BEFORE THE PUBLIC UTILITIES COMMISSION OF THE

STATE OF CALIFORNIA

Application of Southern California Edison Company (U 338-E) for Approval of its Energy Savings Assistance and California Alternate Rates for Energy Programs and Budgets for Program Years 2015-2017.	Application 14-11-007
And Related Matters.	Application 14-11-009 Application 14-11-010 Application 14-11-011

MONTHLY REPORT OF SOUTHERN CALIFORNIA EDISON COMPANY (U 338-E) ON LOW INCOME ASSISTANCE PROGRAMS FOR MARCH 2021

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Dated: April 21, 2021

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE

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And Related Matters.	Application 14-11-009 Application 14-11-010 Application 14-11-011

MONTHLY REPORT OF SOUTHERN CALIFORNIA EDISON COMPANY (U 338-E) ON LOW INCOME ASSISTANCE PROGRAMS FOR MARCH 2021

In accordance with Ordering Paragraph 113 of Decision (D.) 16-11-022, Southern California Edison Company (SCE) hereby submits the attached monthly status report on its Energy Savings Assistance (ESA) and California Alternate Rate for Energy (CARE) program efforts. This report represents year-to-date ESA and CARE program results and expenditures through March 2021, and includes SCE's report on intensified ESA activity in the Aliso Canyon impacted area pursuant to D.16-04-040.

Respectfully submitted,

ANNA VALDBERG
ANGELA WHATLEY

/s/ Angela Whatley
By: Angela Whatley

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Dated: April 21, 2021

Attachment

ESA and CARE Program Report

Southern California Edison Company's (SCE)

Energy Savings Assistance (ESA) Program

and

California Alternate Rates for Energy (CARE) Program

Monthly Report

March 2021

LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

This monthly report complies with the low income reporting requirements established in Decision (D.)16-11-022/D.17-12-009, and with all reporting and program evaluation requirements established for the California Alternate Rates for Energy (CARE) and Energy Savings Assistance (ESA) Programs and provides information on CARE and ESA Program accomplishments and expenditures in 2021 up to and including March 31, 2021.

1. Energy Savings Assistance Program Executive Summary

The objective of SCE's Energy Savings Assistance (ESA) Program is to help income-qualified customers reduce their energy consumption and costs while increasing their health, comfort, and safety at no cost to them. Through the ESA Program, SCE offers several energy-efficient appliances to income-qualified customers, including energy-efficient refrigerators and air conditioners, and home efficiency solutions like weatherization that can help customers save energy and money. The ESA Program is available to income-qualified customers living in single-family, multifamily, and mobile homes, including homeowners and renters. To be eligible for the program, customers must meet the program's income guidelines, which are established by the California Public Utilities Commission (CPUC) and updated annually. Specific measures are authorized according to criteria observed in each home for existing appliances and feasibility of installation.

Coronavirus (COVID-19) Program Impacts

On March 4, 2020, California Governor Gavin Newsom declared a State of Emergency to help the state prepare for the broader spread of the COVID-19 virus. On March 19, the Governor issued a “Stay at Home” order for non-essential workers.

On March 20, 2020, SCE issued a letter regarding the Operational Changes in Response to COVID-19 Pandemic. This letter suspended all face-to-face interaction between ESA Prime Contractors and SCE customers, including but not limited to customer outreach, enrollment, installation, and inspection work. This suspension was extended to April 30, 2020 and then extended further to May 31, 2020 in SCE’s subsequent letters issued on April 7, 2020 and April 28, 2020.

On March 23, 2020, the CPUC issued a letter requesting the California Investor Owned Utilities (IOUs) to offer a 30-day advance payment option to Prime Contractors. To help provide assurance and mitigate financial impacts to the ESA workforce as a result of the COVID-19 work restrictions, SCE offered all eligible Prime Contractors 30-day advance payment offers and expedited payments on outstanding invoices outside of standard payment terms. SCE processed and released a total of $2,129,470.27 in advanced

payments for all the Prime Contractors that accepted the first 30-day advance payment offers and signed a binding Letter Agreement contract.

On April 7, 2020, the CPUC issued a second letter directing the IOUs to offer additional measures to ESA Prime Contractors to help sustain their workforce. The letter required the IOUs offer an additional 30-day advance payment to the ESA Prime Contractors that accepted the first 30-day advance payment offer and to offer a new 60-day advance payment to the eligible ESA Prime Contractors that did not accept the initial 30-day offer. SCE offered all eligible Prime Contractors additional 30-day or new 60-day advance payment offers and continued to expedite payments on outstanding invoices outside of standard payment terms. SCE processed and released a total of $4,549,331.70 in advanced payments for all the Prime Contractors that accepted an additional 30-day or new 60-day advance payment offer and signed a binding Letter Agreement contract. As of April 30, 2020, SCE has released a total of $6,678,801.97 in advance payments.

On May 21, 2020, the CPUC provided guidance on the ESA Program suspensions. The notice confirmed that ESA Program Administrators should follow the applicable state and local health orders whichever is more restrictive. Effective June 1, SCE removed the previous restrictions on face-to-face interactions between ESA contractors and SCE customers. SCE requested ESA contractors to follow SCE's safe work practices guidance at minimum as well as the most restrictive state, county, or local orders for all relevant work activities

On May 28, 2020, the CPUC issued Resolution E-5074 that ratified the Executive Director's letters to direct IOUs to offer a 60-day advance payment to ESA Contractors. The Resolution asked SCE to provide new, updated terms for offers already accepted by Contractors if necessary, to comport with the Resolution, and new updated offers for those Contractors that did not already accept a 60-day advance payment. The Resolution also modifies the calculation of a Post-Pandemic Return to Service (PPRS) credit that will be calculated as a percent of the Prime Contractor's monthly invoice and applied as a dollar credit towards the Contractor's advance payment. The 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 may only be applied to paying back advance funds that went towards labor costs and other employee costs critical to sustaining the workforce. SCE offered all eligible Prime Contractors new or updated terms to comply with the Resolution. As of June 2020, SCE has released a total of $6,867,426.71 in advance payments.

On June 12, 2020, pursuant to Ordering Paragraph (OP) 8 of Resolution E-5074, SCE provided notice to the Prime Contractors of the proposed percentage for the PPRS Credit calculation. On June 15, 2020, SCE provided 30-day advance notice to Prime Contractors signifying July 15, 2020 as the start of the six-month PPRS credit-earning period in accordance with OP 7 of Resolution E-5074. A Joint Tier 1 Advice Letter Proposing a Reporting Template for ESA Prime Contractors and a Joint Tier 2 Advice Letter to Propose a PPRS Percentage, both in Compliance with Resolution E-5074 were filed on June 29, 2020.

On July 15, 2020, the ESA Prime Contractors were notified by email that SCE is re-evaluating the start of the six-month PPRS credit-earning period in response to Governor Gavin Newsom's July 13th ordering of several sectors to once again shut down amid an increasingly concerning COVID–19 surge. On July 21, 2020, SCE sent a formal notice to ESA Prime Contractors stating that SCE is delaying the start of the six-month credit-earning period and has not yet decided on a date as to when the credit-earning period will begin. Additional communication will be sent to Prime Contractors regarding the timing of PPRS credit-earning period.

On September 25, 2020, a Supplemental Joint Tier 1 Advice Letter proposing a reporting template for ESA Prime Contractors in compliance with Resolution E-5074 was filed. The purpose of this joint supplemental advice letter was to provide an updated reporting template for Prime Contractors to use in their reporting of advance funds usage to the IOUs.

On October 30, 2020, SCE provided 30-day advance notice to Prime Contractors signifying December 1, 2020 as the start of the six-month PPRS credit-earning period in accordance with OP 7 of Resolution E-5074. The PPRS credit is only earned through actual work performed in ESA eligible households during the period of December 1, 2020 to May 31, 2021 and may only be applied to paying back advance funds that went towards labor costs and other employee costs critical to sustaining the workforce.

SCE continues to work with its ESA contractors throughout the COVID-19 emergency. Below are specific activities SCE has conducted:

January 2021

- Continue offering virtual ESA program enrollment option to customers. Enrollment measures are delivered or dropped off through contactless delivery.
- In January, SCE ESA contractors enrolled over 960 customers via the virtual enrollment method.

February 2021

- Continue offering virtual ESA program enrollment option to customers. Enrollment measures are delivered or dropped off through contactless delivery.
- In February, SCE ESA contractors enrolled over 1,100 customers via the virtual enrollment method.

March 2021

- Continue offering virtual ESA program enrollment option to customers. Enrollment measures are delivered or dropped off through contactless delivery.
- In March, SCE ESA contractors enrolled over 1,723 customers via the virtual enrollment method.

Energy Savings Program Overview

1.1.1. Provide a summary of the Energy Savings Assistance Program elements

Program Summary for March			
2021	Authorized / Planning Assumptions[1]	Year-to-Date Actual	%
Budget	$40,926,751	$12,336,669	30%
Homes Treated	43,562	18,638	43%
kWh Saved	N/A	9,854,051	N/A
kW Demand Reduced	N/A	1,487	N/A
Therms Saved	N/A	N/A	N/A

1.2. Customer Enrollment and Outreach Update

SCE's outreach efforts in conjunction with the ESA program contractors utilize numerous channels and innovative approaches to inform and enroll customers. The following section describes some of the methods SCE implements monthly to enroll customers and conduct outreach activities to inform customers about the ESA program.

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

SCE's ESA contractors continue to enroll customers through tablet PCs (aka paperless enrollment) during the assessment process resulting in streamlined and expedited enrollments. The tablet PC eliminates the need for paper copies ensuring protection of customer data and helping protect the environment.

Continuing through the COVID-19 pandemic, in March there were 297 Assessors, representing 23 Contractors utilizing the paperless enrollment process, enrolling 12,739 households.

