. Ft. <99,999	1,936	10,935	140,660	12,404	128,256	3,334
Sq. Ft. >100,000	12	202,394	11,593	1,244	10,348	0
Sq. Ft. Data Missing	N/A	N/A	N/A	N/A	N/A	N/A
Totals	1,948	12,111	152,253	13,648	138,604	3,334

Table 1.16.1.6. – Multifamily Non-Deed Restricted Property Analysis – Gas Consumption

Category	Number of Properties	Average Sq. Ft.	Total 2020 Annual MWh	Total 2020 Annual MWh for Units	Total 2020 MWh for Units	Total 2020 Annual MWh for Master Meters
Sq. Ft. <99,999	1,868	10,860	218,016	53,900	164,116	91,940
Sq. Ft. >100,000	12	202,394	15,093	5,368	9,724	9,491
Sq. Ft. Data Missing	N/A	N/A	N/A	N/A	N/A	N/A
Totals	1,880	12,082	233,108	59,268	173,840	101,431

PG&E's analysis included calculating Energy Use Intensity (EUI) for all properties (3). The analysis used rentable[39] square footage obtained from CoStar and residential dwelling unit consumption data. Of the 1,837 properties that receive both gas and electric service from PG&E, the average EUI was 60.9. Twenty properties in the analysis receive only one fuel service (gas or electric) from PG&E.

Table 1.16.1.6: Year of Most Recent Renovation, 80%+ ESA Eligible Non-Deed Restricted[40]

Most Recent Renovation	# of Properties	# of Units
(1990,2000]	1	6
(2000,2010]	5	260
2010+	9	166
None Recorded	1976	25,033

ESA program participation across the 1,976 properties (~25,033 units) is outlined in Table 1.16.1.7. Approximately 89% of units across 1,859 properties have received ESA treatment since 2002.

Table 1.16.1.7 – Year of ESA Treatment, 80% + ESA Eligible Non-Deed Restricted

ESA Treatment Year	# of Properties	# of Units
2002	1	1
2003	123	392
2004	167	580
2005	225	1,113
2006	251	1,119
2007	199	808
2008	213	895
2009	269	1,004
2010	343	1,184
2011	378	1,395
2012	373	1,285
2013	449	1,794
2014	460	1,620
2015	381	1,258
2016	296	968
2017	325	1,568
2018	339	1,487
2019	571	2,682
2020	**313**	**1,140**

For comparison purposes, the consultant performed the analysis using the 2019 methodology based on census data which predicts ESA eligibility rates at the 7-digit ZIP code level. This analysis can be found in Appendix E of this report.

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39 CoStar only reports rentable property square footage, it does not include common areas.

40 Renovation records were retrieved from CoStar and may not account for all properties.

PG&E believes this new methodology is more accurate because it makes predictions at the property level as opposed to the ZIP code level and it leverages actual CARE enrollments.

1.16.2. Describe coordination efforts with the California Advanced Services Fund's new Broadband Public Housing Account.

PG&E's CAM implementer actively reviews the Broadband Public Housing projects in efforts to treat these properties through CAM. The PG&E CAM implementer screens ESA CAM projects for broadband participation during the intake phase of program participation. In 2020, 11% of the PG&E CAM pipeline are listed on the Broadband Public Housing list.

2. California Alternate Rates for Energy (CARE) Program

In compliance with D. 16-11-022, and as modified by D.17-12-009, PG&E submits this CARE program annual report for the reporting period January 1, 2020 through December 31, 2020.

The CARE program provides a monthly discount on energy bills for qualifying residential households, tenants of sub-metered residential facilities, nonprofit group living facilities, agricultural employee housing facilities and migrant farm worker housing centers throughout PG&E's service area.[41]

As ordered in Res. M-4833, PG&E implemented a CARE program PEV freeze in the counties impacted by the California wildfires. The freeze included no removal of customers who were already in the PEV process, as well as no new PEV requests. Pursuant to Res. M-4833, PG&E froze all CARE PEV requests for customers impacted by Northern California wildfires and froze all standard and high-usage verifications for CARE and FERA programs. Customers were not dropped even if they were in the process of verification once their county was added to the list.

Pursuant to D.19-07-015, PG&E's Emergency Consumer Protection Plan was extended to include residential and non-residential customers in areas where a state of emergency proclamation was issued by the California Governor's Office or the President of the United States such that the disaster 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.

PG&E remains committed to serving its income qualified customers, through programs like CARE. This annual report provides information on PG&E's CARE program accomplishments and expenditures for PY 2020.

2.1. Participant Information

2.1.1. Provide the total number of residential CARE customers, including sub-metered tenants, by month, by energy source, for the reporting period and explain any variances of 5% or more in the number of participants.

The total number of residential CARE customers, including sub-metered tenants, is included in CARE Table 8 – Participants per Month. During the 2020 PY, no monthly variances of 5 or more occurred.

[41] To qualify for the CARE discount, a residential customer's household income must be at or below 200% of the FPG, 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.

2.1.2. Describe the methodology, sources of data, and key computations used to estimate the utility's CARE penetration rates by energy source.

PG&E used the joint utility methodology adopted in D.01-03-028 for developing monthly penetration estimates by energy source in 2020.[42] This methodology entails annual estimation of eligibility for CARE, ESA, FERA, and other income-by-household size parameters at the small area (block group, census tract, ZIP+2, etc.) for each IOU territory and for the state as a whole.

Sources for the 2020 eligibility estimates included the January 2020 Health and Human Services (HHS) Poverty Guidelines[43] ["bundling" one- and two-person households at the HHS-defined 200% FPG limit as required by Assembly Bill (AB) 327]), current year small area vendor marginal distributions on household characteristics, Census 2010 Summary File 3 (SF3) data, Census American Community Survey 2015-2019 Public Use Microdata Sample (PUMS) data, utility meter and master meter household counts, Department of Finance Consumer Price Index series, and various Geographic Information System sources.

The method takes into consideration American Community Survey microdata relationships between guideline status (above/below 200% FPG), tenure, and fuel payment relationships. These cross classifications are fitted to small area (block group) marginals to produce payer type specific distributions, which can be aggregated to various other geographical levels.

The impact of labor force changes (unemployment and other forms of job separation, as well as positive changes) are also incorporated in the methodology. Method adjustments include block group marginal distributions on household income based on sub-state modeling that incorporates the Current Population Survey, Integrated Public Use Microdata Survey data, American Community Survey data, and the California EDD county and metropolitan statistical area level labor force series. This adjustment to block group income marginal is then incorporated into the otherwise "standard" estimation approach to produce small area estimates reflecting small area income changes due to labor market forces.

Estimates from the block group level are aggregated to county/utility and whole utility level, among other aggregations. Annually, PG&E applies county/utility level eligibility fractions to a new set of "technical eligibility counts" (for CARE, these are metered and sub-metered occupied housing units) to obtain an estimate of income/demographic eligibility in household count form.

PG&E counts the number of households (by small area, by county, and overall) that are enrolled in CARE. The CARE household total, including individually metered and sub-metered occupied housing units, is divided by the total income/demographic eligibility.

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[42] Athens Research performs the analysis using the joint utility methodology to provide the estimates for the California IOUs.

[43] Federal Register/Vol. 85, No. 12/January 17, 2020/Notices; pps.3060-3061.

2.1.2.1. Describe how the estimates of current demographic CARE-eligibility rates, by energy source for the pre-June 1st periods, were derived.

The joint utility methodology, as described on the previous page, was used throughout 2020.

2.1.2.2. Describe how the estimates of current CARE-eligible meters were derived. Explain how total residential meters were adjusted to reflect CARE-eligible meters (i.e., master meters that are not sub-metered or other residential meter configurations that do not provide residential service.).

CARE eligibility rates by small and large areas are developed so that they apply to individual residential meters and sub-metered dwelling units only. PG&E looks at the base rate plan associated with the meter to confirm the premise is residential. Non sub-metered master meters and other meters that do not provide residential service are not included in the "technical eligibility" meter counts.

2.1.2.3. Discuss how the estimates of current CARE-eligible households were developed.

See PG&E's response above to Section 2.1.2.2. The methodology is based on estimating small area (block group) level household size by income and householder-age tabulations for the current year and connecting these estimates with small area counts of households that are individually metered or sub-metered. Block group/utility-specific estimates are then disaggregated/aggregated to various geographic levels within a given utility area: ZIP+2, ZIP, tract, county, territory, etc. Statewide estimates, regardless of utility boundaries, are also provided at small and large area levels.

2.1.2.4. Describe how current CARE customers were counted.

PG&E runs a monthly report of the billing system for all accounts flagged as currently enrolled in CARE. This monthly report incorporates all CARE customer information necessary for reporting, including energy source information (electric, gas, or both) and CARE enrollment and recertification dates.

In the case of sub-metered tenants receiving CARE discounts from their master-metered facilities, PG&E runs a separate monthly report to count the number of sub-metered dwelling units that are flagged as being enrolled in CARE.

2.1.2.5. Discuss how the elements above were used to derive the utility's CARE participation rates by energy source.

The participation rate by energy source is the total number of participating CARE customer households by energy source divided by the estimated eligible CARE population by energy source.

2.1.3. Provide the estimates of current demographic CARE-eligibility rates by energy source at year-end.

PG&E's estimates of current demographic CARE eligibility rates by energy source at year-end are:

Electric-only:	29.1%
Gas-only:	29.0%
Combined electric/gas:	24.4%
Total:	26.2%

2.1.4. Provide the estimates of current CARE-eligible sub-metered tenants of master-meter customers by energy source at year-end.

It is estimated that 46,143 electric and 32,137 gas sub-metered tenants were eligible for CARE in 2020.

2.1.5. Provide the current CARE sub-metered tenant counts by energy source at year-end.

As of year-end 2020, there were 26,127 electric and 20,739 gas sub-metered tenants enrolled in CARE.

2.1.6. Provide the current CARE sub-metered penetration rates by energy source at year-end.

In 2020, approximately 57% of the estimated CARE-eligible sub-metered electric tenants and 65% of the estimated CARE-eligible sub-metered gas tenants were enrolled in CARE.

2.1.7. Discuss any problems encountered during the reporting period administering the CARE program for sub-metered tenants and/or master-meter customers.

Problems encountered in 2020 for sub-metered tenants and/or master-meter customers were the following:

- To advertise the CARE program for eligible tenants of sub-metered residential facilities, information packets containing program applications were mailed to landlords/managers annually. However, some packets are either returned or undelivered due to the high turnover of landlords/managers. This results in lower new enrollments than expected.

- Some landlords/managers were concerned that their CARE-enrolled tenants used more energy than the average tenant in the facility. This resulted in the master metered customer having to pass on more of a discount than they received from PG&E. In these cases, when landlords/managers requested information, PG&E explained to the landlord/manager how the sub-metered discount works. If the landlords/managers were not satisfied with the explanation, PG&E advised the landlords/managers to contact the CPUC or their county's Department of Weights and Measures (DWM).

- Insufficient discount information on the tenant bill from the facility billing agency. For example, the CARE discount might not be shown as a separate line item, making it difficult for the tenant to verify whether they were receiving the discount. When a tenant called PG&E with questions, PG&E confirmed that the tenant was certified for the program and reviewed the bill with the tenant to ensure they were receiving the discount. If it appeared the tenant was not receiving the CARE discount, the tenant was advised to contact their manager or billing agency for further clarification.[44] If the tenant did not obtain resolution with their billing agency and/or sub-metered facility manager, PG&E advised the tenant to contact their county's DWM. DWM helps tenants with meter reading accuracy/testing, proper meter installation, billing accuracy, and verification of correct rate. If contacting the DWM did not resolve the tenant's billing question, the tenant was advised to file a complaint with the CPUC.

- PG&E provided a monthly CARE certification report to landlords/managers and also requested landlords/managers to contact PG&E when updated information is needed. Nonetheless, some landlords/managers still failed to notify PG&E when a CARE certified tenant moved out of the facility. To solve this problem, PG&E provided detailed instruction on the certification report cover letter that required the landlords/managers to notify PG&E in writing via email or fax if certified tenants have moved out.

- PG&E observed a continued issue related to turnover within Mobile Home Park (MHP) ownership and management. When changes in ownership happened, PG&E worked with the new owners to transfer existing CARE certified tenant data to new accounts and informed them about the CARE program and the processes involved. When landlords changed managers, they often failed to notify PG&E with new contact information which resulted in undelivered reports and delayed communications.

- Some tenants move from one MHP to another MHP or from a residential house to an MHP and thought their CARE discount would automatically transfer. PG&E explained that their CARE discount was not transferable and advised them to fill out a sub-meter application to re-apply for the CARE program.

- Some new MHP owners or managers did not know how to calculate electricity and gas discounts for their tenants. PG&E's CARE staff provided high-level information regarding the tiered rate structure and/or assisted in connecting them to the billing department for more detailed explanations.

- Many MHPs had MF account numbers or had different account numbers for either electric or gas which caused a great deal of confusion to MHP owners, tenants and CARE staff when enrolling and administrating the discount. The owner or the tenant often provided the wrong account number or did not provide all the

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[44] California Civil Code Section 798.43.1(c) requires that: "The management shall notice the discount on the billing statement of any homeowner or resident who has qualified for the CARE rate schedule as either the itemized amount of the discount or a notation on the statement that the homeowner or resident is receiving the CARE discount on the electric bill, the gas bill, or both the electric and gas bills."

applicable account numbers during the enrollment process, resulting in CARE staff mis-certifying or not being able to certify the tenant on all accounts.

2.2. CARE Budget Summary

2.2.1. Please provide CARE program summary costs.

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

[a] Program authorized budget per D.16-11-022 and as modified in D.17-12-009, and updated via PG&E Mid-Cycle Update AL 3990-G/5329-E, 3990-G-A/5329-E-A, 3990-G-B/5329-E-B. Authorized budget also includes $1,017,643.95 for Benefit Burdens as approved in D.20-12-005.
[b] Actual expenses include employee benefits costs.
[c] Include authorized expenses for incremental CARE/FERA M&O efforts.
[d] Information Technology (IT) Programming expenses were over budget due to CARE database transition. PG&E will fund shift $1,056,536 from the Processing, Certification, Recertification category to IT Programming category in according to fund shifting guidelines in D.12 08 044, as updated in D.16-11-022 and D.17-12-009.
[e] CARE balancing account is no longer funding the Cooling Centers program in 2020. As directed in D.16-11-022, as modified by D.17-02-033, PG&E incorporated the Cooling Center budget request for 2020-2022 into the 2020 General Rate Case (GRC) Proceeding.

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

CARE Penetration			
Participants Enrolled	Eligible Participants	Penetration Rate	Target Met? [a]
1,572,573	1,457,418	108%	Yes

[a] PG&E interprets the target to be the 90% CARE penetration goal set in D.08-11-031 by the Commission. PG&E met this goal during the 2017-2020 budget cycle. The goal was significantly exceeded due to unexpected circumstances related to the COVID-19 pandemic: the actual pool of eligible households likely increased, at least temporarily, and protections were put in place to avoid removing households via recertification or verification.

2.2.3. Report the number of customer complaints received (formal or informal, however and wherever received) about their CARE recertification efforts, and the nature of the complaints.

In 2020, PG&E did not receive any complaints, formal or informal, about its CARE recertification efforts. PG&E paused its CARE recertification efforts in March 2020 pursuant to COVID-19 Protections.

2.3. CARE Program Costs

2.3.1. Discount Cost

2.3.1.1. State the average monthly CARE discount received, in dollars, per CARE customer by energy source.

PG&E's average monthly CARE discount received, in dollars, per CARE customer are shown here by energy source:

Electric:	$42.75
Gas:	$9.64

2.3.1.2. State the annual subsidy (discount) for all CARE customers by energy source.

PG&E's annual subsidy for all CARE customers are shown here by energy source:

Electric:	$657,824,476
Gas:	$129,698,403
Total:	$787,522,878

2.3.1.3. Provide the Number and Percent of Green Tariff Shared Renewables (GTSR) and Enhanced Community Renewables customer base. Also provide the average total bill discount.

In 2020, the number of CARE customers on Green Tariff Shared Renewables (GTSR) was 827 (0.06% of the CARE population). No CARE customers enrolled in the Enhanced Community Renewable Program. The average total bill discount of CARE-enrolled GTSR customers received was 36%.

2.3.2. Administrative Cost

2.3.2.1. Show the CARE residential program's administrative cost by category.

PG&E shows the CARE residential program's administrative cost by category in CARE Table 1 – Overall Program Expenses.

2.3.2.2. Explain what is included in each administrative cost category.

Explanations of PG&E's administrative costs by category are as follows:

Outreach
This cost category includes:

- M&O campaigns, such as direct mail, email, telemarketing, Automated Voice Response Systems (AVR), digital media and radio
- Retention outreach
- Printing of bill inserts, applications, advertising and promotional materials, annual notifications to sub-metered facilities (Senate Bill 920), and other CARE program materials.
- Postage and handling fees
- Purchase and storage of promotional items, other goods, and supplies
- CARE toll-free line maintenance and operation
- Capitation fees to COCs for new CARE enrollments and assistance with the PEV process, community event costs, community outreach activities and partnerships
- Incremental CARE/FERA M&O efforts
- Staff labor related to M&O
- Other expenses include travel, membership fees, sponsorships, conferences, catering, and other outreach-related costs

Processing, Certification and Recertification
This cost category encompasses day-to-day administrative tasks associated with processing CARE applications, including:

- Opening, sorting, scanning, processing, and data entry of CARE applications
- Initiating and responding to customers' inquiries by mail, email or phone regarding program participation
- Resolving billing issues related to program enrollment
- Tracking CARE enrollment and recertification statistics in support of operations and regulatory management
- Training and other related costs

PEV
This cost category encompasses day-to-day administrative tasks associated with completing PEV and High Usage verifications, including the following:

- Opening, sorting, scanning, data entry and processing of CARE PEV and High Usage correspondences
- Printing and mailing of PEV and High Usage letters
- Initiating and responding to customers' inquiries by mail, email or phone regarding the PEV and High Usage process
- Resolving billing issues
- Tracking CARE PEV and High Usage statistics in support of operations, management and regulatory support
- Training and other related costs

IT Programming
This category includes:

- Ongoing software enhancements and licensing for PG&E's current technology supporting CARE program activities
- Routine and non-routine system maintenance
- Automated CARE enrollment internal data exchanges among CARE, ESA, REACH and LIHEAP programs
- External data exchanges with IOUs, municipalities and water utilities
- Data reporting and analysis
- CARE system enhancement and maintenance
- Online applications enhancement and maintenance
- Website and interactive voice response (IVR) enhancement and maintenance
- Other IT-related obligations

Cooling Centers
This cost category encompasses day-to-day administrative tasks associated with operating Cooling Centers, including:

- Direct funding to Cooling Centers/program administrators
- Printing of bill insert, brochures and other materials
- PG&E's Cooling Centers website and toll-free line maintenance and support
- Staff labor
- Travel expenses and other program management related costs

The CARE balancing account is no longer funding the Cooling Centers program in 2020. As directed in D.16-11-022, as modified by D.17-02-033, PG&E incorporated the Cooling Center budget request for 2020-2022 into the 2020 GRC Proceeding.

Pilots
This cost category includes any pilot projects for the program. For 2020, this included the reimbursement cost for the ongoing CHANGES program and staff labor to support the program.

Measurement & Evaluation
This cost category includes all measurement and evaluation related to the CARE program, including contract expenses for the annual study of CARE customer eligibility estimates and other studies where appropriate.

Regulatory Compliance
This category includes costs for staff labor and travel expenses associated with preparing regulatory filings, including:

- Program applications
- ALs
- Tariff revisions, comments and reply comments
- Hearings
- Preparation of regulatory compliance reports
- Preparation of data request responses
- Attendance at working group sessions, public input meetings and public workshops
- Travel expenses and other related costs

General Administration
This category includes:

- Program management labor
- Office supplies and equipment
- Envelopes and printing of CARE letters
- Customer research
- Propensity model costs
- Other expenses include training, travel, membership fees, sponsorships, conferences, catering and other administrative-related costs

CPUC ED Staff
This cost category includes funding for ED staff.

2.3.3. Provide the year-end December 31 balance for the CARE balancing account.

At year-end 2020, due to the non-removal of customers and new customers enrolling, the CARE electric balancing account was under-collected and reflected a year-end debit balance of $184,313,465. The CARE gas balancing account was under-collected and reflected a year-end debit balance of $2,805,783.

2.3.4. Describe which cost categories are recorded to the CARE balancing account and which are included in base rates.

All CARE administrative cost categories as well as the revenue shortfall associated with the CARE discount are included in the CARE balancing account, not in base rates.[45]

2.3.5. Provide a table showing, by customer class, the CARE surcharge paid, the average bill paid, the percentage of CARE surcharge paid relative to the average bill, the total CARE surcharge collected, and the percentage of total CARE revenues paid.

PG&E includes the CARE surcharge and revenue data in CARE Table 10 – CARE Surcharge & Revenue.

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[45] D.02-09-021.

2.4. Outreach

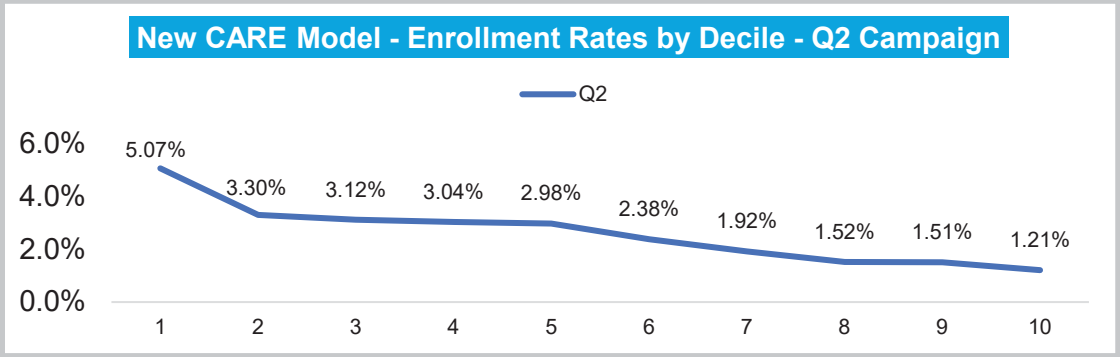
2.4.1. Discuss utility outreach activities and those undertaken by third parties on the utility's behalf.

CARE Acquisition Outreach
Throughout 2020, PG&E continued marketing the CARE program using a multi-touch, multi-channel campaign strategy including direct mail and email, bill inserts, radio advertising and earned media (PR), online advertising, in both English and Spanish, as well as multilingual printed collateral and online content. Through this mix of tactics, PG&E's CARE campaigns focused on building awareness and engagement territory-wide, as well as targeting specific audiences such as customers with a high propensity for eligibility. With overall enrollment penetration reaching almost 108% by the end of the year, PG&E also focused on expanding the reach of marketing to drive participation among hard to reach audiences and customers who previously received marketing messages but had not yet enrolled.

CARE Updated Propensity Model Performance
PG&E used an updated CARE program propensity model, built at the end of 2019 and first used in Q1 of 2020, to identify and target customers who were most likely to enroll in the program. The refreshed model used the most current customer data and was based on customer attributes and behaviors such as income, language preference, education, energy usage trends, payment patterns and location. The model then creates a ranking of customers according to their likelihood or propensity to enroll in the CARE program. The model divides the customer into ten groups or deciles – decile 1 being the most likely to participate in CARE, with decile 10 being the least likely. Each decile contains 10% of the eligible population.

The new CARE predictive model performed well going into the pandemic, as demonstrated in the Q2 campaign analysis showing enrollment rates were higher among the lower deciles, especially decile 1. This indicates that using the model enabled PG&E to successfully target the campaign to customers who would be most likely to enroll in CARE.

Table 2.4.1.1 – New CARE Model Enrollment Rates by Decile (Q2 Campaign)



As of December 2020, over 40% of CARE enrollees were captured in the top three deciles of the CARE program propensity model that was used for email and direct mail acquisition targeting. Based upon 2020 campaign results, using the new model to select customers to receive communications generated 51% more enrollments than sending communications to the same number of customers selected randomly (vs. only 30% in 2019).

Change in Tactics Due to COVID-19

Due to COVID-19, multiple changes were made in targeting to expand the marketing reach of PG&E's income qualified programs. As expected, campaigns with a higher reach had lower enrollment rates, but enabled a larger number of customers to enroll. The campaigns that leveraged the CARE predictive models (Q1, May, & Q2) had the highest enrollment rates. Due to the pandemic, in April and June PG&E instituted "All-Res" campaigns to all residential customers with a valid email address who were not currently enrolled in CARE or FERA. While overall campaign performance was lower, due to the increase in reach, April saw the highest absolute number of enrollments attributable to a 2020 marketing campaign. The April 2020 surge in enrollments appears to have been driven by expanding the campaign audience for the first time, due to the pandemic. The number of enrollments in the subsequent "All-Res" campaign (June) was substantially lower (down 34%), likely because this audience had already received the campaign in April.

Table 2.4.1.2 – Customer Outreach and Enrollments

2020	# of Customers Contacted	# of Enrollments	% Enrollment Rate
Q1	410,752	19,328	4.71%
April – All Residential	2,120,359	27,432	1.29%
May	316,548	7,618	2.41%
June – All Residential	1,729,250	14,683	0.85%
Q2	470,143	13,986	2.97%
Q3	1,725,559	13,450	0.78%
Fourth Quarter (Q4) Drop [a]	1,337,641	5,681	0.42%
Total	**8,110,252**	**102,178**	

[a] Enrollment rate still open

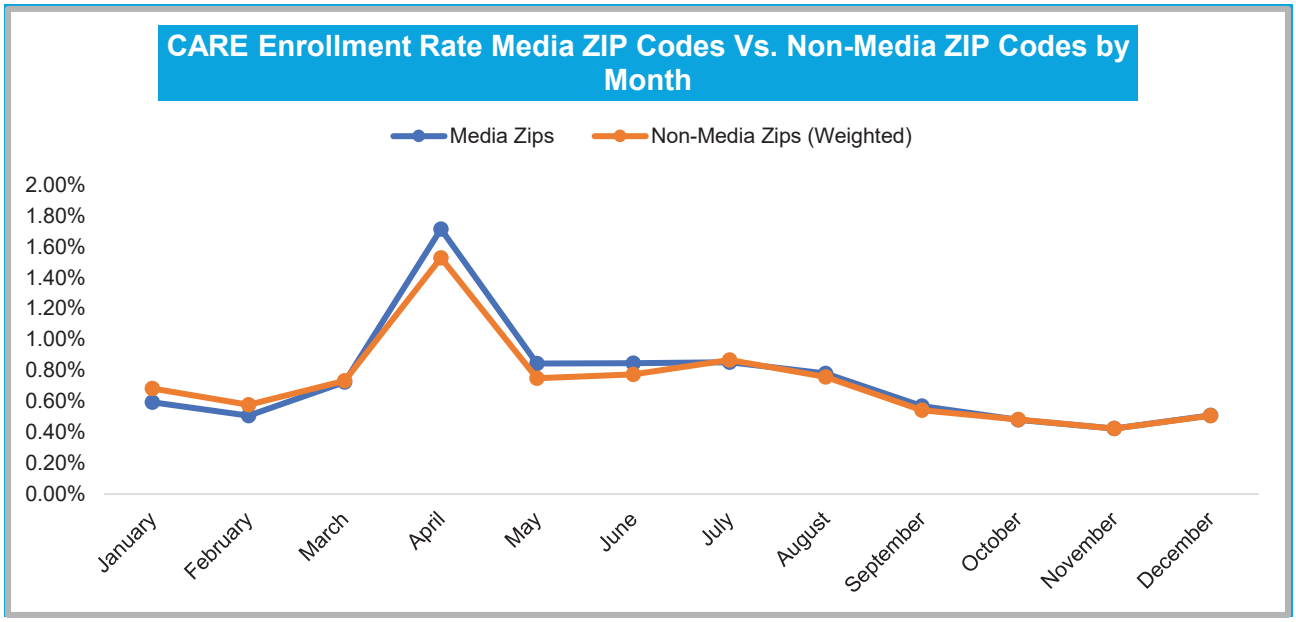
Hard to Reach Customers

In 2020, ZIP code targeted media was used to expand enrollment among hard to reach customers. Overall, the media (targeted) ZIP codes outperformed the non-media ZIP codes. The percent lift in enrollments was 2.4% higher for CARE in media ZIP codes.

Table 2.4.1.3 – Hard to Reach Customer Enrollments

CARE Enrollment Media ZIP Codes vs. Non-Media ZIP Codes						
# of Customers in Media ZIP Codes*	# of Customers in Non-Media ZIP Codes*	Media ZIP Codes		Non-Media ZIP Codes (Weighted)**		% of Lift Media vs. Non-Media***
		# of Enrollments	Enrollment Rate	# of Enrollments	Enrollment Rate	
1,572,573	187,838	262,860	8.17%	14,977	7.97%	2.4%

Table 2.4.1.4 – Hard to Reach Customer Enrollments Rate



CARE enrollment rates by month show the impact of the media ZIP codes which performed better than non-media ZIP codes from April to June 2020. This coincides both with the start of the pandemic and with an increase in media spend.

Messaging Test Results

Messaging tests were conducted for both CARE and FERA during 2020. Communications featuring a single program (CARE or FERA) outperformed those that featured both (CARE and FERA). Communications that featured CARE resulted in the highest overall enrollment rate and CARE enrollment rate; whereas communications that featured FERA resulted in the highest enrollment rates for FERA.

Table 2.4.1.5 – Messaging Test Enrollment Rates

2020 Messaging Test Enrollment Rates			
	CARE Only	FERA Only	Combined CARE/FERA
CARE Enrollment Rates	1.75%	1.52%	1.44%
FERA Enrollment Rates	0.14%	0.27%	0.11%
Overall Enrollment Rates	1.89%	1.79%	1.54%

2020 Direct Mail and Email

PG&E conducted quarterly email and direct mail campaigns throughout 2020, as shown in Figures 2.4.1.1 and 2.4.1.2. Below are some of the highlights and samples of the creative from these campaigns.

In January and March, PG&E deployed the Q1 CARE acquisition direct mail and email campaigns targeting approximately 400,000 CARE-eligible customers. The target audience was customers who were not currently enrolled but had a high propensity to enroll. Customers who did not open their mail received a second email a week later. These efforts contributed approximately 19,328 enrollments (vs. 9,600 in 2019).

In April, CARE had a record amount of 27,432 enrollments after sending the first all residential email to over 2.1 million customers to reach a broader audience. This broad outreach was in response to the financial hardship customers may have experienced due to the COVID-19 pandemic.

In May, CARE and FERA acquisition direct mail and email campaigns deployed to approximately 317,000 residential customers resulting in 7,618 enrollments. The target audience was customers who were not currently enrolled but had a high propensity to enroll. Customers who did not open their email received a second email a week later.

In June, PG&E deployed an acquisition campaign that included direct mail to 437,000 customers and another large residential email. The campaigns reached a total of 1,729,250 customers delivering 14,683 enrollments.

The Q2 total results for the April, May and June campaigns yielded the highest number of enrollments for CARE (63,710) exceeding all other quarters.

In September, PG&E sent an email campaign featuring FERA to approximately 1,400,000 customers. Broader ZIP code targeting used a combination of low penetration and high eligibility indicators were used to reach customers who may have been impacted by the COVID-19 pandemic. Customers who did not open their email received a second email a week later.

Q4 CARE enrollments benefited from the FERA direct mail acquisition campaigns that were mailed to approximately 160,000 in October and 83,000 customers in November. The October package included a bilingual insert that also promoted LIHEAP to income qualified customers who might need assistance on their energy bill.

Figures 2.4.1.1

Direct Mail Example

Email Example

FERA Acquisition Package with Bilingual LIHEAP Insert

Statement Inserts

PG&E included the CARE/FERA application as an insert to customers' monthly bill package five times throughout the year. See Figures 2.4.1.3 and 2.4.1.4 for examples of bill inserts. The bill inserts distributed in June included updated new income guidelines for CARE and FERA and were sent to approximately 2.2 million non-CARE customers. Bill inserts continue to be an effective enrollment channel, delivering 8,559 enrollments throughout the year. The decrease from the previous year (over 13,313 enrollments in 2019) was due to a lower insertion frequency.

Figure 2.4.1.2 – June Bill Insert Cover Panel (English/Spanish)

Figure 2.4.1.3 – CARE/FERA Bill Insert with FERA headline (English/Spanish)

Digital Media

In 2020, PG&E continued an "always-on" digital media campaign for CARE and FERA. To broaden the reach of CARE marketing and better leverage the convenience of online applications, PG&E expanded online marketing by increasing online media spending by 62% and adding new creative mid-year for the Fresh EBT application and social media advertising in Facebook and Instagram. The strategy also included search engine marketing, digital display advertising, and social media ad placements.

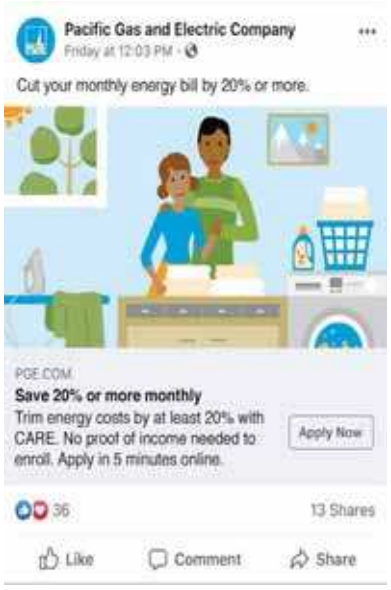
The 2020 CARE digital campaign succeeded in delivering a record number of completed applications 66,862 vs. 48,114 in 2019 (+39%). The base campaigns ran territory-wide, with increased spending in ZIP codes selected for special focus based on lower penetration rates or on rural and/or high poverty areas. Additional funds for hardship areas that were especially financially impacted by COVID-19 contributed to a significant performance lift vs. 2019 including a 20% increase in impressions (405 million vs. 337 million impressions),[46] a 62% increase in click-through-rates (0.21% vs. 0.13%), and almost double the www.pge.com CARE home page visits (919.7K vs. 466K visits).

[46] An impression measures how many times an advertisement is retrieved from its source and shown on a web page or other online media.

Figures 2.4.1.4 – Digital Media Creative Examples

Digital Media – Fresh EBT Application Ads

Facebook Feed



Instagram Feed

Instagram Stories

In 2020, PG&E began 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 generated an estimated 86 million impressions over 12 weeks

Figures 2.4.1.5 – Digital Multilingual Media

Korean Display Adds

Russian Display Ads

Chinese Display Ads

Additional Marketing Highlights

Hard-to-Reach Customers

A coordinated awareness media campaign with a focus on hard-to-reach audiences continued through the end of the year. The media campaign included radio, digital radio, TV interviews and home-delivered print. ZIP code targeting was used to identify key areas with opportunities for increased program enrollment. PG&E identified these areas by lower penetration numbers.

In Q2 of 2020, a combination of Valpak (1,500,000 households) and Retail-Me-Not (3,160,428 households) inserts were delivered in shared mail by USPS and approximately 444,078 doorhangers were also delivered. 71 Laundromat posters in English and Spanish with a FERA focus were tested as an additional supporting tactic.

Figures 2.4.1.6 – Hard-to-Reach Home Delivered Print

Valpak Shared Mail

Retail Me Not Insert

Door Hanger

Radio Advertising and Earned Media (PR)

As a complement to online and targeted marketing, the media plan supported PG&E's multi-channel outreach and helped to maintain high levels of CARE awareness and build FERA awareness while deepening customer engagement and retaining customers. PG&E implemented paid radio, Spanish-language television (TV) interview segments and secured added value media placements to maintain awareness and deepen understanding of CARE and FERA among hard-to-reach customers. Radio and TV interview segments provided broad coverage and complemented all other tactics. The media campaign included 60 second radio and 15 second traffic radio sponsorship ads that aired in Bakersfield, Sacramento/Stockton/Modesto, Salinas/Monterey, and Fresno/Merced Metropolitan Statistical Areas (MSAs). Digital radio on Pandora ran concurrently and focused on 367 designated hard-to-reach ZIP codes (i.e., high-poverty and rural locations) and those that represent lower CARE penetration rates.
PG&E aired two-minute on-air interviews with five local Spanish TV stations that ran across Bakersfield, Fresno, Monterrey, Sacramento, and San Francisco.

PG&E radio advertising campaigns delivered 31,297,805 impressions, exceeding the planned goal of 28, 216, 900 impressions with a combination of broadcast radio (14,376,000 impressions), traffic radio (8,934,400 impressions) and digital radio (7,987,405 impressions).

PG&E participated in media interviews to promote CARE, FERA and other programs with the outlets below.