During the bridge funding period of January through June of 2021, the ESA program has a goal to retreat customers who are past participants in the ESA program. As such, SCE's outreach efforts in 2021 will focus on communicating to customers that have already

[1]Saving authorized in CPUC January 4, 2019 letter, "Disposition partially approving Southern California Edison (SCE) Company's Energy Savings Assistance (ESA) and California Alternate Rates for Energy (CARE) Mid-Cycle Update Advice Letter (AL) 3824-E, as supplemented, pursuant to Decisions (D.) 16-11-022 and (D.) 17- 12-009 and SCE advice letter 3743-E, as supplemented, pursuant to Resolution E-4885."

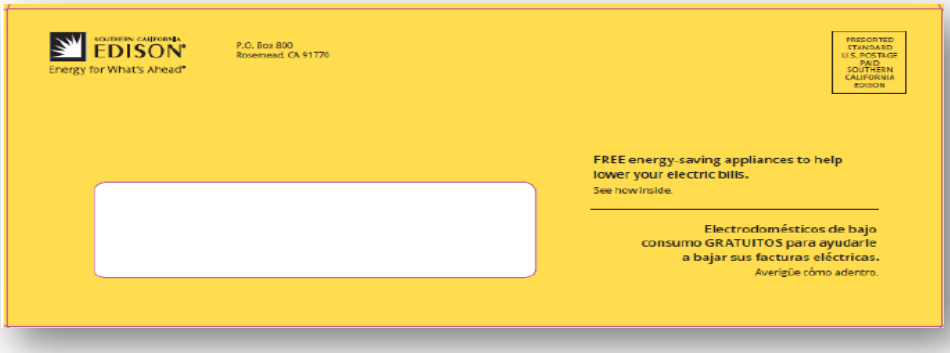
participated, about the possibility of obtaining additional energy efficient measures. The ESA program will also continue to market to first touch, new customers that have never participated in the ESA program. The March campaign focused on targeting new ESA participants as well as targeting outreach and communication to those customers eligible to be retreated.

Direct Mailers

In March, SCE sent approximately 328,840 direct mailers to new and existing CARE customers and non-CARE customers with a high probability of being eligible for the ESA Program. The letters targeted customers who have not participated in the ESA program and included messaging about the ESA program's virtual option for enrollment. As part of the outreach campaign to offer additional energy efficient measures and services, SCE sent approximately 368,500 direct mailers to past participants of the ESA program in March. Each letter also provides customers with the name and phone number for their local SCE ESA program contractor, allowing contractors to directly receive information for interested customers which could lead to potential enrollments. This streamlined process also creates efficiencies for both customer and contractor.

The campaign's creative for first touch and retreatment acquisition is shown below.

(double-sided English/Spanish)



SOUTHERN CALIFORNIA EDISON®
Energy for What's Ahead®

Open the door to free energy-saving appliances and even lower electric bills!

«Date»

«Customer Name»
«Mailing Address 1»
«Mailing Address 2»
«City, State Zip+4»
«BARCODE»

CALL YOUR LOCAL SCE-APPROVED CONTRACTOR TODAY!

«Contractor Name»
«1-800-999-9999»

Re: Service Account Number ending in «XXX» at «Service Account Address»

Dear «Customer Name»,

Did you know that with our Energy Savings Assistance program you may qualify to replace your older appliances that use lots of electricity with new energy-efficient models — for free? Whether you own or rent, the **program covers all costs** for purchasing and installing energy-efficient appliances and services that will help you save energy and money.

- Refrigerator Replacement
- Clothes Washer Replacement
- Pool Pump Replacement
- Lighting – LEDs and Torchiere
- Smart Power Strip
- Smart Thermostat
- Weatherization
- Freezer Replacement
- Evaporative Cooler
- Window or Wall AC Replacement
- Central AC Replacement

How it works.

Our approved contractor will review the program and qualifying guidelines either in person or by telephone, and will let you know the no-cost energy-saving home appliances and solutions available. When a contractor visits your home, they will be taking precautions such as using protective equipment (gloves and masks), sanitizing tools, and social distancing.

Don't miss this opportunity for free appliances that use less electricity and may help lower your bill. Call your local SCE-approved contractor below, or visit **sce.com/esap** for more information.

«Contractor Name»
«1-800-999-9999»

Funding is limited and available on a first-come, first-served basis.
This program is available to qualified customers **absolutely free**.
So, don't delay. Call your local SCE-approved contractor today.

Sincerely,

Marc Ulrich
Vice President, Customer Service Operations

Energy Savings Assistance Program™

P.S. Say **YES** to free energy-saving appliances and enjoy the ongoing savings and comfort of an energy-efficient home. Funding is limited. **Act now** — call **«1-800-999-9999»**.

The Energy Savings Assistance Program is funded by California utility ratepayers and administered by Southern California Edison under the auspices of the California Public Utilities Commission. Program and services are available to customers who meet specific household income guidelines or who participate in certain Public Assistance Programs. Services may not be available in all areas. Certain restrictions, such as age, size, and condition of the system or appliance to be replaced, may apply. All replacement refrigerators meet ENERGY STAR® standards and are top-freezer models without extra features, such as ice makers. Services are offered on a first-come, first-served basis until funding is expended or the program is discontinued. A copayment may be required for some services. Program may be modified or terminated without prior notice.

California consumers are not obligated to purchase any full fee service or other service not funded by this program.

This program is available to both homeowners and renters who meet qualifications. Renters may be required to obtain the property owner's written permission before services are delivered.

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SOUTHERN CALIFORNIA EDISON®
Energy for What's Ahead®

Open the door to free energy-saving appliances and even lower electric bills!

«Date»

«Customer Name»
«Mailing Address 1»
«Mailing Address 2»
«City, State Zip+4»
«BARCODE»

OUR PROGRAM HAS EXPANDED!

You may be eligible for additional free products and services.

Re: Service Account Number ending in «XXX» at «Service Account Address»

Dear Valued Customer,

As a former participant of Southern California Edison's (SCE) Energy Savings Assistance (ESA) program, we have some good news! Our program has expanded. Now you may qualify for additional energy-efficient appliances to help lower your bills. Keep in mind, whether you own or rent, the **program covers all costs** for the purchase and installation of the following to help you save energy and money.

- Refrigerator Replacement
- **New!** Clothes Washer Replacement
- Pool Pump Replacement
- Lighting – LEDs and Torchiere
- Smart Power Strip
- **New!** Smart Thermostat
- Weatherization
- **New!** Freezer Replacement
- Evaporative Cooler
- Window or Wall AC Replacement
- Central AC Replacement

How it works.

As before, our approved contractor will review the program and guidelines either in person or by telephone, and will let you know the additional energy-saving home appliances and solutions available to you under the program. When a contractor visits your home, they will be taking precautions such as using protective equipment (gloves and masks), sanitizing tools regularly, and social distancing.

Don't miss this opportunity for additional, eligible free appliances. Call your local SCE-approved contractor below, or visit **sce.com/esap** for more information.

«Contractor Name»
«1-800-999-9999»

Funding is limited and available on a first-come, first-served basis.

This program is available to qualified customers **absolutely free**.
So, don't delay. Call your local SCE-approved contractor today.

Sincerely,

Marc Ulrich
Vice President, Customer Service Operations

Energy Savings Assistance Program™

P.S. Say **YES** and continue to participate in ESA. Get more products and services and enjoy the ongoing savings and comfort of an energy-efficient home. Funding is limited. **Act now** — call «1-800-999-9999».

The Energy Savings Assistance Program is funded by California utility ratepayers and administered by Southern California Edison under the auspices of the California Public Utilities Commission. Program and services are available to customers who meet specific household income guidelines or who participate in certain Public Assistance Programs. Services may not be available in all areas. Certain restrictions, such as age, size, and condition of the system or appliance to be replaced, may apply. All replacement refrigerators meet ENERGY STAR® standards and are top-freezer models without extra features, such as ice makers. Services are offered on a first-come, first-served basis until funding is expended or the program is discontinued. A copayment may be required for some services. Program may be modified or terminated without prior notice.

California consumers are not obligated to purchase any full fee service or other service not funded by this program.

This program is available to both homeowners and renters who meet qualifications. Renters may be required to obtain the property owner's written permission before services are delivered.

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Emails

During the month of March, approximately 141,280 emails were deployed to customers with a "high probability" of being eligible for the ESA Program, which includes newly enrolled and existing CARE and non-CARE customers that had not previously participated in the ESA Program. As part of the outreach campaign to offer additional energy efficient measures and services, SCE sent approximately 141,990 emails to past participants of the ESA program in March. The email featured ESA Program information and directs interested customers to the ESA Program website.

The email campaign's creative for first touch and retreatment acquisition is shown below.

Douglas J, apply for the Energy Savings Assistance Program. View online.
Ver este mensaje en español.

SOUTHERN CALIFORNIA EDISON
Energy for What's Ahead™

SAVE MORE WITH FREE ENERGY-EFFICIENT APPLIANCES.

Learn More

Dear Douglas J,

Whether you own or rent your home, you may be eligible to participate in the Energy Savings Assistance Program (ESAP). Under this program, income-qualified customers of SCE can receive free energy-efficient appliances, installation, and services, including:

- Refrigerator Replacement
- Clothes Washer Replacement
- Freezer Replacement
- Weatherization
- Pool Pump Replacement
- Evaporative Cooler
- Window or Wall Air Conditioner Replacement
- Central Air Conditioner Replacement
- Lighting—LEDs and Torchiere
- Smart Power Strip
- Smart Thermostat

These free appliances and services are a great opportunity to save electricity and lower your monthly bill with a more energy-efficient home. Our approved contractor will review the program either in person or by telephone. When a contractor visits your home, they will be taking precautions such as using protective equipment (gloves and masks), sanitizing tools regularly, and social distancing. Don't delay — this program is available on a first-come, first-served basis.

Learn More

Best regards,

Marc Ulrich
Vice President, Customer Service Operations
Southern California Edison

Energy Savings Assistance Program

DO MORE AT SCE.COM | Pay Your Bill | View/Report Outages | Start/Stop Service | Stay Safe | Go Paperless

Privacy Notice | Contact Us

This email contains a marketing message from Southern California Edison.

To opt out of receiving SCE marketing messages, unsubscribe. Your removal request will be honored within 10 business days.

The Energy Savings Assistance Program is funded by California utility ratepayers and administered by Southern California Edison under the auspices of the California Public Utilities Commission. The program is offered on a first-come, first-served basis and is effective until funding is expended or the program is discontinued. Services may not be available in all areas. Certain restrictions, such as age, size, and condition of the system or appliance to be replaced, may apply. All replacement refrigerators meet ENERGY STAR® standards and are top-freezer models without extra features, such as ice makers. In some instances, you may be required to pay a copayment. Program may be modified or terminated without prior notice.

California consumers are not obligated to purchase any full-fee service or other service not funded by this program.

This program is available to both homeowners and renters. Renters may be required to obtain the property owner's written permission before services are delivered.

Please do not reply to this email; this is not a monitored email address.

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SOUTHERN CALIFORNIA EDISON®
Energy for What's Ahead™

TAKE ADVANTAGE OF MORE FREE APPLIANCES

Explore More

We've got good news! Our Energy Saving Assistance (ESA) has expanded to include more appliances and more opportunities. As a former ESA program participant you may qualify for additional energy-efficient appliances such as a:

- Smart Thermostat
- Clothes Washer Replacement
- Freezer Replacement

We also provide refrigerator replacement, pool pump replacement, lighting, smart power strips, weatherization, evaporative coolers, window or wall air conditioner replacement, and central air conditioner replacement. All of these energy-saving appliances can help lower your bill.

The best part? Whether you own or rent, the program covers the cost of purchase and installation.

How Do I Get Started?

Our approved contractor will review the program and guidelines with you either in person or by telephone. Our contractors will let you know which energy-saving appliances may be available to you under this program. If the contractor needs to visit your home, they will follow strict COVID-19 precautions, such as using protective equipment and social distancing.

Don't miss this opportunity for eligible, energy-efficient, **free appliances!** While this program is free for income qualified customers, **funding is limited and available on a first come, first serve basis.** **Get started today**.

Sincerely,

Marc Ulrich
Vice President, Customer Service Operations
Southern California Edison

DO MORE AT SCE.COM

Pay Your Bill | View/Report Outages | Turn On/Off Service
Stay Safe | Go Paperless | Outage Alerts

Privacy Notice | Contact Us

The Energy Savings Assistance Program is funded by California utility ratepayers and administered by Southern California Edison under the auspices of the California Public Utilities Commission. Services may not be available in all areas. Certain restrictions, such as age, size, and condition of the system or appliance to be replaced, may apply. All replacement refrigerators meet ENERGY STAR® standards and are top-freezer models without extra features, such as ice makers. Services are offered on a first-come, first-served basis until funding is expended or the program is discontinued. A copayment may be required for some services. Program may be modified or terminated without prior notice.

California consumers are not obligated to purchase any full fee service or other service not funded by this program.
This program is available to both homeowners and renters. Renters may be required to obtain the property owner's written permission before services are delivered.

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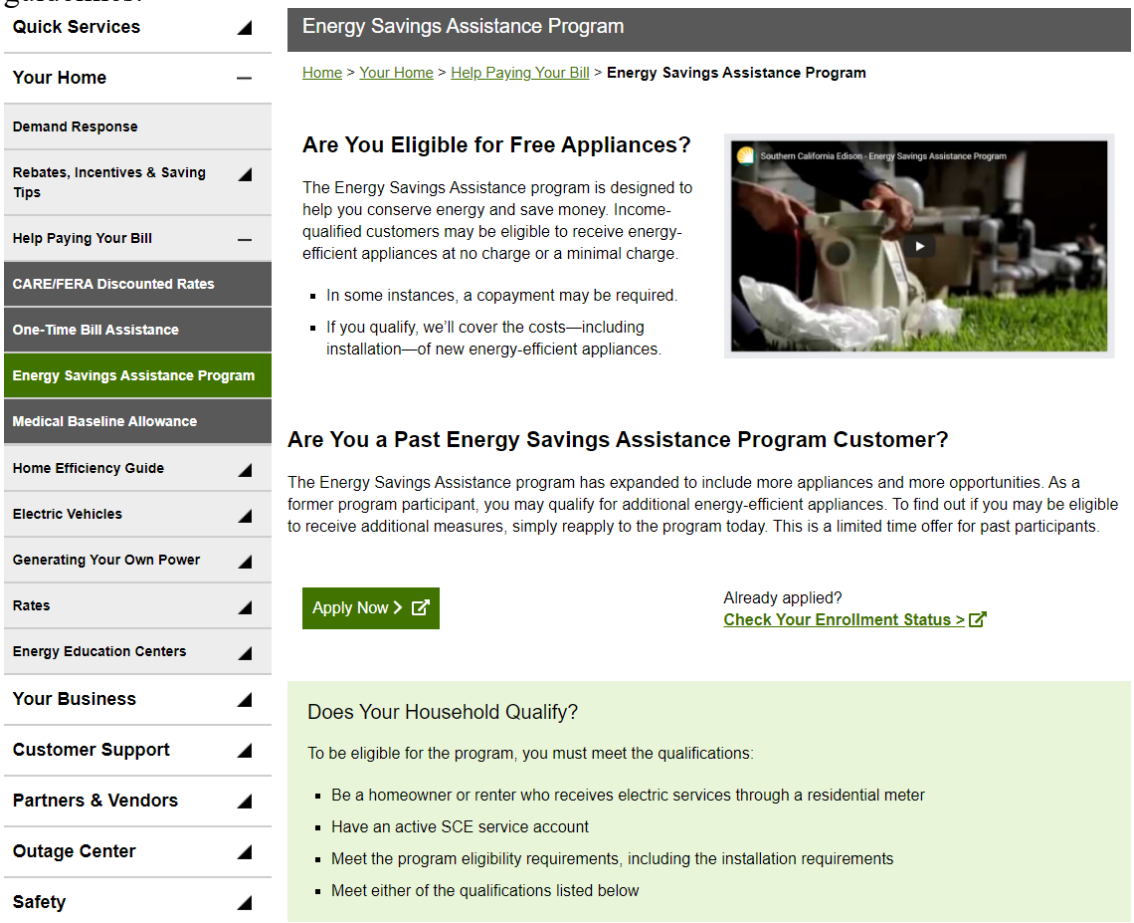
Digital Media

The ESA Program did not target any zip codes as part of the digital and social mass media campaigns in the month of March.

SCE.com Website

In March, SCE revised its ESA Program webpage (www.sce.com/esap) to provide information, informing customers they may be eligible for other services under the ESA program even if a customer has been previously enrolled in the program. This messaging continues to direct customers to this page and allows customers to apply for the ESA program directly online. In the month of March 2021, SCE received 8,780 ESA related internet leads.

This messaging also provides customers with information regarding the various options to enroll in the ESA program during COVID-19. SCE contractors are conducting virtual enrollment and home assessments to minimize face to face interaction when necessary. The messaging also provides customers with assurances that when a contractor visits their homes, they will be taking precautions and ensuing they are using appropriate protective equipment, sanitizing tools regularly, and adhering to social distancing guidelines.



Other Helpful Resources

COVID-19 Work Restrictions

During COVID-19 work restrictions, the health and safety of our customers, contractors and communities is our top priority. SCE approved contractors are conducting virtual enrollment and home assessments to minimize face to face interaction when necessary. You can be assured that when a contractor visits your home, they will be taking precautions and ensuring that they are utilizing appropriate protective equipment (gloves and masks), sanitizing tools regularly, and adhering to social distancing guidelines.

Close ✕

Outbound Calls

SCE's outbound calling campaign provides customer leads directly to the ESA Program contractors for outbound calls. SCE targets the customers that receive the direct mailers each month focusing on customers who have not previously participated in the ESA Program. For the month of March, SCE did not provide any outbound calling leads to ESA contractors.

SCE is also focused on generating leads for its contractors from recent CARE participants that have never participated in the ESA program. In March, SCE did not provide any CARE leads to ESA contractors as the contractors were still working through backlogs from the previous months. The ESA Program refers these new CARE customers to SCE's contractors as leads to enroll these households into the ESA Program and provide energy-saving services.

ESA contractors can use these leads to build its pipeline for customer enrollments, whether the customers prefer to enroll through the virtual program or a face to face appointment.

Inbound Calls

Customers who call SCE's customer service center are informed and referred to the ESA Program. Customers are assigned to a contractor in their service territory. The ESA contractor will then follow up on the lead and contact the customer to assess eligibility and enrollment in the ESA Program. In the month of March, SCE received 2,258 ESA related calls.

Community Events

ESA Program contractors participate in a variety of community events to interact with customers and provide them with information about the ESA program and other Low-Income programs available to them. These types of events help increase ESA enrollments and ESA contractors will also assist the customer in completing the enrollment process. Due to the COVID-19 pandemic and increasing hesitation of face-to-face interaction

between ESA contractors and SCE customers, the ESA Program did not participate in any community events in the month of March and will resume activities once in-person events begin again.

Specialized Efforts to Increase Participation

SCE is currently implementing and enhancing the below on-going efforts to reach first touch homes that have not participated in the ESA program. SCE has resumed some activity in these areas.

- The ESA program is eager to build from the success of completing the 74 HVAC replacements systems at Marine Corps. Logistics Base – Barstow in November 2020. Due to the recent surge in COVID-19 cases SCE is on hold and not yet commencing the other Military Base projects that are in the pipeline until it is safe to do so.
- Deaf and Hard of Hearing Community – Through our partner, signIFICANT, the ESA marketing flyer has received more than 200 reactions by customers through various social media campaigns that signIFICANT ran for the month of March. In addition, signIFICANT will be hosting a Webinar to educate customers on Energy Efficiency.
- A special campaign targeting Catalina Island customers took place in September-October 2020 timeframe. The Income Qualified Programs (CARE/FERA/EAF and ESA) undertook an initiative to raise the level of awareness for programs and services that are available to the low-income residents of Catalina Island. Catalina was singled-out due to the impact that the COVID-19 pandemic has had on the residents of the island as tourism, the island's number one source of revenue, has been greatly reduced. The ESA program is eager to build from the momentum of the marketing campaign on Catalina Island, however, due to the recent surge in COVID-19 cases SCE is on hold and not completing any projects on the Island until it is safe to do so.