March 2020:

- **Alianza News** (print) – News release on financial support for those experiencing financial difficulties including the CARE program
- **KSQQ - Sound of Hope Radio** – News release on financial support for those experiencing financial difficulties including the CARE program

- **El Popular** (print) – News release on financial support for those experiencing financial difficulties including the CARE program
- **News for Chinese** (print) - News release on financial support for those experiencing financial difficulties including the CARE program

April 2020:

- **KSFN Radio** (Bay Area) – PG&E Shares Money Saving Tips and Financial Assistance Programs (segment in Chinese)
- **KRON Skylink TV** (Bay Area) – PG&E is Offering Payment Reductions, Climate Credit, and More for Customers During the Pandemic (segment in Chinese)
- **KIQI Radio** (Bay Area) – PG&E Provides Financial Assistance to Customers During Pandemic
- **KGRB Radio** (Sacramento) – PG&E Responds to COVID-19 Pandemic with Help for Customers (segment in Spanish)
- **KLOQ Radio** (Merced) – CARE Program and Call 811 Before You Dig (segment in Spanish)
- **KNSO Radio – Telemundo** (Central Valley) – Fresno Energy Savings Program (segment in Spanish)

May 2020:

- **KFSN Radio** (Bay Area) – Are You Eligible for PG&E's Low Income Programs? (segment in Chinese)
- **KFSN Radio** (Bay Area) – Are You Eligible for PG&E's Low Income Programs? (segment in Chinese)
- **KZSF Radio** (Bay Area) – Save 20 Percent or More with CARE
- **KRON 4.2 Skylink TV** (Bay Area) – PG&E Discusses Various Financial Assistance Programs (segment in Chinese)
- **KFTV Univision** (Central Valley) – Save with PG&E's CARE Program (segment in Spanish)
- **KIQI Radio** (Bay Area) – Save with PG&E's CARE Program (segment in Spanish)
- **KHCJ Radio** (Kern County) – PG&E Offers Financial Assistance Resources

June 2020:

- **D'Primeramano** (Sacramento) – PG&E's CARE Program Helping Customers Who Have Been Financially Impacted by COVID-19
- **News for Chinese** (Bay Area) – PG&E's CARE Program Helping Customers Who Have Been Financially Impacted by COVID-19
- **KBTV-Crossings TV** (Sacramento):
  - PG&E's CARE Program Helping Customers Who Have Been Financially Impacted by COVID-19
  - PG&E Offers Financial Assistance Resources
  - PG&E Discusses Financial Assistance Programs and Wildfire Preparedness (segment in Chinese)
- **Philippine News Today** (Northern California) – PG&E's CARE Program Helping Customers Who Have Been Financially Impacted by COVID-19
- **Inquirer.net** (National) – PG&E's CARE Program Helping Customers Who Have Been Financially Impacted by COVID-19
- **KRON 4.2 Skylink TV** (Bay Area) – PG&E's CARE Program Helping Customers Who Have Been Financially Impacted by COVID-19

- **Alianza News** (Bay Area) – PG&E's CARE Program Helping Customers Who Have Been Financially Impacted by COVID-19.
- **La Voz** (North Bay) – PG&E's CARE Program Helping Customers Who Have Been Financially Impacted by COVID-19

August 2020:

- **El Popular** (Kern) – When Back-to-School Means Stay at Home, Saving Energy and Money Helps Make the Grade
- **KFTV Univision** (Central Valley) – PG&E Offers Financial Assistance Programs and Energy Savings Tips to Customers (segment in Spanish)

September 2020:

- **KFTV Univision (Central Valley):**
  - PG&E Offers Financial Assistance Programs to Customers During Pandemic (segment in Spanish)
  - PG&E Continues to Offer Ways to Save Energy During COVID-19
- **D'Primeramano** (Sacramento) – PG&E Continues to Offer Ways to Save Energy During COVID-19
- **KSJZ Korean-American Radio** (Bay Area) – Continues to Offer Ways to Save Energy During COVID-19

December 2020:

- **KRON4 – SkylinkTV (Bay Area)** - PG&E to Host Webinar on Assistance Programs and Rate Plans (segment in Chinese)
- **KFTV Univision (Central Valley) -** PG&E Offers Financial Assistance Programs and Winter Heating Safety (segment in Spanish) to Customers During Pandemic (segment in Spanish)

Table 2.4.1.6 – Television Interview Summary

2020 Television Interview Summary						
Market	**Station**	**Language**	**Total Net Investment**	**Interview Length (in seconds)**	**Total Airings**	**Program Placement (where/when interviews will likely run)**
Bakersfield	KABE	Spanish	$4,420.00	120	16	Despierta America Morning M-F 7a-9a (6x) Despierta America Daytime M-F 9a-11a (10x)
Fresno	KFTV	Spanish	$4,314.00	120	7	Despierta America Morning M-F 7a-9a (3x) Despierta America Daytime M-F 9a-11a (4x)
Monterey	KSMS	Spanish	$4,080.00	120	16	Despierta America Morning M-F 7a-9a (6x) Despierta America Daytime M-F 9a-11a (10x)
Sacramento	KUVS	Spanish	$4,463.00	120	7	Despierta America Morning M-F 7a-9a (3x) Despierta America Daytime M-F 9a-11a (4x)
San Francisco	KDTV	Spanish	$7,650.00	120	9	Despierta America Morning M-F 7a-9a (4x) Despierta America Daytime M-F 9a-11a (5x)
		Net Total:	**$24,927.00**			

CARE/FERA Landing Page

Throughout 2020, PG&E leveraged www.pge.com to engage with customers; highlighting information about respective program tips and tools to support their energy management journey. In order to make it easier for customers to get enrolled in the right program, PG&E campaigns routinely drove online visitors to a combined CARE and FERA website landing page. This page presents program requirements, key program differences and increase FERA visibility, and prominently links to the joint application form for CARE and FERA. Online share of CARE enrollments increased to 71% (vs. 57% in 2019) with 229,171 enrollments (vs.132,666 in 2019).

Due to COVID-19, PG&E began to reach out to customers on March 10, 2020, acknowledging the pandemic situation and included CARE messaging in communications across various outreach channels. These efforts have more than tripled the number of daily unique visitors to the CARE landing page and other key pages with the campaign, compared to the same time period last year. PG&E's COVID-19-related outreach efforts are provided on the following page.

- On March 10, 2020 PG&E started using social media to communicate with customers about the COVID-19 pandemic and provide information about how PG&E can help. PG&E posted tips and recommendations for support, including CARE and/or FERA, on Twitter and Facebook.

- On March 13, 2020, PG&E began to utilize news releases and the Currents PG&E blog to communicate with customers about the COVID-19 pandemic and provide information about how PG&E can help through programs such as CARE and FERA.

- On March 13, March 18, March 21, March 28, and April 1, PG&E emailed customers about the COVID-19 pandemic and included messaging for CARE and/or FERA as part of the information about how PG&E can help customers.

- PG&E held trainings for CBOs regarding protections in place for customers and refreshing CBOs on online application enrollment instructions. The first training was held on March 25, 2020 with additional trainings held on April 2, 6, and 7, 2020.

- PG&E created a COVID-19 alert on the website homepage at the onset of the pandemic to provide customer protections information and financial assistance programs including CARE.

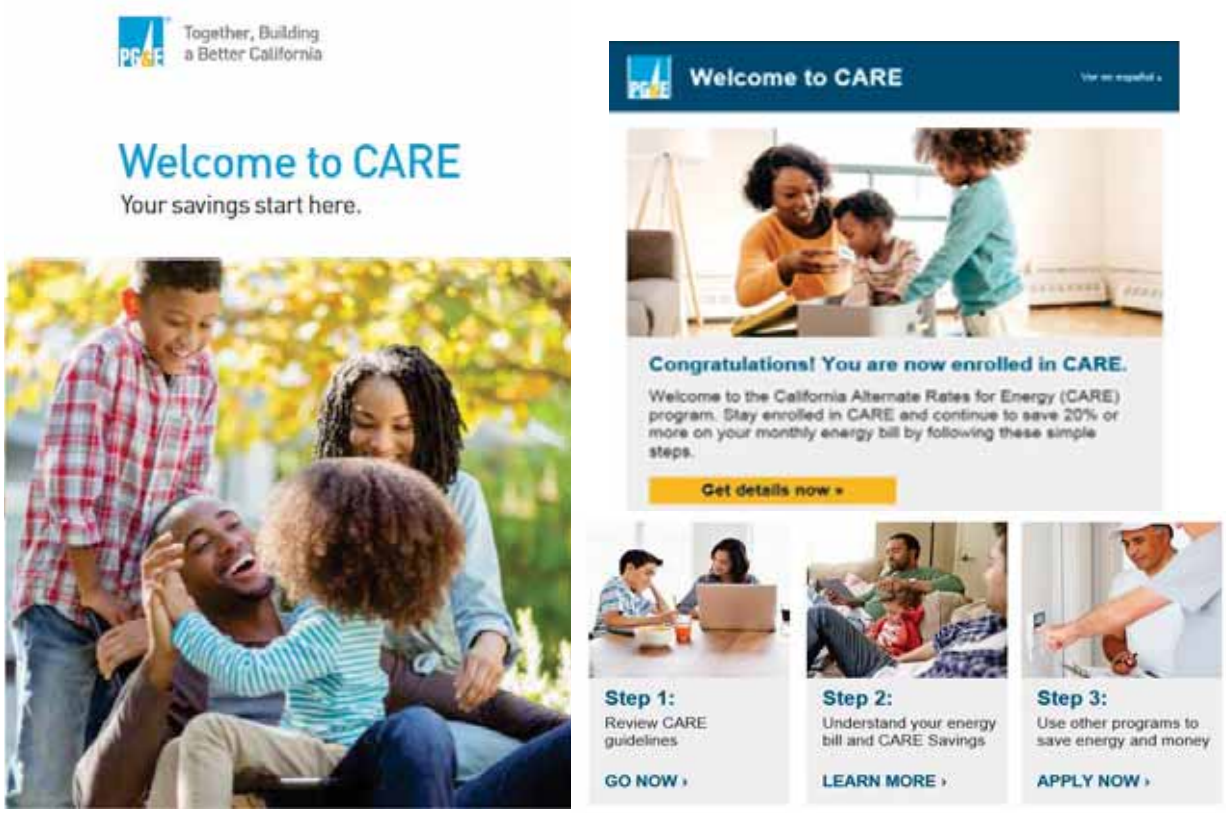
Digital Newsletters
Targeting approximately 1.6 million customers, the income qualified version of the digital newsletter continues to be an important vehicle to provide income qualified customers with information about programs, and low or no-cost tips and tools. The CARE and FERA messaging was highlighted in newsletters throughout 2020.

Figure 2.4.1.7 – CARE/FERA Digital Newsletter Example

CARE Retention Campaigns
As a continuation of an ongoing retention strategy, CARE Welcome Kits were sent as a bilingual English/Spanish direct mail or email to newly enrolled CARE customers, as shown in Figure 2.4.1.6. The Welcome Kits used a simplified layout and messaging to empower the customer to take the next step in their energy management journey. In addition to providing the customer's recertification date and the requirements to retain the CARE discount, the customer was encouraged to register for an online account and apply for ESA. A paper form that was pre-filled with customer account number and address,

along with a reply envelope, was added to the direct mail version of the kit which resulted in the submission of approximately 11,000 ESA applications in 2020.

Figure 2.4.1.8 – CARE Welcome Email and Print Versions



During Q1, PG&E continued its ongoing monthly automatic recertification efforts for customers who were approaching their two-year program expiration and had been identified as most likely eligible according to the CARE propensity model.

An email was sent to notify these customers of their automatic recertification. The email provided the opportunity to opt-out if they no longer qualified. The auto-recertification email was updated in September to support goals of driving more income qualified customers to engage with energy savings opportunities by taking a Home Energy Checkup.

For customers outside of deciles 1 and 2 who were not automatically recertified through PG&E's auto-enroll initiative, the PG&E outreach team sent email reminders to encourage customers to re-enroll in CARE through Q1 as shown in Figure 2.4.1.5. However, these recertification efforts were all paused in April due to COVID-19.

Figure 2.4.1.9 – CARE Auto-Recertify Email

LifeLine Co-Marketing

As part of PG&E's increased CARE/FERA outreach marketing initiatives responding to COVID-19, new CARE/FERA M&O materials began promoting discounted phone service and referring customers to California LifeLine www.californialifeline.com/en and the pilot program that connects CARE participants with an active LifeLine promotion.

LifeLine Messaging

PG&E currently includes messaging to raise awareness of LifeLine and other financial assistance programs and services in applications, collateral and on pge.com, including the following text, which appears on PG&E's COVID-19 customer support page (pge.com/covid19).

"You may also qualify for discounted phone service based on your income level or program participation. The California LifeLine program. provides a discount on either home phone or cell phone service for eligible households. Additionally, participants in PG&E's CARE program can save $15 each month on their Boost Mobile prepaid cell phone plans through the CARE and Boost Mobile pilot program."

Figures 2.4.1.10 LifeLine Messaging Bilingual Application Examples

†Learn more and get a personalized rate analysis at pge.com/findrates

How You Can Apply

Online: Apply online for faster enrollment at pge.com/care

Phone: Apply by calling 1-866-743-2273

Email: Take a picture or scan completed application and email this image to CAREandFERA@pge.com

Mail: Send completed application to CARE/FERA Program P.O. Box 7979 San Francisco, CA 94120-7979

Fax: Send completed application to 1-877-302-7563

Other Helpful Programs and Services

Energy Savings Assistance Program
pge.com/energysavings
1-800-933-9555
This program provides energy-efficient home improvements and appliances at no cost to customers who qualify for CARE and rent or own a home that is at least five years old.

My Account
pge.com/myaccount
Log in to My Account to sign up for billing and payment alerts, analyze your household's energy usage, pay your bills and learn more about your rate plan options.

Budget Billing
pge.com/budgetbilling
1-800-743-5000
Your monthly bill will be averaged out to allow you to budget your energy costs and eliminate big payment swings.

Medical Baseline
pge.com/medicalbaseline
If you depend on life-support or other equipment due to medical needs, you may be eligible for additional energy at the lowest price through the Medical Baseline program.

Low Income Home Energy Assistance Program (LIHEAP)
1-866-675-6623
If you spend a high percentage of your income on energy bills, you may be eligible to receive financial assistance and weatherproofing services through this program administered by the California Department of Community Services and Development.

Universal Lifeline Telephone Service (ULTS)
Get discounted telephone access when you meet similar income guidelines as the CARE program. To learn more, contact your local phone service provider.

TTY is available at 711 or 1-800-735-2929.

Cómo puede inscribirse

Internet: Solicite por Internet para inscribirse más rápidamente visitando pge.com/care-es

Teléfono: Inscríbase llamando al 1-866-743-2273

Email: Saque una foto o escanee su solicitud completa y envíe la imagen a CAREandFERA@pge.com

Correo: Envíe la solicitud completa a CARE/FERA Program P.O. Box 7979 San Francisco, CA 94120-7979

Fax: Envíe la solicitud completa al 1-877-302-7563

Otros programas y servicios útiles

Energy Savings Assistance Program
pge.com/energysavings-es
1-800-933-9555
Este programa provee de mejoras en el hogar relativas al uso eficiente de la energía y de electrodomésticos sin costo para aquellos clientes que cumplan con los requisitos para CARE y alquilan o son dueños de una vivienda construida hace más de cinco años.

Budget Billing
pge.com/budgetbilling
1-800-743-5000
Se basa en el promedio de su factura mensual para que usted maneje sus costos de energía, y elimine grandes variaciones de pago.

Medical Baseline
pge.com/medicalbaseline
Si debido a necesidades médicas usted depende de equipos de soporte vital o de otro tipo de equipos, usted podría ser elegible para obtener energía adicional al precio base más bajo a través del programa Medical Baseline.

My Account
pge.com/myaccount
Visite My Account en el sitio de PG&E y regístrese para recibir alertas de facturación y pagos, analizar el consumo de energía de su hogar, pagar sus facturas e informarse más acerca de sus opciones de plan de tarifas.

Low Income Home Energy Assistance Program (LIHEAP)
1-866-675-6623
Si usted destina un alto porcentaje de su ingreso al pago de las facturas de energía, podría reunir las condiciones para recibir asistencia económica y servicios de aislamiento térmico a través de este programa administrado por el California Department of Community Services and Development.

Universal Lifeline Telephone Service (ULTS)
Obtenga acceso telefónico a bajo precio cuando reúna los requisitos de ingreso similares al programa CARE. Para más información, contacte a su compañía local de teléfonos.

TTY disponible llamando al 711 o 1-800-735-2929.

PG&E CSO Outreach Events

In 2020, operations at PG&E's CSOs were halted due to the pandemic, with all CSOs closing in March 2020. Because of this, PG&E was largely unable to utilize its CSOs for outreach events as it had done in prior years. In January to March 2020, before CSOs were closed, outreach at the CSOs resulted in over 130 new CARE enrollments.

Outbound Financial Assistance

In May 2020, PG&E stood up a new outbound calling campaign in order to reach customers with past due amounts. The outbound calls provided customers with flexible pay plans as well as information about CARE, FERA, MBL, and other partner agency assistance programs. Customers who were deemed to be eligible for a specific program were enrolled.

In 2020, the campaign targeted 99,072 customers. PG&E Customer Service Representatives (CSRs) were able to make contact with 24,241 of them directly. The customers who could not be reached received a voicemail with information regarding financial assistance programs.

The campaign was also successful in identifying $3.7M in potential savings from rate changes. Customers with a past due balance were directed to LIHEAP where they received pledges totaling $337,658.

Table 2.4.1.7 – Outbound Call Campaigns

Outbound Campaigns to Income Qualified Customers			
2020	**Dynamic Financial Assistance Outcall Campaign (5/1 – 12/8)**	**CSO Outcall Campaign (11/1 – 12/14)**	**Totals**
Number of Customers Reviewed	92,832	25,884	118,716
Customers Called	76,604	22,468	99,072
Spoke to Customers	18,893	5,348	24,241
Contacted customers that accepted an offer that PG&E made	11,460	2,717	14,177
Enrolled in a Pay Plan	1,983	177	2,160
Enrolled in CARE	3,554	46	3,600
Enrolled in FERA	74	0	74
Enrolled in MBL	1,452	705	2,157
Enrolled in Budget Billing	302	35	337
Enrolled in Paperless Billing	439	12	451
Received a LIHEAP Pledge	343	7	350
LIHEAP Pledge Amounts	$331,250	$6,408	$337,658
Customers that could benefit from a rate change	7,412	628	8,040
Customers that changed rates	774	11	785
Rate change savings identified	$3,467,902	$202,186	$3,670,088
Savings from completed rate changes	$232,944	$890	$233,834

CBO Outreach

PG&E's community engagement and outreach strategy focuses on building trusted community relationships and strategic partnerships with the goal of increasing awareness and enrollment in PG&E's assistance programs and energy management resources. Community outreach efforts can be a highly effective means to engage and gain the trust of customers who might otherwise not engage with PG&E. Complementing PG&E's multi-touch approach, community engagement efforts are critical to increasing access to assistance programs and energy education to our hard-to-reach customers.

PG&E partners with a network of over 300 CBOs and agencies to support PG&E's outreach to a broad and diverse set of customers, and to assist in getting critical information to hard-to-reach communities. For example, nearly 250 CBOs are signed on to receive information or provide services to support PSPS events.

Specifically, for the CARE program, PG&E currently has 44 CBOs and agencies who work as CARE COCs. Each year, PG&E provides multiple trainings to new and existing CARE COCs focusing on income qualified programs such as CARE and FERA, income qualified offerings including ESA, and the MBL program, as well as how to support

customers in accessing and signing up for these programs via PG&E's website, online application portals, mail-in forms, and/or via the call center. CARE COCs also receive robust education and training around rate options, TOU rates and California's TOU transition, and the resources PG&E offers to support customers in determining the best rate for their energy usage profile. PG&E encourages CARE COCs to use a holistic approach and educate households on all the programs and offerings available to reduce energy bills, including discount programs and different rates.

Throughout 2020, the operations of CBOs across the service territory were impacted as a result of continued shelter-in-place orders due to COVID-19. Nearly all in-person community events were cancelled, as well as in-person outreach work. Some agencies continued to provide services to clients in a one-on-one structure, following COVID-19 protocols, but most direct outreach was eliminated. PG&E moved to online webinar formats for its CBO trainings, and its CARE COCs also primarily communicated with constituents via direct mail, phone, email, or social media, rather than in-person. Nonetheless, PG&E observed strong interest and participation from CBOs and CARE COCs in its online webinars and training.

2.4.1.1. Discuss outreach to CARE customers for the Home Energy Report (HER), including percentage participation.

For the May and September 2020 HER, PG&E promoted CARE in the electronic version of HER (eHER), as shown in Figure 2.4.1.6. HERs were sent to customers that were deemed eligible for the CARE program according to the propensity model in addition to customers that were currently receiving HERs. In 2020, a third of CARE enrolled customers (532,255) received at least one HER.

Figure 2.4.1.11 – CARE eHER and FERA Print HER Marketing Modules

2.4.2. Discuss the most effective outreach method, including a discussion of how success is measured.

Most outreach initiatives, including direct mail, email, and digital and print media, offer customers multiple ways to respond and apply for enrollment. In 2020, the majority of new CARE customer applications (221,000) were submitted online (71% vs. only 57% in 2019). Because a large percentage of customer applications were submitted online, this response channel was the most effective outreach method in 2020. Convenience and accessibility are two factors that continue to drive the effectiveness of this enrollment channel. Applications are available in English, Spanish and Chinese on PG&E's website. Customers enrolled using one of two options: completion of a simple form which requires no registration or via Your Account, at www.pge.com, which requires user registration. Customers are able to enter the necessary household and income eligibility information, accept the declaration and submit the application electronically.

2.4.3. Discuss barriers to participation encountered during the reporting period and steps taken to mitigate them.

In 2020, due to the severe financial impacts of COVID-19, which disproportionately impacted income qualified customers as well as the pausing of income verification processes, PG&E has seen a growth in participation for CARE and FERA. In addition to the financial impacts from COVID-19, outreach and marketing channels were also impacted, including the work of PG&E's CBO partners. As described in the CBO Outreach section above, CBOs pivoted from an in-person and in-community outreach model to using more virtual approaches. CBOs utilized webinars, social media, and focused on sharing of information through online channels, including direct email and website updates.

CBO partners continued to sign up new households for CARE and FERA although at a significantly lower rate than prior years. CBOs have noted in training webinars and meetings that customers may have questions about their eligibility and the recertification requirements and may doubt there are no other conditions attached beyond income qualification. Finally, CBOs have reported that some customers are fearful that PG&E may share their information with government agencies and are therefore hesitant to sign up and report their household's members and income.

To overcome some of these barriers, PG&E developed mitigation tactics to better serve income qualified customers. These tactics included, but were not limited to:

- A multi-channel, multi-touch outreach approach that included automated calls, direct mail and email, as well as digital advertising.
- Simplified messaging and design; use of iconography and step-by-step, color-aided instructions.
- More enticing headers and subject lines, as well as outer envelope messaging
- Clarified qualification criteria, documentation needed and timing; increased urgency to comply; and
- A more empathetic and friendlier tone to marketing and communications materials.

Though language did not pose a significant barrier to CARE enrollment in 2020, PG&E recognizes the diversity of customers in its service area and continues to offer CARE materials and services in multiple languages including English, Spanish, Chinese, Korean, Tagalog, Hmong, Russian, and Vietnamese.

PG&E also worked with food banks to distribute information on the CARE and FERA programs as a way of reaching hard to reach segments.

2.4.4. Discuss how CARE customer data and other relevant program information is shared by the utility with other utilities sharing its service territory.

A portion of PG&E's service area is shared with other CPUC regulated energy and water utilities. In 2020, PG&E had data sharing agreements with SoCalGas, Southern California Edison, California American Water, California Water Service, Del Oro Water, Golden State Water, Great Oaks Water, and San Jose Water. PG&E shares customer data with these utilities twice annually via an automated, secure file transfer process that extracts lists of enrolled CARE customers identified in the shared service areas. An additional data exchange was conducted in July 2020 due to increased enrollment levels related to the COVID-19 pandemic.

2.4.5. Discuss how CARE customer data and other relevant program information is shared within the utility, for example, between its ESA program and other appropriate low income programs.

A database of CARE customer contact information is uploaded for weekly distribution to PG&E's ESA program implementers for use in their outreach. Since the CARE and ESA income guidelines are aligned at 200% of the FPL, PG&E automatically enrolls customers in CARE who have participated in the ESA program.

Since the CARE discount is noted in the customer information system, PG&E CSRs can see the CARE status of any customer calling PG&E's contact centers for assistance. This provides important information for CSRs to use when discussing other benefits and services that may be of assistance to the income qualified customer.

The CARE application features other financial assistance information. Each CARE application provides a brief description of other assistance programs available from PG&E as well as contact numbers.

PG&E's CARE program integrated with other PG&E assistance programs to generate enrollments. CARE applications are on display and available to visitors at Cooling Centers. These centers saw lower usage in 2020 on account of the pandemic. PG&E provides the CHANGES program contractors with training and collateral to help Limited English Proficient (LEP) customers enroll in CARE and other assistance programs. PG&E conducts monthly data exchanges with the ESA program to automatically enroll eligible customers in CARE. PG&E also runs monthly reports of customers receiving bill payments received through the CSD LIHEAP and PG&E's REACH programs and automatically enrolls eligible customers in CARE. These efforts resulted in 20,741 new enrollments.

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

Throughout 2020, PG&E targeted existing CARE customers for outreach related to the ESA program. Because existing CARE customers were likely to qualify for the ESA program based on their income level, this was a way to ensure that the customer qualified via income guidelines. Other filters were then applied to determine those customers who would be most eligible for the ESA program.

Additionally, PG&E leveraged our Integrated Programs Brochure that integrates key income qualified programs, services and savings tips in a step-by-step, easy-to-understand and succinct manner, which is available in seven languages.

As stated above, PG&E automatically enrolls customers who receive LIHEAP and REACH assistance onto the CARE program. Furthermore, for the CARE automated phone calls, PG&E integrates information about the FERA and ESA programs. In 2020, 18,686 ESA program participants were enrolled in the CARE program representing 6% of CARE enrollments.

PG&E provides training to CBOs on income qualified programs in a holistic approach to simplify the customer journey. In 2020, PG&E trained CBOs on CARE/FERA, ESA, Solar Choice, rate options including TOU and MBL, community pilots for DR, Green Saver program, energy management tools, Community Wildfire Safety program, and scam prevention. In 2020, PG&E added additional training for its network of CBOs on COVID-

19 related safety protocols and processes, such as the requirements for personal PPE, and related safety measures. PG&E also began planning in December 2020 to share information with CBOs on the many COVID-19 consumer protections that were put in place, such as a temporary moratorium on service disconnections, via a series of Focus Groups that were scheduled to be hosted in 2021.

Additionally, PG&E continues to coordinate CARE, ESA and other income qualified outreach efforts to provide likely eligible customers with the knowledge and tools to access PG&E's services. Recent examples include an updated brochure that integrates key income qualified programs, services and savings tips in a step-by-step, easy to understand and succinct manner that is available in seven languages. The goal with these and similar efforts moving forward is to help financially challenged customers manage their energy bills in a more holistic and sustainable way.

2.4.6.1. Track Costs of AB 793 related Energy Management Technologies program (identify all of the programs or initiatives that will be able to benefit from the availability of the end-use and electric usage profiles, and to coordinate with the relevant proceedings so that the relevant costs can be considered in those proceedings' cost-effectiveness decision making).

Please see Section 1.4.4 above.

2.4.7. Describe the process for cross-referral of low income customers between the utility and the California Department of Community Services and Development (CSD). Describe how the utility's CARE customer discount information is provided to CSD for inclusion in its federal funds leveraging application. (Note: These agreements are limited to sharing 1-800 phone numbers with customers and providing CARE benefit information for the federal fiscal year, October 1 of the current year through September 30 of the subsequent year. There are no tracking mechanisms in place to determine how many customers contact the other programs or actually become enrolled in other program(s) as a result of these agreements.)

PG&E provides quarterly and other reports to CSD on various programs such as its LIHEAP program. In order to facilitate secure sharing of customer information with CSD, PG&E uses a secured file transfer site to share any sensitive or personal customer information between PG&E and CSD. This secure file transfer system helps ensure that customer information is protected when sharing or receiving data. PG&E is currently leveraging this process to share data regarding LIHEAP eligible customers with past due balances so that local agencies can conduct their own outreach efforts.

PG&E has provided assistance by leveraging federal funding through CSD's LIHEAP on an annual basis since 1989. The primary information provided to CSD is a monthly breakdown of the total number of participants (residential and sub-metered tenant counts) along with the total dollar amount of discount provided to that portion of the population during that period.

2.4.8. Discuss any recommendations to improve cost-effectiveness, processing of applications, or program delivery. Discuss methods investigated or implemented by the utility or third parties under contract to the utility to improve outreach and enrollment services to non-participating households in the prior year. Provide cost-effectiveness assessments, if available.

To improve the cost-effectiveness of outreach and enrollment services, PG&E focused on:

- Enhancing our targeting strategies with the goal of enrolling truly eligible customers.
- Optimizing the multi-touch, multi-channel customer contact strategy with a three-touch strategy.
- Using more cost-effective outreach channels, such as automated phone calls and email.
- Driving customers to the online enrollment form for quicker processing and lower operational costs.
- Testing different messaging and creative versions in market (as opposed to commissioning additional research), identifying quick enhancement opportunities and implementing learnings in real time for optimized results.
- Automatically recertifying customers who fall within the most likely qualified deciles 1-2 of the CARE Propensity Model when the recertification process resumes.
- Emailing CARE and FERA customers who have selected email as preferred method of communication in English and/or Spanish that they have been approved.

2.5. Processing CARE Applications

2.5.1. Describe the utility's process for recertifying sub-metered tenants of master-meter customers.

Prior to the consumer protections put in place, PG&E's process for recertifying sub-metered tenants of master-meter customers consisted of mailing the recertification package to sub-metered tenants 90 days prior to their CARE expiration date. A reminder letter was also mailed 30 days prior to their CARE expiration date, and tenants were removed from the CARE rate if they did not respond by their due date.[47] (PG&E paused this process in April 2020.)

[47] D.08-11-031, OP 100 authorized PG&E to change the certification period for sub-metered tenants from one year to two years (four years for fixed income).

2.5.2. Describe any contracts the utility has with third parties to conduct certification, recertification and/or verification on the utility's behalf. Describe how these third-party efforts compare to the utility's efforts in comparable customer segments, such as hard-to-reach or under-served. Include comparisons of effectiveness and cost-effectiveness of comparable customer segments, if available.

PG&E did not have any contracts with third parties to conduct certification, recertification, and/or verification on PG&E's behalf in 2020.

2.6. Program Management

2.6.1. Discuss issues and/or events that significantly affected program management in the reporting period and how these were addressed.

PG&E experienced a few issues and events that significantly affected program management in the reporting period. These issues were addressed and are detailed below:

PEV
Due to the COVID-19 pandemic, PG&E suspended all standard and High Usage PEV requests, as well as the removal of customers with pending requests, through June 30, 2021 in compliance with Res. M-4849.[48] PG&E expanded the CARE PEV freeze to customers throughout the territory when 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.[49]

Furthermore, in compliance with Res. M-4833, the CARE and FERA programs provided protections for customers affected by the 2020 wildfires. PG&E froze all standard and high-usage post PEV reviews through the end of the 12-month period in which these protections applied. The emergency disaster relief program was designed to ensure that California utility customers who experienced a housing or financial crisis due to a disaster kept vital utility services and received financial support in the wake of a disaster.

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

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[48] On February 11, 2021, the CPUC approved Res. M-4849, which extended the Emergency Customer Protections to June 30, 2021.

[49] D.19-07-015, p. 23.

CARE Program PEV 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

CARE High Usage PEV Process[50]
PG&E suspended the High Usage PEV process in March 2020, due to COVID-19 Protections. The process targeted CARE customers with usage above 400% of baseline in the previous monthly billing cycle and requires them to complete the PEV documentation. PG&E's High Usage PEV results for 2020 are reported in CARE Table 13.

Standard PEV Process
PG&E suspended the Standard PEV process in March 2020, due to COVID-19 and Res. M-4849.

2.7. Pilots

2.7.1. Community Help and Awareness of Natural Gas and Electricity Services (CHANGES)

The CHANGES pilot program provides funding to CBOs to assist LEP customers with energy education and offer help with billing issues.

In 2020, the CHANGES program continued to provide outreach and education, and assist with issues regarding natural gas and electricity bills or service delivery to LEP customers in the language of their choice through a statewide network of CBOs. The IOUs continued to work with CHANGES implementers to maintain reporting procedures to evaluate individual cases and the group workshops/presentations conducted by CBOs.[51] As consumer protections were put into place during the pandemic, the IOUs experienced a decrease in escalated requests for assistance.

In addition, CHANGES CBOs continued to assist LEP customers with a variety of services, including helping customers enroll in the CARE and ESA programs, providing EE education and bill education, setting up a PG&E account/payment plan, obtaining LIHEAP assistance, and help with avoiding service disconnection. While PG&E CSRs provide in-language support through the Contact Centers' third-party affiliates, the CHANGES program provided LEP customers with the option of getting help with their PG&E billing issues through local, trusted CBOs.

The CPUC's Consumer Service Information Division (CSID) and PG&E have been working together to improve the coordination between CHANGES CBOs and PG&E CSRs. PG&E has a dedicated CHANGES hotline that connects CHANGES CBOs to PG&E Senior Service Representatives (SSRs). The streamlined approach to connect CHANGES CBOs to trained SSRs helped establish recognition of CHANGES CBOs' purpose and improved responsiveness to customers' time-sensitive energy billing/service needs.

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[50] In compliance with D.16-11-022, OP 87, the IOUs aligned their CARE High Usage Appeal Processes.

[51] CHANGES data pertaining to program expenditures, one-on-one and group customer assistance sessions is collected from the CBOs and reported in the monthly CARE/ESA report in CARE Tables 9, 10 and 11.

In 2020, consumer education was provided to 13,024 consumers through the CHANGES program. [52] 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/.

2020 CHANGES Disputes Resolution	
Assisted with CARE Recertification/Audit	12
Bill Adjustment	24
Changed 3rd Party Company / Gas	366
Changed 3rd Party Company / Electric	402
Customer Service Issue	1
Energy Alerts	6
Energy Audit	25
Energy Service Visit	2
Enroll in Energy Assistance Programs	339
High Energy CARE User	11
MBL Application	57
Meter Service/Testing	3
Reported Scam	2
Scheduled Service Visit	1
Payment Extension	61
Payment Plan	99
Solar	27
Stop Disconnection	139
TOTAL	**1,577**

Note: The total number of services may exceed the total number of cases because some cases will include more than one service provided. Support for dispute resolutions was provided in the following languages: Cambodian, Cantonese, Dari, English, English – Native American, Farsi, Hmong, Japanese, Korean, Laotian, Pashto, Portuguese, Spanish, Tagalog, Urdu, and Vietnamese.

[52] Data in document was provided from the December 20, 2021 CHANGES monthly report year-to-date tables by Self-Help for the Elderly and Milestone Consulting LLC, who administers the CHANGES program

2020 CHANGES Needs Assistance	
Assisted with CARE Recertification/Audit	10
Assisted with Changes to Account	341
Assisted with Reconnection	7
Billing Language Changed	186
CARE Enrollment	104
Changed 3rd Party Company / Electric	13
Consumer Education Only	1
ESAP	96
Electricity Aggregation	62
Energy Efficiency Tool	17
Energy Assistance Fund	22
HEAP	1381
High Energy CARE User	1
Level Pay Plan	1
MBL Application	191
Payment Protection	7
Payment Plan	26
REACH	249
Reconnection	2
Reported Scam	2
Set Up New Account	19
Payment Extension	20
Payment Plan	63
Third Party Notification	2
TOTAL	**2,823**

Note: Support for “needs assistance” was provided in the following languages: Armenian, Cambodian, Cantonese, Dari, English, English - Native American, French, Hmong, Japanese, Khmer, Korean, Laotian, Mandarin, Pashto, Portuguese, Punjabi, Samoan, Spanish, Tagalog, Urdu, and Vietnamese.

3. CARE Expansion Program

3.1. Participant Information

3.1.1. Provide the total number of residential and/or commercial facilities by month, by energy source for the reporting period.

See CARE-Table 12 – CARE Expansion Program.

3.1.1.1. State the total number of residents (excluding caregivers) for residential facilities, and for commercial facilities, by energy source, at year-end.

Of the tenants residing within CARE expansion program qualified facilities, approximately 90,661 were receiving the electric CARE discount and 87,176 were receiving the gas CARE discount by December 31, 2020. This represents the total number of residents housed in all facilities, both residential and commercial.

3.2. Usage Information

3.2.1. Provide the average monthly usage by energy source per residential facility and per commercial facility.

PG&E provides the average monthly usage by energy source per facility in CARE-Table 12 – CARE Expansion Program.

3.3. Program Costs

3.3.1. Administrative Cost (Show the CARE expansion program's administrative cost by category)

The CARE expansion program's administrative cost by category was reported as part of the overall program administrative expenses. See CARE-Table 1 – Overall Program Expenses.