1.3. Leveraging Success Evaluation, Including CSD

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

SCE has reached out to CSD's implementer of Low-Income Weatherization Program (LIWP) to inquire if there were any potential projects that could be reimbursed by SCE. With changes in eligible measure and feasibility, particularly for smart thermostats, there may be potential projects that could be reimbursed by SCE.

1.4. Workforce Education & Training

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

As part of the COVID-19 face-to-face work stoppage, Service Providers were encouraged to have their employees utilize the CBT (Computer Based Training) Learning System; a licensed third-party application sponsored by SCE in partnership with SoCalGas, in which individuals take self-paced online learning courses on a variety computer-related topics and software programs.
As of March 31, 2021, there were 301 active users in the system. During the month of March, CBT Learning System users successfully completed 32 courses accounting for 29.2 hours of learning instruction.

SCE contracts with a mixture of local private contractors (LPCs), community-based organizations (CBOs) and faith-based organizations (FBOs) to provide ESA program services. The organizations, many of which are in low-income and disadvantaged communities.

In March 2021, SCE's had 778 individuals that are working in support SCE's ESA Program, and 11 new individuals were added to our roles.

As of March 31, 2021, SCE had 177 active Program Representatives supporting Virtual (non-face-to-face) Enrollment and Assessment activities.

1.5. Miscellaneous

1.5.1. Tribal Penetration and Outreach Efforts

The ESA Program did not conduct its on-going outreach efforts to offer the ESA program to the tribal Communities in the month of March. However, the ESA program has engaged with SCE Local Public Affairs to discuss a revised outreach strategy aimed at contacting the remaining tribes. The ESA program is developing collateral that will be used during future outreach activities and provide an overview of the ESA program and the many benefits it can provide to the tribal Communities. Early discussions of conducting virtual assessments are still in process with the Benton & Bishop Paiute and the Bridgeport Indian colony in INYO/MONO County. In the upcoming months, SCE plans to do a small but targeted direct mail campaign to specific Tribal zip codes.

Below is a current list of the thirteen (13) tribes identified in SCE's service territory and the current status of our efforts:

Tribal Nations in SCE's Territory: Outreach Status	Treated	Refused/ Ineligible	No longer served by SCE	In progress
Timbisha Shoshone	X			
Chemehuevi	X			
San Manual Band of Mission Indians		X		
Agua Caliente Band of Cahuilla Indians		X		
Twenty-Nine Palms Band of Mission Indians		X		
Pechanga			X	
Benton Paiute				X
Bishop Paiute				X
Bridgeport Indian Colony				X
CRIT		X		
Morongo				X
Soboba				X
Tule River				X

1.5.2. Multifamily Common Area Measures (CAM)

SCE continued looking for opportunities in March 2021, working to ensure that work resumption was performed in phases to ensure that safety and COVID-19 prevention is adhered to. The chart below details CAM efforts for all activity that began in 2019 and is year-to-date:

Sign Date from 1/1/2019 to 3/31/2021

Deed Restricted - In Progress				
Whole Building		Common Area Only	In-Unit Only	
# Projects In Progress	# of Authorized Units	# Projects In Progress	# Projects In Progress	# of Authorized Units
21	1616	17	5	657

Deed Restricted - Completed						
Whole Building			Common Area Only	In-Unit Only		
# Projects Complete	# of Authorized Units	# of Units Served	# Projects Complete	# Projects Complete	# of Authorized Units	# of Units Served
10	894	321	5	11	687	259

Market Rate - In Progress				
Whole Building		Common Area Only	In-Unit Only	
# Projects In Progress	# of Authorized Units	# Projects In Progress	# Projects In Progress	# of Authorized Units
0	0	0	19	859

Market Rate - Completed						
Whole Building			Common Area Only	In-Unit Only		
# Projects Complete	# of Authorized Units	# of Units Served	# Projects Complete	# Projects Complete	# of Authorized Units	# of Units Served
0	0	0	0	23	1089	297

At present we have several projects in our pipeline. We are continuing to work with existing service providers to inform potential customers about CAM program through US mail in addition to current methods of phone and email contacts. This will ensure that the information on the program can get to more customers. SCE has completed the process of adding and onboarding two additional CAM Service Providers as we continue to expand our CAM activities.

In January, the CAM brochure was revised with the customer in mind. SCE updated the brochure with measures that were recently added to the program. These measures include

parking lot lamps and smart communicating thermostats. A sample energy and cost savings calculation for hallway lighting replacement and parking lot lamps replacement was also included in the brochure. The intent of providing this information is to give customers some ideas on how much savings they can achieve when implementing these measures. The Property Owner Authorization & Affidavit (POAA) was added to the brochure for customer convenience. To sign up for the program, customers can now fill in their information, sign the form, and send it directly to SCE. The CAM service providers received hard copies and PDF copies of the brochure that will be used when mailing and emailing potential customers.

In March, SCE continued the mailer campaign. The service providers are contacting customers that received the brochure to follow up. SCE will be tracking the result of the campaign and will report the result at a later date.

The revised brochure cover page is shown below.

SOUTHERN CALIFORNIA EDISON®
Energy for What's Ahead®

ENERGY SAVINGS ASSISTANCE PROGRAM – MULTIFAMILY PROPERTIES

Power-Up Energy Savings for Your Multifamily Property

For owners of deed-restricted multifamily properties, our Energy Savings Assistance Program (ESA) can help upgrade your property with energy-efficient technology that can substantially lower energy usage and increase your potential cost savings. And best of all, this program is offered at no cost to you or your qualified tenants.*

Under the program's Common Area Measures (CAM), we may be able to replace various measures in applicable common areas, such as laundry rooms, recreation rooms, hallways, corridors, and parking and pool areas.

To be eligible for ESA CAM, your property must meet the following criteria:

1. Be deed restricted
2. Participate in no-cost energy benchmarking — a comparison of your property's energy use with other similar multifamily properties nationwide
3. Have at least 65% of the tenants meeting the ESA Program's income eligibility requirements

* Measures and services may not be available in all geographic regions. Certain restrictions, such as age, size and condition of the system or appliance to be replaced, may apply.

Our approved ESA Service Provider will assist you in completing your eligibility, starting with the attached Multifamily Property Owner Authorization & Affidavit. For more information, call us at 1-800-736-4777.

You can help improve your tenants' residential units, too.

Under the ESA program, your eligible tenants can receive an energy assessment to have us replace their eligible, older appliances with new, energy-efficient models, including refrigerators, lighting, Smart Communicating Thermostats, and more, all for free.*

Note: If 80% of your tenants meet the ESA income eligibility requirements, every tenant unit in your building may qualify for the ESA program.

Advantages of Program Participation

- Potentially lower energy costs for both you and your tenants
- Help improve the safety of your property, both within your tenants' homes and in the property's common areas
- Increase your tenant comfort and satisfaction

1.5.3. Programmable Communications Thermostat Pilot (PCT)

The PCT TOU (Programmable Communications Thermostat – Time of Use) Pilot concluded in 2020.

1.5.4 HVAC Replacement Process Improvements

An SCE ESA vendor reported that one of its subcontractors falsified some HVAC building permits and that some permits were not properly closed or had expired. SCE also determined that some Title 24 inspections were performed by the vendor after invoice payments were made. SCE required the vendor to submit a corrective action plan and is closely monitoring their activities to ensure that any permitting issues are cured, at no additional cost to ratepayers.

On September 24, 2020, SCE briefed the Energy Division about the issue, and SCE has implemented various process improvements for recording and validating documentation for HVAC replacements. Impacted customers were also notified on September 3, 2020. In the next few months, SCE will be updating EMAPS to better track permits and Title 24 records. SCE and contractor trainings were conducted in October to guide stakeholders through the various process changes. SCE will provide further updates in its ESA Annual Report for 2020.

2. California Alternate Rates for Energy Program Executive Summary

The CARE program is a low-income energy rate program that provides a monthly discount to qualifying households in SCE's service territory. To qualify for CARE household income must be at or below the 200% Federal Poverty Guidelines. Through CARE customers can save 30-35% a month on their electric bill. Income qualified customers include residential single-family households and customers in sub-metered residential facilities, nonprofit group living facilities, agricultural employee housing facilities, and migrant housing farm workers.

2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs

CARE Budget Categories	Authorized Budget	Expenses Year-to-Date	% of 2021 Budget Spent
Outreach	$1,342,422	$400,454	30%
Processing / Certification Re-certification	$400,000	$114,496	29%
Post Enrollment Verification (PEV)	$300,000	$146,714	49%
IT Programming	$300,000	($359,684)	-120%
Cooling Centers	$22,950	-	0%
Pilot (CHANGES)	$262,500	$110,515	42%
Studies	-	-	0%
Regulatory Compliance	$228,831	$75,726	33%
General Administration	$362,833	$254,296	70%
CPUC Energy Division Staff	$70,000	$67,996	97%
Total Expenses	**$3,289,534**	**$810,513**	**25%**
Subsidies and Benefits	**$246,046,819**	**$125,607,298**	**51%**
Total Program Costs & Discounts	**$249,336,353**	**$126,417,811**	**51%**

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

CARE Penetration		
Participants	Estimated Eligible Participants	Year-to-Date Penetration Rate
1,445,755	1,349,716	107.1%

2.2. Outreach

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

The CARE and Family Electric Rate Assistance (FERA) outreach efforts and communications to SCE's in-language and underpenetrated areas continue to be a priority. SCE's CARE/FERA programs partner with internal departments such as Local Public Affairs (LPA), Consumer Affairs, Marketing, Corporate Communications, Strategic Engagement, and Business Solutions. SCE also conducts external outreach

efforts with various chambers, foundations, faith-based and community-based organizations in different activities that target SCE's hard-to-reach customer base.