3.3.1.1. Discount Information

Following is the total annual discount, by energy source, for the CARE expansion program:

Electric:	$7,794,566
Gas:	$1,558,459
Total:	$9,353,025

3.3.1.2. State the average annual CARE discount received per residential facility by energy source.

PG&E's average annual CARE discount received per residential facility are stated below by energy source:

Electric:	$537.24
Gas:	$203.76

3.3.1.3. State the average annual CARE discount received per commercial facility by energy source.

PG&E's average annual CARE discount received per commercial facility are stated below by energy source:

Electric:	$6,065.89
Gas:	$1,801.93

3.4. Outreach – CARE Expansion

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

In 2020, PG&E had 44 CBOs who were CARE COCs. Each year, the CARE COCs are trained on all income qualified programs available through PG&E. These CBOs are encouraged to use a holistic approach on educating their clients on all customer assistance programs available to assist in reducing energy bills.

Many of the local community organizations represented in the above two groups do participate in local community events and PG&E payment office promotions where income qualified programs are promoted. In addition, PG&E reaches out to and supports faith-based groups who host local events to educate their members on financial assistance programs.

3.4.2. Discuss each of the following:

3.4.2.1. Discuss the most effective outreach method, including a discussion of how success is measured.

PG&E finds direct marketing, and partnerships with CBOs, and targeted outreach to group living facilities, agricultural employee housing, and other eligible nonprofit organizations as the most effective outreach method. PG&E measures success by the number of enrolled CARE participants as compared to the percent of likely eligible CARE customers. As discussed in Section 2.4, outreach efforts in 2020 were largely conducted virtually due to COVID-19, including both PG&E and its CBO partners conducting remote webinars or using social media, rather than being able to conduct in-person or in-community outreaching activities.

3.4.2.2. Discuss how the CARE facility data and relevant program information is shared by the utility with other utilities sharing service territory.

PG&E does not currently exchange CARE facility data or expansion program information with other utilities in the shared service areas.

3.4.2.3. Discuss barriers to participation encountered in the prior year and steps taken to mitigate these, if feasible, or not, if infeasible.

Due to customer protections that were put in place, no barriers to participation were encountered in 2020.

3.4.3. Discuss any recommendations to improve the cost-effectiveness, processing of applications, or program delivery. Discuss methods investigated or implemented by the utility or third parties on the utility's behalf to improve outreach and enrollment services to non-participating facilities in the prior year. Provide cost-effectiveness assessments, if available.

In Application (A.) 19-11-003, PG&E proposed improving program delivery and processing of applications: a four-year recertification period for not-for-profit organizations and agricultural employee housing facilities.[53] A.19-11-003 remains pending with the Commission.

3.5. Program Management

3.5.1. Discuss issues and/or events that significantly affected program management in the reporting period and how these were addressed.

Despite the pandemic, there were no significant issues and/or events that affected program management.

[53] A.19-11-003, et al, PG&E Prepared Direct Testimony, Ch. II, p. II-17.

4. Fund Shifting

4.1.1. Report ESA program fund shifting activity that falls within rules laid out in Section 20.1 of D.08-11-031 as modified by D.10-10-008, 16-11-022, and D.17-12-009.

PG&E's fund shifting activity included moving funds between EE subcategories to cover the overspend in the Miscellaneous Electric category totaling $460,330 and Appliance Gas category totaling $223. The funds were moved from Appliance Electric and Domestic Hot Water Gas category; both were part of the funding cycle 2017-2020.[54] Approval was received to shift from HVAC Electric $21,175,000 to HVAC Gas $16,175,000 and to In-Home Education Electric $3,413,870 and Gas $1,586,130 per AL 4248-G/ 5822-E. ESA Table 12 – Fund Shifting summarizes the shift between measure categories.

4.1.2. Report CARE fund shifting activity that falls within rules laid out in Section 20.1 of D.10-10-008, 16-11-022, and D.17-12-009.

PG&E's CARE fund shifting activity included moving $1,056,536 from the Processing, Certification, Recertification category to IT Programming category, and $53,004 from the Regulatory Compliance category to the CPUC ED category.[55]

4.1.3. Was there any ESA program or CARE fund shifting activity that occurred that falls OUTSIDE the rules laid out in Section 20.1 of D.10-10-008, 16-11-022, and D.17-12-009?

There was no ESA or CARE program fund shifting activity that occurred in 2020 that fell outside of the fund shifting guidelines in D.12-08-044, as updated in D.16-11-022 and D.17-12-009.

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[54] In compliance with D.12-08-044 (wherein the "Utilities are permitted to shift funds from one year to another within the 2012-2014 cycle without prior approval") and D.17-12-009.

[55] In compliance with D.12-08-04, OP 135(c) of 4, authorized CARE fund shifting between categories in the same manner as the 2009-2011 budget cycle.

5. PG&E's Commonly Used Acronyms and Abbreviations

AB	Assembly Bill
AL	Advice Letter
BAMBE	Bay Area Multifamily Building Enhancements
BayREN	Bay Regional Energy Network
CAM	Common Area Measure
CARE	California Alternate Rates for Energy
CBO	Community-Based Organization
CEESP	California Energy Efficiency Strategic Plan
CFL	Compact Fluorescent Lamp
CHANGES	Community Help and Awareness of Natural Gas and Electric Services Program
CMFNH	California Multifamily New Homes
COC	Community Outreach Contractor
Coronavirus	COVID-19
CPUC	California Public Utilities Commission
CSD	California Department of Community Services and Development
CSI	California Solar Initiative
CSO	Customer Service Office
CSR	Customer Service Representative
D.	Decision
DR	Demand Response
DSM	Demand-Side Management
DWM	Department of Weights and Measures
EBT	Electronic Benefit Transfer
ED	Energy Division
EDD	Employment Development Department
EE	Energy Efficiency
ES	Energy Specialist
ESA	Energy Savings Assistance
ETC	Energy Training Center
EUI	Energy Use Intensity
FERA	Family Electric Rate Assistance
FPG	Federal Poverty Guideline
GRC	General Rate Case

GTSR	Green Tariff Shared Renewables
HA	Housing Authority
HER	Home Energy Report
HHS	Health and Human Services
HVAC	Heating, Ventilation, and Air Conditioning
IOU	Investor-Owned Utility
kW	Kilowatt
kWh	Kilowatt Hour
LED	Light-Emitting Diode
LEP	Limited English Proficient
LIEE	Low Income Energy Efficiency
LIHEAP	Low Income Home Energy Assistance Program
LINA	Low Income Needs Assessment
LIWP	Low Income Weatherization Program
M&O	Marketing and Outreach
MBL	Medical Baseline
ME&O	Marketing, Education and Outreach
MF	Multifamily
MFWG	Multifamily Working Group
MHP	Mobile Home Park
MUP	Multifamily Upgrade Program
mWh	Megawatt Hour
NEB	Non-Energy Benefit
NGAT	Natural Gas Appliance Testing
NMEC	Normalized Metered Energy Consumption
OP	Ordering Paragraph
PCT	Programmable Communicating Thermostat
PEV	Post-Enrollment Verification
PG&E	Pacific Gas & Electric Company
POA	Property Owner Authorization
POW	Property Owner Waiver
PPE	Personal Protective Equipment
PSPS	Public Safety Power Shutoff
PY	Program Year
Q1	First Quarter
Q2	Second Quarter

Q3	Third Quarter
Q4	Fourth Quarter
REACH	Relief for Energy Assistance through Community Help
Res.	Resolution
RFP	Request for Proposal
SASH	Single Family Affordable Solar Homes
SDG&E	San Diego Gas and Electric Company
SGIP	Self-Generation Incentive Program
SoCalGas	Southern California Gas Company
SPOC	Single Point of Contact
SSR	Senior Service Representative
TANF	Tribal Temporary Assistance for Needy Families
TOU	Time-of-Use
WE&T	Workforce Education and Training

6. Appendix A: PG&E's 2020 ESA and CARE Program Compliance and Activities

No.	ESA/CARE Activity	CPUC Directive	Directive Reference	Action Required	Completed Date
1	PG&E completed LifeLine/CARE-ESA leads generation data shares on January 6, 2020 and July 14, 2020.	NSDL	P.13	PG&E will share data with the CPUC Communications Division twice a year or biannually on January 15th and July 15th. The first data sharing occurrence will be on January 15th, 2019.	1/6/2020
2	There were four LIOB Meetings in 2020 (3/6 in San Jose, and 6/12, 9/17, and 12/10 via WebEx). PG&E was in attendance for each meeting where its regular IOU updates were provided. Agenda and IOU presentations are all available at LIOB website: http://www.liob.org/ Specifically: p.40: Included in LIOB IOU regular update presentation, and also included in ESA Tables 1 and 1A and CARE Table 1. p.54: Included in LIOB IOU regular update presentation, and also included in AR (2020: Section 1.8 and 2.4.6.) p.196: included in LIOB IOU regular update presentation, and also included in ESA Tables 2B, 3, 4A and 5 (water/energy nexus savings not included monthly). And in AR. p.327: Included in LIOB IOU regular update presentation. and also included in ESA Table 7, and costs in AR. p.365-366: Included in LIOB IOU regular update presentation, and also included in ESA Tables 1, 1A, 2, 2A, and 2B and CARE Tables 1 and 2.	D.17-12-009	Text -various	LIOB reporting requirements: P.40,IOUs shall continue to report on its balances of unspent and underspent funds to both the Commission in its ongoing reports and in its reports to the LIOB. IOUs shall report on factors driving unspent fund balances, steps taken to appropriately deploy funds, and make suggestions to the mid-cycle Wkg Grp about adjustments that would help deploy funds authorized by this Decision. P.54,Order tracking of customers who elect to "opt-in" to a new DR, TOU, or Critical Peak Pricing (CPP) program, and report that information in the IOUs' ESAP annual reports, and in quarterly reports to the LIOB providing ESA updates. P. 196,IOUs shall report quarterly to the LIOB, and annually in their report to the Commission on Multi-Family common area measure participation, program spending, and provide an analysis of treatment results including, but not limited to, energy and water/energy nexus savings. P.327, ... because several proceedings will benefit from the development of these My Energy/My Account upgrades, carefully track their costs, so that these costs can be considered in this and other proceedings' decision making related to cost effectiveness. Otherwise, the CARE and ESA programs will appear more costly than they truly are (given that all costs are allocated to them, but only some of the benefits), and programs in other proceedings will appear less costly than they truly are (because they receive the benefits of these efforts, without being allocated their costs). We therefore direct the IOUs to track the costs of the above efforts as a separate line item in their annual reports, if any, to identify all of the programs or initiatives that will be able to benefit from them, and to coordinate with the relevant proceedings so that the relevant costs can be considered in those proceedings' cost effectiveness decision making. These findings should be reported in the CARE ESA Annual Report, and to the LIOB P.365-366, With budgets adopted in this Decision, we expect the IOUs to keep pace with the expenditures and to report at least quarterly to the LIOB (in addition to the existing monthly reports to the Commission's ED) and in their annual reports about progress toward achievement of program goals and levels of spending.	1/13/2020
3	PG&E revised its 2020 penetration goal using the NDSL numbers. PG&E achieved the 2020 Goal in 2020.	NDSL	Table 3	PG&E's total proposed and authorized homes treated projections for 2018-2020 are provided below in Table 3 [see disposition for Table 3]. The authorized total First Time treatments represents an increase of 10,343 households above PG&E's First Time treatments proposed in its AL. These additional treatments are evenly split, adding 5,172 homes per year in 2019 and 2020.	1/21/2020
4	PG&E reported on CHANGES in all ESA/CARE Monthly Reports in 2020 (see CARE Tables 9-11) and in this 2020 AR (see Section 2.7.1).	D.15-12-047	OP 28	Pacific Gas and Electric Company, Southern California Edison, Southern California Gas Company, and San Diego Gas & Electric Company shall include the Community Help and Awareness of Natural Gas and Electricity Services bill issue assistance and education workshop materials and attendance statistics in their monthly CARE reports until long-term funding is established from the Commission's budget.	1/21/2020
5	PG&E revised its 2020 penetration goal using the 2018 Athens eligibility numbers and applying the Commission-authorized WFTP factors and the D.16-11-022 methodology discussed in the NDSL. PG&E achieved the 2020 Goal in 2020.	NDSL	Table 2	PG&E requests to update its 2020 penetration goals to remaining homes to treat using updated 2018 Athens Research (Athens) estimated eligibility numbers, adding in 2017 ESA and CSD Treated Homes, and applying the Commission-authorized Willing and Feasible to Participate factors. We find use of the latest Athens data reasonable as we approach the 2020 statutory deadline and make additional refinements to PG&E's First-Time treatment for statewide consistency and in alignment with the methodology outlined in D.16-11-022 as shown below in Table 2 [see disposition for Table 2]. As a result of our adjustment, the number of PG&E's First-Time treatment households increased by approximately 10% to allow eligible and willing low-income households an opportunity to participate in the ESA Program.	1/22/2020
6	A joint utility pleading (PG&E U 39-M) Regarding Annual Estimates of CARE Eligible Customers and Related Information was filed on February 12, 2020.	D.16-11-022	Email Ruling dtd 12/21/2016	File the annual estimate of customers eligible for the CARE program by February 12th each year; this annual filing was not included in D.16-11-022, so was requested in the Motion for Extension on 12/9/16.	2/12/2020
7	The five CARE groups discussed in the ordering paragraph are being identified in the ESA database accessible by the ESA contractors. To help ESA contractors with targeting these CARE customer groups, PG&E has created five reports in Energy Insight (EI) – one for each CARE group. ESA implementers and contractors can log into EI and run these reports on demand. These reports contain customer information such as name, address and phone number and the last ESA treatment date to determine if a customer is eligible for go-back.	D.17-12-009	OP108	Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company shall provide consistent and uniform information to their Energy Savings Assistance (ESA) Program outreach contractors. ESA Program leads must include new California Alternate Rates for Energy (CARE) Program customers, CARE Program customers with high energy usage, those recently moved, and those who have provided income documentation for the CARE Program certification and recertification process (excluding any customers who have already participated in the ESA Program at their current address). Where applicable, all leads must be provided within six months of the triggering event, and shall indicate what the triggering event was, so that contractors can tailor their outreach to the specific customer's situation.	3/29/2021
8	The CARE group (enrolled in CARE for 6 or more years at the same meter) discussed in the ordering paragraph is being identified in the ESA database accessible by the ESA contractors. To help ESA contractors with targeting this CARE customer group, PG&E created a report in Energy Insight (EI). ESA implementers and contractors can log into EI and run this report on demand. The report contains customer information such as name, address and phone number.	D.17-12-009	OP109	Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company shall target California Alternate Rates for Energy Program customers at or above the 90th percentile of usage amongst those not subject to the current High Usage Post Enrollment Verification process (namely those who have never exceeded 400% of baseline consumption), who have also been on the CARE Program rate at the same meter for at least six years and have not participated in the Energy Savings Assistance (ESA) Program at their current meter location.	3/29/2021
9	In February 2020 the vendor delivered a disaggregated load profile report of CARE customers in PG&E territory. This report was included in PG&E's 2020 DRAM RFO package. A question was added to the Offer Form asking if bidders accessed this data, and if so, was the data useful.	D.17-12-009	OP 95, p.488	95. Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company shall share vendor developed load profiles with potential Demand Response Auction Mechanism (DRAM) bidders in accordance with customer privacy provisions. These usage profiles shall be provided to potential DRAM bidders in the DRAM bid process which is anticipated to be initiated in 2019 for delivery in 2020 and an assessment of the usefulness and value of these load profile segments shall be included in the scope of that effort's evaluation work.	4/16/2020
10	PG&E provided renters residing in multi-family properties with a postcard with pre paid postage in English and Spanish in May 2020.	D.17-12-009	OP 41	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company shall provide renters residing in multi-family properties with information and pre paid postage that they can pass on to their landlords on behalf of the Energy Savings Assistance Program.	4/20/2020
11	PG&E tracked the numbers of ESA "first touches" versus "go backs," the energy savings resulting from the treatment from the "go back," and additional measures to determine what percentage of the utility's energy savings target is a result from a "go back" versus a "first touch" for a customer for reporting in its ESA-CARE Annual Reports. See ESA Table 2.	D.17-12-009	ESA Reporting >text=various	Text p.69: We direct the utilities to track in its reporting how many visits are "first touches" (households that have not received ESA treatment) versus "go backs." The utilities should track the number of "go backs," the energy savings resulting from the treatment from the "go back" and additional measures to determine what percentage of the utility's energy savings target (as discussed above) is a result from a "go back" versus a "first touch" for a customer.	5/1/2020
12	PG&E requested to use unspent uncommitted 2009-2016 funding in its Conforming and Mid-Cycle ALs in 2017 and 2018. See AR ESA Tables 1A and 12. And documented in PG&E Regulatory Accounting Document #17-01-08rev2.	Res.G-3531	OP 6	Any remaining unspent funds not authorized in this Resolution shall be utilized to fund program and policy objectives adopted in D.16-11-022, and to offset the program collections that would otherwise have been required. These funds shall be used to achieve ESA program and policy objectives and are not to be returned to ratepayers at this time.	5/1/2020
13	PG&E provided CSI Thermal Program outreach and participation materials to CARE customers who have gas water heating that demonstrated high usage. This program was retired in June 2020.	D.17-12-009	COL 124	SoCalGas, SDG&E and PG&E should screen their ESA Program database to identify pas program participant households with gas water heating that are demonstrating high usage, characterized as those exhibiting usage above 200% baseline quantity during non-winter periods. These IOUs should proactively assist CARE gas customers exhibiting high usage to participate in the CSI Thermal Low-Income Program.	5/15/2020

No.	ESA/CARE Activity	CPUC Directive	Directive Reference	Action Required	Completed Date
14	CES provided an update regarding ESA/San Joaquin Valley Electrification Pilot and Energy Efficiency programs, issued stop work orders, respectively, to contractors providing home and other in-person energy efficiency and weatherization upgrades in alignment with the statewide Shelter in Place guidelines.	Res.E-5074	text - p.18	In determining when and how to lift restrictions on face-to-face work, the IOUs and ESA workforce are to heed all state and local government orders on social distancing to protect the health of the workers and the customer.	6/1/2020
15	PG&E responded to a data request from Energy Division that provided 1) examples of actual contracts signed from second advance offer; 2) invoices billed and paid for all contracts, wither advanced funds or not; 3) a summary of reporting data received to date from Primes, with example of complete reporting detail from a single representative and 4) any changes to prime pre payments on June 2, 2020.	Res.E-5074	OP 11	Pacific Gas and Electric Company shall maintain their efforts during the suspension of Energy Savings Assistance Program activities to accelerate payment on invoices received from Primes, and target making payment on invoices within 10 days of receipt of invoice. Additionally, the utilities shall waive any associated fee to Primes for the accelerated processing of their invoices during the suspension of Energy Savings Assistance Program activities.	6/2/2020
16	PG&E provided a revised term sheet via email that included PPRS credits information and the final date to pay back the advances to the following implementers on June 5, 2020: Nexant, RHA, ALOM, and TRC	Res.E-5074	text - p.10, part 1	[For PG&E to enter into its new contract offers] Post-Pandemic Return to Service (PPRS) credit can only be earned during a six-month period after the suspension of in-person program activity is lifted and the ESA workforce is able to return to servicing households, and only earned by Primes that accept this advance payment to pay back the eligible balance of the advance per their arrangement with the IOU. Further, these PPRS credits may only be applied to paying back advance funds that went towards labor costs and other employee costs critical to sustaining the workforce (e.g., employer's contribution to health care premium, etc.). PPRS credits shall not be applied to the portion of the advanced funds that went toward overhead costs, and	6/5/2020
17	PG&E sent revised term sheets via email to implementers that informed them of a sixty-day advance for implementers and contractors on June 5, 2020	Res.E-5074	OP 2	Pacific Gas and Electric Company shall, within 10 days of this Resolution, provide new, updated terms for offers already accepted by Contractors if necessary to comport with this Resolution, and new updated offers for those Contractors that did not accept. These large Investor Owned Utilties shall offer a 60-day advance payment to each eligible entity holding the prime contract with the utility. These offers will continue to be available for 30 days after a CPUC vote adopting this Resolution.	6/8/2020
18	PG&E worked with Implementers to determine an average monthly payment amount that best reflected their current staffing using monthly production from both 2019 and 2020 (pre-COVID).	Res.E-5074	OP 4	Pacific Gas and Electric Company shall calculate this advance payment as the average monthly pay to the Prime Contractor, using either the average over the 2019 program year for Energy Savings Assistance program work, or a variant amount reflective of the Prime's planned 2020 workforce.	6/8/2020
19	PG&E sent revised term sheets via email to implementers that informed them of a sixty-day advance for implementers and contractors on June 5, 2020	Res.E-5074	text - p.16	[For PG&E to enter into its new contract offers]: The IOUs must offer a 60-day advance payment to each eligible entity holding the prime contract with the IOU with terms consistent with this Resolution. This offer will continue to be available for 30 days after a CPUC vote adopting this Resolution. The Prime can choose to accept a smaller advance payment sum than is offered. The IOUs are to change the Primes' contracts for either or both the first 30-day advance payment accepted and the second advance payment offered such that no eligible entity to receive advance payment is at an unfair disadvantage as a result of having already accepted or not and advance payment offered as a result of earlier Executive Director Letters. The offer is an advance that reflects costs for a 60-day period.	6/8/2020
20	PG&E submitted a contract change order that had an added clause regarding the COVID-19 special pre-payment process to RHA on April 22, 2020 and Nexant on April 23, 2020.	Res.E-5074	text - p.16-17	[For PG&E to enter into its new contract offers]: The advance payment offered shall be applied toward labor costs and/or costs critical to sustaining the workforce (e.g., employer's contribution to health care premium, etc.) during the suspension of the ESA program. The advance payment may also be applied to overhead costs during the suspension if in the IOU's judgement such costs are reasonably necessary to avoid significant delay ramping up operations after suspensions are lifted (e.g., lease payments, liability insurance). The advance payments shall not be used to pay for company profits, any materials, or other	6/8/2020
21	PG&E sent an email notice that proposed a PPRS credit percentage of 40% to implementers on June 12, 2020.	Res.E-5074	OP 8	Pacific Gas and Electric Company, Southern California Edison, San Diego Gas & Electric Company, and the Southern California Gas Company, on behalf of all Investor Owned Utilities, including Small Multijurisdictional Utilities, shall communicate to all Prime Contractors and the appropriate service lists 15 days from an affirmative California Public Utilities Commission vote on this Resolution, a proposed percentage for the Post-Pandemic Return to Service credit calculation.	6/12/2020
22	PG&E submitted an email notice that provided a 30 day advance notices of the PPRS credit earning period to implementers on June 12, 2020.	Res.E-5074	OP 7, part 2	The Investor Owned Utilities shall provide a 30-day advance notice to Prime Contractors of when the six-month PPRS credit-earning period begins. All Prime Contractors who accept an advance payment shall zero out their balances no later than December 31, 2021.	6/12/2020
23	A Joint Utility Public Meeting regarding CARE, FERA and ESA 2019 Programs was held on June 22, 2020.	D.17-12-009	text-p63	D.17-12-009: ...we retain the directive for the IOU's to host a workshop with CSD. For efficiency, this workshop shall be incorporated in the public meetings directed in D.12-08-044, OP 5 directing the IOUs' to review and discuss the prior years' CARE and ESA Program activities. D.12-08-044: These Utilities shall convene a minimum of one public meeting per year, within 60 days of their filing of the annual reports and other public meetings as deemed necessary by either the Utilities, ED, the ALJ or the Commission.	6/22/2020
24	A joint Tier 2 Advice Letter (4268-G/5864-E) regarding a proposed PPRS percentage on June 29, 2020.	Res.E-5074	OP 9	Pacific Gas and Electric Company, Southern California Edison, San Diego Gas & Electric Company and the Southern California Gas Company shall submit a joint Tier 2 Advice Letter on behalf of all Investor Owned Utilities, including Small Multijurisdictional Utilities, 30 days from an affirmative California Public Utilities Commission vote on this Resolution that contains a proposed percentage for the Post-Pandemic Return to Service credit calculation, the methodology used to calculate Post-Pandemic Return to Service credit, timeframe and logistics for how the Post-Pandemic Return to Service credit mechanism will be integrated into current invoicing procedures, and reporting system to track the Post-Pandemic Return to Service credit mechanism adopted to address the unique challenges created by COVID-19 for the Energy Savings Assistance program.	6/29/2020

No.	ESA/CARE Activity	CPUC Directive	Directive Reference	Action Required	Completed Date
25	A joint Tier 2 Advice Letter (4268-G/5864-E) regarding a proposed PPRS percentage on June 29, 2020.	Res.E-5074	text - p.10, part 2	[The Tier 2 AL pursuant to OP 9 must include:] The Advice Letter shall contain the following information: Proposed value of a PPRS credit, which will be calculated as a percentage of the Contractor's monthly invoice, and applied as a dollar credit towards the Contractor's advance payment balance; Reasoning behind the proposed percentage for the PPRS credit calculation; Logistics for how the PPRS credit mechanism will be integrated into current invoicing procedures; Methodology for accounting for any draw down on balance of advanced funds as a result of pass-through from duplicate financial assistance received; Reporting to track the PPRS payback mechanism; Funds advanced to, and accepted by, ESA Contractors for labor costs and other employee costs critical to sustaining the workforce, and thus the portion of total balance of funds advanced that PPRS credits may be applied to.	6/29/2020
26	A joint Tier 2 Advice Letter (4268-G/5864-E) regarding a proposed PPRS percentage on June 29, 2020.	Res.E-5074	text - p.11	[The Tier 2 AL pursuant to OP 9 must include:] The IOUs, in their joint Tier 2 Advice Letter filing, should set the PPRS credit, and application thereof, such that the following requirements are met: The proposed percentage for the PPRS credit calculation should reflect equitable opportunity for Contractors, whether accepting 30 day or 60 day advance payment, to earn PPRS credit such that a feasible path exists to reasonably alleviate debts and/or liabilities accrued due to the 30 or 60 day advance payment; PPRS credit is only earned through actual work performed in ESA eligible households for a six-month period after the suspension of in-person program activity is lifted and the ESA workforce is able to return to servicing households; The IOUs shall provide a 30 day advance notice to contractors of when the six-month PPRS credit-earning period begins; The PPRS credit is only available to Primes that accepted/accept an advance payment; PPRS credit cannot be applied to overhead costs that have been provided in the advanced payment in the proposed calculation methodology. The PPRS should not reflect or facilitate payback of funds advanced for overhead costs, i.e. costs not associated with labor costs and other employee costs	6/29/2020
27	A joint Tier 1 Advice Letter (4269-G/5865-E) proposing a reporting template for ESA prime contractors on June 29, 2020.	Res.E-5074	OP 10	Pacific Gas and Electric Company, Southern California Edison, San Diego Gas and Electric Company, the Southern California Gas Company, Alpine Natural Gas Operating Company, Bear Valley Electric Service, Liberty Utilities LLC, PacifiCorp, and Southwest Gas Corporation shall, within 30 days of an affirmative vote on this Resolution, submit a joint Tier 1 Advice Letter proposing a reporting template, as described in this Resolution, for Prime Contractors to use in their monthly reporting to Investor Owned Utilities.	6/29/2020
28	A joint Tier 1 Advice Letter (4269-G/5865-E) proposing a reporting template for ESA prime contractors on June 29, 2020.	Res.E-5074	text - p.13-14	[The Tier 1 AL pursuant to OP 10 must include:] Within 30 days of an affirmative vote on this Resolution, the IOUs shall jointly file a Tier 1 Advice Letter for a monthly reporting template for Prime Contractors to use. The Prime Contractor will provide monthly reports to the IOUs using this template, corresponding to the months or partial months that the advance covered, each containing: the amount of funds advanced, by category broken down at least to employee salary and wages, the employer costs for continuing the employees' benefits, other employee costs deemed critical to sustaining the workforce, remaining amount of funds advanced and associated costs (e.g. overhead), the calendar period for which the advance funds covered costs, the number of workers these funds sustained and for how long, at what salary/hourly rate (include data to show distribution, maximum, and minimum), and the description of employee benefits covered.	6/29/2020
29	PG&E sent revised term sheets via email to implementers that informed them of a sixty-day advance for implementers and contractors on June 5, 2020	Res.E-5074	OP 7, part 1	Pacific Gas and Electric Company shall set up a "Payback Period" for Prime Contractors who accepted advance payments commencing on the date that the Energy Savings Assistance workforce returns to servicing households until no later than December 31, 2021. Any repayment term included in an Investor Owned Utility offer should be expressly stated as a placeholder term only, and accompanied by clear guidance to the Prime that they have until the start of the six-month Post Pandemic Return to Service credit-earning period to set a schedule and increments for repayment to the Investor Owned Utilities.	7/10/2020
30	PG&E submitted a contract change order that had an added clause regarding the COVID-19 special pre-payment process to RHA on April 22, 2020 and Nexant on April 23, 2020.	Res.E-5074	text - p.10, part 1	[For PG&E to enter into its new contract offers] Further, these PPRS credits may only be applied to paying back advance funds that went towards labor costs and other employee costs critical to sustaining the workforce (e.g., employer's contribution to health care premium, etc.). PPRS credits shall not be applied to the portion of the advanced funds that went toward overhead costs, and PPRS credits can only be generated and used to draw down the applicable balance of advanced funds to zero. A Prime that has not accepted advanced funds cannot add PPRS credits to invoices.	7/21/2020
31	PG&E submitted a contract change order that had an added clause regarding the COVID-19 special pre-payment process to RHA on April 22, 2020 and Nexant on April 23, 2020.	Res.E-5074	text - p.19, part 1	[For PG&E to enter into its new contract offers]: Post-Pandemic Return to Service (PPRS) credit can only be earned during a six-month period after the suspension of in-person program activity is lifted and the ESA workforce is able to return to servicing households, and only earned by Primes that accept this advance payment to pay back the eligible balance of the advance per their arrangement with the IOU.	7/21/2020
32	PG&E sent an email notice that provided a 30 day advance notices of the PPRS credit earning period to implementers on October 30, 2020.	Res.E-5074	OP 7, part 2	The Investor Owned Utilities shall provide a 30-day advance notice to Prime Contractors of when the six-month PPRS credit-earning period begins. All Prime Contractors who accept an advance payment shall zero out their balances no later than December 31, 2021.	10/30/2020
33	PG&E filed a supplemental Advice Letter (4131-G-A/5614-E-A) regarding bridge funding and retreatment goals on November 25, 2019	D.19-06-022	OP 6	6. The four large Investor-Owned Utilities Pacific Gas & Electric Company, Southern California Edison Company, San Diego Gas & Electric Company, and Southern California Gas Company are authorized to carry over and spend remaining funds from prior years for authorized Energy Savings Assistance program activity that has not been completed, if the California Public Utilities Commission has not yet approved post 2020 budgets through a decision on the IOUs' filed applications.	11/3/2020
34	PG&E set up "Payback Periods" for RHA and Nexant for a period of December 1, 2020 through December 31, 2021.	Res.E-5074	OP 7, part 1	Pacific Gas and Electric Company shall set up a "Payback Period" for Prime Contractors who accepted advance payments commencing on the date that the Energy Savings Assistance workforce returns to servicing households until no later than December 31, 2021. Any repayment term included in an Investor Owned Utility offer should be expressly stated as a placeholder term only, and accompanied by clear guidance to the Prime that they have until the start of the six-month Post Pandemic Return to Service credit-earning period to set a schedule and increments for repayment to the Investor Owned Utilities.	12/1/2020
35	PG&E reported all bridge funding activity, including identifying the specific funding amounts and sources at the Low-Income Oversight Board meeting on December 10, 2020.	D.20-08-033	OP10	Pacific Gas & Electric Company, Southern California Edison Company, San Diego Gas & Electric Company, and Southern California Gas Company shall report all bridge funding activity, including identifying the specific funding amounts and sources (unspent and uncommitted, unspent and committed, new collections, other), in their ongoing Low-Income Oversight Board quarterly updates.	12/10/2020

No.	ESA/CARE Activity	CPUC Directive	Directive Reference	Action Required	Completed Date
36	The disaggregation vendor created reports for 1.2M CARE enrolled customers in PG&E territory. These reports were delivered in June and September 2020. In June 2020 the reports were integrated into ESA contractor portal and incorporated into Enhanced Energy Education. In December 2020 the reports were integrated into PG&E's Your Account customer portal.	D.17-12-009	OP 97	For the ESA Program: Pacific Gas and Electric Company (PG&E), Southern California Edison Company (SCE), and San Diego Gas & Electric Company (SDG&E) shall direct their selected disaggregation vendor, or its subcontracted vendor, to create individual California Alternate Rates for Energy (CARE) Program customer reports that illustrated disaggregate household usage by end use, over time. These reports are to be accessible to Energy Savings Assistance (ESA) Program contractors and customers (barring any privacy restrictions noted in accordance to any privacy requirements specified in Decision (D.) 14 05 016 and Rulemaking 08 09 133) and should be coordinated with the My Energy/My Account platforms. These reports, their analysis and the results should be incorporated into the newly reformatted ESA Program Energy Education component discussed elsewhere in this Decision. The funding split for this initial effort will mirror that which was adopted in the California Solar Initiative D.06 12 033, and is to be funded out of the CARE Program and ESA Program Regulatory Compliance budgets: a)	12/11/2020
37	PG&E reported on Cooling Centers in this 2020 ESA/CARE Annual Report (see Section 2.2.1 and 2.3.2.2) and in its Annual Cooling Center Report on December 21, 2020.	D.17-12-009	OP 121	121. Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company shall continue to produce the cooling center compliance annual report, but may in the future revisit the existing metrics and modify where appropriate. The reports must inform the Commission of how ratepayer funds are being utilized to support and promote cooling centers and simultaneously encourage low income program enrollments and participation throughout the state. The reports must also include a description of any changes to cooling center operations that were enabled by ratepayer funding, such as extended hours or the opening of additional locations. If no such changes occurred, that must still be	12/21/2020
38	PG&E reported on Cooling Centers in this 2020 ESA/CARE Annual Report (see Section 2.2.1 and 2.3.2.2) and in its Annual Cooling Center Report on December 21, 2020.	D.17-12-009	text-p340-341	We direct the utilities to continue current coordination efforts with local and tribal entities with respect to cooling center operations, and approve cooling center budgets for SCE, SDG&E, and PG&E that are more closely aligned with actual expenditures for prior program years, instead of relying solely on previously authorized amount.	12/21/2020
39	PG&E's cooling center budget did not exceed 15% of its CARE budget. PG&E shifted no funds for cooling center transportations purposes in 2020. PG&E's 2020 Cooling Center Report was filed on December 21, 2020.	D.17-12-009	OP 120 and text-342-343	Cooling Centers: Allowing CARE to support transportation to Cooling Centers as a pilot before Cooling Center expenditures are considered in the GRC will give the Commission data to examine the effect of transportation, and the combination of transportation and education, on cooling center participation and ESA enrollment by eligible low-income customers. We allow the IOUs to fund cooling center transportation costs under the currently-authorized CARE fund shifting rules as appropriate. Additionally, the Commission establishes a maximum amount of individual authorized cooling center utility budgets that is not to exceed 15% of each budget. The IOUs are permitted to shift CARE funds in the same manner as they did in the 2012-2014 budget cycle. For the purpose of transportation expenses, fund shifting is limited to 15%, and all fund shifting activity must be reported in IOUs' monthly and annual reports.	12/21/2020
40	PG&E created a 2017 - 2020 Tribal ESA Program Report in November 2020.	D.17-12-009	OP 79	The utilities should conduct a preliminary tribal consultation with all federally-recognized tribal communities by 2020 and be prepared to update the table in the previous ordering paragraph to reflect any issues arising from the tribal consultation, including addressing updates, during its mid-cycle update.	12/22/2020
41	As of December 2020 PG&E had 10 Water Coordination Partnerships in effect. In March 2021 the program implementer delivered the Water-Energy Coordination Program 2020 Annual Report which is included as an Appendix to this 2020 ESA-CARE Annual Report.			PG&E proposes to expand leveraging partnerships with water agencies through ESA Water Coordination Partnerships and to offer a menu of five water conservation services and three cold water conservation measures to low income customers it shares with partner water agencies further outlined below in Table 5 [see disposition for Table 5]. Each partner agency pre-selects the specific ESA Water Coordination measures and service options they wish to fund. PG&E's updated water leveraging plan is compliant with the Decision and shall continue as directed.	12/23/2020
42	PG&E responded to CSD's DR3333 and provided the following data: a). Customer electric usage and cost b). Customer natural gas usage and cost c). For requested time period from 12/1/2018 to 12/1/2020			PG&E's data sharing LIWP leveraging efforts with CSD are compliant with the Decision and shall continue as directed.	12/29/2020
43	PG&E examined the current On-Bill financing program and updated loan terms in order to alleviate some financial barriers for multi-family property owners who rent to low income customers.	D.17-12-009	OP 43	Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company shall re examine their current On Bill Financing and On-Bill Repayment programs to alleviate financial barriers experienced by multi-family property owners who rent to low income customers.	12/30/2020
44	PG&E created a new loan agreement for Local Agency and District Customers, benefitting MF properties that operate via a Local Agency and District customer. PG&E also implemented an OBF alternative pathway, providing flexibility for projects not perusing PG&E rebates or incentive.	D.17-12-009	OP 44	Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company (four large Investor Owned Utilities), in their program implementation plan, shall file addendums for their On Bill Financing and On-Bill Repayment programs that should aim to: (1) better integrate On Bill Financing and On-Bill Repayment with the Energy Savings Assistance Program Single Point Of Contact model that has been further established and empowered in this Decision and (2) consider and, if warranted, propose modified loan terms that are more accessible to the multi-family market. The plans shall identify strategies, update program design, and include detailed marketing plans to reach the multi-family sector, including the low income occupied multi-family housing sector. The four large Investor Owned Utilities must identify how they will utilize the Single Point of Contact budgets to include technical assistance for multifamily On Bill Financing projects.	12/30/2020
45	PG&E reported on CHANGES in all ESA/CARE Monthly Reports in 2020 (see CARE Tables 9-11) and in this 2020 AR (see Section 2.7.1).	D.17-12-009	OP11	FOR THE MONTHLY REPORT: The four large Investor Owned Utilities' (Pacific Gas and Electric Company, San Diego Gas & Electric Company, Southern California Edison Company, Southern California Edison Company) (IOUs') shall not count a household as "treated" if provided energy education alone. The four large IOUs must track and report all households that only receive Energy Education in their monthly and annual compliance reports. Households receiving only education will not be permitted to self certify and these households will be required to demonstrate their eligibility to receive energy education.	Reoccurring monthly on the 23rd

Abbreviations:
AL: Advice Letter
AR: Annual Report
COL: Conclusion of Law
D: Decision
FOF: Finding of Fact
ME&O: Marketing, Education and Outreach
NSDL: Non-Standard Disposition Letter re PGE AL 3990-G/5329-E, 3990-G-A/5329-E-A, and 3990-G-B/5329-E-B
OP: Ordering Paragraph

7. Appendix B: PG&E's ESA and CARE Program Tables

Summary Table – ESA Program and CARE Program

ESA Program – Table 1: Overall Program Expenses

ESA Program – Table 2: Expenses & Energy Savings by Measures Installed

ESA Program – Table 2A: Expenses & Energy Savings by Measures Installed: CSD Leveraging

ESA Program – Table 2B: Expenses & Energy Savings by Measures Installed: MF Common Area

ESA Program – Table 3: Cost-Effectiveness

ESA Program – Table 4: Detail by Housing Type and Source

ESA Program – Table 5: Direct Purchases & Installation Contractors

ESA Program – Table 6: Installation Cost of Program Installation Contractors

ESA Program – Table 7: Expenditures by Cost Elements

ESA Program – Table 8: Homes Unwilling/Unable to Participate

ESA Program – Table 9: Life Cycle Bill Savings by Measure

ESA Program – Table 10: Energy Rate Used for Bill Savings Calculations

ESA Program – Table 11: Bill Savings Calculations by Program Year

ESA Program – Table 12: Fund Shifting

ESA Program – Table 13: Categorical Enrollment

ESA Program – Table 14: Leveraging and Integration

ESA Program – Table 15: Lighting

ESA Program – Table 16: "Add-Back" Measures

ESA Program – Table 17: Expenditures for Pilots and Studies

ESA Program – Table 18: Miscellaneous (2nd Refrigerators, Education Only, A/C Cycling, etc.)

ESA Program – Table 19: Contractor Advanced Funding and Repayment

CARE Program – Table 1: CARE Overall Program Expenses

CARE Program – Table 2: CARE Enrollment, Recertification, Attrition, and Penetration

CARE Program – Table 3A: CARE Post-Enrollment Verification Results (Model)

CARE Program – Table 3B: CARE Post-Enrollment Verification Results (High Usage)

CARE Program – Table 4: Self Certification and Recertification

CARE Program – Table 5: Enrollment by County

CARE Program – Table 6: Recertification Results

CARE Program – Table 7: Capitation Contractors

CARE Program – Table 8: Participants per Month

CARE Program – Table 9: Average Monthly Usage & Bill

CARE Program – Table 10: CARE Surcharge & Revenue
CARE Program – Table 11: CARE Capitation Applications
CARE Program – Table 12: CARE Expansion Program
CARE Program – Table 13: CARE High Usage Verification Results
CARE Program – Table 13A: CARE Customer Usage and ESA Program Treatment
CARE Program – Table 14: CARE Categorical Enrollment

Energy Savings Assistance Program and
California Alternate Rates for Energy Program
Pacific Gas and Electric Company
2020 Summary Highlights

ESA Program

2020 Energy Savings Assistance Program Summary			
2020	**Authorized / Planning Assumptions**	**Actual**	**%**
Budget	$231,726,492	$133,132,508	57%
Funded from 2009-2018 Unspent Funds	$108,897,754	$6,411,790	6%
Summary Homes Treated	104,422	86,466	83%
Summary kWh Saved		53,950,719	
Summary kW Demand Reduced		6,903	
Summary Therms Saved		(68,028)	
First Touches Homes Treated		30,170	
- kWh Saved		18,256,694	
- kW Demand Reduced		2,367	
- Therms Saved		7,047	
Go-Backs/Retreated Homes		56,296	
- kWh Saved		35,694,025	
- kW Demand Reduced		4,536	
- Therms Saved		(75,074)	

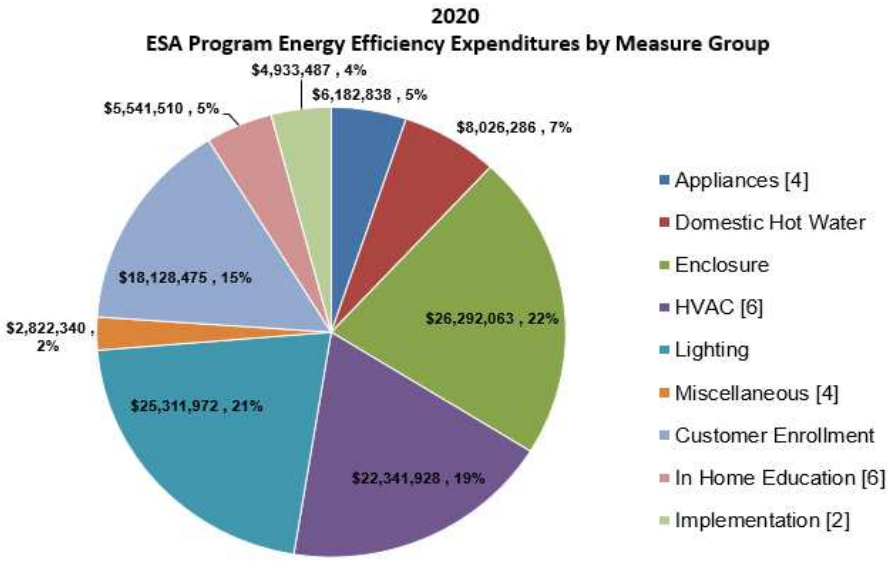
Note: The authorized budgets (including from unspent funding) and values shown for planning assumptions are from PG&E authorized funding per year in D.16-11-022 and approved midcycle request as per approval from AL 3990-G/5329-E A/B on January 4, 2019.

There were no authorized planning assumptions for First Touch or Retreated homes in D.16-11-022.

CARE Program

2020 CARE Program Summary			
2020	**Authorized Budget**	**Actual**	**%**
Administrative Expenses	$ 18,972,887	$ 14,870,525	78%
Subsidies	$ 599,117,991	$ 787,522,878	131%
Service Establishment Charge			
Total Program Costs and Discounts [1]	**$ 618,090,878**	**$ 802,393,403**	**130%**
2020 CARE New Enrollments	**Automatically Enrolled via Data Sharing, ESA Participation, etc**	**Self Certified as Categorically Eligible**	**Self Certified as Income Eligible**
Method	20,741	82,943	219,171
2020 CARE Penetration	**Estimated Eligible Participants**	**Participants**	**Penetration Rate**
Total Enrolled	1,457,418	1,572,573	108.0%

[1] Total program administrative expenses did not exceed the overall authorized budget. The CARE discount exceeded the authorized amount by $188,404,887. 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.



[2] Reflects a new budget category and includes the primary administrative fee for Implementer(s).
[4] PG&E previously reported Smart Powerstrips under Appliances. This has been moved to Miscellaneous.
[6] Shift funds from HVAC Electric $21,175,000 to HVAC Gas $16,175,000, In Home Education $3,413,870 Electric $1,586,130 Gas

ESA Table 1 - ESA Overall Program Expenses
Pacific Gas and Electric Company
Program Year 2020

	A	B	C	D	E	F	G	H	I	J
2		2020 Authorized Budget [5]			2020 Annual Expenses			% of Budget Spent		
3	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
4	**Energy Efficiency**									
5	Appliances [4]	$ 9,614,980	$ 223	$ 9,615,203	$ 6,182,615	$ 223	$ 6,182,838	64%	100%	64%
6	Domestic Hot Water	$ 620,025	$ 8,155,469	$ 8,775,494	$ 470,415	$ 7,555,871	$ 8,026,286	76%	93%	91%
7	Enclosure	$ 8,344,112	$ 30,831,443	$ 39,175,555	$ 4,732,572	$ 21,559,491	$ 26,292,063	57%	70%	67%
8	HVAC [6]	$ 56,875,335	$ 17,725,036	$ 74,600,371	$ 8,389,160	$ 13,952,768	$ 22,341,928	15%	79%	30%
9	Maintenance	$ -	$ -	$ -	$ -	$ -	$ -			
10	Lighting	$ 36,037,671	$ -	$ 36,037,671	$ 25,311,972	$ -	$ 25,311,972	70%		70%
11	Miscellaneous [4]	$ 2,822,340	$ -	$ 2,822,340	$ 2,822,340	$ -	$ 2,822,340	100%		100%
12	Customer Enrollment	$ 16,579,194	$ 7,836,553	$ 24,415,747	$ 12,599,290	$ 5,529,185	$ 18,128,475	76%	71%	74%
13	In Home Education [6]	$ 5,534,520	$ 2,516,775	$ 8,051,295	$ 3,851,350	$ 1,690,161	$ 5,541,510	70%	67%	69%
14	Pilot [8]	$ 204,045	$ 3,145	$ 207,191	$ 41,277	$ (3,339)	$ 37,938	20%	-106%	18%
15	Implementation [2]	$ 5,459,903	$ 2,601,428	$ 8,061,331	$ 3,428,773	$ 1,504,714	$ 4,933,487	63%	58%	61%
16	**Energy Efficiency TOTAL**	**$ 142,092,124**	**$ 69,670,073**	**$ 211,762,198**	**$ 67,829,763**	**$ 51,789,074**	**$ 119,618,838**	**48%**	**74%**	**56%**
17										
18	Training Center	$ 1,059,971	$ 508,144	$ 1,568,115	$ 571,889	$ 250,973	$ 822,862	54%	49%	52%
19	Inspections	$ 3,687,706	$ 1,679,434	$ 5,367,140	$ 1,991,553	$ 873,991	$ 2,865,544	54%	52%	53%
20	Marketing and Outreach	$ 2,307,010	$ 1,080,340	$ 3,387,350	$ 1,571,581	$ 689,687	$ 2,261,268	68%	64%	67%
21	Statewide Marketing Education and Outreach	$ -	$ -	$ -	$ -	$ -	$ -			
22	Measurement and Evaluation Studies	$ 169,017	$ 81,410	$ 250,427	$ 126,247	$ 54,866	$ 181,113	75%	67%	72%
23	Regulatory Compliance	$ 473,843	$ 234,982	$ 708,826	$ 448,343	$ 196,754	$ 645,097	95%	84%	91%
24	General Administration	$ 5,854,446	$ 2,769,668	$ 8,624,114	$ 4,643,372	$ 2,037,740	$ 6,681,112	79%	74%	77%
25	CPUC Energy Division	$ 37,298	$ 21,024	$ 58,322	$ 39,390	$ 17,286	$ 56,676	106%	82%	97%
26										
27	**TOTAL PROGRAM COSTS [1], [3]**	**$ 155,681,416**	**$ 76,045,076**	**$ 231,726,492**	**$ 77,222,138**	**$ 55,910,370**	**$ 133,132,508**	**50%**	**74%**	**57%**
28										
29	PPRS [7]	$ 2,006,313	$ 880,469	$ 2,886,782	$ 2,006,313	$ 880,469	$ 2,886,782	100%	100%	100%
30										
31	**Funded Outside of ESA Program Budget**									
32	Indirect Costs				$ -	$ -	$ -			
33	NGAT Costs				$ -	$ 5,773,569	$ 5,773,569			
34										
35	[1] Reflects the authorized funding per year in D.16-11-022 and updated via Resolution G-3531 addressing PG&E Conforming Advice Letter									
36	3830-G/5043-E and PG&E Supplemental Conforming Advice Letter 3830-G-A/5043-E-A.									
37	[2] Reflects a new budget category and includes the primary administrative fee for Implementer(s).									
38	[3] Program budgets have been updated by $1,944,129 to include employee benefits costs approved in the GRC (D.20-12-005) - Decision Authorizing Pacific Gas and Electric Company's General Rate Case									
39	[4] PG&E previously reported Smart Powerstrips under Appliances. This has been moved to Miscellaneous.									
40	[5] Includes carryforward from 2019 to 2020 for a total of $48,562,428 (Electric $44,642,008 and Gas $3,920,420) and less carryback from 2020 into 2019 $3,903,535 (Electric $1,238,707 and Gas $2,664,827)									
41	[6] Shift funds from HVAC Electric $21,175,000 to HVAC Gas $16,175,000, In Home Education $3,413,870 Electric $1,586,130 Gas									
42	[7] Post-Pandemic Return to Service (PPRS) authorized in Resolution E-5074									
43	[8] Programmable Controllable Thermostat/ Smart Thermostat TOU Pilot activity, completed in 2020. See ESA Table 17.									
44										
45	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

ESA Table 1A - Expenses Funded From 2009-2016 Unspent ESA Program Funds
Pacific Gas and Electric Company
Program Year 2020

	Authorized Budget[5]			Annual Expenses			% of Budget Spent YTD		
ESA Program	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
Energy Efficiency									
Appliances	$ 22,537,439	$ -	$ 22,537,439	$ -	$ -	$ -	0%		0%
Domestic Hot Water	$ 3,432,389	$ 1,849,947	$ 5,282,336	$ -	$ -	$ -	0%	0%	0%
HVAC	$ 36,565,713	$ 5,169,451	$ 41,735,164	$ -	$ -	$ -	0%	0%	0%
In Home Education	$ 289,737	$ 127,151	$ 416,888	$ -	$ -	$ -	0%	0%	0%
Implementation [3]	$ 412,442	$ 210,782	$ 623,224	$ 99,303	$ 72,381	$ 171,684	24%	34%	28%
Multi-Family Common Area Measures	$ 23,053,777	$ 10,351,439	$ 33,405,216	$ 3,360,826	$ 2,598,398	$ 5,959,224	15%	25%	18%
Leveraging - CSD [4]	$ 1,746,553	$ 887,380	$ 2,633,934	$ 6,851	$ 1,583	$ 8,433	0%	0%	0%
Pilot	$ -	$ -	$ -	$ -	$ -	$ -			
Studies	$ 62,550	$ 27,450	$ 90,000	$ -	$ -	$ -	0%	0%	0%
Regulatory Compliance	$ 1,697,497	$ 125,286	$ 1,822,783	$ 29,737	$ -	$ 29,737	2%	0%	2%
General Administration	$ 213,564	$ 137,206	$ 350,770	$ 168,685	$ 74,028	$ 242,712	79%	54%	69%
TOTAL UNSPENT PROGRAM COSTS [1],[2]	$ 90,011,661	$ 18,886,093	$ 108,897,754	$ 3,665,401	$ 2,746,390	$ 6,411,790	4%	15%	6%

NOTE: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
1: Add additional categories if relevant to your utility
2: Refers to budget spent supporting CSD's LIWP program

[1] D.16-11-022 directed funding for new initiatives to come from unspent 2009-2016 ESA Program funds, and directed IOUs to update their budgets by Conforming Advice Letter. Resolution G-3531 authorized PG&E's 2017-2020 ESA budget, including the addition of unspent funding reported here.
[2] Incremental increases in existing energy efficiency measures from new directives (e.g., removal of 3 measure minimum) use authorized funds until depleted, then will use carryover funds. New measures and activities not included in PG&E' Application use 2009-2016 unspent funds.
[3] Reflects a new budget category and includes the primary administrative fee for Implementer(s), including multifamily SPOC activities.
[4] Includes unspent funds transferred to Marin Clean Energy (as authorized by OP 147 in Decision 16-11-022) and unspent funds to support Department of Community Services and Development's Low-Income Weatherization Program initiative.
[5] Includes carryforward from 2019 to 2020 for a total of $49,575,112 (Electric $45,006,510 and Gas $4,568,601)

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

ESA Table 2 - Measure Installations and Savings
Pacific Gas and Electric Company
Program Year 2020

Measures	ESA Program (Summary)Total							ESA Program (First Touch Homes Treated)							ESA Program (Retreated Homes/Go Backs)						
		2020 Completed & Expensed Installation							2020 Completed & Expensed Installation							2020 Completed & Expensed Installation					
	Units	Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses ($) [6]	% of Expenditure	Units	Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses ($) [6]	% of Expenditure	Units	Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses ($) [6]	% of Expenditure
Appliances		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)															
Freezers [7]	Each							Each							Each						
High Efficiency Clothes Washer	Home	2,517	12,935	2	47,197	$ 2,180,023	1.9%	Home	721	4,250	1	13,518	$ 624,472	1.6%	Home	1,796	8,685	2	33,679	$ 1,555,551	2.0%
Microwaves	Home	48	(439)	(0)	98	$ 3,139	0.0%	Home	21	(264)	(0)	38	$ 1,373	0.0%	Home	27	(176)	(0)	60	$ 1,766	0.0%
Refrigerators	Each	5,215	2,893,025	405	-	$ 4,090,293	3.5%	Each	1,862	1,028,563	144	-	$ 1,460,427	3.7%	Each	3,353	1,864,462	261	-	$ 2,629,866	3.5%
Domestic Hot Water																					
New - Combined Showerhead/TSV [8]	Each							Each							Each						
New - Heat Pump Water Heater [9]	Each							Each							Each						
New - Tub Diverter/ Tub Spout	Each	270	88	-	492	$ 21,038	0.0%	Each	103	12	-	192	$ 8,026	0.0%	Each	167	76	-	300	$ 13,012	0.0%
Other Hot Water	Home	63,162	475,765	67	315,004	$ 4,921,445	4.3%	Home	20,808	203,538	28	102,834	$ 1,621,314	4.1%	Home	42,354	272,227	38	212,170	$ 3,300,131	4.3%
Tank and Pipe Insulation	Home	7,547	39,528	7	30,971	$ 467,704	0.4%	Home	3,057	17,820	3	12,317	$ 189,449	0.5%	Home	4,490	21,708	4	18,655	$ 278,255	0.4%
Thermostat-controlled Shower Valves (SCE) [7]	Each							Each							Each						
Water Heater Repair/Replacement	Home	1,439	-	-	10,578	$ 2,690,150	2.3%	Home	470	-	-	3,313	$ 878,645	2.2%	Home	969	-	-	7,265	$ 1,811,505	2.4%
Enclosure																					
Air Sealing / Envelope [1]	Home	47,991	110,266	21	51,261	$ 22,533,962	19.5%	Home	16,197	47,979	9	16,814	$ 7,605,230	19.3%	Home	31,794	62,287	12	34,447	$ 14,928,732	19.6%
Attic Insulation	Home	2,448	17,287	3	111,927	$ 3,993,538	3.5%	Home	1,152	9,974	2	52,457	$ 1,879,312	4.8%	Home	1,296	7,313	1	59,470	$ 2,114,226	2.8%
HVAC																					
Blower Motor Retrofit	Each	29				$ 7,472	0.01%	Each	29				$ 7,472	0.0%	Each						
Central A/C Replacement	Home	4	1,143	0	-	$ 14,000	0.0%	Home	3	857	0	-	$ 10,500	0.0%	Home	1	286	0	-	$ 3,500	0.0%
Central A/C Tune up	Home	9,771	(141,062)	(28)	-	$ 3,433,150	3.0%	Home	3,486	(59,365)	(12)	-	$ 1,224,845	3.1%	Home	6,285	(81,697)	(16)	-	$ 2,208,305	2.9%
Duct Testing and Sealing	Home	8,461	(9,401)	(1)	54,076	$ 6,309,047	5.5%	Home	3,266	(4,492)	(1)	20,868	$ 2,435,332	6.2%	Home	5,195	(4,910)	(1)	33,208	$ 3,873,714	5.1%
Evaporative Coolers	Home	1,511	568,756	91	-	$ 968,422	0.8%	Home	469	176,959	28	-	$ 300,589	0.8%	Home	1,042	391,797	63	-	$ 667,833	0.9%
Furnace Repair/Replacement	Home	1,701	-	-	(41,527)	$ 5,394,325	4.7%	Home	468	-	-	(11,428)	$ 1,484,153	3.8%	Home	1,233	-	-	(30,099)	$ 3,910,172	5.1%
Heat Pump Replacement [10]	Home							Home						0.0%	Home						0.0%
New - A/C Time Delay	Home	7,084	(654,948)	(118)	-	$ 1,578,745	1.4%	Home	2,524	(233,234)	(42)	-	$ 562,500	1.4%	Home	4,560	(421,713)	(76)	-	$ 1,016,245	1.3%
New - Energy Efficient Fan Control [11]	Home							Home							Home						
New - High Efficiency Forced Air Unit (HE FAU) [12]	Home							Home							Home						
New - Prescriptive Duct Sealing [7]	Home							Home							Home						
New - Smart Thermostats	Each	12,152	2,540,907	457	328,041	$ 3,577,812	3.1%	Each	4,672	978,308	176	122,806	$ 1,375,538	3.5%	Each	7,480	1,562,599	281	205,235	$ 2,202,274	2.9%
Room A/C Replacement	Home	1,211	(231,542)	(42)	-	$ 1,065,083	0.9%	Home	304	(58,045)	(10)	-	$ 267,370	0.7%	Home	907	(173,498)	(31)	-	$ 797,713	1.0%
Lighting [5]																					
LED Diffuse A-Lamps	Each	603,392	18,589,563	2,266	(426,307)	$ 4,913,061	4.3%	Each	215,500	6,646,779	811	(151,497)	$ 1,754,688	4.5%	Each	387,892	11,942,785	1,455	(274,810)	$ 3,158,373	4.2%
LED Exterior Hardwired Fixtures	Each	63,069	4,894,470	471	-	$ 3,877,161	3.4%	Each	19,134	1,484,894	143	-	$ 1,176,261	3.0%	Each	43,935	3,409,576	328	-	$ 2,700,900	3.6%
LED Interior Hardwired Fixtures	Each	262,328	18,275,978	2,217	(411,881)	$ 14,058,043	12.2%	Each	78,816	5,504,388	669	(122,735)	$ 4,223,715	10.7%	Each	183,512	12,771,591	1,548	(289,146)	$ 9,834,328	12.9%
LED Reflector Bulbs (BR)	Each	81,959	3,807,675	465	(89,672)	$ 682,739	0.6%	Each	34,242	1,590,872	194	(37,466)	$ 285,245	0.7%	Each	47,717	2,216,802	271	(52,206)	$ 397,495	0.5%
LED Torchieres	Each	29,972	2,116,677	256	(48,285)	$ 1,791,936	1.6%	Each	9,373	662,949	80	(14,984)	$ 560,384	1.4%	Each	20,599	1,453,728	176	(33,301)	$ 1,231,553	1.6%
Lighting (Occupancy Sensor)	Home	146	4,356	8	-	$ 12,737	0.0%	Home	45	1,327	2	-	$ 3,926	0.0%	Home	101	3,029	5	-	$ 8,811	0.0%
New - LED Reflector Downlight Retrofit Kits [13]	Each							Each							Each						
Maintenance																					
Furnace Clean and Tune [7]	Home							Home							Home						
Miscellaneous																					
New - Smart Power Strips - Tier 2	Home	8,417	639,692	356	-	$ 1,037,683	0.9%	Each	3,324	252,624	141	-	$ 409,797	1.0%	Each	5,093	387,068	215	-	$ 627,887	0.8%
Pool Pumps [7]	Home							Home							Home						
Smart Power Strips - Tier 1	Home	18,670	-	-	-	$ 1,856,951	1.6%	Home	6,818	-	-	-	$ 678,130	1.7%	Home	11,852	-	-	-	$ 1,178,820	1.6%
Pilots [14]																					
Customer Enrollment																					
Outreach & Assessment	Home	86,466				$ 18,323,644	15.9%	Home	30,170				$ 6,393,546	16.2%	Home	56,296				$ 11,930,098	15.7%
In-Home Education	Home	86,466				$ 5,602,203	4.9%	Home	30,170				$ 1,954,739	5.0%	Home	56,296				$ 3,647,464	4.8%
Total Savings/Expenditures			53,950,719	6,903	(68,028)	**$ 115,405,507**				**18,256,694**	**2,367**	**7,047**	**$ 39,376,977**				**35,694,025**	**4,536**	**(75,074)**	**$ 76,028,530**	
Total Households Weatherized [2]		64,901							22,053							42,848					

Households Treated	Total (K+S)		First Touches		Retreated Homes/Go-Backs	
- Single Family Households Treated	Home	65,407	Home	22,045	Home	43,362
- Multi-family Households Treated	Home	13,731	Home	4,972	Home	8,759
- Mobile Homes Treated	Home	7,328	Home	3,153	Home	4,175
Total Number of Households Treated	Home	86,466	Home	30,170	Home	56,296
# Eligible Households to be Treated for PY [3]	Home	104,222	Home	46,900	Home	57,322
% of Households Treated	%	83%	%	64%	%	98%
- Master-Meter Households Treated	Home	4,892	Home	2,321	Home	2,571

[1] Air Sealing and Envelope Measures may include caulking, cover plate gaskets, evaporative cooler cover, attic access weatherstripping, and minor home repairs.
Minor home repairs include ceiling repair, door jams, door replacement, interior and exterior wall repair, exhaust fan vents, window repair, and glass replacement.
[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs
[3] Based on OP 79 of D.16-11-022.
[4] All savings are calculated based on DNV/GL Impact Evaluation Program Years 2015-2017 Impact II or technical workpapers.
[5] LED savings from workpaper PGECOLTG175-R1
[6] Expenses include accruals booked to measures.
[7] Measure not currently part of PG&E's ESA portfolio.
[8] This measure is included in the "Other Hot Water" measure category.
[9] Very few households have electric water heaters, no uptake in 2020.
[10] Measure has no uptake - very low rerofit opportunity as it is evident with the very low implementation of central A/C replacement.
[11] Measure no longer desirable as the strategy can be implemented effectively with the smart thermostat.
[12] Measure launched in late 2020 and no uptake in Q3/Q4.
[13] Measure is essentially covered by the "LED Interior Hardwired Fixtures" measure.
[14] Programmable Controllable Thermostat/ Smart Thermostat TOU Pilot activity was completed in 2020. See ESA Table 1 for 2020 exenditures.

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

ESA Table 2A - CSD Measure Installations and Savings
Pacific Gas and Electric Company
Program Year 2020

	A	B	C	D	E	F	G	H
5			ESA Program - CSD LIWP Leveraging [1]					
6			Year-To-Date Completed & Expensed Installation					
7	Measures	Units	Quantity Installed	kWh [2] (Annual)	kW [2] (Annual)	Therms [2] (Annual)	Expenses ($)	% of Expenditure
8	**Appliances**							
9	High Efficiency Clothes Washer	Each	-	-	-	-	$ -	0.0%
10	Refrigerators	Each	-	-	-	-	$ -	0.0%
11	Microwaves	Each	-	-	-	-	$ -	0.0%
12	**Domestic Hot Water**							
13	Water Heater Blanket	Home	-	-	-	-	$ -	0.0%
14	Low Flow Shower Head	Home	-	-	-	-	$ -	0.0%
15	Water Heater Pipe Insulation	Home	-	-	-	-	$ -	0.0%
16	Faucet Aerator	Home	-	-	-	-	$ -	0.0%
17	Water Heater Repair/Replacement	Each	-	-	-	-	$ -	0.0%
18	Thermostatic Shower Valve	Each	-	-	-	-	$ -	0.0%
19	Combined Showerhead/TSV	Each	-	-	-	-	$ -	0.0%
20	Heat Pump Water Heater	Each	-	-	-	-	$ -	0.0%
21	Tub Diverter/ Tub Spout	Each	-	-	-	-	$ -	0.0%
22	Thermostat-controlled Shower Valve	Each	-	-	-	-	$ -	0.0%
23	**Enclosure**							
24	Air Sealing / Envelope [3]	Each	-	-	-	-	$ -	0.0%
25	Caulking	Each	-	-	-	-	$ -	0.0%
26	Attic Insulation	Each	-	-	-	-	$ -	0.0%
27	**HVAC**							
28	FAU Standing Pilot Conversion	Each	-	-	-	-	$ -	0.0%
29	Furnace Repair/Replacement	Each	-	-	-	-	$ -	0.0%
30	Room A/C Replacement	Each	-	-	-	-	$ -	0.0%
31	Central A/C replacement	Each	-	-	-	-	$ -	0.0%
32	Heat Pump Replacement	Each	-	-	-	-	$ -	0.0%
33	Evaporative Cooler (Replacement)	Each	-	-	-	-	$ -	0.0%
34	Evaporative Cooler (Installation)	Each	-	-	-	-	$ -	0.0%
35	Duct Testing and Sealing	Home	-	-	-	-	$ -	0.0%
36	Energy Efficient Fan Control	Home	-	-	-	-	$ -	0.0%
37	Prescriptive Duct Sealing	Home	-	-	-	-	$ -	0.0%
38	High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	$ -	0.0%
39	A/C Time Delay	Home	-	-	-	-	$ -	0.0%
40	**Maintenance**							
41	Furnace Clean and Tune	Home	-	-	-	-	$ -	0.0%
42	Central A/C Tune up	Home	-	-	-	-	$ -	0.0%
43	**Lighting**							
44	Interior Hard wired LED fixtures	Each	-	-	-	-	$ -	0.0%
45	Exterior Hard wired LED fixtures	Each	-	-	-	-	$ -	0.0%
46	Torchiere LED	Each	-	-	-	-	$ -	0.0%
47	Occupancy Sensor	Each	-	-	-	-	$ -	0.0%
48	LED Night Lights	Each	-	-	-	-	$ -	0.0%
49	LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	$ -	0.0%
50	LED Reflector Bulb	Each	-	-	-	-	$ -	0.0%
51	LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	$ -	0.0%
52	LED A-Lamps	Each	-	-	-	-	$ -	0.0%
53	**Miscellaneous**							
54	Pool Pumps	Each	-	-	-	-	$ -	0.0%
55	Smart Power Strips - Tier 1	Each	-	-	-	-	$ -	0.0%
56	Smart Power Strips - Tier 2	Each	-	-	-	-	$ -	0.0%
57	**Pilots**							
58								
59	**Customer Enrollment**							
60	Outreach & Assessment	Home	-	-	-	-	$ -	0.0%
61	In-Home Education	Home	-	-	-	-	$ -	0.0%
62								
63	**Total Savings/Expenditures**			-	-	-	$ -	0.0%
64								
65	Total Households Weatherized [4]							
66								
67	**CSD MF Tenant Units Treated**			**Total**				
68				-				
69				-				

70 Note: PG&E and CSD encountered multiple challenges resulted in no ESA leveraging activities in 2020. The main factors were the difference in income requirements between the two programs, CSD implementation of fuel switching measures that are ESA ineligible, and a score of measures' baseline requirements are mis-aligned between the two. See section 1.7.3 of the 2020 Annual Report for more details. PG&E and CSD continues to collaborate closely in 2021 to overcome the challenges.

72 [1] ESA Section 1.7.3 provides a complete discussion regarding coordination with CSD's Low Income Weatherization Program (LIWP) for MF Whole Buildings (directed in D.16-11-022 and which activities this Table reports). Most challenges were overcome and identified projects are estimated to be completed in 2021.

74 [2] All savings are calculated based on technical workpapers.

75 [3] Air Sealing and Envelope measures may include caulking, cover plate gaskets, evaporative cooler cover, attic access weatherstripping, and minor home repairs.

76 [4] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.

ESA Table 2B - MF CAM Measure Installations and Savings
Pacific Gas and Electric Company
Program Year 2020

	A	B	C	D	E	F	G	H
5		*ESA Program - Multifamily Common Area Measures [1]						
6			2020 Completed & Expensed Installation					
7	Measures	Units (of Measures such as "each")	Quantity Installed	kWh (Annual)	kW (Annual)	Therms (Annual)	Expenses ($)	% of Total Expenditure [2]
8	**Appliances**							
9	CAM - Commercial Clothes Washer	Each	0	0	0	0	$0	0%
10	CAM - Refrigerators	Each	1	56.1	0.01	-1.5396	$1,439	0.024%
11								
12	**Domestic Hot Water**							
13	CAM - Non-Condensing Domestic Hot Water Boiler	Each	0	0	0	0	$0	0%
14	CAM - Condensing Domestic Hot Water Boiler	Each	8	0	0	12947.71	$189,599	3.182%
15	CAM - Storage Water Heater	Each	41	0	0	41,528.48	$906,054	15.204%
16	CAM - Instantaneous Tankless Water Heater	Each	7	-30.9	0	514.72	$56,804	0.953%
17	CAM - Heat Pump Water Heater	Each	1	484.8	0.12	0	$15,071	0.253%
18	CAM - Demand Control DHW Recirculation Pump - Electric	Each	2	334.9	0.04	0	$7,897	0.133%
19	CAM - Demand Control DHW Recirculation Pump - Gas	Each	17	0	0	674.44	$84,404	1.416%
20	CAM - Variable Speed Pump	Each	9	4056.0	0.47	0	$42,138	0.707%
21	CAM - Low-flow Faucet Aerator - Electric	Each	3	319.4	0.06	0	$26	0%
22	CAM - Low-flow Faucet Aerator - Gas	Each	0	0	0	0	$0	0%
23	CAM - Low-flow Showerhead - Electric	Each	1	195.2	0.04	0	$28	0%
24	CAM - Low-flow Showerhead - Gas	Each	1	0	0	8.70	$22	0%
25								
26	**Envelope**							
27	CAM - Windows - Electric	Sq Ft	0	0	0	0	$0	0%
28	CAM - Windows - Gas	Sq Ft	0	0	0	0	$0	0%
29	CAM - Reflective Window Film - Electric	Sq Ft	0	0	0	0	$0	0%
30	CAM - Reflective Window Film - Gas	Sq Ft	0	0	0	0	$0	0%
31	CAM - Attic Insulation - Electric	Sq Ft	2,380	415.1	-0.10	115.19	$1,750	0.029%
32	CAM - Attic Insulation - Gas	Sq Ft	0	0	0	0	$0	0%
33	CAM - Blow-In Wall Insulation - Electric	Sq Ft	0	0	0	0	$0	0%
34	CAM - Blow-In Wall Insulation - Gas	Sq Ft	0	0	0	0	$0	0%
35								
36	**HVAC**							
37	CAM - PTAC - Gas	Each	0	0	0	0	$0	0%
38	CAM - PTAC - Electric	Each	0	0	0	0	$0	0%
39	CAM - PTHP	Each	0	0	0	0	$0	0%
40	CAM - Air Conditioners Split System - Electric	Each	0	0	0	0	$0	0%
41	CAM - Air Conditioners Split System - Gas	Each	0	0	0	0	$0	0%
42	CAM - Heat Pump Split System	Each	6	3,441.0	2.60	0	$165,990	2.785%
43	CAM - Packaged Air Conditioner	Each	0	0	0	0	$0	0%
44	CAM - Non-Condensing Space Heating Boiler	Each	1	0	0	474.61	$58,020	0.974%
45	CAM - Condensing Space Heating Boiler	Each	1	0	0	49.58	$9,224	0.155%
46	CAM - Central Natural Gas Furnace	Each	1	41.64	0.04	30.06	$9,320	0.156%
47	CAM - Smart Thermostat	Each	16	915.1	0	133.34	$7,036	0.118%
48								
49	**Lighting**							
50	CAM - Wall or Ceiling Mounted Occupancy Sensor	Each	47	3,790.9	0	(65)	$8,880	0.149%
51	CAM - LED PAR Lamps	Each	105	26,908.4	0.02	-25.06	$15,560	0.261%
52	CAM - LED Candelabra Lamps	Each	6	483.8	0	-8.37	$65	0.001%
53	CAM - LED Globe Lamps	Each	0	0	0	0.00	$0	0%
54	CAM - LED A Lamps	Each	268	73,184.0	0.88	-1170.81	$12,680	0.213%
55	CAM - LED BR-R Lamps	Each	0	0	0.00	0.00	$0	0%
56	CAM - Plug-in LED lamps	Each	794	30,701.4	0.41	-505.93	$19,819	0.333%
57	CAM - LED T8 Lamp - Interior	Each	1,398	177,064.3	2.20	-3050.76	$152,813	2.564%
58	CAM - LED T8 Lamp - Exterior	Each	16	764.0	0	0.00	$1,401	0.024%
59	CAM - LED Recessed Troffers and Retrofit Kits	Each	0	0	0	0	$0	0.0%
60	CAM - LED Linear Ambient Fixtures	Each	132	24,058.1	0	-416.20	$42,711	0.717%
61	CAM - LED Ceiling, Vanity, or Sconce Fixtures	Each	524	150,253.1	1.89	-2417.17	$65,286	1.096%
62	CAM - LED Recessed Downlight Retrofit Kits	Each	773	173,580.6	2	-2658.88	$92,311	1.549%
63	CAM - LED Pendant, Track or Accent Fixtures	Each	0	0	0	0.00	$0	0%
64	CAM - LED Parking Garage Fixtures	Each	67	2,565.4	0.98	0.00	$11,797	0.198%
65	CAM - LED Exterior Wall or Pole Mounted Fixture	Each	346	173,388.0	0	0	$153,130	2.570%
66	CAM - LED Exit Sign	Each	0	0	0	0	$0	0%
67								
68	**Miscellaneous**							
69	CAM - Smart Power Strip	Each	1	1040.0	0	(2)	$822	0.014%
70	CAM - Variable Speed Swimming Pool Pump	Each	2	48594.8	4.62	0	$16,847	0.283%
71								
72	**Ancillary Services**							
73	Audit							
74								
75	**Total**			**896,605**	**17**	**46,155**	**2,148,946**	
76								

	Multifamily Buildings Treated	Total
78	**Total Number of Multifamily Properties Treated[2]**	19
79	**Subtotal of Master-metered Multifamily Properties Treated**	5
80	**Total Number of Multifamily Tenant Units w/in Properties Trea**	1,548

		2020 Expenses			
83	ESA Program - Multifamily Common Area	Electric	Gas	Total	
84	**Administration**	257,160	151,502	408,662	
85	**Direct Implementation (Non-Incentive)**	$ 2,361,362	$ 1,040,254	3,401,616	
86	**Direct Implementation**	$ 742,304	$ 1,406,642	2,148,946	*<<Includes measures costs*
87					
88	**TOTAL MF CAM COSTS**	$ 3,360,826	$ 2,598,398	$ 5,959,224	

89

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

91 Standard Notes 1 - 6 (do not delete)

92

93 1. Measures are customized by each IOU. 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.