As California continues to experience the economic challenges of COVID-19, SCE continues exploring new ways to reach out to our customers whose employment status may have been affected by COVID-19. Since the commencement of the stay-at-home orders in mid-March, SCE undertook many efforts to increase targeted outreach and leverage its existing protocols to inform and enroll eligible customers into applicable programs.

SCE continues to provide all customers who contact SCE's Customer Contact Center (CCC) to request payment arrangements the opportunity to sign up for CARE/FERA immediately.

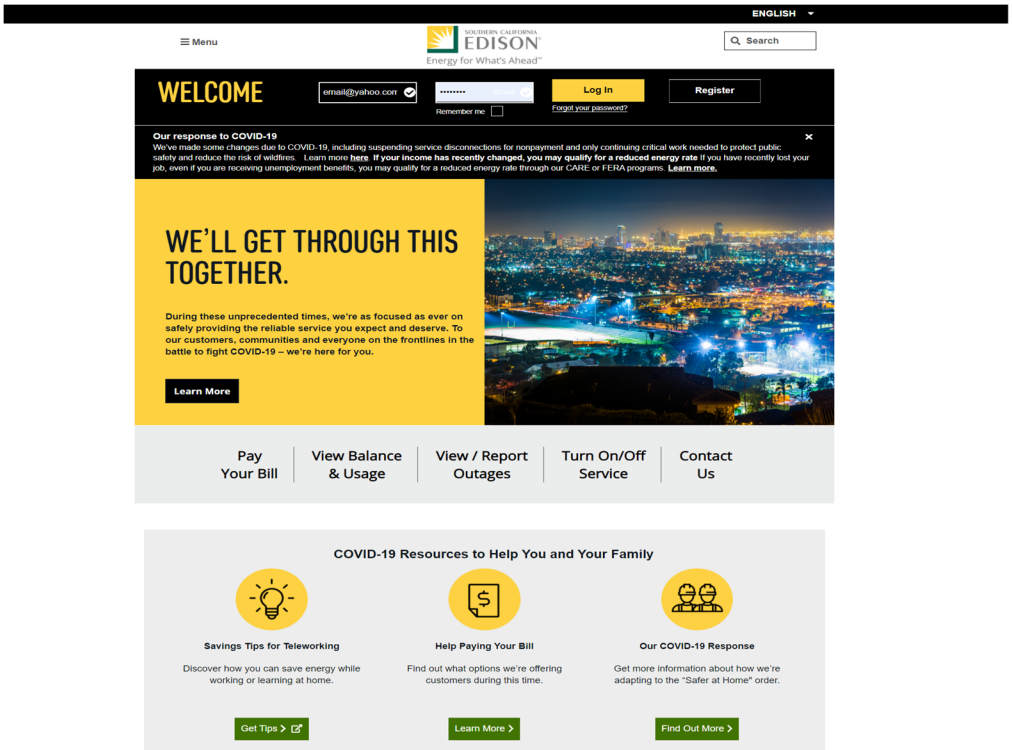
Internal Outreach

SCE's CCC continues using various enrollment methods to directly enroll customers in the CARE Program during incoming calls to the center. CARE is offered on all new customer turn-on requests and/or when a customer expresses a need for help with their bill or has expressed financial hardship. CARE representatives will first offer to take the enrollment over the phone or if requested by the customer, be directly transferred to the Information Voice Response (IVR) system. The IVR allows customers who prefer a self-service option to enroll via sce.com. Additionally, if requested, the Customer Service Representative may alternately send a paper Rate Discount Application to the customer. These enrollment options provide customers with choices and maximizes their opportunity to enroll in CARE program. During the month of March, SCE enrolled 3,302 eligible customers through CCC outreach efforts.

SCE.com Website

During the start of the stay-at-home orders, SCE revised its website (www.sce.com) and social media posts to provide specific COVID-19 messaging and continues to direct customers to these pages.

- This messaging provides customers with information to help with financial challenges due to COVID-19. Specifically, the information includes details on CARE/FERA programs and EAF and allows customers to enroll in the CARE/FERA programs directly online.
- SCE has updated information on SCE's disaster support page (sce.com) for information on all customer protections including making payment arrangements and other assistance SCE provides for income-qualified customers.



Due to impacts related to the COVID-19 pandemic, customers may need additional resources and assistance beyond SCE/IOU programs. SCE updated www.sce.com/billhelp to include additional non-SCE assistance programs. The update includes program descriptions and direct links to the organizations' website for more information and/or enrollment.

Assistance Programs include but are not limited to the Low-Income Home Energy Assistance Program (LIHEAP); California LifeLine; County 2-1-1 information, and low-cost broadband internet (www.everyoneon.org) as well as low-cost solar options through GRID Alternatives.

sce.com/residential/assistance?from=/billhelp

Additional Assistance Programs Available to You

These community, county, and government plans are here to assist you and your family.

Less

Low Income Home Energy Assistance Program (LIHEAP)

LIHEAP is a federally funded program aimed to assist low-income households that pay a high portion of their income to meet their energy needs. LIHEAP is funded by the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Community Services. For more information visit **Paying My Energy Bills**

California LifeLine

A state program providing discounted home or cellular phone services to eligible households. For more information, or to see if you qualify, visit **California LifeLine Program.**

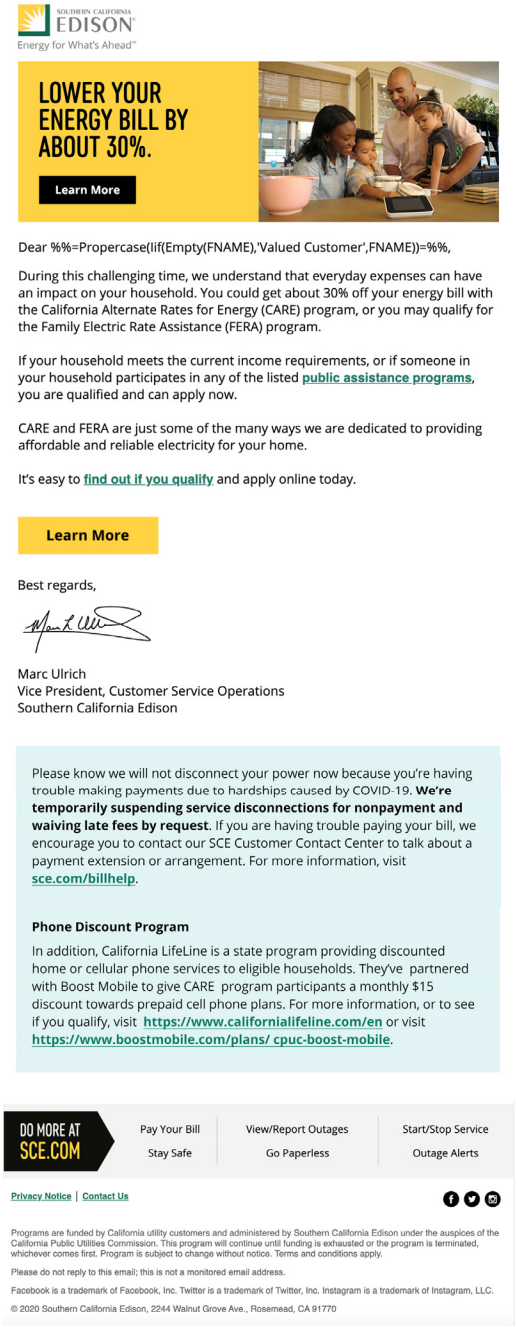
Low-cost internet and computers may be available in your area.

For more information and to find available programs, visit **everyoneon.org.**

Social Security Administration

Social Security Administration programs are a great resource for qualifying customers, helping with retirement planning, Medicare prescriptions, and financial assistance. Visit **social security.gov** for more information.

The email campaign's creative is shown below.



SOUTHERN CALIFORNIA EDISON
Energy for What's Ahead™

LOWER YOUR ENERGY BILL BY ABOUT 30%.

Learn More

Dear %%=Propercase(Iif(Empty(FNAME),'Valued Customer',FNAME))=%%,

During this challenging time, we understand that everyday expenses can have an impact on your household. You could get about 30% off your energy bill with the California Alternate Rates for Energy (CARE) program, or you may qualify for the Family Electric Rate Assistance (FERA) program.

If your household meets the current income requirements, or if someone in your household participates in any of the listed public assistance programs, you are qualified and can apply now.

CARE and FERA are just some of the many ways we are dedicated to providing affordable and reliable electricity for your home.

It's easy to find out if you qualify and apply online today.

Learn More

Best regards,

Marc Ulrich
Vice President, Customer Service Operations
Southern California Edison

Please know we will not disconnect your power now because you're having trouble making payments due to hardships caused by COVID-19. **We're temporarily suspending service disconnections for nonpayment and waiving late fees by request**. If you are having trouble paying your bill, we encourage you to contact our SCE Customer Contact Center to talk about a payment extension or arrangement. For more information, visit sce.com/billhelp.

Phone Discount Program

In addition, California LifeLine is a state program providing discounted home or cellular phone services to eligible households. They've partnered with Boost Mobile to give CARE program participants a monthly $15 discount towards prepaid cell phone plans. For more information, or to see if you qualify, visit https://www.californialifeline.com/en or visit https://www.boostmobile.com/plans/ cpuc-boost-mobile.

DO MORE AT SCE.COM

Pay Your Bill | View/Report Outages | Start/Stop Service
Stay Safe | Go Paperless | Outage Alerts

Privacy Notice | Contact Us

Programs are funded by California utility customers and administered by Southern California Edison under the auspices of the California Public Utilities Commission. This program will continue until funding is exhausted or the program is terminated, whichever comes first. Program is subject to change without notice. Terms and conditions apply.

Please do not reply to this email; this is not a monitored email address.