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

95 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 2 nor 2A.

96 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.

97 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

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

	A	B	C	D	E
1	**ESA Table 3 - Program Cost Effectiveness**				
2	**Pacific Gas and Electric Company**				
3	**Program Year 2020**				
4	**Ratio of Benefits Over Costs**			**Net Benefits ($ in Millions)**	
5	**ProgramYear**	**ESACET**	**Resource TRC**	**ESACET**	**ResourceTRC**
6	**2020**	0.90	0.78	(12.90)	(16.18)
7					
8	Standard Notes 1 - 5 (do not delete)				
9	1. All program measures, including resource and non-resource, are included in the ESACET. Only measures considered "resource measures" (measures with savings in kWh/Therms) are included in the Resource TRC.				
10	2. The ESACET includes energy and non-energy benefits and all program costs including measure, installation, and administrative costs.				
11	3. The Resource TRC includes energy benefits and program measure and installation costs, and does not include administration costs.				
12	4. D.14-08-030, Ordering Paragraph 43 directs the application of the two new cost effectiveness tests, ESACET and Resource Measure TRC.				
13	5. PG&E used the CET 2021 Avoided Cost Calculator, as required by D.16-06-007 and D.19-05-019, for cost-effectiveness analysis				

ESA Table 4 - Detail by Housing Type and Source [*]
Pacific Gas and Electric Company
Program Year 2020

Customer	Housing Type	Table 4A - 2020 Energy Savings [1] # Homes Treated	(GWh)	MW	(MM Therm)	2020 Expenses
Gas and Electric Customers						
Owners - Total		**36,552**	**28.150**	**3.579**	**(13.030)**	**$ 52,264,142**
	Single Family	31,267	25.143	3.179	(5.164)	$ 213,680
	Multi Family	281	0.122	0.014	(0.027)	$ 5,328,000
	Mobile Homes	5,004	2.886	0.386	(7.839)	$ 46,722,462
Renters - Total		**28,900**	**14.854**	**1.880**	**24.728**	**$ 24,230,883**
	Single Family	19,323	11.218	1.428	(2.181)	$ 6,525,821
	Multi Family	9,290	3.479	0.430	27.128	$ 237,393
	Mobile Homes	287	0.158	0.022	(0.219)	$ 17,467,669
Electric Customers (only)						
Owners - Total		**7,612**	**6.739**	**0.876**	**(122.641)**	**$ 5,449,627**
	Single Family	6,327	5.935	0.766	(111.300)	$ 52,676
	Multi Family	94	0.047	0.006	(0.731)	$ 583,033
	Mobile Homes	1,191	0.756	0.104	(10.611)	$ 4,813,919
Renters - Total		**6,908**	**3.894**	**0.511**	**(64.200)**	**$ 3,941,440**
	Single Family	3,433	2.383	0.316	(40.432)	$ 1,613,881
	Multi Family	3,130	1.305	0.165	(21.070)	$ 167,140
	Mobile Homes	345	0.206	0.030	(2.698)	$ 2,160,419
Gas Customers (only)						
Owners - Total		**4,493**	**0.250**	**0.045**	**79.174**	**$ 4,388,699**
	Single Family	3,979	0.231	0.041	74.206	$ 18,680
	Multi Family	35	0.001	0.000	0.494	$ 389,240
	Mobile Homes	479	0.018	0.003	4.474	$ 3,980,779
Renters - Total		**2,001**	**0.063**	**0.011**	**27.941**	**$ 1,204,868**
	Single Family	1,078	0.055	0.010	19.607	$ 393,698
	Multi Family	901	0.006	0.001	8.121	$ 10,396
	Mobile Homes	22	0.001	0.000	0.214	$ 800,775
Gas and Electric Total		86,466	53.95	6.90	(68.03)	$ 91,479,660
Multifamily Common Area Bldgs. - Total		-	-	-	0	$ -
Totals:		**86,466**	**53.951**	**6.903**	**(68.028)**	**$ 91,479,660**

[1] Ordering Paragraph 34 of D.14-08-030 adopts the 2013 ESA Impact Evaluation. The results from that study were used in this Annual Report.

Tables 4B - Penetration History

Year	Homes Treated[1]	Ineligible & Unwilling[2]	Estimated Eligible in Current Year[3]	Current Year Penetration Rate for Homes Treated[4]
2002	70,683			
2003	47,271			
2004	48,456			
2005	57,700			
2006	66,043			
2007	63,319			
2008	61,034			
2009	81,308			
2010	133,329			
2011	128,071			
2012	115,229			
2013	123,566			
2014	123,539			
2015	100,573			
2016	74,319			
2017 [1]	51,442	166,682	1,762,588	3.2%
2018 [1]	35,280	123,499	1,689,909	2.3%
2019 [1]	42,490	67,500	1,592,402	2.8%
2020 [1]	30,170	62,159	1,609,198	2.0%
Total Homes Treated since 2002 [1]	**1,453,822**	**62,159**	**1,609,198**	**94.0%**

[1] Homes treated since 2002 are reported to track progress toward meeting the 2020 Programmatic Initiative. Beginning in 2017, IOUs were allowed to re-treat customer homes that had been treated by the ESA Program since 2002, although these homes do not count toward the 2020 goal. **For 2017-2020: This cumulative total includes only the First Touch homes treated by PG&E (and does not include previously counted Go-Back homes).** Additionally, this total **does not include the homes treated by CSD's LIHEAP program** that are allowed to count towards PG&E's 2020 goal.

[2] Customers that were ineligible, unwilling, or infeasible to participate. Estimate is 40% of the total remaining eligible population (Column D minus Column B), based on the 60% remaining Willing and Feasible to Participate (WFTP) factor authorized in D.16-11-022 and D.17-12-009 for the 2017-2020 cycle (40% of the 155,376 remaining homes to be treated is 62,159). Per the Commission authorized methodology, the WFTP factor is applied to the escalated 2020 estimated eligible population. On this table, there is no escalation, and the WFTP is applied to the remaining 2020 estimated eligible population. The estimated eligible population is updated annually by Athens Research from census data.

[3] Based on Attachment F of D.12-08-044, D.14-08-030, and Ordering Paragraph 79 of D.16-11-022. Total eligibility shown in this column is the unescalated number of ESA eligible housholds for 2020 (from Athens Research CARE eligibility update filed on February 12, 2020) , and does not deduct homes treated by CSD's LIHEAP program, as authorized by the Commission. **Including CSD-treated homes since 2002, the total number of homes treated is 1,665,327 for a total 2020 Strategic Goal penetration of 107%.**

[4] Penetration is percent of customers treated (Column B) relative to the total remaining eligible customers (Column D minus Column B) less the unwilling/ineligible customers (Column C): **B/(D-C)**. This calculation is consistent with PG&E's methodology for estimating customers willingness / unwillingness to participate as authorized by the Commission, except that it is not applied to an escalated estimated 2020 eligiblity and does not discount homes treated by CSD's LIHEAP program. PG&E updated WFTP forecasts in its Mid-Cycle Update Advice Letter in July 2018.

Table 4C - Households in Shared Service Territory

Year	Utility in Shared Service Territory	Eligible Households in Shared Service Territory	Eligible households treated by both utilities in shared service territory
2020	SCE	5,124	0
2020	SoCalGas	100,263	2,279

[*] Summary data which includes ESA Program, CSD Leveraging, and MF efforts.

ESA Table 5 - ESA Direct Purchases & Installation Contractors
Pacific Gas and Electric Company
Program Year 2020

	A	B	C	D	E	F	G
2			Contractor Type (Check one or more if applicable)				2020 Annual
3	Contractor	County	Private	CBO	WMDVBE	LIHEAP	Expenditures[1]
4	**Implementer 1**						
5	ARCA Recycling, INC.	Alameda Contra Costa Marin Napa San Francisco	x				$ 1,135,849
6	California Builder Appliances, Inc. dba Monark of California	Alameda Contra Costa Marin Napa San Francisco	x				$ 34,882
7	Community Energy Services Corporation	Alameda Contra Costa Marin		x			$ 250
8	Community Housing Opportunities Corporation (CHOC)	Contra Costa Napa		x			$ 1,318,796
9	El Concilio of San Mateo County	Alameda San Francisco		x			$ 4,904
10	Energy Efficiency, Inc. dba Synergy EEI	Alameda Contra Costa San Francisco Marin	x		x		$ 7,593,883
11	Highlands Diversified, Inc. dba Highlands Trade Partners	Alameda Contra Costa	x		x		$ 701,556
12	Quality Conservation Services Inc. (QCS)	Alameda Contra Costa	x				$ 8,283,797
13	Residential Weatherization, Inc	Napa San Francisco Contra Costa	x		x		$ 42,954
14	Sierra Weatherization Company Inc. dba Bo Enterprises	Alameda	x				$ 1,607,262
15	Silicon Valley Foundation, Inc.	Alameda	x		x		$ 478,190
16	Staples & Associates, Inc	Alameda Contra Costa	x				$ 1,033,464
17	Barker Heating and Cooling	Alameda Contra Costa Marin Napa San Francisco	x				$ 1,979,829
18	**Implementer 1 Total**						**$ 24,215,616**
19	**Implementer 2**						
20	Action Air Conditioning, Heating & Plumbing	Fresno Kings Madera	x				$ 678,324.35
21	American Eco Services	San Luis Obispo Santa Barbara	x		x		$ 1,759,310.28
22	American Insulation	San Joaquin Stanislaus	x		x		$ 24,784.92
23	Appliance Recycling Centers of America (ARCA)	Butte Colusa El Dorado Fresno Glenn Kern Mariposa Nevada Placer Sacramento San Joaquin San Mateo Santa Clara Solano Sonoma Stanislaus Sutter Tehama Tuolumne Yolo Yuba	x				$ 2,051,332.08
24	Balanced Comfort	Fresno	x				$ 2,883,171.75
25	Barker Mechanical	San Mateo Santa Clara Solano Sonoma	x				$ 936,487.81
26	Sierra Weatherization Company Inc. dba Bo Enterprises	Santa Clara Santa Cruz	x				$ 4,324,501.11
27	Bright Ideas Construction	Fresno Madera Mariposa Merced San Joaquin Tuolumne	x				$ 5,392,587.25
28	Community Action Partnership of San Luis Obispo, Inc.	Monterey San Luis Obispo Santa Barbara Santa Cruz Santa Clara		x		x	$ 426,941.27

ESA Table 5 - ESA Direct Purchases & Installation Contractors
Pacific Gas and Electric Company
Program Year 2020

	A	B	C	D	E	F	G
2			Contractor Type (Check one or more if applicable)				2020 Annual
3	Contractor	County	Private	CBO	WMDVBE	LIHEAP	Expenditures[1]
29	Carroll Co.	Fresno Humboldt Kings Madera Siskiyou Trinity Tulare	x		x		$ 5,877,137.10
30	Central Valley Opportunity Center, Inc.	Amador Calaveras San Joaquin Stanislaus Tuolumne		x			$ 28,528.48
31	CAA Butte	Butte		x		x	$ 8,407.84
32	Community Housing Opportunities Corporation (CHOC)	Sacramento San Joaquin Solano Yolo		x			$ 4,673,485.24
33	CWES, Inc	Fresno	x				$ 712,185.60
34	Eagle Systems International, DBA Synergy Companies	Calaveras Fresno Kern Kings Sacramento San Joaquin Stanislaus	x				$ 1,082,155.32
35	El Concilio of San Mateo County	San Mateo Santa Clara		x			$ 187,956.55
36	Polvera Drywall of Riverside dba Empire Insulation	Merced Sacramento San Joaquin Stanislaus Yolo	x		x		$ 5,034,786.43
37	Fresno Economic Opportunities Commission	Fresno		x		x	$ 105,788.12
38	Garcia Industries Inc. dba Community Outreach Services	Kern Tulare	x		x		$ 439,028.44
39	Greener Solutions, Inc.	San Joaquin	x				$ 351,190.17
40	Highlands Diversified, Inc. dba Highlands Trade Partners	Fresno Kings Kern Merced San Joaquin Stanislaus San Mateo Tulare Tuolumne	x		x		$ 9,096,616.76
41	Kings Community Action Org	Kings		x		x	$ 11,381.19
42	Lovotti, Inc	Colusa Fresno Kern Kings Madera Mariposa Merced Monterey Placer Sacramento San Benito San Joaquin Santa Cruz Solano Stanislaus Yolo Yuba Tulare Tuolumne	x				$ 3,411,911.83
43	California Builder Appliances, Inc. dba Monark of California	All Counties in Central Coast, Central Valley and Northern Regions plus Solano, San Mateo, and Santa Clara counties	x				$ 5,667.51
44	Pacific Coast Energy Conservation Services	Kern	x				$ 3,569,156.41
45	Project Go, Inc	Nevada Placer		x		x	$ 8,068.08
46	Proteus Inc	Fresno Kern Kings Tulare		x		X	$ 415,176.90
47	Quality Conservation Services Inc. (QCS)	San Bernardino Solano Sonoma	x				$ 2,724,177.90
48	Reliable Energy Management, Inc.	Kern San Bernardino San Luis Obispo Santa Barbara	x				$ 348,020.66

ESA Table 5 - ESA Direct Purchases & Installation Contractors
Pacific Gas and Electric Company
Program Year 2020

	A	B	C	D	E	F	G
2			Contractor Type (Check one or more if applicable)				2020 Annual
3	Contractor	County	Private	CBO	WMDVBE	LIHEAP	Expenditures[1]
49	Residential Weatherization, Inc	Butte Colusa Glenn Lake Lassen Mendocino Nevada Placer Plumas Sacramento Sierra Shasta Tehama Sutter Yolo Yuba	x		x		$ 2,699,786.91
50	R & S Heating and Cooling	Fresno Merced	x				$ 1,586.50
51	Salco Better Energy, Inc.	Butte Colusa El Dorado Glenn Humboldt Mendocino Placer San Joaquin Shasta Sonoma Solano Sutter Tehama Yolo Yuba	x				$ 4,000,075.97
52	Self Help Home Improvement	Shasta Tehama		x		x	$ 750,410.43
53	Silicon Valley Foundation, Inc	Santa Clara	x		x		$ 3,465,328.91
54	Staples & Associates, Inc.	Alpine Amador Calaveras El Dorado Kern Monterey Nevada Placer Sacramento San Benito Santa Cruz	x				$ 10,080,015.76
55	Sundowner Insulation	Fresno Madera Merced San Joaquin Stanislaus San Luis Obispo	x				$ 3,152,780.90
56	Energy Efficiency Inc. dba Synergy EEI	Fresno Monterey San Joaquin Santa Clara San Mateo Solano Stanislaus	x		x		$ 2,737,812.90
57	Ventura TV Video Appliance Center, Inc.	All Counties in the Central Coast, Central Valley and Northern regions	x				$ 2,978,683.37
58	West Coast Energy Conservation Construction Services Inc.	Monterey San Benito San Luis Obispo	x				$ 1,852,305.30
59	AE3V dba Western Cooling	All Counties in the Central Valley, Central Coast, and Northern regions	x				$ 1,373,728.45
60	Winegard Energy	Fresno Kern Kings Madera Tulare	x				$ 5,594,983.80
61	**Implementer 2 Total**						**$ 95,255,767**
62	**Program Total**						**$ 119,471,383**
63							
64	1 Annual Expenditures reflect invoices for projects paid in 2020. Table 1 and 1A costs include labor and materials, accruals and cost corrections for 2020 only.						

ESA Table 6 - ESA Installation Cost of Program Installation Contractors
Pacific Gas and Electric Company
Program Year 2020

	Unit of Measure	CBO/WMDVBE						Non-CBO/WMDVBE						2020 Program Total				
		Installations		Dwellings		Costs		Installations		Dwellings		Costs		Units Installed	Households	Costs	Cost/ Unit	Cost/ Household
		Units	%	Units	%	$	%	Units	%	Units	%	$	%					
Dwellings	**Each**																	
Appliances																		
High Efficiency Clothes Washer	Home	-	0%	-	0%	$ -	0%	2,517	100%	2,517	100%	$ 2,180,023	100%	2,517	2,517	$ 2,180,023	$ 866.12	$ 866.12
Refrigerators	Each	1	0%	1	0%	$ 784	0%	5,214	100%	5,214	100%	$ 4,089,509	100%	5,215	5,215	$ 4,090,293	$ 784.33	$ 784.33
Microwaves	Home	38	79%	38	79%	$ 2,485	79%	10	21%	10	21%	$ 654	21%	48	48	$ 3,139	$ 65.39	$ 65.39
Freezers [7]	Each																	
Domestic Hot Water																		
Other Hot Water	Home	27,178	43%	27,178	43%	$ 2,117,650	43%	35,984	57%	35,984	57%	$ 2,803,795	57%	63,162	63,162	$ 4,921,445	$ 77.92	$ 77.92
Tank and Pipe Insulation	Home	3,954	52%	3,954	52%	$ 245,038	52%	3,593	48%	3,593	48%	$ 222,666	48%	7,547	7,547	$ 467,704	$ 61.97	$ 61.97
Water Heater Repair/Replacement	Home	205	14%	205	14%	$ 383,239	14%	1,234	86%	1,234	86%	$ 2,306,911	86%	1,439	1,439	$ 2,690,150	$ 1,869.46	$ 1,869.46
Thermostat-controlled Shower Valves (SCE) [7]	Each																	
New - Combined Showerhead/TSV [8]	Each																	
New - Heat Pump Water Heater [9]	Each																	
New - Tub Diverter/ Tub Spout	Each	36	13%	24	12%	$ 2,805	13%	234	87%	179	88%	$ 18,233	87%	270	203	$ 21,038	$ 77.92	$ 103.63
Enclosure																		
Air Sealing / Envelope [1]	Home	23,039	48%	23,039	48%	$ 10,817,861	48%	24,952	52%	24,952	52%	$ 11,716,101	52%	47,991	47,991	$ 22,533,962	$ 469.55	$ 469.55
Attic Insulation	Home	1,524	62%	1,524	62%	$ 2,486,173	62%	924	38%	924	38%	$ 1,507,365	38%	2,448	2,448	$ 3,993,538	$ 1,631.35	$ 1,631.35
HVAC																		
Furnace Repair/Replacement	Home	383	23%	383	23%	$ 1,214,595	23%	1,318	77%	1,318	77%	$ 4,179,730	77%	1,701	1,701	$ 5,394,325	$ 3,171.27	$ 3,171.27
Room A/C Replacement	Home	378	31%	378	31%	$ 332,454	31%	833	69%	833	69%	$ 732,629	69%	1,211	1,211	$ 1,065,083	$ 879.51	$ 879.51
Central A/C Replacement	Home		0%		0%		0%	4	100%	4	100%	$ 14,000	100%	4	4	$ 14,000	$ 3,499.94	$ 3,499.94
Heat Pump Replacement [10]	Home																	
Evaporative Coolers	Home	701	46%	701	46%	$ 449,281	46%	810	54%	810	54%	$ 519,141	54%	1,511	1,511	$ 968,422	$ 640.91	$ 640.91
Duct Testing and Sealing	Home	4,897	58%	4,897	58%	$ 3,651,507	58%	3,564	42%	3,564	42%	$ 2,657,540	42%	8,461	8,461	$ 6,309,047	$ 745.66	$ 745.66
New - Energy Efficient Fan Control [11]	Home																	
New - Prescriptive Duct Sealing [7]	Home																	
Central A/C Tune up	Home	327	3%	327	3%	$ 114,895	3%	9,444	97%	9,444	97%	$ 3,318,255	97%	9,771	9,771	$ 3,433,150	$ 351.36	$ 351.36
New - Smart Thermostats	Each	4,837	40%	4,730	40%	$ 1,424,118	40%	7,315	60%	7,159	60%	$ 2,153,694	60%	12,152	11,889	$ 3,577,812	$ 294.42	$ 300.93
New - High Efficiency Forced Air Unit (HE FAU) [12]	Home																	
New - A/C Time Delay	Home	80	1%	80	1%	$ 17,829	1%	7,004	99%	7,004	99%	$ 1,560,916	99%	7,084	7,084	$ 1,578,745	$ 222.86	$ 222.86
Blower Motor Retrofit	Each	29	100%	29	100%	$ 7,472	100%	-	0%	-	0%	$ -	0%	29	29	$ 7,472	$ 258	$ 258
Maintenance																		
Furnace Clean and Tune [7]	Home																	
Lighting																		
Lighting (Occupancy Sensor)	Home	90	62%	90	62%	$ 7,852	62%	56	38%	56	38%	$ 4,885	38%	146	146	$ 12,737	$ 87.24	$ 87.24
New - LED Reflector Downlight Retrofit Kits [13]	Each																	
LED Diffuse A-Lamps	Each	273,513	45%	29,356	41%	$ 2,227,053	45%	329,879	55%	41,607	59%	$ 2,686,008	55%	603,392	70,963	$ 4,913,061	$ 8.14	$ 69.23
LED Reflector Bulbs (BR)	Each	40,608	50%	6,523	49%	$ 338,275	50%	41,351	50%	6,900	51%	$ 344,464	50%	81,959	13,423	$ 682,739	$ 8.33	$ 50.86
LED Torchieres	Each	10,494	35%	7,031	36%	$ 627,405	35%	19,478	65%	12,684	64%	$ 1,164,531	65%	29,972	19,715	$ 1,791,936	$ 59.79	$ 90.89
LED Exterior Hardwired Fixtures	Each	27,472	44%	12,571	44%	$ 1,688,839	44%	35,597	56%	15,698	56%	$ 2,188,322	56%	63,069	28,269	$ 3,877,161	$ 61.47	$ 137.15
LED Interior Hardwired Fixtures	Each	104,293	40%	36,763	40%	$ 5,589,016	40%	158,035	60%	55,687	60%	$ 8,469,027	60%	262,328	92,450	$ 14,058,043	$ 53.59	$ 152.06
Miscellaneous																		
Pool Pumps [7]	Home																	
Smart Power Strips - Tier 1	Home	6,717	36%	6,717	36%	$ 668,084	36%	11,953	64%	11,953	64%	$ 1,188,866	64%	18,670	18,670	$ 1,856,951	$ 99.46	$ 99.46
New - Smart Power Strips - Tier 2	Home	4,497	53%	4,497	53%	$ 554,409	53%	3,920	47%	3,920	47%	$ 483,274	47%	8,417	8,417	$ 1,037,683	$ 123.28	$ 123.28
Pilots [15]																		
Customer Enrollment																		
Outreach & Assessment	Home													86,466	86,466	$ 18,323,644	$ 212	$ 212
In-Home Education	Home													86,466	86,466	$ 5,602,203	$ 65	$ 65

[1] Air Sealing and Envelope Measures may include caulking, cover plate gaskets, evaporative cooler cover, attic access weatherstripping, and minor home repairs.
Minor home repairs include ceiling repair, door jams, door replacement, interior and exterior wall repair, exhaust fan vents, window repair, and glass replacement.
[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs
[3] Based on OP 79 of D.16-11-022.
[4] All savings are calculated based on DNV/GL Impact Evaluation Program Years 2015-2017 Impact II or technical workpapers.
[5] LED savings from workpaper PGECOLTG175-R1
[6] Expenses include accruals booked to measures.
[7] Measure not currently part of PG&E's ESA portfolio.
[8] This measure is included in the "Other Hot Water" measure category.
[9] Very few households have electric water heaters, no uptake in 2020.
[10] Measure has no uptake - very low rerofit opportunity as it is evident with the very low implementation of central A/C replacement.
[11] Measure no longer desirable as the strategy can be implemented effectively with the smart thermostat.
[12] Measure launched in late 2020 and no uptake in Q3/Q4.
[13] Measure is essentially covered by the "LED Interior Hardwired Fixtures" measure.
[14] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, door weatherstripping, caulking, and minor home repairs. Minor home repairs predominantly consist of door jamb repair / replacement, door repair, and window putty.
[15] Programmable Controllable Thermostat/ Smart Thermostat TOU Pilot activity was completed in 2020. See ESA Table 1 for 2020 exenditures.

Note: Per D.00-07-020, if any utility has a single CBO or private contractor, such that this table would reveal confidential pricing information, the information will be submitted to the Commission, subject to Commission-approved confidentiality agreements.

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

	A	B	C	D	E
1	**ESA Table 7 - Expenditures Recorded by Cost Element Pacific Gas and Electric Company Program Year 2020**				
2	**ESA Program:**	**Labor [1]**	**Non-Labor [2]**	**Contractor [3]**	**Total**
3	**Energy Efficiency**				
4	Appliances			$ 6,182,838	$ 6,182,838
5	Domestic Hot Water			$ 8,026,286	$ 8,026,286
6	Enclosure			$ 26,292,063	$ 26,292,063
7	HVAC			$ 22,341,928	$ 22,341,928
8	Maintenance			$ -	$ -
9	Lighting			$ 25,311,972	$ 25,311,972
10	Miscellaneous			$ 2,822,340	$ 2,822,340
11	Customer Enrollment			$ 18,128,475	$ 18,128,475
12	In Home Education			$ 5,541,510	$ 5,541,510
13	Pilot			$ 37,938	$ 37,938
14	Implementation [4]			$ 5,105,171	$ 5,105,171
15	**Energy Efficiency TOTAL**			**$ 119,790,522**	**$ 119,790,522**
16					
17	Training Center	$ 382,928	$ 3,285	$ 436,649	$ 822,862
18	Inspections	$ 2,859,675	$ 4,730	$ 1,139	$ 2,865,544
19	Marketing and Outreach	$ 398,182	$ 125,407	$ 1,737,679	$ 2,261,268
20	Statewide Marketing Education and Outreach				$ -
21	Measurement and Evaluation Studies	$ 4,268		$ 176,845	$ 181,113
22	Regulatory Compliance	$ 613,757		$ 61,075	$ 674,832
23	General Administration	$ 5,209,232	$ 65	$ 1,714,528	$ 6,923,825
24	CPUC Energy Division			$ 56,676	$ 56,676
25	Multi-Family Common Area Measures	$ 1,910		$ 5,957,314	$ 5,959,224
26	Leveraging - CSD and MCE [4]	$ 7,663		$ 770	$ 8,433
27					
28	**TOTAL PROGRAM COSTS**	**$ 9,477,615**	**$ 133,487**	**$ 129,933,197**	**$ 139,544,299**
29					
30	[1] Labor costs include any internal direct (administrative and/or implementation) costs (indirect costs are a separate line item), burdened by overhead, that represents person hours.				
31	[2] Non-Labor costs include all direct internal (administrative and/or implementation) costs (indirect costs are given as a separate line item) not covered under labor.				
32	[3] Contract costs include all outsourced costs (administrative and/or implementation). Contract costs do not need to be further broken out by labor/non-labor. This category includes agency employees.				
33	[4] This budget category includes the primary administrative fee for Implementer(s).				
34	Note: This table is consistent with costs reflected on ESA Table 1 and Table 1A, and includes total program costs from both authorized costs (Table 1) and authorized costs from unspent funding (Table 1A).				

ESA Table 8 - ESA Homes Unwilling / Unable to Participate [1]
Pacific Gas and Electric Company
Program Year 2020

	A	B	C	D	E	F	G	H
2	**ESA Program**							
3		**Reason Provided**						
4	**County**	**Customer Unwilling/Declined Program Measures**	**Customer Unavailable - Scheduling Conflicts**	**Hazardous Environment (unsafe/unclean)**	**Landlord Refused to Authorize Participation**	**Household Income Exceeds Allowable Limits**	**Unable to Provide Required Documentation**	**Other Infeasible/ Ineligible**
5	ALAMEDA	222	6251	5	355	110	764	181
6	ALPINE	0	0	0	0	0	0	0
7	AMADOR	9	88	0	10	0	7	13
8	BUTTE	95	1097	4	78	27	9	70
9	CALAVERAS	11	84	0	0	1	10	6
10	COLUSA	16	157	1	8	13	2	11
11	CONTRA COSTA	137	3854	4	568	126	707	232
12	EL DORADO	36	220	0	18	18	22	44
13	FRESNO	396	1446	36	217	91	136	496
14	GLENN	27	147	0	14	7	3	25
15	HUMBOLDT	75	274	5	18	11	0	18
16	KERN	238	1590	192	220	41	235	475
17	KINGS	50	55	0	0	3	30	13
18	LAKE	114	755	0	21	15	18	11
19	LASSEN	0	8	0	0	0	0	0
20	MADERA	56	148	3	18	9	9	123
21	MARIN	4	600	0	39	7	0	11
22	MARIPOSA	11	5	2	1	3	0	7
23	MENDOCINO	33	584	0	12	9	3	7
24	MERCED	249	807	13	171	43	13	201
25	MONTEREY	101	1149	7	144	15	16	83
26	NAPA	25	463	1	89	7	57	9
27	NEVADA	27	366	0	13	3	21	1
28	PLACER	76	611	0	63	20	78	44
29	PLUMAS	11	68	1	0	1	0	1
30	SACRAMENTO	820	1722	2	373	76	66	109
31	SAN BENITO	17	128	7	14	6	3	18
32	SAN BERNARDINO	0	0	0	0	0	0	0
33	SAN FRANCISCO	62	2006	0	150	22	83	46
34	SAN JOAQUIN	286	2092	128	792	119	35	211
35	SAN LUIS OBISPO	37	269	1	12	11	2	44
36	SAN MATEO	6	894	1	65	15	1	12
37	SANTA BARBARA	34	198	5	88	9	0	35
38	SANTA CLARA	24	2977	3	114	48	28	44
39	SANTA CRUZ	3	465	0	5	4	2	7
40	SHASTA	120	756	24	52	62	18	79
41	SIERRA	0	4	0	0	0	0	0
42	SISKIYOU	0	0	0	0	0	0	0
43	SOLANO	92	729	3	327	85	241	93
44	SONOMA	105	496	1	51	32	107	46
45	STANISLAUS	184	932	5	198	47	8	93
46	SUTTER	48	536	0	15	25	8	25
47	TEHAMA	70	302	8	43	22	8	36
48	TRINITY	1	0	0	0	0	0	0
49	TULARE	12	58	0	1	2	7	31
50	TUOLUMNE	23	19	2	1	2	0	7
51	YOLO	94	655	1	177	26	6	57
52	YUBA	65	515	2	14	26	11	20
53	**Total**	**4,122**	**36,580**	**467**	**4,569**	**1,219**	**2,774**	**3,095**

[1] The data in this table shows the number of households that did not qualify or declined to participate at the referral pre-assessment stage. Households that did not qualify or declined to participate at the time of the physical home assessment are not included.

ESA Table 9 - Life Cycle Bill Savings by Measure
Pacific Gas and Electric Company
Program Year 2020

	A	B	C	D	E	F	G
2	**Measure Description**		**2020 Number Installed**	**Per Measure Electric Impact (kWh)**	**Per Measure Gas Impact (Therms)**	**Effective Useful Life (EUL)**	**2020 Total Measure Life Cycle Bill Savings [1]**
3	**Appliances**						
4	Freezers [7]	Each					
5	High Efficiency Clothes Washer	Home	2517	12,935	47,197	11	$ 505,553
6	Microwaves	Home	48	(439.19)	98	15	$ 602
7	Refrigerators	Each	5,215	2,893,025	0	15	$ 4,470,697
8	**Domestic Hot Water**						
9	New - Combined Showerhead/TSV [8]	Each					
10	New - Heat Pump Water Heater [9]	Each					
11	New - Tub Diverter/ Tub Spout	Each	270	88	492	8	$ 4,032
12	Other Hot Water	Home	63,162	475,765	315,004	8	$ 2,980,083
13	Tank and Pipe Insulation	Home	7,547	39,528	30,971	8	$ 286,116
14	Thermostat-controlled Shower Valves (SCE) [7]	Each					
15	Water Heater Repair/Replacement	Home	1,439	0	10,578	15	$ 138,136
16	**Enclosure**						
17	Air Sealing / Envelope [1]	Home	47,991	110,266	51,261	9	$ 568,749
18	Attic Insulation	Home	2,448	17,287	111,927	20	$ 1,801,999
19	**HVAC**						
20	Blower Motor Retrofit	Each	29				
21	Central A/C Replacement	Home	4	1,143	0	18	$ 2,000
22	Central A/C Tune up	Home	9,771	(141,062)	0	15	$ (217,988)
23	Duct Testing and Sealing	Home	8,461	(9,401)	54,076	25	$ 954,195
24	Evaporative Coolers	Home	1,511	568,756	-	15	$ 878,919
25	Furnace Repair/Replacement	Home	1,701	-	(41,527)	16	$ (567,235)
26	Heat Pump Replacement [10]	Home					
27	New - A/C Time Delay	Home	7,084	(654,948)	0	10	$ (746,063)
28	New - Energy Efficient Fan Control [11]	Home					
29	New - High Efficiency Forced Air Unit (HE FAU) [12]	Home					
30	New - Prescriptive Duct Sealing [7]	Home					
31	New - Smart Thermostats	Each	12,152	2,540,907	328,041	9	$ 5,560,287
32	Room A/C Replacement	Home	1,211	(231,542)	-	15	$ (357,811)
33	**Maintenance**						
34	Furnace Clean and Tune [7]	Home					
35	**Lighting**						
36	LED Diffuse A-Lamps	Each	603,392	18,589,563	(426,307)	16	$ 24,224,002
37	LED Exterior Hardwired Fixtures	Each	63,069	4,894,470	-	16	$ 7,911,132
38	LED Interior Hardwired Fixtures	Each	262,328	18,275,978	(411,881)	16	$ 23,914,199
39	LED Reflector Bulbs (BR)	Each	81,959	3,807,675	(89,672)	16	$ 4,929,644
40	LED Torchieres	Each	29,972	2,116,677	(48,285)	16	$ 2,761,726
41	Lighting (Occupancy Sensor)	Home	146	4,356	-	8	$ 4,137
42	New - LED Reflector Downlight Retrofit Kits [13]	Each					
43	**Miscellaneous**						
44	New - Smart Power Strips - Tier 2	Home	8,417	639,692	-	5	$ 404,484
45	Pool Pumps [7]	Home					
46	Smart Power Strips - Tier 1	Home	18,670	-	-	5	$ -
47	**Pilots [15]**						
48							
49							
50	**Total**			**53,950,719**	**(68,028)**		**$ 80,411,595**
51							
52	**Total Homes Served By the Program**		86,466				
53	**Life Cycle Bill Savings Per Home**						$ 930
54							

55 [1] Air Sealing and Envelope Measures may include caulking, cover plate gaskets, evaporative cooler cover, attic access weatherstripping, and minor home repairs. Minor home repairs include ceiling repair, door jams, door replacement, interior and exterior wall repair, exhaust fan vents, window repair, and glass replacement.

56 [2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs
57 [3] Based on OP 79 of D.16-11-022.
58 [4] All savings are calculated based on DNV/GL Impact Evaluation Program Years 2015-2017 Impact II or technical workpapers.
59 [5] LED savings from workpaper PGECOLTG175-R1
60 [6] Expenses include accruals booked to measures.
61 [7] Measure not currently part of PG&E's ESA portfolio.
62 [8] This measure is included in the "Other Hot Water" measure category.
63 [9] Very few households have electric water heaters, no uptake in 2020.
64 [10] Measure has no uptake - very low rerofit opportunity as it is evident with the very low implementation of central A/C replacement.
65 [11] Measure no longer desirable as the strategy can be implemented effectively with the smart thermostat.
66 [12] Measure launched in late 2020 and no uptake in Q3/Q4.
67 [13] Measure is essentially covered by the "LED Interior Hardwired Fixtures" measure.
68 [14] Measure life cycle bill savings are calculated with the energy rates given in Table 10.
69 [15] Programmable Controllable Thermostat/ Smart Thermostat TOU Pilot activity was completed in 2020. See ESA Table 1 for 2020 exenditures.
70
71 Note: Values in columns C, D, and E are from Table 2.
72 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

	A	B	C
1	**ESA Table 10 - Energy Rate Used for Bill Savings Calculations[1] Pacific Gas and Electric Company Program Year 2020**		
2	**Year**	**$/kWh**	**$/Therm**
3	2020	0.1379	1.1653
4	2021	0.2698	2.2802
5	2022	0.3960	3.3468
6	2023	0.5168	4.3672
7	2024	0.6323	5.3435
8	2025	0.7428	6.2775
9	2026	0.8486	7.1711
10	2027	0.9497	8.0260
11	2028	1.0465	8.8439
12	2029	1.1391	9.6264
13	2030	1.2277	10.3751
14	2031	1.3125	11.0913
15	2032	1.3935	11.7765
16	2033	1.4711	12.4321
17	2034	1.5453	13.0593
18	2035	1.6163	13.6593
19	2036	1.6843	14.2334
20	2037	1.7493	14.7826
21	2038	1.8114	15.3081
22	2039	1.8709	15.8108
23	2040	1.9278	16.2917
24	2041	1.9823	16.7519
25	2042	2.0344	17.1921
26	2043	2.0842	17.6132
27	2044	2.1319	18.0162
28			
29	[1] For 2020, the average costs per kWh and therm, respectively, paid by ESA participants are shown. Costs are calculated using the CPUC discount rate of 7.66%.		

ESA Table 11 - Bill Savings Calculations by Program Year
Pacific Gas and Electric Company
Program Year 2020

Program Year	Program Costs	Program Lifecycle Bill Savings	Program Bill Savings/ Cost Ratio	Per Home Average Lifecycle Bill Savings
2011	$ 145,900,978	$ 58,889,388	0.40	$ 460
2012	$ 131,145,519	$ 44,191,560	0.34	$ 384
2013	$ 142,181,389	$ 54,007,801	0.38	$ 437
2014	$ 145,940,449	$ 53,008,314	0.36	$ 429
2015	$ 136,775,345	$ 63,956,471	0.47	$ 636
2016	$ 105,094,305	$ 52,052,655	0.50	$ 700
2017*	$ 122,778,059	$ 106,566,378	0.87	$ 1,224
2018	$ 122,576,966	$ 102,803,203	0.84	$ 1,207
2019	$ 168,368,608	$ 92,267,012	0.55	$ 865
2020	$ 133,404,957	$ 80,411,595	0.60	$ 930

* Increased bill savings in 2017 due to higher numbers of LED and smart power strip installations, as a result of measure caps removal, and lower actual vs forecasted LED costs.

ESA Table 12 - Fund Shifting
Pacific Gas and Electric Company
Program Year 2020

	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	Z
				Budget[1]			Expenditures		(Shift) or Carried Forward			FUND SHIFT AMOUNT Among Categories within Program Year 1-3			FUND SHIFT AMOUNT Carry Forward from 2019			FUND SHIFT AMOUNT Carry Back from 2020								
4	Date	Program Year 2020	Electric	Gas	Total Authorized	Electric	Gas	Total Expenditures	Variance Electric	Variance Gas	Variance Total	(1) Shift of Current Year Authorized Electric	(1) Shift of Current Year Authorized Gas	(1) Shift of Current Year Authorized Total	(2) Shift of Carry Forward Electric	(2) Shift of Carry Forward Gas	(2) Shift of Carry Forward Total	(3) Shift of Carry Back Electric	(3) Shift of Carry Back Gas	(3) Shift of Carry Back Total	Total Shifted Gas/ Electric[2]	% of Authorized Total	Fund Shifting Source 1. Current Year Authorized 2. Carried Forward 3. Carried Back	To/From Year	Fund Shift Description	Authorization
5																										
6																										
7		**ESA Program:**	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	*($x,xxx)*	*x%*				*G-xxxx, D.xx- xx-xxx*
8		Energy Efficiency																								
9	Mar-21	Appliance[2]	$ 10,075,310	$ -	**$ 10,075,310**	$ 6,182,615	$ 223	**$ 6,182,838**	$ 3,892,695	$ (223)	**$ 3,892,472**	$ (460,330)	$ 223	**$ (460,107)**	$ 0	$ -	**$ 0**	$ -	$ -	**$ -**	$ (460,107)	0%	1. Current Year Authorization 2. Carried Forward 3.	1. To 2020 2. From 2019 3.	1. From Appliance Electric to Miscellaneous Electric 2. Carry forward unspent budget from 2019 3.	1. D.16-11-022 2. D.16-11-022 3.
10	Mar-21	Domestic Hot Water[2]	$ 571,650	$ 8,155,693	**$ 8,727,343**	$ 470,415	$ 7,555,871	**$ 8,026,286**	$ 101,235	$ 599,821	**$ 701,056**	$ -	$ (223)	**$ (223)**	$ 48,375	$ 0	**$ 48,375**	$ -	$ -	**$ -**	$ 48,152	0%	1. Current Year Authorization 2. Carried Forward 3.	1. To 2020 2. From 2019 3.	1. From Domestic Hot Water Gas to Appliance Gas 2. Carry forward unspent budget from 2019 3.	1. D.16-11-022 2. D.16-11-022 3.
11	Mar-21	Enclosure	$ 6,767,878	$ 30,831,443	**$ 37,599,321**	$ 4,732,572	$ 21,559,491	**$ 26,292,063**	$ 2,035,306	$ 9,271,952	**$ 11,307,258**	$ -	$ -	**$ -**	$ 1,576,234	$ (0)	**$ 1,576,234**	$ -	$ -	**$ -**	$ 1,576,234	1%	1. 2. Carried Forward 3.	1. 2. From 2019 3.	1. 2. Carry forward unspent budget from 2019 3.	1. D.16-11-022 2. D.16-11-022 3.
12	Mar-21	HVAC[4,5]	$ 43,048,274	$ 3,671,259	**$ 46,719,532**	$ 8,389,160	$ 13,952,768	**$ 22,341,928**	$ 34,659,114	$ (10,281,510)	**$ 24,377,604**	$ (21,175,000)	$ 16,175,000	**$ (5,000,000)**	$ 35,002,061	$ (0)	**$ 35,002,061**	$ -	$ (2,121,222)	**$ (2,121,222)**	$ 27,880,839	15%	1. Current Year Authorization 2.Carried Forward 3. Carried Back	1. To 2020 2. From 2019 3.To 2019	1. Electric to Gas shift within 2020 2. Carry forward unspent budget from 2019 3. From 2020 HVAC Gas to 2019 HVAC Gas	1. AL-4248-G/ 5822-E 2. D.16-11-022 3. D.16-11-022
13	Mar-21	Maintenance	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
14	Mar-21	Lighting	$ 34,380,071	$ -	**$ 34,380,071**	$ 25,311,972	$ -	**$ 25,311,972**	$ 9,068,099	$ -	**$ 9,068,099**	$ -	$ -	**$ -**	$ 1,657,600	$ -	**$ 1,657,600**	$ -	$ -	**$ -**	$ 1,657,600	1%	1. 2. Carried Forward 3.	1. 2. From 2019 3.	1. 2. Carry forward unspent budget from 2019 3.	1. 2. D.16-11-022 3.
15	Mar-21	Miscellaneous[2]	$ 2,362,009	$ -	**$ 2,362,009**	$ 2,822,340	$ -	**$ 2,822,340**	$ (460,330)	$ -	**$ (460,330)**	$ 460,330	$ -	**$ 460,330**	$ 0	$ -	**$ 0**	$ -	$ -	**$ -**	$ 460,330	0%	1. Current Year Authorization 2. 3.	1. To 2020 2. 3.	1. From Appliances Electric to Miscellaneous Electric 2. 3.	1. D.16-11-022 2. 3.
16	Mar-21	Customer Enrollment	$ 14,572,706	$ 6,395,216	**$ 20,967,922**	$ 12,599,290	$ 5,529,185	**$ 18,128,475**	$ 1,973,416	$ 866,031	**$ 2,839,447**	$ -	$ -	**$ -**	$ 2,006,488	$ 1,441,337	**$ 3,447,825**	$ -	$ -	**$ -**	$ 3,447,825	2%	1. 2. Carried Forward 3.	1. 2. From 2019 3.	1. 2. Carry forward unspent budget from 2019 3.	1. 2. D.16-11-022 3.
17	Mar-21	In Home Education[4,5]	$ 3,359,358	$ 1,474,250	**$ 4,833,608**	$ 3,851,350	$ 1,690,161	**$ 5,541,510**	$ (491,992)	$ (215,910)	**$ (707,902)**	$ 3,413,870	$ 1,586,130	**$ 5,000,000**	$ -	$ -	**$ -**	$ (1,238,707)	$ (543,605)	**$ (1,782,313)**	$ 3,217,687	2%	1. Current Year Authorization 2. 3.	1. 2020 2. 3. To 2019	1. HVAC Electric to In Home Education Electric and Gas shift within 2020 2. 3.D.From 2020 to 2019 In Home Education	1.AL-4248-G/ 5822-E 2. 3.D.16-11-022
18	Mar-21	Pilot	$ 100,000	$ -	**$ 100,000**	$ 41,277	$ (3,339)	**$ 37,938**	$ 58,723	$ 3,339	**$ 62,062**	$ -	$ -	**$ -**	$ 104,045	$ 3,145	**$ 107,191**	$ -	$ -	**$ -**	$ 107,191	0%	1. 2. Carried Forward 3.	1. 2. From 2019 3.	1. 2. Carry forward unspent budget from 2019 3.	1. 2. D.16-11-022 3.
19	Mar-21	Implementation	$ 4,708,184	$ 2,066,181	**$ 6,774,365**	$ 3,428,773	$ 1,504,714	**$ 4,933,487**	$ 1,279,410	$ 561,468	**$ 1,840,878**	$ -	$ -	**$ -**	$ 751,719	$ 535,247	**$ 1,286,966**	$ -	$ -	**$ -**	$ 1,286,966	1%	1. 2. Carried Forward 3.	1. 2. From 2019 3.	1. 2. Carry forward unspent budget from 2019 3.	1. 2. D.16-11-022 3.
20	Mar-21	Fund Shifting Offset	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
21																										
22		**Energy Efficiency TOTAL**	**$ 119,945,440**	**$ 52,594,042**	**$ 172,539,482**	**$ 67,829,763**	**$ 51,789,074**	**$ 119,618,838**	**$ 52,115,677**	**$ 804,968**	**$ 52,920,644**	**$ (17,761,130)**	**$ 17,761,130**	**$ -**	**$ 41,146,522**	**$ 1,979,729**	**$ 43,126,251**	**$ (1,238,707)**	**$ (2,664,827)**	**$ (3,903,535)**	**$ 39,222,716**	21%				
23																										
24	Mar-21	Training Center[6]	$ 780,587	$ 342,560	$ 1,123,147	$ 571,889	$ 250,973	$ 822,862	$ 208,699	$ 91,587	**$ 300,285**	$ -	$ -	**$ -**	$ 279,384	$ 165,585	**$ 444,968**	$ -	$ -	**$ -**	$ 444,968	0%	1. 2. Carried Forward 3.	1. 2. From 2019 3.	1. 2. Carry forward unspent budget from 2019 3.	1. 2. D.16-11-022 3.
25	Mar-21	Inspections[6]	$ 2,823,096	$ 1,238,913	$ 4,062,009	$ 1,991,553	$ 873,991	$ 2,865,544	$ 831,543	$ 364,922	**$ 1,196,465**	$ -	$ -	**$ -**	$ 864,610	$ 440,522	**$ 1,305,132**	$ -	$ -	**$ -**	$ 1,305,132	1%	1. 2. Carried Forward 3.	1. 2. From 2019 3.	1. 2. Carry forward unspent budget from 2019 3.	1. 2. D.16-11-022 3.
26	Mar-21	Marketing and Outreach[6]	$ 1,557,817	$ 683,647	$ 2,241,464	$ 1,571,581	$ 689,687	$ 2,261,268	$ (13,764)	$ (6,040)	**$ (19,804)**	$ -	$ -	**$ -**	$ 749,192	$ 396,694	**$ 1,145,886**	$ -	$ -	**$ -**	$ 1,145,886	1%	1. 2. Carried Forward 3.	1. 2. From 2019 3.	1. 2. Carry forward unspent budget from 2019 3.	1. 2. D.16-11-022 3.
27	Mar-21	Statewide ME&O	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
28	Mar-21	M&E Studies	$ 66,025	$ 28,975	$ 95,000	$ 126,247	$ 54,866	$ 181,113	$ (60,222)	$ (25,891)	**$ (86,113)**	$ -	$ -	**$ -**	$ 102,992	$ 52,435	**$ 155,427**	$ -	$ -	**$ -**	$ 155,427	0%	1. 2. Carried Forward 3.	1. 2. From 2019 3.	1. 2. Carry forward unspent budget from 2019 3.	1. 2. D.16-11-022 3.
29	Mar-21	Regulatory Compliance[6]	$ 380,684	$ 167,063	$ 547,747	$ 448,343	$ 196,754	$ 645,097	$ (67,658)	$ (29,691)	**$ (97,349)**	$ -	$ -	**$ -**	$ 93,159	$ 67,920	**$ 161,079**	$ -	$ -	**$ -**	$ 161,079	0%	1. 2. Carried Forward 3.	1. 2. From 2019 3.	1. 2. Carry forward unspent budget from 2019 3.	1. 2. D.16-11-022 3.
30	Mar-21	General Administration[6]	$ 4,448,297	$ 1,952,131	$ 6,400,428	$ 4,643,372	$ 2,037,740	$ 6,681,112	$ (195,075)	$ (85,609)	**$ (280,684)**	$ -	$ -	**$ -**	$ 1,406,149	$ 817,537	**$ 2,223,686**	$ -	$ -	**$ -**	$ 2,223,686	1%	1. 2. Carried Forward 3.	1. 2. From 2019 3.	1. 2. Carry forward unspent budget from 2019 3.	1. 2. D.16-11-022 3.
31	Mar-21	CPUC Energy Division	$ 40,534	$ 17,788	$ 58,322	$ 39,390	$ 17,286	$ 56,676	$ 1,144	$ 502	**$ 1,646**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
32																										
33		**TOTAL PROGRAM COSTS**	**$ 130,042,481**	**$ 57,025,118**	**$ 187,067,599**	**$ 77,222,138**	**$ 55,910,370**	**$ 133,132,508**	**$ 52,820,343**	**$ 1,114,747**	**$ 53,935,091**	**$ (17,761,130)**	**$ 17,761,130**	**$ -**	**$ 44,642,008**	**$ 3,920,420**	**$ 48,562,428**	**$ (1,238,707)**	**$ (2,664,827)**	**$ (3,903,535)**	**$ 44,658,893**	**24%**				
34		**TOTAL PROGRAM INCLUDING CARRY FORWARD / CARRY BACK**	**$ 173,445,782**	**$ 58,280,710**	**$ 231,726,492**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**					

35
36
37 Note: Numbers reported in standard accounting format, with negative amounts displayed in parentheses ($xxx).
38
39 [1] Reflects the authorized funding per year in D.16-11-022 and approved midcycle request as per approval from AL 3990-G/5329-E A/B on January 4, 2019
40 [2] Shift $460,330 from Appliance Electric to Miscellaneous due to overspend. Shift $223 from Domestic Hot Water Gas to Appliance Gas due to overspend
41 [3] Shift $2,121,222 from 2020 to 2019 HVAC Gas to HVAC Gas and
42 [4] Shift 2020 In Home Education $1,238,707 Electric and $543,605 Gas to 2019 In Home Education Eletric/Gas
43 [5] Shift from HVAC Electric $21,175,000 to HVAC Gas $16,175,000 and In Home Education Electric $3,413,870 and Gas $1,586,130 per AL-4248-G/ 5822-E
44 [6] Authorized budget includes $1,944,129 for Benefit Burdens as approved in (D.)20-12-005
45
46
47
48
49

ESA Table 12a - Fund Shifting
Pacific Gas and Electric Company

	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	Z
				Budget[1]			Expenditures		(Shift) or Carried Forward			FUND SHIFT AMOUNT Among Categories within Program Year 1-3			FUND SHIFT AMOUNT Carry Forward from 2018			FUND SHIFT AMOUNT Carry Back from 2020								
50	Date	Program Year 2020	Electric	Gas	Total Authorized	Electric	Gas	Total Expenditures	Variance Electric	Variance Gas	Variance Total	(1) Shift of Current Year Authorized Electric	(1) Shift of Current Year Authorized Gas	(1) Shift of Current Year Authorized Total	(2) Shift of Carry Forward Electric	(2) Shift of Carry Forward Gas	(2) Shift of Carry Forward Total	(3) Shift of Carry Back Electric	(3) Shift of Carry Back Gas	(3) Shift of Carry Back Total	Total Shifted Gas/ Electric[2]	% of Authorized Total	Fund Shifting Source 1. Current Year Authorized 2. Carried Forward 3. Carried Back	To/From Year	Fund Shift Description	Authorization
51																										
52																										
53		**ESA Program:**	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	*($x,xxx)*	*x%*				*G-xxxx, D.xx- xx-xxx*
54		Energy Efficiency																								
55	Mar-21	Appliances	$ 7,515,735	$ -	**$ 7,515,735**	$ -	$ -	**$ -**	$ 7,515,735	$ -	**$ 7,515,735**	$ -	$ -	**$ -**	$ 15,021,704	$ -	**$ 15,021,704**	$ -	$ -	**$ -**	$ 15,021,704	25%	1. 2. Carried Forward 3.	1. 2. From 2019 3.	1. 2. Carry forward unspent budget from 2019 3.	1. 2. D.16-11-022 3.
56	Mar-21	Domestic Hot Water	$ 2,325,166	$ 3,500,001	**$ 5,825,167**	$ -	$ -	**$ -**	$ 2,325,166	$ 3,500,001	**$ 5,825,167**	$ -	$ -	**$ -**	$ 1,107,222	$ -	**$ 1,107,222**	$ -	$ -	**$ -**	$ 1,107,222	1%	1. 2. Carried Forward 3.	1. 2. From 2019 3.	1. 2. Carry forward unspent budget from 2019 3.	1. 2. D.16-11-022 3.
57	Mar-21	HVAC	$ 17,917,635	$ 3,519,398	**$ 21,437,033**	$ -	$ -	**$ -**	$ 17,917,635	$ 3,519,398	**$ 21,437,033**	$ -	$ -	**$ -**	$ 18,648,079	$ -	**$ 18,648,079**	$ -	$ -	**$ -**	$ 18,648,079	10%	1. 2. Carried Forward 3.	1. 2. From 2019 3.	1. 2. Carry forward unspent budget from 2019 3.	1. 2. D.16-11-022 3.
58	Mar-21	Lighting			**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ 0	$ -	**$ 0**	$ -	$ -	**$ -**	$ 0	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
59	Mar-21	In Home Energy Education	$ 289,737	$ 127,151	**$ 416,888**	$ -	$ -	**$ -**	$ 289,737	$ 127,151	**$ 416,888**	$ -	$ -	**$ -**	$ 0	$ -	**$ 0**	$ -	$ -	**$ -**	$ 0	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
60	Mar-21	Implementation	$ 209,247	$ 91,828	**$ 301,075**	$ 99,303	$ 72,381	**$ 171,684**	$ 109,945	$ 19,447	**$ 129,391**	$ -	$ -	**$ -**	$ 203,194	$ 118,954	**$ 322,148**	$ -	$ -	**$ -**	$ 322,148	1%	1. 2. Carried Forward 3.	1. 2. From 2019 3.	1. 2. Carry forward unspent budget from 2019 3.	1. 2. D.16-11-022 3.
61	Mar-21	Multi-Family Common Area Measures	$ 15,985,000	$ 7,015,000	**$ 23,000,000**	$ 3,360,826	$ 2,598,398	**$ 5,959,224**	$ 12,624,174	$ 4,416,602	**$ 17,040,776**	$ -	$ -	**$ -**	$ 7,068,777	$ 3,336,439	**$ 10,405,216**	$ -	$ -	**$ -**	$ 10,405,216	18%	1. 2. Carried Forward 3.	1. 2. From 2019 3.	1. 2. Carry forward unspent budget from 2019 3.	1. 2. D.16-11-022 3.
62	Mar-21	Leveraging - CSD and MCE	$ -	$ -	**$ -**	$ 6,851	$ 1,583	**$ 8,433**	$ (6,851)	$ (1,583)	**$ (8,433)**	$ -	$ -	**$ -**	$ 1,746,553	$ 887,380	**$ 2,633,934**	$ -	$ -	**$ -**	$ 2,633,934	4%	1. 2. Carried Forward 3.	1. 2. From 2019 3.	1. 2. Carry forward unspent budget from 2019 3.	1. 2. D.16-11-022 3.
63	Mar-21	Pilot	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
64	Mar-21	Measurement and Evaluation Studies	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ 62,550	$ 27,450	**$ 90,000**	$ -	$ -	**$ -**	$ 90,000	0%	1. 2. Carried Forward 3.	1. 2. From 2019 3.	1. 2. Carry forward unspent budget from 2019 3.	1. 2. D.16-11-022 3.
65	Mar-21	Regulatory Compliance	$ 632,665	$ 14,335	**$ 647,000**	$ 29,737	$ -	**$ 29,737**	$ 602,928	$ 14,335	**$ 617,263**	$ -	$ -	**$ -**	$ 1,064,832	$ 110,951	**$ 1,175,783**	$ -	$ -	**$ -**	$ 1,175,783	2%	1. 2. Carried Forward 3.	1. 2. From 2019 3.	1. 2. Carry forward unspent budget from 2019 3.	1. 2. D.16-11-022 3.
66	Mar-21	General Administration	$ 129,965	$ 57,035	**$ 187,000**	$ 168,685	$ 74,028	**$ 242,712**	$ (38,720)	$ (16,993)	**$ (55,712)**	$ -	$ -	**$ -**	$ 83,599	$ 80,171	**$ 163,770**	$ -	$ -	**$ -**	$ 163,770	0%	1. 2. Carried Forward 3.	1. 2. From 2019 3.	1. 2. Carry forward unspent budget from 2019 3.	1. 2. D.16-11-022 3.
67		**TOTAL PROGRAM COSTS**	**$ 45,005,150**	**$ 14,324,748**	**$ 59,329,898**	**$ 3,665,401**	**$ 2,746,390**	**$ 6,411,790**	**$ 41,339,750**	**$ 11,578,358**	**$ 52,918,107**	**$ -**	**$ -**	**$ -**	**$ 45,006,510**	**$ 4,561,345**	**$ 49,567,856**	**$ -**	**$ -**	**$ -**	**$ 49,567,856**	**84%**				
68		**TOTAL PROGRAM INCLUDING CARRY FORWARD / CARRY BACK**	**$ 90,011,661**	**$ 18,886,093**	**$ 108,897,754**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**					
69																										

70 [1] Reflects the authorized funding per year in D.16-11-022 and approved midcycle request as per approval from AL 3990-G/5329-E A/B on January 4, 2019

	A	B
1	**ESA Table 13 - Categorical and Other Enrollment [1]** **Pacific Gas and Electric Company** **Program Year 2020**	
2	**Type of Enrollment [2]**	**Number of Enrollment**
3	Bureau of Indian Affairs General Assistance	1
4	CalFresh/SNAP (Food Stamps)	4,833
5	CalWORKs (TANF) or Tribal TANF	274
6	Head Start Income Eligible (Tribal Only)	2
7	Low Income Home Energy Assistance Program (LIHEAP)	102
8	Medicaid/Medi-Cal	12,356
9	Medi-Cal for Families (Healthy Families A & B)	2,630
10	National School Lunch Program (NSLP)	1,317
11	Supplemental Security Income (SSI)	4,451
12	Women Infants and Children (WIC)	3,427
13	Categorical - Multiple	1,592
14	CARE Income Qualified	995
15	Property Owner Income Certified	3,060
16	Targeted Self Certification	18,795
17	IOU	244
18	Standard Enrollment	32,387
19	**Total**	**86,466**
20		
21	[1] Does not include MF common area efforts.	
22	[2] Households that qualified for the program based on participation in more than one public assistance program.	

ESA Table 14 - Leveraging & Integration
Pacific Gas and Electric Company
Program Year 2020

Coordination Type [1]	Partner	Brief Description of Effort	Relationship outside the IOU?	MOU Present?	Amount of Dollars Saved [2]	Amount of Energy Savings [3]	Other Measurable Benefits [3]	Enrollments Resulting from Leveraging Effort [4]	Methodology [5]	Meets all Criteria	If not, Explain
Program Coordination	American Eco Services	Coordination with LIHEAP	Yes	Unknown	Unknown	Unknown	Unknown	3 enrollments forwarded to LIHEAP	Unknown	N	Unknown amount of dollars saved and energy savings.
Program Coordination	El Concilio	Coordination with LIHEAP	Yes	Unknown	Unknown	Unknown	Unknown	10 enrollments forwarded to LIHEAP	Unknown	N	Unknown amount of dollars saved and energy savings.
Program Coordination	Empire	Coordination with LIHEAP, Modesto Irrigation District (MID), Turlock Irrigation District (TID)	Yes	Yes	$ 71,117	Unknown	Unknown	161 enrollments as a result of LIHEAP, MID & TID leveraging.	Installation contractor provided dollars saved	N	Unknown amount of energy savings.
Program Coordination	ESA Water-Energy Coordination Program	This purpose of this effort is to allow ESA contractors to offer water conservation measures while they treat ESA customers. Water Agencies select from a standardized menu of options that can include replacing toilets, leak detection, meter checks, etc. Water offerings are paid by each participating Water Agency.	Yes	Yes	Unknown	~28,312 kWh/year ~23.8 million gallons of water/year	TBD	1,420 homes received water measures in 2020	Unknown	N	Unknown amount of dollars saved.
Program Coordination	ESA/EE Residential Programs	PG&E launched its SPOC service in 2017 as a resource for multifamily customers to learn about program opportunities applicable to multifamily properties. In 2020, PG&E SPOC continued to expand services and website tracking to increase SPOC's presence as a resource for the multifamily market.	Yes	Unknown	Unknown	Unknown	Unknown	SPOC had 172 referrals across 12 programs; MESP, ESA CAM, ESA, LIWP, BAMBE, EV, OBF, CSI, Cooling Optimizer Program, SGIP, SOMAH, CMFNH. Of the 172 referrals, 14* resulted in applications across 2 programs. 4+ ESA CAM and 10 BAMBE.	Unknown	N	Unknown amount of dollars saved and energy savings.
Leveraging	GRID Alternatives	Electric IOUs shall provide the Single-family Affordable Solar Homes Program Administrator, current GRID Alternatives, with a monthly list of owner-occupied single-family households that have completed the Energy Savings Assistance (ESA) Program requirements of the California Alternate Rates for Energy (CARE) Program high usage process.	Yes	Unknown	Unknown	Unknown	Unknown	There were 44 ESA enrollments resulting from this leveraging effort and PG&E provided GRID 404 referrals	Unknown	N	Unknown amount of energy savings
Leveraging	GRID Alternatives	Electric IOUs shall provide the Single-family Affordable Solar Homes Program Administrator, current GRID Alternatives, with a monthly list of referrals along with what measures were installed in the homes, if any	Yes	Unknown	Unknown	Unknown	Unknown	There were 44 ESA enrollments resulting from this leveraging effort and 34 received installed measures	Unknown	N	Unknown amount of energy savings
Program Coordination	Kings Community Action Organization	Coordination with LIHEAP	Yes	Yes	Unknown	Unknown	Unknown	1 enrollment forwarded to LIHEAP	Unknown	N	Unknown amount of dollars saved and energy savings.
Program Coordination	Pacific Coast Energy	Coordination with other LIEE program	Yes	Yes	Unknown	Unknown	Unknown	1 enrollment forwarded to other LIEE program	Unknown	N	Unknown amount of dollars saved and energy savings.
Leveraging	Redwood Community Action Agency	Through Refrigerator Leveraging Contracts with PG&E, LIHEAP agencies in PG&E's service area that are not ESA contractors can receive ESA Program funding to purchase refrigerators for qualified PG&E electric customers, thus freeing up more LIHEAP funding to provide other services to low income households. PG&E counts these refrigerators and their savings, but not the CSD "treated" home.	Yes	Yes	$ 5,350	4110.75 kWh 0.574 kW	Unknown	7 ESA refrigerators provided to LIHEAP customers.	Cost: PG&E provided 7 refrigerators Energy Savings: ESA refrigerator savings	Y	NA
Interdepartmental Integration	Residential Newsletter	As part of the Residential Integrated Campaign, the Residential Newsletter is sent out monthly to over 3.7 million residential customers, with approximately 1.6 million receiving a version tailored to low income customers. The goal of this effort is to go beyond a transactional one-time interaction with our customers in exchange for a continued dialogue about energy efficiency and management. Emails were sent out monthly to general population and low-income customers	No	No	N/A	N/A	N/A	Unknown	N/A	N/A	Unknown amount of energy or dollar savings
Program Coordination	Residential Weatherization Inc.	Coordination with Yuba County Water Program	Yes	Yes	$ 34,377	Unknown	Unknown	68 enrollments as a result of Yuba County Water Program leveraging.	Installation contractor provided dollars saved	N	Unknown amount of energy savings.
Program Coordination	Self Help Home Improvement (SHIP)	Coordination with LIHEAP and Redding Electric Utility (REU)	Yes	Yes	$ 503,280	Unknown	Unknown	13 enrollments as a result of LIHEAP leveraging. 981 PG&E gas customer homes rec'd electric measures from REU's weatherization program.	Installation contractor provided dollars saved	N	Unknown amount of energy savings.

[1] Leveraging, Interdepartmental integration, Program Coordination, Data Sharing, ME&O, etc.
[2] Leveraging and Integration efforts are measurable and quantifiable in terms of dollars saved by the IOU (Shared/contributed/donated resources, shared marketing materials, shared information technology, shared programmatic infrastructure, among others are just some examples of cost and/or resource savings to the IOU).
[3] Annual Energy savings/benefits for measures installation in 2020. Leveraging efforts are measurable and quantifiable in terms of home energy benefits/ savings to the eligible households.
[4] Enrollment increases. Leveraging efforts are measurable and quantifiable in terms of program enrollment increases and/or customers served.
[5] Methodology used to calculate cost and/or resource savings.
*This data only includes responses shared with SPOC by the program administration staff (some programs did not respond to SPOC's information request). The 2021 application rate of ~9% is lower than the 2020 application rate of ~42% because programs were not open to applications in 2021 due to program sunset (PG&E MUP) and waitlist (PG&E ESA CAM).
+This number is the total enrolled projects from SPOC referrals in ESA CAM. ESA CAM reached its 2017-2020 Program Cycle enrollment goal in June 2020.
Fields not applicable to specific efforts are marked "N/A"

ESA Table 15 - Lighting (CFLs) [4]
Pacific Gas and Electric Company
Program Year 2020

ESA Program CFL Tracking Table

CFL bulbs used within PG&E ESA program

Bulb Name / Identification	Bulb Description (wattage, lumens)	Bulb Cost (material)	Admin Cost (overhead, contractor fee, marketing, etc.)	Total Bulb Cost (material + admin) [1]	AB 1109 Compliant? [2]
CFL - Low	CFL - Low				
CFL - Medium	CFL - Medium				
CFL - High	CFL - High				

Year	Number of Homes Treated in ESA Program	Number of Homes Provided CFLs [4]	Avg. # of CFL bulbs given per home	Est. total energy savings from installed CFLs [3]
2009	81,308	69,970	4.57	5.12
2010	133,329	109,663	4.69	8.23
2011	128,071	105,849	4.69	7.95
2012	115,229	91,906	4.67	5.88
2013	123,566	92,655	4.56	5.84
2014	123,539	96,508	4.60	6.12
2015	100,573	79,887	4.93	6.30
2016	74,319	58,626	6.50	6.10
2017	87,052	17,684	7.59	2.15
2018	85,168	-	-	-
2019	106,673	-	-	-
2020	86,466	-	-	-

[1] Bulb cost and admin cost were combined effective 2013.

[2] Compliant in regards to: 1) Do bulbs meet or exceed CEC energy efficiency standards for general purpose lighting? Do all models comply with Europe's RoHS standards on toxicity?

[3] Ordering Paragraph 34 of D.14-08-030 adopts the 2013 ESA Impact Evaluation. The results from that study were used in this Annual Report.

[4] PG&E transitioned from CFLs to LEDs in 2017, and by mid-year 2017 was not installing any CFLs. This table does not include LEDs.

ESA Table 16 - "Add Back" Measures
Pacific Gas and Electric Company
Program Year 2020

Measure [1]	Climate Zone	Ratio of Benefits Over ESACET	Ratio of Benefits Over Resource TRC	Quantity Installed	Budget Impact of "Add Back"	Lifecycle Bill Savings Impact [2]
Air Sealing / Envelope-Electric-MF	System	0.07	0.03	2,829	$ 1,328,344	$ 67,954
Air Sealing / Envelope-Electric-MH	System	0.25	0.00	139	$ 65,267	$ (23,297)
Air Sealing / Envelope-Electric-SF	System	0.16	0.08	1,225	$ 575,193	$ 70,502
Air Sealing / Envelope-Gas-MF	System	0.03	0.02	5,198	$ 2,440,698	$ 45,908
Attic Insulation-Electric-MF	System	0.39	0.24	1	$ 1,631	$ 482
Attic Insulation-Electric-SF	System	0.37	0.22	70	$ 114,194	$ 31,794
Attic Insulation-Gas-MF	System	0.39	0.29	55	$ 89,724	$ 22,794
Attic Insulation-Gas-SF	System	0.64	0.52	2,322	$ 3,787,989	$ 1,744,464
Central AC Replacement-Electric-SF	System	0.45	0.14	4	$ 14,000	$ 1,996
Central AC Tune Up: Smart Fan Delay / Efficient Fan Controller-Electric-SF	System	(0.05)	0.00	127	$ 28,303	$ (13,380)
Duct Testing and Sealing -Electric-MF	System	0.40	0.00	1	$ 746	$ -
Duct Testing and Sealing -Electric-MH	System	0.08	0.00	8	$ 5,965	$ (1,778)
Duct Testing and Sealing -Electric-SF	System	0.08	0.00	82	$ 61,144	$ (18,223)
Duct Testing and Sealing -Gas-MF	System	0.40	0.00	13	$ 9,694	$ -
Duct Testing and Sealing -Gas-MH	System	0.22	0.20	879	$ 655,437	$ 110,703
Duct Testing and Sealing -Gas-SF	System	0.21	0.18	7,478	$ 5,576,061	$ 862,214
Furnace Repair or Rpl-Gas-MF	System	1.82	0.00	6	$ 19,028	$ (2,374)
Furnace Repair or Rpl-Gas-MH	System	1.84	0.00	171	$ 542,287	$ (55,982)
Furnace Repair or Rpl-Gas-SF	System	1.84	0.00	1,524	$ 4,833,011	$ (508,111)
Heater Pipe and Water Heater Insulation-Electric-MF	System	3.33	0.80	98	$ 6,073	$ 7,523
Heater Pipe and Water Heater Insulation-Gas-MF	System	0.82	0.95	676	$ 41,893	$ 42,768
Room AC Replacement-Electric-MF	System	0.16	0.00	3.00	$ 2,639	$ (638)
Room AC Replacement-Electric-MH	System	0.16	0.00	7	$ 6,157	$ (1,490)
Room AC Replacement-Electric-SF	System	0.07	0.00	1,201	$ 1,056,288	$ (354,944)
Shower Heads and Faucet Aerators-Electric-MF	System	1.54	0.29	1,551	$ 120,851	$ 54,977
Shower Heads and Faucet Aerators-Gas-MF	System	2.26	0.70	8,738	$ 680,846	$ 511,426
Water Heater: Repair Or Rpl-Gas-MF	System	0.10	0.01	5	$ 9,347	$ 130
Water Heater: Repair Or Rpl-Gas-MH	System	0.10	0.01	110	$ 205,640	$ 2,869
Water Heater: Repair Or Rpl-Gas-SF	System	0.52	0.05	1324	$ 2,475,162	$ 134,949

Notes:
[1] "Add Back" measures are based on Appendix H.1 and H.2 in D.12-08-044 and D.14-08-030
[2] Unit bill savings per kWh and Therms are found in Table 10

ESA Table 17 - ESA Expenditures for Pilots and Studies
Pacific Gas and Electric Company
Program Year 2020

	Authorized 2017-2020 Funding			Inception to Date (through December 31, 2020)			% of Budget Expensed		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Pilots									
Programmable Controllable Thermostat/ Smart Thermostat TOU [1]	$ 318,000	$ -	$ 318,000	$ 154,886	$ -	$ 154,886	49%	$ -	49%
Consumption Driven Weatherization [2]	$ 238,960	$173,040	$ 412,000	$ 239,505	$166,739	$ 406,244	100%	96%	99%
Total Pilots	**$556,960**	**$173,040**	**$730,000**	**$394,391**	**$166,739**	$ 561,130	**71%**	**96%**	**77%**
Studies									
2019 Low Income Needs Assessment (LINA) Study [3]	$ 98,500	$ 51,500	$ 150,000	$ 93,703	$ 52,542	$ 146,245	95%	102%	97%
Load Impact Evaluation Study [4]	$ 96,661	$ 68,339	$ 165,000	$ 91,426	$ 70,841	$ 162,267	95%	104%	98%
Non Energy Benefits (NEB) Study [5]	$ 28,975	$ 16,025	$ 45,000	$ 31,275	$ 13,725	$ 45,000	108%	86%	100%
2017 Potential and Goals Study [6]	$ 62,550	$ 27,450	$ 90,000	$ -	$ -	$ -	0%	0%	0%
Rapid Feedback Research and Analysis [7]	$ 130,375	$ 69,625	$ 200,000	$ 95,335	$ 41,838	$ 137,173	73%	60%	69%
Total Studies	**$417,061**	**$232,939**	**$650,000**	**$311,740**	**$178,946**	**$490,686**	75%	77%	75%

[1] PG&E's Advice Letter 5242-E was approved on April 27, 2018 and authorized $290,000 for the PCT pilot. The evaluation portion of this pilot was co-funded by PG&E, SCE, and SDG&E. Pilot activities were completed in 2020.