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

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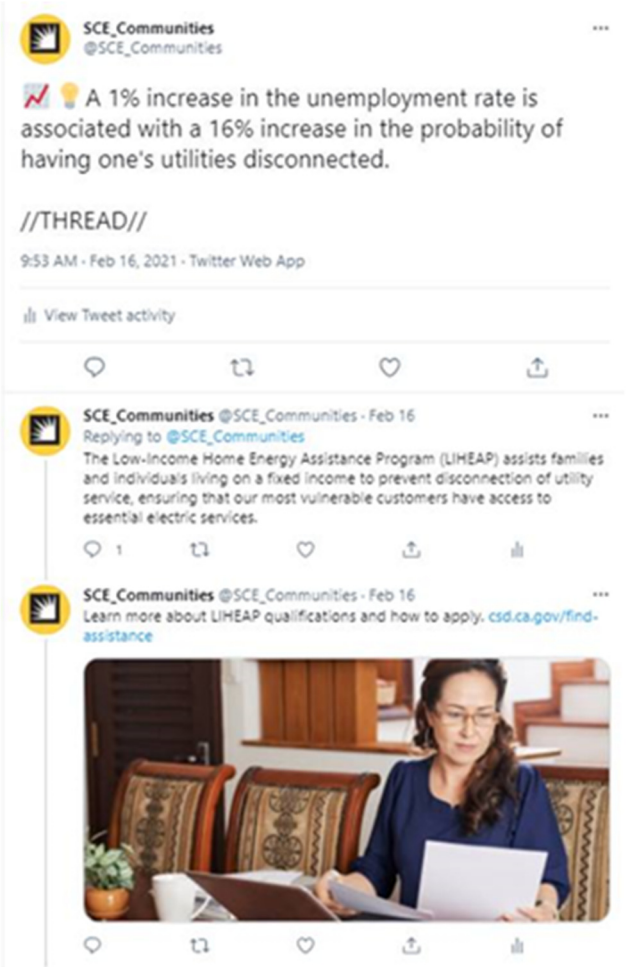
Innovative Strategies

In SCE's efforts to continue to support the federal Low-Income Home Energy Assistance (LIHEAP) program, in January, a new campaign began on social media outlets Twitter and Facebook. To directly assist customers, links drove the customer directly to CSD's

website csd.gov. In March, there were more than 7,000 impressions on Twitter and Facebook.

Below are examples of the LIHEAP social media posts:



Leveraging Current Partnerships

SCE continues to leverage its network of community-based organizations (CBOs) and faith-based organizations to promote the CARE/FERA Programs. SCE instructed its network of Agencies to promote the increase of customer outreach by way of email and telephone. This outreach includes educating customers on the number of ways to enroll in the CARE/FERA program, including utilizing SCE's website and the CCC whereby customers can instantly enroll in the programs and receive CARE/FERA discounts within the current bill cycle. SCE has also partnered with establishments such as food banks that will provide program information including SCE's CARE/FERA application to impacted individuals as part of their services. In March, a webinar was conducted with the Asian Pacific Community Fund and its affiliates. The webinar provided an overview of the CARE/FERA program as well as the enrollment process.

Capitation Fee Program

The CARE/FERA Capitation Fee Program team is continuing its efforts to engage existing Capitation agencies while strategically registering additional contractors to overcome enrollment barriers, including language, culture, and special needs, to enroll the hardest-to-reach customers. Because of these efforts, the Capitation Fee Program continues to show enrollments from agencies previously inactive.

SCE currently has 63 CARE Capitation Agencies who help income qualified customer gain assistance through the CARE and FERA programs. In March capitation contractors and outbound calling efforts successfully enrolled 66 new customers in the CARE Program. Current and ongoing campaign strategies and efforts include:

- Leveraging events sponsored by communities and cultural celebrations to reach populations that may be eligible to enroll in the CARE Program.
- Partnering with SCE personnel to leverage existing SCE relationships with FBOs, CBOs, and local governments.
- Utilizing existing channels to develop creative approaches for agencies to conduct CARE/FERA outreach, including community-based virtual outreach events and fairs.

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

SCE enrolls new CARE customers through the Energy Assistance Fund (EAF) program which is an income-qualified program to help residential households pay their electric bills. In March, 116 customers who received EAF grants were enrolled in CARE. EAF is funded through voluntary donations from SCE employees, shareholders and customers. EAF partners with the United Way of Greater Los Angeles and 80+ community-based organizations to process EAF assistance request and applications.

SCE utilizes social media such as Facebook and Instagram to promote EAF as well as inform customers on how to apply for grants. The EAF grant provides up to an additional $100 in bill payment assistance to all income-eligible customers in SCE's service territory impacted by COVID-19.

SCE coordinates CARE enrollment with other income-qualified programs, such as ESA, LIHEAP, SoCalGas and certain water utilities. ESA participants are automatically enrolled in CARE each month, As described in this report, the CARE Program continuously makes efforts to integrate messaging with the ESA Program at outreach events, communications, and marketing campaigns to inform attendees about the ESA and CARE program available to qualifying customers.

2.3. Recertification Complaints

SCE did not receive recertification complaints in the month of March.

2.4 Miscellaneous

CPUC Resolution M-4835 and D.19-07-015[2] established a permanent set of emergency disaster customer protection measures that the utilities are mandated to implement in the event of a declared emergency. In response to the mandated customer protections, SCE has implemented a CARE post-enrollment verification (PEV) freeze to low income customers impacted by the California emergencies/events for a period of one year commencing from the date the Governor of California issued an emergency proclamation due to a disaster.

Per Resolution M-3835 and D.19-07-015 below is a list of affected counties currently under emergency protections.

Date of Proclamation	Disaster Name	Affected County
03/04/2020	COVID-19 Pandemic	All California
08/18/2020	Lake and Apple Wildfires	Los Angeles and Riverside
09/06/2020	Creek, El Dorado, Castle, & Bobcat Fires	Fresno, Madera, San Bernardino, Tulare, and Los Angeles

[2] Decision Adopting an Emergency Disaster Relief Program for Electric, Natural Gas, Water and Sewer Utility Customers

Appendix A: Energy Savings Assistance Program and CARE Tables

Program	Table	Title
ESA – Intensified Efforts in Response to the Aliso Canyon Natural Gas Leak Emergency	Table 1	Intensified ESA Activity in the Impacted Area Pursuant to D.16-04-040
ESA	Table 1	ESA Program Expenses
ESA	Table 1A	Expenses Funded From 2009-2016 Unspent ESA Program Funds
ESA	Table 2, 2A & 2B	Expenses and Energy Savings by Measures Installed
ESA	Table 3	Average Bill Savings per Treated Home
ESA	Table 4A	Homes Treated
ESA	Table 4B	Homes Unwilling/Unable to Participate
ESA	Table 5	Customer Summary
ESA	Table 6	Expenditures for Pilots and Studies
ESA	Table 7	Measures (Refrigerators and In Home Energy Education)
CARE	Table 1	CARE Program Expenses
CARE	Table 2	CARE Enrollment, Recertification, Attrition, and Penetration
CARE	Table 3A&B	CARE Post-Enrollment Verification Results
CARE	Table 4	CARE Self-Certification and Re-Certification Applications
CARE	Table 5	Enrollment by County
CARE	Table 6	Recertification Results
CARE	Table 7	Capitation Contractors
CARE	Table 8	Participants as of Month End
CARE	Table 9	CHANGES Expenditures
CARE	Table 10	CHANGES One-On-One Assistance
CARE	Table 11	CHANGES Group Assistance Sessions

Table 1: Intensified ESA Activity in the Impacted Area Pursuant to D.16-04-040

Reporting Month/Year – March 2021			
1. Total Homes Eligible:			**1,322,388**
2. Total Homes Visited in Aliso Canyon Territory:			**373,725**
2a. "Go-Back" Homes:			**241,942**
2b. First Touch Homes:			**131,783**
3. Percent of treated homes prioritized due to "High Usage":			**1.37%**
4. Percent of treated "Multi-Family" units prioritized:			**38.24%**
5. Percent of homes jointly treated by SCE and SoCalGas:			**51.36%**
6. Average Per Home Savings for Homes Treated as a result of suspended program rules:			**332.92kWh / 0.046 kW**
7. Number of homes in the pipeline:			**1,648**
8. Installed Measures by SoCalGas		9. **Installed Measures by SCE**	
HE Clothes Washers:	**N/A**	CFLs:	**417,066**
Water Heater Blankets:	**N/A**	Fluorescent Torchiere Lamps:	**10,336**
Low Flow Showerheads	**N/A**	LED A-Lamps:	**859,357**
Water Heater Pipe Insulation:	**N/A**	LED Torchiere and LED Reflector Lamps:	**101,033**
Faucet Aerator:	**N/A**	Tier 1 and Tier 2 Smart Power Strips:	**360,201**
Thermostatic Shower Valve:	**N/A**	Energy Education	**303,561**
Air Sealing/Envelope:	**N/A**	Refrigerator Replacement:	**27,888**
Attic Insulation:	**N/A**	Room A/C Replacement:	**778**
Duct Testing & Sealing:	**N/A**	Evaporative Cooler Installation:	**16,774**
Furnace Clean & Tune:	**N/A**	Pool Pump Replacement:	**3,437**
		Central A/C & Heat Pump Replacement:	**914**
Therms Saved:	**N/A**	kWh Saved:	**124,421,014**
		kW Saved:	**17,377**
Total Expenses:	**N/A**	Total Expenses:	**$209,075,193**

10. **SCE and SoCalGas are to prioritize near-term electric and natural gas savings respectively.**

    a. **Which measures have been identified as providing the highest near-term savings, and how are they being prioritized?**

    SCE has identified refrigerator replacements and pool pump replacements as "Go Back" targets due to their large near term, and enduring long term, energy savings. SCE analyzed data from assessed homes that did not previously qualify for replacement of

these measures to identify homes most likely to qualify for replacement of these two high impact and cost-effective measures.