[2] PG&E proposed the CDWx pilot in its 2015-2017 ESA Application, authorized in D.16-11-022, OP.144. In December 2017, PG&E requested and was granted an extension to implement this pilot so that CSD could be included in it. Pilot activities were completed in 2019.

[3] SCE is the contract manager of this co-funded statewide study, completed in 2019.

[4] SCG is the contract manager of this co-funded statewide study, completed in 2019.

[5] SDG&E is the contract manager of this co-funded statewide study, completed in 2019.

[6] The 2017 Study were managed by Energy Division per D.17-12-009 Atch.1 (modifying D.16-11-022), OP.8, and was invoiced and paid from Energy Efficiency funds. *The Energy Efficiency Potential and Goals Study for 2018 and Beyond* (Navigant), was completed in September 2017 and was well underway at the time of the 2016 and 2017 Decisions. The following *2019 Study Energy Efficiency Potential and Goals Study* (Navigant) was primarily an update to the 2017 Study. It was completed in July 2019.

[7] In 2020, two projects were implemented using the Rapid Feedback Research and Analysis funding - "2020 PG&E Rapid Feedback Project - 3" and "Statewide Non-Energy Benefits (NEBs) Follow-up Study". Details are discussed in Section 1.11 of this report.

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

ESA Table 18 - Homes Receiving Second Refrigerators and In-Home Energy Education Only
Pacific Gas and Electric Company
Program Year 2020

Measures	Units	Received Refrigerator	Not eligible for Refrigerator Due to Less than Six Occupants [2]
Second Refrigerators [1]	Each	310	187

Measures	Units	Households that Only Received Energy Education [3] [4]
In-Home Energy Education	Home	5,556

Households for My Energy/My Account Platform [5]		
Opt-Out [6]	Already Enrolled [6]	Opt-In [6]
3,840	80,463	9,131

[1] PG&E began implementing second refrigerators in 2018.

[2] Detailed information is limited for 2nd refrigerators unless the customer qualifies.

[3] D.16-11-022 allowed customers to receive energy education only, and specified these homes not be counted as ESA-treated homes (D.17-12-009, Atch.1 modifying D.16-11-022, OP.11). Customers flagged as Energy Education Only in 2020 may convert to a treated home in 2021.

[4] In Section 1.5 of its 2020 Monthly Reports for September-December, PG&E mis-stated that energy education-only homes were counted as treated. In the Monthly Report for December 2020, PG&E wrote that: “To date in 2020, PG&E has provided energy education-only to 5,885 households out of the 86,420 households treated.” This sentence should have read: “To date in 2020, PG&E has provided energy education-only to 5,885 households in addition to the 86,420 households treated.” PG&E did not count these energy education-only households as treated homes, although customers flagged as energy education-only in 2020 may convert to a treated home in 2021 if they later qualify for and receive with measures.

[5] PG&E implemented My Energy/ My Account tracking in 2018. These are noted as "Energy Alerts" and "Your Account" Enrollment for 2020.

[6] The figures for “Opt-Out” and “Already Enrolled” are derived from how users respond to a non-required field in the database, Energy Insights. “Opt-In” is derived from counting how many households billed for the My Account/My Alert measures.

Energy Savings Assistance Program Table 19 - Contractor Advanced Funding and Repayment
Pacific Gas and Electric Company
Through December 31, 2020

			B-C			E x F			(B)-(cumulative H + cumulative I)
Month	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	$ 12,875,555								$ 12,875,555
May-20									
Jun-20	$ 8,730,817								$ 21,606,372
Jul-20	$ 398,099								$ 22,004,471
Aug-20									
Sep-20									
Oct-20									
Nov-20									
Dec-20		$ 10,054,343	$ 11,950,128	40%	$ 7,627,505	$ 3,051,002	$ (2,886,782)	$ (800,207)	$ 18,317,482
Total	$ 22,004,471	$ 10,054,343	$ 11,950,128		$ 7,627,505	$ 3,051,002	$ (2,886,782)	$ (800,207)	$ 18,317,482

IOUs - Do not delete footnotes 1-5 below.

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

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

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

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

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

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

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

	A	B	C	D	E	F	G	H
1	**PY 2020 CARE Annual Report**							
2	**CARE Table 1**							
3	**Overall Program Expenses**							
4	**Category**	**Overall Expenditures**		**Total**	**Authorized Budget**	**% of Budget Spent**	**Total Shifted [5]**	**Shifted to/from?**
5		**Electric**	**Gas**					
6	Outreach [1]	$ 6,513,018	$ 1,628,255	$ 8,141,273	$ 9,770,845	83%		
7	Processing, Certification, Recertification	$ 497,780	$ 124,445	$ 622,224	$ 2,114,663	29%	($1,056,536)	Shifted to IT Programming
8	Post Enrollment Verification	$ 557,878	$ 139,470	$ 697,348	$ 1,803,266	39%		
9	IT Programming	$ 2,623,753	$ 655,938	$ 3,279,692	$ 2,223,156	148%	$1,056,536	Shifted from Processing, Certification, Recertification
10	Cool Centers [2]	$ -	$ -	$ -	$ -	0%		
11	Pilots/CHANGES Program	$ 268,319	$ 67,080	$ 335,399	$ 525,000	64%		
12	Measurement & Evaluation	$ 121,565	$ 30,391	$ 151,956	$ 159,676	95%		
13	Regulatory Compliance [3]	$ 696,703	$ 174,176	$ 870,878	$ 1,158,064	75%	($53,004)	Shifted to CPUC Energy Division
14	General Administration	$ 472,601	$ 118,150	$ 590,751	$ 1,090,216	54%		
15	CPUC Energy Division	$ 144,803	$ 36,201	$ 181,004	$ 128,000	141%	$53,004	Shifted from Regulatory Compliance
16								
17	**TOTAL Program Costs [4]**	**$ 11,896,420**	**$ 2,974,105**	**$ 14,870,525**	**$ 18,972,887**	**78%**		
18								
19	CARE Rate Discount [5]	$ 657,824,476	$ 129,698,403	$ 787,522,878	$ 599,117,991	131%	$ 188,404,887	
20	Service Establishment Charge Discount							
21								
22	**TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS [5]**	**$ 669,720,896**	**$ 132,672,508**	**$ 802,393,403**	**$ 618,090,878**	**130%**		
23								
24	[1] Includes expenses for incremental CARE/FERA M&O efforts as approved in Non-Standard Disposition Letter re PGE AL 3990-G/5329-E, 3990-G-A/5329-E-A, and 3990-G-B/5329-E-B.							
25	[2] 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.							
26	[3] Includes authorized budget for Statewide End-Use Load Profile Vendor and associated internal IT start-up costs.							
27	[4] Program authorized budget per D.16-11-022 and Non-Standard Disposition Letter re PGE AL 3990-G/5329-E, 3990-G-A/5329-E-A, and 3990-G-B/5329-E-B has been updated to include $1,017,643.95 for Benefit Burdens as approved in the 2020 GRC (D.) 20-12-005. Actual employee benefit burden costs have been included in the program expenses.							
28	[5] Total program administrative expenses did not exceed the overall authorized budget. The CARE discount exceeded the authorized amount by $188,404,887. 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. The information in the "Total Shifted" and "Shifted to/from?" column is for illustrative purposes only, to disclose how funds from the overall authorized budget can be shifted between categories per Section 20.3.3 in D.08-11-031.							

PY 2020 CARE Annual Report

CARE Table 2

Enrollment, Recertification, Attrition, & Penetration

Month	New Enrollment										Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)
	Automatic Enrollment				Self-Certification (Income or Categorical)					Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response [4]	Failed PEV	Failed Recertification	Other [5]	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)			
	Inter-Utility [1]	Intra-Utility [2]	Leveraging [3]	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)															
January	0	2,238	0	2,238	15,069	3,975	977	56	20,077	22,315	36,377	8,508	10,025	54,910	n/a	201	4,008	5,691	9,900	77,225	12,415	1,395,078	1,457,418	96%
February	0	1,982	0	1,982	11,956	4,360	745	56	17,117	19,099	35,859	9,129	9,573	54,561	n/a	3,800	3,904	14,635	22,339	73,660	-3,240	1,391,838	1,457,418	96%
March	0	2,016	0	2,016	19,681	4,654	950	61	25,346	27,362	28,165	18,918	10,089	57,172	n/a	318	116	1,864	2,298	84,534	25,064	1,416,902	1,457,418	97%
April	0	2,134	0	2,134	51,531	9,745	1,258	48	62,582	64,716	211	32,620	10,653	43,484	n/a	0	0	14,584	14,584	108,200	50,132	1,467,034	1,457,418	101%
May	0	662	0	662	23,964	5,433	822	32	30,251	30,913	333	18,310	6,488	25,131	n/a	0	0	9,634	9,634	56,044	21,279	1,488,313	1,457,418	102%
June	0	480	0	480	22,294	6,911	818	15	30,038	30,518	154	12,580	5,803	18,537	n/a	0	0	9,065	9,065	49,055	21,453	1,509,766	1,457,418	104%
July	0	1,216	0	1,216	19,099	9,418	820	26	29,363	30,579	15	12,083	7,292	19,390	n/a	0	0	8,878	8,878	49,969	21,701	1,531,467	1,457,418	105%
August	0	1,585	0	1,585	18,185	7,070	841	23	26,119	27,704	8	11,072	7,261	18,341	n/a	0	0	10,224	10,224	46,045	17,480	1,548,947	1,457,418	106%
September	0	1,781	0	1,781	13,351	4,564	583	23	18,521	20,302	9	11,396	8,298	19,703	n/a	0	0	5,335	5,335	40,005	14,967	1,563,914	1,457,418	107%
October	0	1,687	0	1,687	10,341	3,242	472	34	14,089	15,776	7	7,067	7,410	14,484	n/a	0	0	7,243	7,243	30,260	8,533	1,572,447	1,457,418	108%
November	0	2,009	0	2,009	10,332	2,165	574	17	13,088	15,097	5	5,323	8,223	13,551	n/a	0	0	23,058	23,058	28,648	-7,961	1,564,486	1,457,418	107%
December	0	2,951	0	2,951	13,368	1,526	602	27	15,523	18,474	27,514	9,756	11,574	48,844	n/a	0	0	10,387	10,387	67,318	8,087	1,572,573	1,457,418	108%
YTD Total	**0**	**20,741**	**0**	**20,741**	**229,171**	**63,060**	**9,462**	**421**	**302,114**	**322,855**	**128,657**	**156,762**	**102,689**	**388,108**	**0**	**4,319**	**8,028**	**120,598**	**132,945**	**710,963**	**189,910**	**1,572,573**	**1,457,418**	**108%**

[1] Enrollments via data sharing between the IOUs.
[2] Enrollments via data sharing between departments and/or programs within the utility.
[3] Enrollments via data sharing with programs outside the IOU that serve low-income customers.
[4] PG&E counts attrition due to no response in the Failed PEV and Failed Recertification columns, respectively.
[5] Includes customers who closed their accounts, requested to be removed, or were otherwise ineligible for the program.

PY 2020 CARE Annual Report

CARE Table 3A

Post-Enrollment Verification Results (Model)

Month	Total CARE Households Enrolled	Households Requested to Verify[1]	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)[2]	Total Households De-enrolled[3]	% De-enrolled through Post Enrollment Verification[4]	% of Total CARE Households De-enrolled
January	1,395,078	0	0.00%					
February	1,391,838	0	0.00%					
March	1,416,902	0	0.00%					
April	1,467,034	0	0.00%					
May	1,488,313	0	0.00%					
June	1,509,766	0	0.00%					
July	1,531,467	0	0.00%					
August	1,548,947	0	0.00%					
September	1,563,914	0	0.00%					
October	1,572,447	0	0.00%					
November	1,564,486	0	0.00%					
December	1,572,573	0	0.00%					
YTD Total	**1,572,573**	**0**	**0.00%**	**0**	**0**	**0**	**0.00%**	**0.00%**

[1] Includes customers selected randomly or via PG&E's CARE probability model
[2] Includes customers verified as over income or who requested to be de-enrolled.
[3] Verification results are tied to the month initiated.
[4] Percentage of customers dropped compared to the total participants requested to provide verification in that month.
Note: CARE PEV was on hold in 2020 due to the Emergency Consumer Protection Plan related to COVID-19.

PY 2020 CARE Annual Report

CARE Table 3B

Post-Enrollment Verification Results (Electric only High Usage)

Month	Total CARE Households Enrolled	Households Requested to Verify [1]	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) [2]	Total Households De-enrolled[3]	% De-enrolled through HU Post Enrollment Verification	% of Total CARE Households De-enrolled
January	1,395,078	0	0.00%					
February	1,391,838	0	0.00%					
March	1,416,902	0	0.00%					
April	1,467,034	0	0.00%					
May	1,488,313	0	0.00%					
June	1,509,766	0	0.00%					
July	1,531,467	0	0.00%					
August	1,548,947	0	0.00%					
September	1,563,914	0	0.00%					
October	1,572,447	0	0.00%					
November	1,564,486	0	0.00%					
December	1,572,573	0	0.00%					
YTD Total	**1,572,573**	**0**	**0.00%**	**0**	**0**	**0**	**0.00%**	**0.00%**

[1] Includes all participants who were selected for high usage verification process.
[2] Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized
[3] Verification results are tied to the month initiated.
Note: CARE PEV was on hold in 2020 due to the Emergency Consumer Protection Plan related to COVID-19.

	A	B	C	D	E	F	G
1	**PY 2020 CARE Annual Report**						
2	**CARE Table 4**						
3	**CARE Self-Certification and Self-Recertification Applications[1]**						
4		**Provided [2]**	**Received**	**Approved**	**Denied**	**Pending/Never Completed**	**Duplicates**
5	**Total (Y-T-D)**	10,082,055	500,289	400,277	66,114	33,898	156,762
6	**Percentage[3]**		100%	80%	13%	7%	31%
7							
8	[1] Includes sub-metered customers.						
9	[2] Includes number of applications provided via direct mail campaigns, call centers, bill inserts and other outreach methods. Because there are other means by which customers obtain applications which are not counted, this number is only an approximation.						
10	[3] Percentage of Received. Duplicates are also counted as Approved, so the total will not add up to 100%.						

	A	B	C	D	E	F	G	H	I	J
1	**PY 2020 CARE Annual Report**									
2	**CARE Table 5**									
3	**CARE Enrollment by County**									
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
5		Urban	Rural [1]	Total	Urban	Rural [1]	Total	Urban	Rural [1]	Total
6	ALAMEDA	118,083	3	118,086	134,838	0	134,838	114%	0%	114%
7	ALPINE	0	176	176	0	19	19	n/a	11%	11%
8	AMADOR	1	5,378	5,379	0	4,839	4,839	0%	90%	90%
9	BUTTE	20,128	12,336	32,465	20,396	12,444	32,840	101%	101%	101%
10	CALAVERAS	24	8,250	8,274	14	5,868	5,882	59%	71%	71%
11	COLUSA	9	2,718	2,727	0	3,707	3,707	0%	136%	136%
12	CONTRA COSTA	79,867	10	79,877	101,139	0	101,139	127%	0%	127%
13	EL DORADO	6,865	5,990	12,855	6,596	6,191	12,787	96%	103%	99%
14	FRESNO	133,736	268	134,004	165,441	66	165,507	124%	25%	124%
15	GLENN	0	4,866	4,866	0	5,097	5,097	n/a	105%	105%
16	HUMBOLDT	0	22,508	22,508	0	19,508	19,508	n/a	87%	87%
17	KERN	41,080	57,763	98,842	50,318	70,214	120,532	122%	122%	122%
18	KINGS	80	7,211	7,291	99	9,966	10,065	124%	138%	138%
19	LAKE	1	14,010	14,011	0	13,606	13,606	0%	97%	97%
20	LASSEN	0	266	266	0	160	160	n/a	60%	60%
21	MADERA	13,252	5,475	18,727	18,094	5,956	24,050	137%	109%	128%
22	MARIN	16,117	0	16,117	15,268	0	15,268	95%	n/a	95%
23	MARIPOSA	24	3,424	3,447	13	2,418	2,431	55%	71%	71%
24	MENDOCINO	22	13,909	13,931	0	11,373	11,373	0%	82%	82%
25	MERCED	16,925	18,878	35,803	21,582	22,815	44,397	128%	121%	124%
26	MONTEREY	35,600	4,963	40,563	41,188	6,727	47,915	116%	136%	118%
27	NAPA	11,755	0	11,755	12,380	0	12,380	105%	0%	105%
28	NEVADA	12	11,580	11,592	0	10,186	10,186	0%	88%	88%
29	PLACER	18,597	10,052	28,648	14,694	8,781	23,475	79%	87%	82%
30	PLUMAS	43	2,519	2,562	8	1,810	1,818	19%	72%	71%
31	SACRAMENTO	126,908	0	126,908	103,031	0	103,031	81%	n/a	81%
32	SAN BENITO	142	4,048	4,190	81	5,675	5,756	57%	140%	137%
33	SAN BERNARDINO	48	335	383	17	244	261	36%	73%	68%
34	SAN FRANCISCO	69,733	0	69,733	72,036	0	72,036	103%	n/a	103%
35	SAN JOAQUIN	73,764	8,515	82,279	87,466	10,040	97,506	119%	118%	119%
36	SAN LUIS OBISPO	11,423	17,952	29,375	5,784	14,436	20,220	51%	80%	69%
37	SAN MATEO	41,475	0	41,475	39,470	0	39,470	95%	n/a	95%
38	SANTA BARBARA	14,241	1,338	15,579	19,540	896	20,436	137%	67%	131%
39	SANTA CLARA	97,628	2,626	100,255	115,925	3,600	119,525	119%	137%	119%
40	SANTA CRUZ	23,572	5	23,577	22,129	0	22,129	94%	0%	94%
41	SHASTA	11,651	11,181	22,832	10,715	9,539	20,254	92%	85%	89%
42	SIERRA	3	450	453	1	116	117	34%	26%	26%
43	SISKIYOU	0	15	15	0	7	7	n/a	46%	46%
44	SOLANO	30,729	0	30,729	49,916	0	49,916	162%	n/a	162%
45	SONOMA	44,438	2,524	46,962	43,420	2,920	46,340	98%	116%	99%
46	STANISLAUS	31,242	27,168	58,411	25,729	24,750	50,479	82%	91%	86%
47	SUTTER	12,284	0	12,284	14,571	0	14,571	119%	0%	119%
48	TEHAMA	11	11,720	11,731	4	12,385	12,389	36%	106%	106%
49	TRINITY	0	704	704	0	269	269	n/a	38%	38%
50	TULARE	767	8,314	9,081	300	9,939	10,239	39%	120%	113%
51	TUOLUMNE	0	9,549	9,549	0	7,776	7,776	0%	81%	81%
52	YOLO	25,509	1	25,510	22,993	1	22,994	90%	83%	90%
53	YUBA	10,507	124	10,631	12,801	232	13,033	122%	187%	123%
54	**Total**	**1,138,296**	**319,121**	**1,457,418**	**1,247,997**	**324,576**	**1,572,573**	**110%**	**102%**	**108%**
55										
56	[1] "Rural" includes ZIP Codes classified as such by the Goldsmith modification that was developed to identify small									
57	towns and rural areas within large metropolitan counties. ZIP Codes not defined as rural are classified as urban.									

	A	B	C	D	E	F	G	H
1	**PY 2020 CARE Annual Report**							
2	**CARE Table 6**							
3	**CARE Recertification Results**							
4	**Month**	**Total CARE Households**	**Households Requested to Recertify [1]**	**% of Households Total (C/B)**	**Households Recertified [2]**	**Households De-enrolled [3]**	**Recertification Rate % [4] (E/C)**	**% of Total Households De-enrolled (F/B)**
5	**January**	1,395,078	0	0.0%				
6	**February**	1,391,838	0	0.0%				
7	**March**	1,416,902	0	0.0%				
8	**April**	1,467,034	0	0.0%				
9	**May**	1,488,313	0	0.0%				
10	**June**	1,509,766	0	0.0%				
11	**July**	1,531,467	0	0.0%				
12	**August**	1,548,947	0	0.0%				
13	**September**	1,563,914	0	0.0%				
14	**October**	1,572,447	0	0.0%				
15	**November**	1,564,486	0	0.0%				
16	**December**	1,572,573	0	0.0%				
17	**YTD**	**1,572,573**	**0**	**0.00%**	**0**	**0**	**0%**	**0.00%**
18								
19	[1] Excludes count of customers recertified through the probability model.							
20	[2] Recertification results are tied to the month initiated.							
21	[3] Includes customers who did not respond or who requested to be de-enrolled.							
22	[4] Percentage of customers recertified compared to the total participants requested to recertify in that month.							
23	**Note:** Removals were put on hold in 2020 due to the Emergency Consumer Protection Plan related to COVID-19.							

	A	B	C	D	E	F	G	H	I
1	**PY 2020 CARE Annual Report**								
2	**CARE Table 7**								
3	**CARE Capitation Contractors**								
4	**Contractor Name [1]**	**Contractor Type (Check one or more if applicable)**				**Enrollments[2]**			**Total Expenditures**
5		**Private**	**CBO**	**WMDVBE**	**LIHEAP**	**Rural**	**Urban**	**Total**	
6	Amador-Tuolumne Community Action Agency		x		x	11	0	11	$ 220
7	Arriba Juntos		x			0	1	1	$ 20
8	Catholic Charities Diocese of Fresno		x			8	15	23	$ 460
9	Central Coast Energy Services Inc		x		x	8	50	58	$ 1,160
10	Cesar A Moncada DBA Moncada Outreach		x			0	36	36	$ 720
11	Child Abuse Prevention Council of San Joaquin County		x			0	0	0	$ -
12	Community Action Marin		x		x	0	0	0	$ -
13	Community Action Partnership of Madera County		x		x	1	7	8	$ 160
14	Community Health for Asian Americans		x			0	0	0	$ -
15	Community Resource Project Inc		x		x	0	116	116	$ 2,320
16	County of San Joaquin		x		x	1	47	48	$ 960
17	Dignity Health		x			2	3	5	$ 100
18	Disability Resource Agency for Independent Living		x			0	0	0	$ -
19	El Dorado County Health and Human Services Agency		x			0	4	4	$ 80
20	Filipino American Development Foundation		x			0	0	0	$ -
21	Food For People		x			0	0	0	$ -
22	Heritage Institute for Family Advocacy		x			0	0	0	$ -
23	Hip Housing Human Investment Project Inc		x			0	0	0	$ -
24	Housing Authority of the City of Fresno		x			0	0	0	$ -
25	Housing Authority of the County of Kern		x			0	0	0	$ -
26	Independent Living Center of Kern County Inc		x			10	12	22	$ 440
27	Interfaith Council of Amador		x			0	0	0	$ -
28	KidsFirst		x			0	0	0	$ -
29	Kings Community Action Organization Inc		x		x	0	0	0	$ -
30	LifeLong Medical Care		x			0	0	0	$ -
31	Marin Center for Independent Living		x			0	0	0	$ -
32	Merced County Community Action Agency		x		x	6	7	13	$ 260
33	Monument Crisis Center		x			0	0	0	$ -
34	National Asian American Coalition		x			1	4	5	$ 100
35	North Coast Energy Services Inc		x			3	0	3	$ 60
36	OCCUR		x			0	0	0	$ -
37	Project Access Inc		x			0	0	0	$ -
38	Redwood Community Action Agency		x		x	20	0	20	$ 400
39	Resources for Independence Central Valley		x			0	0	0	$ -
40	Rising Sun Energy Center		x			0	0	0	$ -
41	Sacred Heart Community Service		x		x	1	36	37	$ 740
42	Sia Vue DBA Hmong Inc		x			0	0	0	$ -
43	Spectrum Community Services		x			0	0	0	$ -
44	Tri-County Independent Living		x			1	0	1	$ 20
45	UpValley Family Centers		x			0	7	7	$ 140
46	Valley Clean Air Now		x			1	2	3	$ 60
47	West Valley Community Services		x			0	0	0	$ -
48	Yolo County Housing Authority		x			0	0	0	$ -
49	Yolo Family Resource Center (Empower Yolo)		x			0	0	0	$ -
50	**Total Enrollments and Expenditures**					**74**	**347**	**421**	**$ 8,420**
51									
52	[1] All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year								
53	[2] Enrollments reflect new enrollments only.								

	A	B	C	D	E	F	G	H
1	**PY 2020 CARE Annual Report**							
2	**CARE Table 8**							
3	**CARE Participants as of Month-End**							
4	**Month**	**Gas and Electric**	**Gas Only**	**Electric Only**	**Total**	**Eligible Households**	**Penetration**	**% Change**
5	**January**	840,468	211,345	343,265	1,395,078	1,457,418	96%	0.9%
6	**February**	838,517	210,892	342,429	1,391,838	1,457,418	96%	-0.2%
7	**March**	854,859	213,678	348,365	1,416,902	1,457,418	97%	1.8%
8	**April**	888,284	220,973	357,777	1,467,034	1,457,418	101%	3.5%
9	**May**	902,581	223,530	362,202	1,488,313	1,457,418	102%	1.5%
10	**June**	916,389	226,557	366,820	1,509,766	1,457,418	104%	1.4%
11	**July**	929,803	230,253	371,411	1,531,467	1,457,418	105%	1.4%
12	**August**	944,827	229,395	374,725	1,548,947	1,457,418	106%	1.1%
13	**September**	943,468	243,206	377,240	1,563,914	1,457,418	107%	1.0%
14	**October**	954,936	236,343	381,168	1,572,447	1,457,418	108%	0.5%
15	**November**	952,516	232,634	379,336	1,564,486	1,457,418	107%	-0.5%
16	**December**	956,203	234,815	381,555	1,572,573	1,457,418	108%	0.5%

	A	B	C	D
1	**PY 2020 CARE Annual Report**			
2	**CARE Table 9**			
3	**CARE Average Monthly Usage & Bill**			
4				
5	**Average Monthly Gas / Electric Usage**			
6	**Residential Non-CARE vs. CARE Customers**			
7	**Customer**	**Gas Therms**	**Gas Therms**	**Total**
8		**Tier 1**	**Tier 2**	
9	**Non-CARE**	22.6	12.0	34.7
10	**CARE**	19.8	8.5	28.2
11	**Customer**	**Electric KWh**	**Electric KWh**	**Total**
12		**Tier 1**	**Tier 2 and Above**	
13	**Non-CARE**	246	245	491
14	**CARE**	319	225	544
15				
16				
17	**Average Monthly Gas / Electric Bill [2]**			
18	**Residential Non-CARE vs. CARE Customers [1]**			
19	**(Dollars per Customer)**			
20	**Customer**	**Gas**	**Electric**	
21	**Non-CARE**	$55.27	$107.42	
22	**CARE**	$37.42	$78.98	
23				
24				
25	[1] Excludes master-meter usage.			
26	[2] Average Monthly Gas/Electric Bill reflects residential Non-CARE (CARE) 2020 total billed			
27	revenues divided by the average number of Non-CARE (CARE) 2020 monthly bills.			

	A	B	C	D	E	F
1	**PY 2020 CARE Annual Report**					
2	**CARE Table 10**					
3	**CARE Surcharge & Revenue**					
4						
5	**Electric**					
6	**CARE Surcharge and Revenue Collected by Customer Class**					
7	**Customer Class [1]**	**Average Monthly**		**CARE Surcharge as Percent of Bill**	**Total CARE Surcharge Revenue Collected**	**Percentage of CARE Surcharge Revenue Collected**
8		**CARE Surcharge**	**Monthly Bill**			
9						
10	**Residential**	$4.50	$108.18	4.2%	$193,373,840	30.9%
11	**Commercial**	$37.80	$721.69	5.2%	$246,887,440	39.4%
12	**Agricultural**	$56.19	$1,367.94	4.1%	$60,663,780	9.7%
13	**Large / Industrial**	$8,902.72	$109,491.39	8.1%	$125,722,270	20.1%
14						
15						
16	**Gas**					
17	**CARE Surcharge and Revenue Collected by Customer Class**					
18	**Customer Class [1]**	**Average Monthly**		**CARE Surcharge as Percent of Bill**	**Total CARE Surcharge Revenue Collected**	**Percentage of CARE Surcharge Revenue Collected**
19		**CARE Surcharge**	**Monthly Bill**			
20						
21	**Residential**	$0.91	$55.27	1.7%	$38,837,062	36.7%
22	**Commercial**	$7.12	$281.78	2.5%	$19,373,355	18.3%
23	**Natural Gas Vehicle**	$52.79	$1,635.82	3.2%	$1,001,401	0.9%
24	**Industrial [2]**	$6,088.90	$87,484.57	7.0%	$46,678,306	44.1%
25						
26	[1] Excludes CARE customers.					
27	[2] Industrial includes both G-NT(D), G-NT(T), G-NT(BB), and GNGV4 and is net of volumes qualifying for G-COG.					

	A	B	C	D	E	F
1	**PY 2020 CARE Annual Report**					
2	**CARE Table 11**					
3	**CARE Capitation Applications[1]**					
4	**Entity**	**Total Received**	**Approved[2]**	**Denied**	**Pending/ Never Completed**	**Duplicate**
5	Amador-Tuolumne Community Action Agency	21	11	4	0	6
6	Arriba Juntos	2	1	0	0	1
7	Catholic Charities Diocese of Fresno	65	23	5	0	37
8	Central Coast Energy Services Inc	161	58	24	0	79
9	Cesar A Moncada DBA Moncada Outreach	57	36	6	0	15
10	Child Abuse Prevention Council of San Joaquin County	1	0	1	0	0
11	Community Action Marin	4	0	1	0	3
12	Community Action Partnership of Madera County	24	8	9	0	7
13	Community Resource Project Inc	160	116	23	0	21
14	County of San Joaquin	159	48	50	0	61
15	Dignity Health	7	5	0	0	2
16	El Dorado County Health and Human Services Agency	4	4	0	0	0
17	Food For People	1	0	0	0	1
18	Housing Authority of the City of Fresno	1	0	0	0	1
19	Independent Living Center of Kern County Inc	29	22	0	0	7
20	Merced County Community Action Agency	22	13	3	0	6
21	National Asian American Coalition	12	5	0	0	7
22	North Coast Energy Services Inc	51	3	3	0	45
23	OCCUR	4	0	3	0	1
24	Redwood Community Action Agency	30	20	7	0	3
25	Resources for Independence Central Valley	1	0	0	0	1
26	Rising Sun Energy Center	1	0	0	0	1
27	Sacred Heart Community Service	71	37	5	0	29
28	Tri-County Independent Living	2	1	1	0	0
29	UpValley Family Centers	10	7	0	0	3
30	Valley Clean Air Now	6	3	1	0	2
31	Yolo County Housing Authority	1	0	0	0	1
32	**Total**	**907**	**421**	**146**	**0**	**340**
33						
34	[1] Includes sub-metered customers.					
35	[2] Includes new enrollments only.					

	A	B	C	D	E	F	G
1	**PY 2020 CARE Annual Report**						
2	**CARE Table 12**						
3	**CARE Expansion Program**						
4							
5	**Participating Facilities by Month**						
6	**2020**	**Gas**			**Electric**		
7		**CARE Residential Facilities**	**CARE Commercial Facilities**	**Total Gas**	**CARE Residential Facilities**	**CARE Commercial Facilities**	**Total Electric**
8	**January**	2,857	466	3,323	3,778	845	4,623
9	**February**	3,214	539	3,753	4,179	971	5,150
10	**March**	2,820	462	3,282	3,727	851	4,578
11	**April**	3,175	533	3,708	4,143	967	5,110
12	**May**	3,191	534	3,725	4,144	971	5,115
13	**June**	3,234	546	3,780	4,190	989	5,179
14	**July**	3,248	547	3,795	4,148	987	5,135
15	**August**	2,836	470	3,306	3,616	862	4,478
16	**September**	3,258	546	3,804	3,978	984	4,962
17	**October**	3,273	552	3,825	3,982	990	4,972
18	**November**	2,855	479	3,334	3,575	859	4,434
19	**December**	3,299	558	3,857	4,006	985	4,991
20							
21							
22	**Average Monthly Gas / Electric Usage[1]**						
23	**Customer**	**Gas**	**Electric**				
24		**Therms**	**KWh**				
25	**Residential Facilities**	47	470				
26	**Commercial Facilities**	646	7,748				
27							
28							
29	**CARE Expansion Self-Certification and Self-Recertification Applications**						
30		**Received**	**Approved**	**Denied**	**Pending/Never Completed**	**Duplicates**	
31	**Total**	238	219	5	11	3	
32	**Percentage**		92%	2%	5%	1%	
33							
34							
35	[1] Excludes master meter usage.						

PY 2020 CARE Annual Report

CARE Table 13

CARE High Usage Verification Results[5]

Stage 1 - IRS Documentation and ESA Agreement				Stage 2 - ESA Participation [6]			Stage 3 - Usage Monitoring		
Households Requested to Verify	Removed (No Response)	Removed (Verified Ineligible)[1]	Income Verified and Referred to ESA	Failed and Removed[2]	Ineligible[3]	Completed	Removed[4]	Appeals Denied	Appeals Approved
0	0	0	0	0	0	0	0	0	0

[1] Includes customers who were verified as over income, requested to be removed, or did not agree to participate in ESA Program.

[2] Includes customers who declined to participate in ESA Program, failed to respond to appointment requests, missed multiple appointments or denied access to all rooms.

[3] Includes customers who previously participated in ESA Program, landlord refused, etc. These customers move directly to Stage 3.

[4] Customers removed for exceeding 600% of baseline in any monthly billing cycle, after the 90-day grace period following ESA Participation.

[5] High usage is defined as a customer that exceeds 400% of baseline. Results as of March 31, 2021.

[6] Does not include customers still pending ESA participation.

PY 2020 CARE Annual Report
CARE Table 13A
CARE Customer Usage and ESA Program Treatment

# of CARE customers at or above 90th Percentile of Usage not subject to High Usage PEV[1]	Percent of those CARE customers not served by ESA Program[2]	# of Enrollments led to ESA Program measure Installations	# of Long-Term tenancy CARE customers who have not applied for ESA Program[3]	Energy Usage of Long-Term Tenancy CARE Customers who Accept ESA Program Treatment[4]				Energy Usage of CARE customers who do not accept ESA Program treatment[4]
				Energy Usage before ESA Program treatment	Energy Usage within 3-months of ESA Program treatment	Energy Usage within 6-months of ESA Program treatment	Energy Usage within 12-months of ESA Program treatment	
30,091	74%	7,929	22,162	1,083	1,077	1,074	1,088	1,178

[1] Those CARE customers who have been on CARE rate at the same meter for at least six years; 90th percentile of usage determined at the customer level after applying tenancy and HU PEV filters
[2] Customers who have not participated in ESA since 2016
[3] PG&E implemented "targeted marketing" to this group in 2018.
[4] Reflects average monthly kWh usage

	A	B
1	**PY 2020 CARE Annual Report**	
2	**CARE Table 14**	
3	**Categorical Enrollment**	
4	**Type of Enrollment**	**Number of Customer Enrollments[1]**
5	Bureau of Indian Affairs General Assistance	338
6	CalFresh/Supplemental Nutrition Assistance Program - Food Stamps	71,488
7	CalWORKs/Temporary Assistance for Needy Families (TANF) [2]	14,224
8	Head Start Income Eligible - (Tribal Only)	1,389
9	Healthy Families A&B	70,171
10	Low-income Home Energy Assistance Program (LIHEAP)	20,739
11	Medicaid/Medi-Cal	85,222
12	National School Lunch Program (NSLP) - Free Lunch	26,941
13	Supplemental Security Income (SSI)	35,694
14	Tribal TANF [2]	14,224
15	Women, Infants, and Children Program (WIC)	28,260
16		
17	[1] Number of customers enrolled reflects categorical programs selected by customer. Customers may select more than one eligible program for a single account.	
18	[2] CalWORKS and Tribal TANF are combined categorical programs with no distinction between the two programs.	