11. **SCE and SoCalGas should target a minimum average energy savings increase of 10 percent in the affected region as compared to pre-emergency savings for the duration of the emergency time period.**

    a. **Please provide your methodology for establishing pre-emergency baselines and comparing average energy savings achieved in the affected regions indicate and whether any automated measurement and verification tools are being utilized or considered.**

    A pre-emergency baseline was established from the 2015 program year. The 2015 total kWh and kW savings in the affected region was divided by 12 to obtain an average monthly savings number of 704,000 kWh and 97kW. From this baseline, the monthly savings goal in the Aliso Canyon area will be approximately 774,000 kWh and 107 kW. The estimated monthly targets are based on previous metered consumption analysis of an average treated home.

    SCE may validate the achieved savings using a bill comparison methodology as is consistently used for the ESA program for all IOUs. The pre- and post-treatment comparison of AMI consumption data for treated homes is based on the standard metered data-based measurement and verification protocols for measuring savings for ESA treated homes. The validation of achieved savings may use a combination of automated metered consumption and/or planned impact evaluation depending on the timing of data needs. The needed lag in metered consumption data analysis necessitates use of existing estimates for the required monthly reporting of program accomplishments.

    b. **Please also discuss your progress in achieving the 10 percent savings increase.** Since April 28, 2016, 76,881,005 kWh and 10,310 kW have been saved in the Aliso Canyon area, for an average of 20,078,872 kWh and 273 kW per month, which continues to exceed the 10 percent savings.

12. **SCE's and SoCalGas' suspension of the "3MM" and "Go-Back" rules should help capture significant savings of at least 4 and 3 percent respectively on average.**

    a. **Please provide your methodology for calculating average kWh saved for homes made eligible through the aforementioned rule-suspensions and indicate whether any automated measurement and verification tools are being utilized or considered.**

    SCE has determined 501 kWh per month baseline kWh usage of homes in the impacted area by averaging a sample of homes on CARE in Los Angeles, Orange, Riverside, San Bernardino, and Ventura counties, an area which approximates the impacted area. SCE will strive to attain 4% savings over this baseline, while still providing *all* eligible and feasible measures to qualified homes in the identified impacted area.

See response to #11a above regarding automated measurement and verification tools.

13. **SCE and SoCalGas should provide the treatment of the most energy-intensive single- and multi-family properties and target high energy using households first.**

    a. **Please explain your strategy and progress identifying and targeting multi-family and high-usage homes.**

    SCE continues to leverage information determined via the CARE High Usage Verification process to identify and target energy intensive single-family, multi-family and mobile home households in the impacted area. Letters are sent to customers with the name and contact phone number for their local-area ESA program contractor, allowing interested customers to receive program information and a more direct ESA enrollment. Approximately 2% of the homes treated in Aliso Canyon area are CARE high usage customers.

14. **SCE and SoCalGas are to leverage program offerings outside of the ESA Program portfolio that could also achieve energy savings (such as demand response or deployment of solar thermal water heaters).**

    a. **Please discuss your strategy for encouraging customer participation in other demand response programs.**

    The CSI Thermal program had low participation rates and no longer has funding. SCE has ceased marketing the program.

    In addition, SCE's contractor's Program Representatives continue to review the ESA Program Customer Energy Education and Resource Guide with each program enrollee at time of in-home enrollment. This Energy Education focuses on no-cost actions these low income customers can take to save energy and reduce their bills. Included in this education is instruction on how to sign up for My Account, which provides them with additional time and money savings tools and opportunities to participate in residential energy efficiency rebate programs.

Energy Savings Assistance Program Table 1 - Expenses
Southern California Edison
Through March 2021

	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
ESA Program:	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
Energy Efficiency												
Appliances	$ 7,751,587		$ 7,751,587	$ 1,266,889		$ 1,266,889	$ 2,627,372		$ 2,627,372	34%		34%
Customer Enrollment	$ 3,728,373		$ 3,728,373	$ 923,503		$ 923,503	$ 1,825,528		$ 1,825,528	49%		49%
Domestic Hot Water	$ 11,569		$ 11,569	$ 845		$ 845	$ 2,743		$ 2,743	24%		24%
Enclosure	$ 56,372		$ 56,372	$ 3,164		$ 3,164	$ 8,414		$ 8,414	15%		15%
HVAC	$ 16,164,865		$ 16,164,865	$ 1,973,905		$ 1,973,905	$ 4,317,779		$ 4,317,779	27%		27%
In Home Education	$ 1,016,870		$ 1,016,870	$ 263,900		$ 263,900	$ 532,850		$ 532,850	52%		52%
Lighting	$ 4,964,751		$ 4,964,751	$ 663,245		$ 663,245	$ 1,395,389		$ 1,395,389	28%		28%
Miscellaneous	$ 3,124,242		$ 3,124,242	$ 128,058		$ 128,058	$ 337,763		$ 337,763	11%		11%
Maintenance	$ -		$ -	$ -		$ -	$ -		$ -	0%		0%
Contractor Advanced Funds	$ -		$ -	$ 124		$ 124	$ 124		$ 124	0%		0%
Pilot	$ 15,447		$ 15,447	$ -		$ -	$ -		$ -	0%		0%
Multi-Family Common Area Measures	$ -		$ -	$ -		$ -	$ -		$ -	0%		0%
Energy Efficiency TOTAL	**$ 36,834,076**		**$ 36,834,076**	**$ 5,223,632**		**$ 5,223,632**	**$ 11,047,962**		**$ 11,047,962**	**30%**		**30%**
Training Center	$ 75,040		$ 75,040	$ 7,400		$ 7,400	$ 15,827		$ 15,827	21%		21%
Inspections	$ 560,428		$ 560,428	$ 78,141		$ 78,141	$ 208,070		$ 208,070	37%		37%
Marketing and Outreach	$ 1,065,803		$ 1,065,803	$ 162,687		$ 162,687	$ 220,107		$ 220,107	21%		21%
Statewide Marketing Education and Outreach	$ -		$ -	$ -		$ -	$ -		$ -	0%		0%
Studies	$ 96,020		$ 96,020	$ 24,838		$ 24,838	$ 24,838		$ 24,838	26%		26%
Regulatory Compliance	$ 281,955		$ 281,955	$ 36,899		$ 36,899	$ 88,212		$ 88,212	31%		31%
General Administration	$ 1,932,788		$ 1,932,788	$ 297,871		$ 297,871	$ 702,513		$ 702,513	36%		36%
CPUC Energy Division	$ 80,641		$ 80,641	$ 4,236		$ 4,236	$ 29,141		$ 29,141	36%		36%
TOTAL PROGRAM COSTS	**$ 40,926,751**		**$ 40,926,751**	**$ 5,835,703**		**$ 5,835,703**	**$ 12,336,669**		**$ 12,336,669**	**30%**		**30%**
Funded Outside of ESA Program Budget												
Indirect Costs				$ 96,614		$ 96,614	$ 250,834		$ 250,834			
NGAT Costs												

[1] Reflects the authorized 2021 Bridge Funding budget approved in SCE's Advice Letter 4053-E as supplemented by 4053-E-A.
[2] Financial data for Energy Efficiency total monthly and year-to-date expenses are obtainted from EMAPS; financial data for Training Center, Inspections, Marketing & Outreach, Measurement & Evaluation Studies, Regulatory Compliance, General Administration, and CPUC Energy Division monthly and year-to-date expenses are obtained from SAP. Expenses for categories authorized to utilize unspent funds are not included in the table, refer to ESA Table 1A.

[X] Please indicate whether authorized budget includes shifted funds from previous years and/or prior program cycles. (Yes or No) If yes, please specify amount, date fund-shifting activity occurred, date of fund-shifting request and related approval is applicable.

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

Energy Savings Assistance Program Table 1A - Expenses Funded From 2009-2016 "Unspent ESA Program Funds"
Southern California Edison
Through March 2021

	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
ESA Program [1]:	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
Energy Efficiency												
Multi-Family Common Area Measures	$ -		$ -	$ 82,903		$ 82,903	$ 89,140		$ 89,140	#DIV/0!		#DIV/0!
Leveraging - CSD [2]	$ -		$ -			$ -			$ -	#DIV/0!		#DIV/0!
Climate Zone 13 Central AC and AC related measures	$ -		$ -	$ 1,062,170		$ 1,062,170	$ 2,862,718		$ 2,862,718	#DIV/0!		#DIV/0!
Additional Authorized Funds for Treated customers [3]	$ -		$ -			$ -			$ -	#DIV/0!		#DIV/0!
Additional Regulatory Compliance Cost			$ -									
HE Clothes Washer	$ -		$ -	$ 2,832		$ 2,832	$ 2,832		$ 2,832	#DIV/0!		#DIV/0!
Powerstrip Tier II	$ -		$ -	$ 653,173		$ 653,173	$ 1,394,609		$ 1,394,609	#DIV/0!		#DIV/0!
TOTAL PROGRAM BUDGET/EXPENSES	**$ -**		**$ -**	**$ 1,801,078**		**$ 1,801,078**	**$ 4,349,299**		**$ 4,349,299**	**#DIV/0!**		**#DIV/0!**

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

[1] Authorized budget = $0 because of the bridge funding period. Therefore, the "% of Budget Spent YTD" calculation divides by zero, and is undefined.

[2] Financial data for monthly and year-to-date expenses for Additional Regulatory Compliance Costs category are obtained from SAP; financial data for monthly and year-to-date expenses for remaining categories are obtainted from EMAPS.