8. Appendix C: PG&E's Common Area Measures Treatment Photos

- **Location:** San Francisco, CA
- **Characteristics:** 1 building, 39 units
- **Resident Type:** Senior

Note: *All equipment is subject to cost review prior to installation. In some circumstances the customer has elected to install high efficiency equipment. In these instances, customer is responsible to pay for price increase above and beyond approved ESA CAM funding.*

ESA CAM Measures

Measure Type	Incentive
LED Lighting	$44,086.35
DHW Recirculation Pump	$4,506.23
Incentive Total	**$48,592.58**

Pre-Installation – Interior lighting

(captured during ESA CAM Audit)

Post-Installation – Interior lighting
(captured during installation contractor)

Pre-Installation – DHW Recirculation Pump
(captured during ESA CAM Audit)

Post-Installation – DHW Recirculation Pump
(captured during installation contractor)

- **Location:** Tracy, CA
- **Characteristics:** 25 buildings, 216 units
- **Resident Type:** Not Targeted / DAC

Note: *All equipment is subject to cost review prior to installation. In some circumstances the customer has elected to install high efficiency equipment. In these instances, customer is responsible to pay for price increase above and beyond approved ESA CAM funding.*

Measure Type	Incentive
Lighting	$37,411.56
Water Heating	$22,352.40
Low Flow Fixtures	$48.00
Heating & Cooling	$50,448.67
Appliance & Plug Load	$14,927.43
Total	**$125,188.06**

Lifecycle kWh Savings	291,888.61
Lifecycle Therm Savings	12,264.05

Pre-Installation – Interior lighting

(captured during ESA CAM Audit)

Post-Installation – Interior lighting

(captured during contractor installation)

Pre-Installation – Interior lighting

(captured during ESA CAM Audit)

Post-Installation – Interior lighting

(captured during contractor installation)

Pre-Installation – Central boiler

(captured during ESA CAM Audit)

Post-Installation – Central boiler

(captured during contractor installation)

Pre-Installation – Kitchen aerator

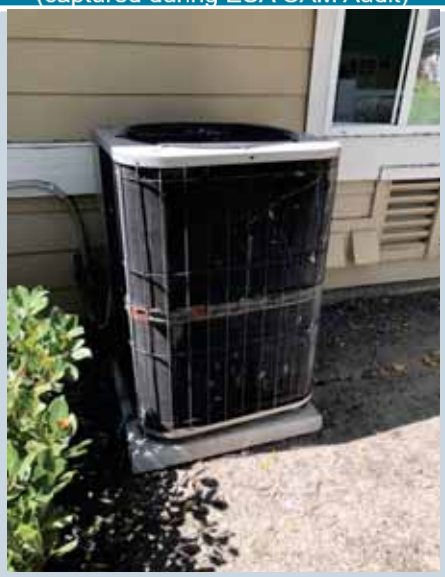
(captured during ESA CAM Audit)

Post-Installation – Kitchen aerator

(captured during contractor installation)

Pre-Installation – AC

(captured during ESA CAM Audit)



Post-Installation – AC

(captured during contractor installation)

Pre-Installation – Furnace

(captured during ESA CAM Audit)

Post-Installation – Furnace

(captured during contractor installation)

Pre-Installation – Clothes washer

(captured during ESA CAM Audit)

Post-Installation – Clothes washer

(captured during contractor installation)

9. Appendix D: PG&E's Energy-Water Coordination Program Report

Pacific Gas & Electric Company (PG&E) Water–Energy Coordination Program

2020 Annual Report

Submitted to:

Pacific Gas & Electric
77 Beale Street
San Francisco, CA 94105

Submitted by:

Richard Heath & Associates, Inc.
590 W. Locust Ave., Ste. 103
Fresno, CA 93650

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TABLE OF CONTENTS

1. Executive Summary 1
   Water Agency Partners 1
   Successes and Lessons Learned 3
   Program Successes included: 3
   Lessons Learned Included: 4
2. Background 4
   How the WCP Started 4
   Launching a Full-Scale Program 5
3. Water Agency Contracts 5
4. Budget 6
   Water Agency Contribution 7
5. Production 7
   Homes Served 7
   Home Type 8
   Renter vs. Owner 9
   Measures Served 10
   Production by Contractor 11
   Differences in Production From 2019 to 2020 12
6. Quality Control 13
7. Savings 14

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1. EXECUTIVE SUMMARY

PG&E's Water-Energy Coordination Program (WCP) completed its second full year of production in 2020. The program leveraged outreach conducted within the Energy Savings Assistance (ESA) Program and funding from water agencies to provide incremental water conservation services. Each water agency financially supports a unique set of services based upon factors, including water conservation goals and available budget. WCP services included:

- Conducting water conservation assessments
- Evaluating toilets for leaks using toilet dye tabs
- Assessing and replacing eligible toilets
- Conducting outdoor water use assessments
- Performing water meter checks
- Isolating leaks
- Providing water conservation education
- Delivering water conservation items, such as hose nozzles, shower timers, and water agency program literature

The WCP is administered by Richard Heath & Associates, Inc. (RHA)

WATER AGENCY PARTNERS

WCP worked with 10 agencies in 2020:

1. Alameda County Water District
2. California American Water – Merced
3. California American Water – Monterey
4. California American Water – Sacramento
5. California American Water – Santa Rosa
6. City of Santa Cruz Water Department
7. Solano County Water Agency
8. Sonoma Water
9. Valley Water
10. Yuba Water Agency

Combined, the service area covered nine counties: Alameda, Merced, Monterey, Sacramento, Santa Clara, Santa Cruz, Solano, Sonoma, and Yuba counties.

A map of the participating water agencies can be seen on the next page.

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- **Contracts Renewed in Quarter 1:**
  - Alameda County Water District
  - City of Santa Cruz
  - Solano County Water Agency
  - Yuba Water Agency

- **Contracts Renewed in Quarter 3:**
  - California American Water – Sacramento
  - California American Water – Monterey
  - California American Water – Santa Rosa

- **Launched in Quarter 3:**
  - California American Water – Merced
  - Sonoma Water

- **Did not launch due to COVID:**
  - Valley Water

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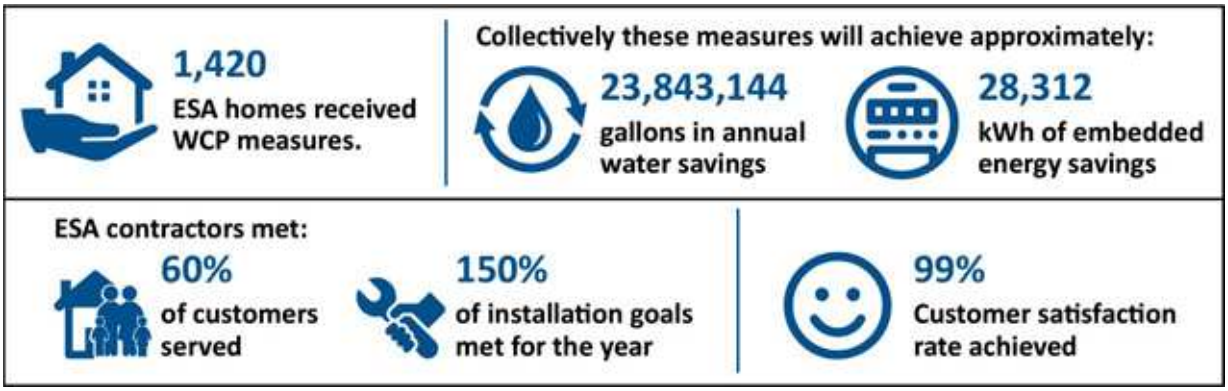
SUCCESSES AND LESSONS LEARNED

Despite the unique challenges of 2020, WCP was able to pivot and deliver deeper water savings per home than in 2019, increasing the overall water savings and associated embedded energy savings by 27%. Program achievements included:



PROGRAM SUCCESSES INCLUDED:

1. **1,420 ESA homes received WCP measures.** Collectively, these measures will achieve approximately 23,843,144 gallons in annual water savings and 28,312 kWh of embedded energy savings. By contrast, in 2019, WCP served 3,347 homes, saving 19,215,703 gallons annually and 22,259 kWh of embedded energy.[1]

2. **ESA contractors met over 150% of program installation goals for the year.** Even with three months of production loss due to Covid-19 and stop-work orders, ESA contractors were able to install more water measures per home than ever before. New and effective strategies were developed to pre-screen ESA customers over the phone for both ESA and water measures. This enabled WCP contractors to become more astute at identifying qualifying ESA and WCP customers over the phone while minimizing face-to-face time with customers.

3. **The program achieved high customer satisfaction rates.** Over 99% of customers surveyed through telephone quality assurance calls were very satisfied with program services.

[1] These numbers are slightly higher than reported in the 2019 Annual Report due to a data export issue causing a miscalculation.

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LESSONS LEARNED INCLUDED:

1. **Program design was unique for each water partner.** PG&E hired RHA to develop relationships with water agencies and establish collaborative water programs. Due to the varying types of water partners: municipal water retailers, water wholesalers, wastewater agencies, and water IOUs, the program development and contracting process was unique to each agency and varied in duration. Some contracts had to go through multiple layers of review and ultimately could not be launched until approved by a board or city council. The cycle time for some agencies lasted only a few months while, for others, it took as much as a full year.

2. **Program partners and stakeholders had to overcome many administrative obstacles.** These included concerns regarding sole sourcing for large budget programs, identifying and obtaining program funding, and meeting prevailing wage criteria for publicly funded agencies.

3. **Water agency service territories do not necessarily align with PG&E ESA boundaries.** This required significant research, planning, and mapping to identify which water agency served each customer.

4. **COVID-19 concerns created unforeseen challenges to program production.** With the shelter-in-place order issued in early March and the subsequent stop-work order for the ESA program, nearly three months of production time was lost. Additionally, some counties remained closed to residential programs for months longer than other areas, particularly in the Bay Area. Valley Water's program in Santa Clara County did not open at all to any residential programs.

2. BACKGROUND

HOW THE WCP STARTED

The WCP evolved in response to a mandate from the California Public Utilities Commission (CPUC) to design a partnership framework that would co-fund programs to reduce energy consumption by the water sector. In 2016, PG&E developed a plan to meet the CPUC requirement by leveraging its ESA program to deliver water conservation services co-funded by water agencies.

In 2016 and 2017, PG&E worked with two water agencies to conduct a test program that delivered water conservation offerings to PG&E ESA customers during ESA appointments (water conservation assessments, education, and measures). For PG&E, the program proved that incremental energy conservation could be achieved through the embedded energy savings of water conservation. The program also proved successful for water agencies by enabling them to leverage PG&E's existing visits to offer water conservation measures.

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LAUNCHING A FULL-SCALE PROGRAM

After the success of the test program, PG&E proceeded to plan for a scaled program in 2018. As part of the planning and collaboration efforts, RHA hosted a webinar for PG&E and water agencies to discuss program details. Key discussion topics included:

- Best practices and lessons learned from the test program
- How PG&E and water agencies could best work together
- Available funding for low-income programs
- Existing water conservation rebate programs
- Labor laws and potential impacts on the WCP
- Program measures and associated savings
- Number of potentially eligible homes to be served

Following the webinar, program stakeholders collaborated to identify solutions to potential problems, finalized details, and developed a detailed plan for full-scale program launch. The scaled program officially launched in August 2018.

3. WATER AGENCY CONTRACTS

The WCP water agency partners include many different types: water wholesalers, water retailers, investor-owned utilities, and sanitation districts. The diverse nature of each organization presented its own unique needs and constraints. For example, the water agencies did not have the same budgets (some had low-income budgets and had to request special funding for the program.) As a result, RHA worked with each agency to develop customized contracts to meet agency budgets and water conservation goals.

Table 1 below summarizes each WCP contract in 2020.

Table 1. 2020 WCP Contracts

Contract Description	Alameda County Water District	California American Water, Merced	California American Water, Monterey	California American Water, Sacramento	California American Water, Santa Rosa	City of Santa Cruz Public Works	Solano County Water Agency	Sonoma Water	Valley Water	Yuba Water Agency
Estimated Number of ESA Homes to be Served	400	50	120	120	40	400	1500	250	100	1000
Current Contract Period	7/1/20 - 6/30/21	7/1/20 - 12/31/20	7/1/20 - 12/31/20	7/1/20 - 12/31/20	7/1/20 - 12/31/20	7/1/20 - 6/30/21	7/1/19 - 6/30/21	7/1/20 – 12/31/21	1/1/20 - 12/31/20	8/1/18 - 12/31/20
Program Launch Date	9/1/2019	7/1/2020	10/1/2018	10/1/2018	10/1/2018	10/1/2019	8/1/2018	7/2020	TBD	8/15/2018

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Contract Description	Alameda County Water District	California American Water, Merced	California American Water, Monterey	California American Water, Sacramento	California American Water, Santa Rosa	City of Santa Cruz Public Works	Solano County Water Agency	Sonoma Water	Valley Water	Yuba Water Agency
Territory to be Served	Cities of Fremont, Newark and Union City	Meadowbrook area of Merced County	Monterey County - Cal Am territory	Sacramento County - Cal Am territory	Larkfield area only	City of Santa Cruz only	Solano County	Six sanitation districts in Sonoma County	Santa Clara County only	Yuba County Only
Organization Type	Retailer	Investor-Owned Utility	Investor-Owned Utility	Investor-Owned Utility	Investor-Owned Utility	Retailer	Wholesaler	Wastewater / Wholesaler	Wholesaler	Wholesaler
Program Type	Full-Scale Direct Install Program	Full-Scale Direct Install Program	Full-Scale Direct Install Program	Full-Scale Direct Install Program	Full-Scale Direct Install Program	Full-Scale Direct Install Program	Full-Scale Direct Install Program	Full-Scale Direct Install Program	Pilot Program	Full-Scale Direct Install Program
Number of ESA Contractors Assigned	1	1	1	2	1	2	2	1	1	2
Toilet Dye Tab Test & Toilet Retrofit Assessment	X	X	X	X	X	X	X	X	X	X
Basic Outdoor Leask Assessment	X	X	X	X	X				X	X
Meter Check & Leak Location Test	X	X	X	X	X				X	X
Water Agency Supplied Education	X					X			X	X
High Efficiency Toilet Installation	X	X	X	X	X	X	X		X	X
Shower Timer		X	X	X	X	X				X
Hose Nozzle		X	X	X	X	X				X
Distribution of Water Agency Information / Materials	X					X			X	X

4. BUDGET

PG&E provided RHA with a budget of $100,000 in 2020 to continue the water partner recruitment and program contract process. The strategy for program year 2020 was to front load water agency outreach, proposals, and contract negotiations in the first half of the year. This approach is especially helpful when

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working with municipal water agencies, many of whom operate on a July – June fiscal year, making Q1 and Q2 engagement critical.

WATER AGENCY CONTRIBUTION

The growth in the WCP from its launch in August of 2018 has been substantial. Many programs began as small pilots and later evolved into larger, full-scale programs with substantially larger investments once program success was proven. In 2020, water agencies contributed $491,117 for the delivery of WCP water coordination services, accounting for almost a 5:1 funding ratio, with water agencies contributing five dollars for every one dollar of PG&E's annual program contribution. This was up from a 3:1 ratio in 2019. For 2021, it is anticipated that this ratio will increase to 8:1.

5. PRODUCTION

HOMES SERVED

Services funded by nine water agencies were delivered to 1,420 homes served by ESA in 2020. Services to customers of the tenth agency, Valley Water, were not launched due to COVID-19 safety concerns on the part of the water agency.

Alignment of water agency territories with ESA contractors can be challenging. ESA contractors are assigned territories by county, but frequently there are several water agencies within one county, or one water agency might merge into two separate counties. An example of this is California American Water. In 2020, ESA contractors served 4 of their districts, residing in Merced, Monterey, Sacramento, and Sonoma counties. However, the California American Water districts occupy only a small portion of each county. As ESA contractors serve homes within their designated counties, they may not be within a contracted WCP area, thus there were times when little to no production was seen in those areas for the WCP.

The breakdown of total homes served by agency in illustrated in Table 2.

Table 2. Total Homes Served

Agency	Total Homes Served
Alameda County Water District	106
California American Water, Merced	51
California American Water, Monterey	72
California American Water, Sacramento	40
California American Water, Santa Rosa	6
City of Santa Cruz	215
Solano County Water Agency	577
Sonoma Water	31

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Agency	Total Homes Served
Valley Water	0
Yuba County Water Agency	322
Total Homes Served	**1,420**

The breakdown of WCP homes served by month for each water agency in 2020 is illustrated below in Table 3.

Table 3. WCP Homes Served in 2020 by Month

Month	Alameda County Water District	California American Water, Merced	California American Water, Monterey	California American Water, Sacramento	California American Water, Santa Rosa	City of Santa Cruz	Solano County Water Agency	Sonoma Water	Valley Water	Yuba County Water Agency
January	31	n/a	n/a	n/a	n/a	14	170	n/a	n/a	29
February	11	n/a	n/a	n/a	n/a	4	201	n/a	n/a	13
March	29	n/a	n/a	n/a	n/a	4	9	n/a	n/a	7
April	0	n/a	n/a	n/a	n/a	0	0	n/a	n/a	0
May	0	n/a	n/a	n/a	n/a	0	0	n/a	n/a	0
June	0	n/a	n/a	n/a	n/a	15	0	n/a	n/a	34
July	2	0	13	40	0	4	0	0	n/a	35
August	17	17	15	0[2]	0	7	0	0	n/a	49
September	9	15	7	0	0	96	56	0	n/a	26
October	0	14	6	0	6[3]	33	59	4	n/a	28
November	4	5	16	0	0	37	42	15	n/a	27
December	3	0	15	0	0	1	40	12	n/a	74
Total	**106**	**51**	**72**	**40**	**6**	**215**	**577**	**31**	**n/a**	**322**

HOME TYPE

Four different types of homes were served by WCP contractors in 2020, as shown below in Table 4 and Figure 1.

[2] After the 40 homes were served in July for this district, the full budget for this area was consumed. Therefore, no additional production is seen for the remainder of the year in this area.

[3] The Santa Rosa district of California American Water is small, and it was difficult for ESA contractors to locate qualifying ESA customers within the designated water agency territory, thus leading to low production numbers for this area.

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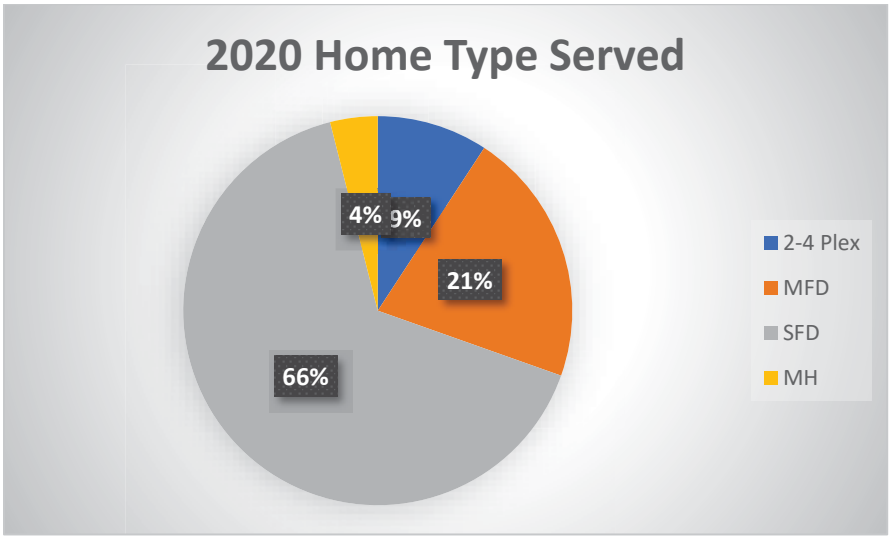
Table 4. WCP Home Types Served by Agency in 2020

	Single Family	Multifamily	2-4 Plex	Mobile Home
Alameda County Water District	55	35	4	12
Cal. Am. Water – Merced	51	0	0	0
Cal. Am. Water – Monterey	65	0	0	0
Cal. Am. Water – Sacramento	40	0	0	0
Cal. Am. Water – Santa Rosa	6	0	0	0
City of Santa Cruz Public Works	0	215	0	0
Solano County Water Agency	393	31	115	40
Sonoma Water	31	0	0	0
Valley Water	n/a	n/a	n/a	n/a
Yuba Water Agency	284	20	12	4
Totals	**932**	**301**	**131**	**56**

Figure 1. Percent of Homes Served by Type in 2020



RENTER VS. OWNER

Figure 2 below shows a percent breakdown of the homes served in the WCP in 2020 that were renter occupied versus owner occupied.

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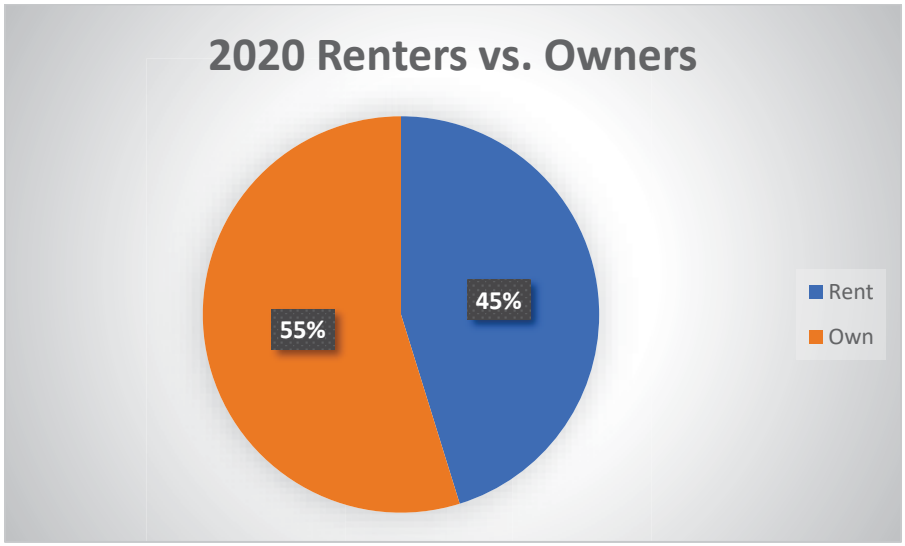
Figure 2. Percent of Renters Vs. Owners in 2020



MEASURES SERVED

A breakdown of WCP measures served in 2020 is illustrated below in Table 5.

Table 5. WCP Measures Served by Agency in 2020

Measures Served	Alameda County Water District	California American Water - Merced	California American Water - Monterey	California American Water - Sacramento	California American Water - Santa Rosa	City of Santa Cruz	Solano County Water Agency	Sonoma Water	Valley Water	Yuba Water Agency	Total
Toilet Assessment	181	35	61	64	10	202	1,007	106	n/a	450	2,116
Toilet Retrofits	75	22	40	40	6	187	359	97	n/a	264	1,090
Outdoor Assessments / Meter Checks	49	19	18	40	2	n/a	n/a	n/a	n/a	95	223
Shower Timers	n/a	38	74	80	12	n/a	n/a	n/a	n/a	460	664
Hose Nozzles	n/a	19	37	40	6	n/a	n/a	n/a	n/a	290	392
Other Giveaway Items	106	19	37	40	6	200	n/a	87	n/a	322	817
Water Education	106	19	37	40	6	200	n/a	87	n/a	322	817

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PRODUCTION BY CONTRACTOR

Seven contractors delivered services for the WCP in 2020. Contractors received detailed training prior to program launch and additional support through monthly meetings with RHA. Monthly meetings included production check-ins, discussions about successes and challenges, and forecasting for the upcoming month.

Each contractor received a calendar-year major measure goal for each agency program they were contracted to serve. Major measures include those measures that require skill and training to perform: Toilet assessments, toilet retrofits, and outdoor assessments / meter checks. These are measures that are of the most value to the water agency in terms of production.

The ESA contractors met an average of 150% of their WCP major measure goal for measures served in 2020. This was a huge achievement and was attributed to many more toilets assessed and qualifying for retrofits due to water agencies lowering the qualification criteria. They met only 60% of their homes-served goals, but this was in spite of nearly three months without production during the stop-work order. Additionally, ESA contractors shifted strategy and began conducting telephone assessments to determine which customers qualified for both ESA and water measures over the phone through pre-assessments. WCP customers that did not qualify for toilet retrofits, were still offered other program measures. There were more toilet retrofits performed using this strategy than previously seen. Toilet retrofits are a high dollar measure, so the more installed, the less overall homes could be served within each program budget.

The new strategies employed by ESA contractors offering WCP services greatly increased water savings in low-income customer homes and proved to be highly successful in the COVID-19 era.

Table 6 below shows contractor measure goals, progress, and percent of goal met for the year.

Table 6. ESA Contractor WCP Measures Summary for 2020

ESA Contractor	Water Agency	2020 Measure Goal	Q1	Q2	Q3	Q4	Total Measures Served	% Goal
QCS	California American Water – Santa Rosa	20	n/a	n/a	11	16	17	135
	Solano County Water Agency	550	236	20	262	153	698	122
	Sonoma Water	60	n/a	n/a	56	31	87	145
	Alameda County Water District	100	71	0	28	27	116	126

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ESA Contractor	Water Agency	2020 Measure Goal	Q1	Q2	Q3	Q4	Total Measures Served	% Goal
RWI	California American Water – Sacramento	50	n/a	n/a	85	0	85	170
	Yuba Water Agency	100	53	15	43	52	217	148
Staples, Monterey	Cal Am – Monterey	100	n/a	n/a	81	72	153	153
	City of Santa Cruz Water	100	60	7	39	42	148	148
Staples, Sacramento	California American Water – Sacramento	50	n/a	n/a	82	0	82	164
SALCO	Yuba Water Agency	30	10	15	5	15	50	167
BIC	California American Water – Merced	20	n/a	n/a	18	19	37	185
CHOC	Solano County Water Agency	1,300	644	50	567	478	1,739	134

DIFFERENCES IN PRODUCTION FROM 2019 TO 2020

The WCP saw some dramatic differences in the number of homes served and the average water agency-leveraged dollars per home in 2020 versus 2019. Please note that the calculated leveraged funding is water agency-funded dollars for only pass-through costs to fund the WCP measures. It does not include administrative fees for the program or PG&E's investment.

Table 7 below shows the variance in data:

Table 7. Production Variances from 2019 to 2020

	2019	2020
Homes Served	3,347	1,420
Leveraged Funding	$525,125.00	$871,811.00
Average Cost / Home	$157.00	$614.00

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Reasons for Variance:

1. **Modified Toilet Retrofit Criteria** – In 2020, all water agencies agreed to lower the threshold for toilet retrofits, expanding to include all toilets that are 1.6 gallons per flush as eligible to be retrofit in each program. The result was that 75% of the time an assessed toilet qualified for a retrofit, versus 35% previously (when only 3.5 gpf toilets or greater were eligible to be retrofit), allowing for more funding spent on toilet installations, increasing the amount spent per home.

2. **New Contractor Strategies** – To ensure the safety of customers and staff alike during the spread of Covid-19, contractors were tasked with developing new and innovative ways to continue service delivery. To minimize customer contact time, contractors began pre-qualifying customers over the phone for both ESA and WCP eligibility. This method proved highly efficient and enabled contractors to minimize WCP assessment time in each home and know which customers qualified for program services ahead of time. This proved to be highly efficient for the program and allowed more retrofits to occur that brought on additional water conservation and savings on customer water bills.

6. QUALITY CONTROL

RHA performed two primary quality control activities to ensure positive customer experiences:

1. **Telephone Quality Assurance Calls:** A minimum of 5% of customers served were contacted to inquire about their experiences. Customers were asked questions about the contractor representative who provided the service and their professionalism, customer satisfaction with installed measures, and overall satisfaction with the program.

In 2020, 146 customers received quality assurance calls. Ninety-nine percent of customers were satisfied with the program.

Those who were less than satisfied reported the following issues:

- **Issue Type:** Leaking Toilet
  - Toilet was continually running after installation
- **Resolution:** RHA worked with the installation contractor who returned to the home to assess the issue. It was determined that the toilet had a faulty flapper, which was replaced and tested for proper function. The customer expressed satisfaction with the outcome in a subsequent follow-up call.

2. **Ride-Alongs:** While normally a standard part of the WCP, due to COVID-19 safety issues, no ride-alongs with contractors were conducted in 2020.

3. **Installation Photo Review:** Contractors serving the WCP are required to take careful BEFORE photos prior to toilet removal. They must show the date stamp and gallons per flush in the

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photo and the surrounding subfloor to ensure it qualifies for a program retrofit. Once the new toilet is installed, an AFTER photo is taken that will demonstrate installation standards were met. All photos are reviewed by RHA's program management team prior to approval for contractor reimbursement.

7. SAVINGS

The WCP achieved some great water and embedded energy savings in 2020. Calculated savings can be seen below in Table 8.

Table 8. WCP Savings

Measure	# of Measures Installed	Water Savings in (gallons / year)	Embedded Energy Savings (kWh)
0.8 gpf High Efficiency Toilet	1,050	21,000,000	18,942
Shower Timer	584	1,892,744	4,257
Hose Nozzles	352	950,400	5,113
Total Water Savings to Date		**23,843,144**	**28,312**

Note: The above savings were calculated using data from the CPUC Water / Energy Calculator documented in the Water Energy Nexus workpaper.

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10. Appendix E: PG&E's Alternative Non-Deed Restricted Multifamily Property Analysis

Appendix E – Alternative Non-Deed Restricted Multifamily Property Analysis with 80%+ ESA Eligibility

In the tables below, PG&E provides an alternative analysis using the Athens-based methodology to determine ESA eligibility for non-deed restricted properties. Section 1.16 of the Annual Report outlines an enhanced approach to determining ESA eligibility. Table 8 tabulates ESA eligible properties using the Athens methodology which predicts eligibility rates at the 7-digit ZIP code level. The totals in each are calculated by summing the property, building and unit counts across ZIP codes that have Athens-predicted eligibility falling in one of the four bins. For instance, Athens predicts 85% eligibility for ZIP code 93660-04, so every multifamily property located in that ZIP code is assigned to the "80+" bin. When Athens predictions are unavailable at the 7-digit ZIP code level, the predictions are assigned based on average predictions evaluated at the 5-digit level.

Compared to the CARE-based eligibility predictions reported on Table 1, the Athens predictions assign fewer properties to the 80+ eligible bin. Athens assigns 1,126 properties to this bin while Table 1 reports 1,991, a 43% difference. One possible explanation for this difference is that Athens reports region-wide eligibility rates and assigns them uniformly across properties, while the distribution of income qualified eligibility is highly skewed. In other words, income qualified customers appear to cluster within a subset property, regardless of ZIP code.

Using regional averages to predict property-level eligibility works best when eligibility rates are relatively uniform across properties within the defined region. The fact that income qualified customers tend to cluster within a smaller subset of properties suggests that region-wide rates will underestimate the properties at the tails of the distribution—those that have exceptionally high eligibility rates.

Table 8: Athens-based Tabulations of ESA Eligibility[1]

	Deed-Restricted			Non-deed Restricted		
Eligible %	Properties	Buildings	Units	Properties	Buildings	Units
Less than 50	1,071	4,938	109,099	21,567	41,629	589,462
50 to 64	521	3,042	44,738	3,828	10,943	121,465
65 to 79	411	2,708	31,383	2,496	6,517	70,599
80+	262	1,804	17,794	1,126	2,681	27,616
Unknown	77	447	5,790	688	1,976	29,389
Total	2,342	12,939	208,804	29,705	63,746	838,531

[1] Athens did not have predictions for ZIP codes of 765 properties, tabulated in the "Unknown" column.

Tables 9 through 13 report statistics for the subset of Non-Deed Restricted properties that have 80+ percent eligibility according to the Athens-based tabulations. This subset includes 1,126 5+ unit attached multifamily properties.

Table 9: Total Annual Electricity Usage

Category	Number of Properties	Average Sq. Ft.	Total 2020 Annual MWh	Total 2020 Annual MWh for Common Areas	Total 2020 MWh for Units	Total 2020 Annual MWh for Master Meters
Sq. Ft. <99,999	953	14,433	90,956	13,377	77,579	8,354
Sq. Ft. >100,000	20	210,734	20,397	4,877	15,520	952
Totals	973	18,468	111,353	18,254	93,099	9,306

Table 10: Total Annual Gas Usage

Category	Number of Properties	Average Sq. Ft.	Total 2020 Annual MWh	Total 2020 Annual MWh for Common Areas	Total 2020 MWh for Units	Total 2020 Annual MWh for Master Meters
Sq. Ft. <99,999	891	13,942	106,319	28,353	77,966	46,278
Sq. Ft. >100,000	17	207,061	20,894	1,676	19,217	9,198
Totals	907	17,563	127,213	30,030	97,184	55,476

Table 11: Average Energy Use Intensity (EUI)

PG&E Service	Properties	EUI
Dual Fuel	809	54.7
Electric Only	164	22.3
Gas Only	99	30.7

Table 12: Year of most Recent ESA Treatment

Most Recent ESA Treatment	Properties	Units
2002	1	1
2003	81	292
2004	101	471
2005	156	833
2006	144	937
2007	111	680
2008	123	615
2009	140	867
2010	189	635
2011	182	751
2012	193	686
2013	211	993
2014	250	1,612
2015	188	829
2016	143	544
2017	156	887
2018	182	875
2019	231	1,155
2020	118	557

Table 13: Year of most Recent Renovation[2]

Most Recent Renovation	Properties	Units
(1990,2000]	1	66
(2000,2010]	11	1,404
2010+	10	327
None Recorded	1,104	25,819

[2] Totals only reflect properties with CoStar records.

11. Appendix F: PG&E's Multifamily Market Characterization Report

Appendix F – PG&E Multifamily Market Characterization

Executive Summary

In 2020, PG&E contracted Res-Intel to create a comprehensive multifamily dataset which will serve as a resource for program operations and future research conducted by utility staff, contractors and implementers. This project addressed the information gaps in PG&E's multifamily housing sector and its energy consumption patterns. The multifamily dataset includes all residential properties with a multifamily tax assessor use code as well as residential properties labeled multifamily by the CoStar database. The dataset does not include multifamily properties with fewer than five units (attached or detached), manufactured homes or mobile homes, which were screened from the dataset using tax assessor Use Code records.

Res-Intel collected multifamily property records and paired these records with PG&E provided tenant and common area utility meter metadata and consumption data to produce an accurate property-level dataset. Res-Intel used satellite imagery, spatial analysis, and statistical techniques to aggregate tax records into appropriate multifamily properties. The following are some of the key findings of the data aggregation:

1. Property records for key attributes are often missing from the available databases and must be predicted using machine learning models.
    - Floor area records were missing for 4% of the properties, number of units for 7% , and construction year for 13% , number of buildings for 28% and number of floors for 9% .
2. The CoStar Multifamily Property database cointained records for 69% of multifamily properties in PG&E territory. The remainder of records were obtained from the county tax assessor databases.
3. Only 7% of 5+ attached unit multifamily properties contain some type of deed restriction or other low income housing subsidy.

PG&E's service territory contains a bigger share of large multifamily properties than other regions of California. One-fourth of multifamily units are housed at properties that span multiple parcels or addresses. Among the multifamily properties in PG&E territory, we identify several key findings:

1. There are an estimated 43,920 multifamily (2+ unit) sites in California with at least one PG&E gas or electricity meter. Among these sites, 32,320 have sufficient data to construct a comprehensive energy consumption profile. Of the multifamily sites, 32,047 are 5+ attached unit sites.
2. 90% of 5+ unit multifamily properties have 60 or fewer units, but large 61+ unit properties account for 57% of all 5+ unit multifamily housing units.
3. More recent building vintages are typically larger because (1) they house more units, and (2) they have greater floor area per unit.

The following findings were derived from the analysis of site-level energy consumption:

1. Some multifamily properties have meters designated as commercial rather than residential: 2.1% of multifamily electric meters and 0.9% of gas meters are commercial. Commercial designation is likely used for meters that measure common area energy consumption.
2. Electricity meters have a linear, nearly one-to-one relationship with the number of residential units at a property. This is not true for gas meters, which typically number far fewer than the number of residential units. This can be attributed to natural gas master metering, where one utility meter services multiple residents, or to the presence of electic-only residential units.
3. 43% of the statistical variation in building energy consumption is explained by differences in energy expended on heating and cooling activities. Heating accounts for the majority of weather-related changes in energy consumption.
4. Levels of heating energy consumed increase substantially with building age. The most recently built multifamily properties expend less than half as much heating energy as pre-1940 buildings.
5. On-site building energy use per square foot declines significantly among newer buildings. Source energy, however, which adjusts for additional transmission and generation energy required for on-site consumption, trends upward among more recently built properties. This trend is at least partly a consequence of newer vintages relying more heavily on electricity.
6. Properties listed in the CoStar database that have more units and better building quality ratings that expend less energy on heating and cooling.
7. Low income designated buildings where residents pay below-market rental rates do not consume any more or less energy than similar properties that charge market rates. These low income properties tend to be newer and include more units.