Energy Savings Assistance Program Table 2
Southern California Edison
Through March 2021

	ESA Program (Summary)Total							ESA Program (First Touch Homes Treated)							ESA Program (Re-Treated Homes/Go Backs)							ESA Program (Aliso Canyon - SCG & SCE) [6]						
		Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation							Year-To-Date Completed & Expensed Installation					
Measures	**Units**	**Quantity Installed**	**kWh [4] (Annual)**	**kW [4] (Annual)**	**Therms [4] (Annual)**	**Expenses ($) [7]**	**% of Expenditure**	**Units**	**Quantity Installed**	**kWh[4] (Annual)**	**kW[4] (Annual)**	**Therms[4] (Annual)**	**Expenses ($)**	**% of Expenditure**	**Units**	**Quantity Installed**	**kWh[4] (Annual)**	**kW[4] (Annual)**	**Therms[4] (Annual)**	**Expenses ($)**	**% of Expenditure**	**Units**	**Quantity Installed**	**kWh[4] (Annual)**	**kW[4] (Annual)**	**Therms[4] (Annual)**	**Expenses ($)**	**% of Expenditure**
Appliances		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)																						
High Efficiency Clothes Washer	Home	1	87	0		$ 2,832	0.0%	Home	1	87	0		$ 1,872	0.0%	Home	-	-	-		$ 960	0.0%	Home	1	87	0		$ 2,832	0.0%
Refrigerators	Home	2,366	1,384,712	166		$ 2,582,127	16.9%	Home	1,908	1,117,300	134		$ 2,081,579	18.0%	Home	458	267,412	32		$ 500,548	13.3%	Home	2,151	1,259,966	151		$ 2,346,703	22.2%
Freezers	Each	50	42,400	5		$ 45,245	0.3%	Each	38	32,224	4		$ 34,237	0.3%	Each	12	10,176	1		$ 11,008	0.3%	Each	39	33,072	4		$ 30,802	0.3%
Domestic Hot Water																												
Other Hot Water	Home	51	6,678	1		$ 2,322	0.0%	Home	43	5,724	1		$ 1,958	0.0%	Home	8	954	0		$ 364	0.0%	Home	48	6,678	1		$ 2,235	0.0%
Tank and Pipe Insulation	Home	1	47	0		$ 51	0.0%	Home	1	47	0		$ 51	0.0%	Home	-	-	-		$ -	0.0%	Home	1	47	0		$ 51	0.0%
Thermostatic Shower Valves Combined	Each	1	34	0		$ 112	0.0%	Each	1	34	0		$ 112	0.0%	Each	-	-	-		$ -	0.0%	Each	-	-	-		$ -	0.0%
Water Heater Repair/Replacement	Each	-	-	-		$ -	0.0%	Each	-	-	-		$ -	0.0%	Each	-	-	-		$ -	0.0%	Each	-	-	-		$ -	0.0%
Thermostatic Shower Valve	Each	3	149	0		$ 258	0.0%	Each	3	149	0		$ 258	0.0%	Each	-	-	-		$ -	0.0%	Each	3	149	0		$ 258	0.0%
Enclosure																												
Air Sealing / Envelope [1]	Home	69	4,165	0		$ 8,414	0.1%	Home	59	3,626	0		$ 7,560	0.1%	Home	10	539	0		$ 854	0.0%	Home	65	3,822	0		$ 7,710	0.1%
Attic Insulation	Home	-	-	-		$ -	0.0%	Home	-	-	-		$ -	0.0%	Home	-	-	-		$ -	0.0%	Home	-	-	-		$ -	
HVAC																												
Smart Thermostat	Each	1,154	345,066	0		$ 368,196	2.4%	Each	874	263,928	0		$ 278,663	2.4%	Each	280	81,138	0		$ 89,533	2.4%	Each	844	242,394	0		$ 269,471	2.6%
FAU Standing Pilot Conversion	Each	0	0	0		$ -	0.0%	Each	0	0	0		$ -	0.0%	Each	0	0	0		$ -	0.0%	Each	0	0	0		$ -	0.0%
Furnace Repair/Replacement	Home	0	0	0		$ -	0.0%	Home	0	0	0		$ -	0.0%	Home	0	0	0		$ -	0.0%	Home	0	0	0		$ -	0.0%
Room A/C Replacement	Home	46	(7,593)	(1)		$ 48,409	0.3%	Home	38	(6,290)	(1)		$ 37,790	0.3%	Home	8	(1,303)	(0)		$ 10,619	0.3%	Home	39	(6,460)	(1)		$ 40,885	0.4%
Central A/C Replacement	Home	1,075	365,133	55		$ 5,285,737	34.5%	Home	824	281,129	42		$ 4,017,124	34.8%	Home	251	84,004	13		$ 1,268,613	33.7%	Home	389	131,254	20		$ 1,804,624	17.1%
Heat Pump Replacement	Home	32	44,522	20		$ 158,410	1.0%	Home	28	38,848	17		$ 139,024	1.2%	Home	4	5,674	3		$ 19,386	0.5%	Home	23	33,278	15		$ 108,675	1.0%
Evaporative Cooler (Replacement)	Each	0	0	0		$ -	0.0%	Each	0	0	0		$ -	0.0%	Each	0	0	0		$ -	0.0%	Each	0	0	0		$ -	0.0%
Evaporative Cooler (Installation)	Home	1,024	573,342	86		$ 1,096,989	7.2%	Home	892	500,412	75		$ 956,938	8.3%	Home	132	72,930	11		$ 140,051	3.7%	Home	864	484,704	73		$ 928,896	8.8%
Duct Testing and Sealing	Home	1,100	0	0		$ 219,360	1.4%	Home	846	0	0		$ 173,060	1.5%	Home	254	0	0		$ 46,300	1.2%	Home	410	0	0		$ 90,350	0.9%
Efficient Fan Control	Home	10	1,575	1		$ 3,396	0.0%	Home	9	1,452	1		$ 3,091	0.0%	Home	1	123	0		$ 305	0.0%	Home	2	591	0		$ 957	0.0%
Maintenance																												
Furnace Clean and Tune[5]	Home	-	-	-		$ -	0.0%	Home	-	-	-		$ -	0.0%	Home	-	-	-		$ -	0.0%	Home	-	-	-		$ -	0.0%
Central A/C Tune up	Home	-	-	-		$ -	0.0%	Home	-	-	-		$ -	0.0%	Home	-	-	-		$ -	0.0%	Home	-	-	-		$ -	0.0%
Lighting																												
Compact Fluorescent Lights (CFL)	Each	0	0	0		$ -	0.0%	Each	0	0	0		$ -	0.0%	Each	0	0	0		$ -	0.0%	Each	0	0	0		$ -	0.0%
Exterior Hard wired CFL fixture	Each	0	0	0		$ -	0.0%	Each	0	0	0		$ -	0.0%	Each	0	0	0		$ -	0.0%	Each	0	0	0		$ -	0.0%
Exterior Hard wired LED fixture	Each	51	745	0		$ 7,168	0.0%	Each	27	394	0		$ 3,832	0.0%	Each	24	351	0		$ 3,336	0.1%	Each	48	701	0		$ 4,428	0.0%
LED A-lamp	Each	79,178	3,077,643	375		$ 710,561	4.6%	Each	53,518	2,077,789	253		$ 476,877	4.1%	Each	25,660	999,855	122		$ 233,685	6.2%	Each	73,637	2,852,459	346		$ 659,469	6.3%
LED Reflector Lamp	Each	1,308	28,246	3		$ 10,844	0.1%	Each	1,029	22,246	3		$ 8,531	0.1%	Each	279	6,000	1		$ 2,313	0.1%	Each	1,231	26,550	3		$ 10,212	0.1%
LED Torchiere Lamp	Each	9,542	683,156	81		$ 666,816	4.4%	Each	6,710	479,819	57		$ 468,371	4.1%	Each	2,832	203,337	24		$ 198,445	5.3%	Each	9,146	652,965	78		$ 639,013	6.1%
Torchiere	Each	0	0	0		$ -	0.0%	Each	0	0	0		$ -	0.0%	Each	0	0	0		$ -	0.0%	Each	0	0	0		$ -	0.0%
Miscellaneous																												
Pool Pumps	Home	251	251,251	78		$ 314,697	2.1%	Home	223	223,223	69		$ 281,293	2.4%	Home	28	28,028	9		$ 33,404	0.9%	Home	225	225,225	70		$ 280,898	2.7%
Smart Power Strips - Tier 1	Home	354	(24)	(0)		$ 23,066	0.2%	Home	244	(24)	(0)		$ 17,003	0.1%	Home	110	0	0		$ 6,063	0.2%	Home	305	(24)	(0)		$ 20,321	0.2%
Smart Power Strips - Tier 2	Each	21,837	3,052,719	616		$ 1,394,609	9.1%	Each	15,348	2,141,656	431		$ 979,990	8.5%	Each	6,489	911,062	185		$ 414,619	11.0%	Each	20,031	2,787,879	558		$ 1,279,308	12.1%
Pilots																												
Customer Enrollment																												
Outreach & Assessment	Home	24,874				$ 1,825,528	11.9%	Home	16,606				$ 1,221,541	10.6%	Home	8,268				$ 603,987	16.1%	Home	21,814				$ 1,552,087	14.7%
In-Home Education	Home	21,313				$ 532,850	3.5%	Home	14,286				$ 357,175	3.1%	Home	7,027				$ 175,675	4.7%	Home	18,688				$ 467,225	4.4%
Total Savings/Expenditures			**9,854,051**	**1,487**		**$ 15,307,997**				**7,183,772**	**1,087**		**$ 11,547,930**				**2,670,279**	**401**		**$ 3,760,067**				**8,735,336**	**1,317**		**$ 10,547,409**	
Total Households Weatherized [2]		81							81														77					
Households Treated	Total (K+S)							First Touches							**Re-treated Homes/Go-Backs**							**Aliso Canyon**						
- Single Family Households Treated	Home	12,798						Home	8,646						Home	4,152						Home	11,260					
- Multi-family Households Treated	Home	4,580						Home	3,536						Home	1,044						Home	4,495					
- Mobile Homes Treated	Home	1,260						Home	750						Home	510						Home	1,139					
Total Number of Households Treated	Home	18,638						Home	12,932						Home	5,706						Home	16,894					
# Eligible Households to be Treated for PY [3]	Home	43,562						Home	-						Home	43,562						Home						
% of Households Treated	%	43%						%	#DIV/0!						%	13%						%						
- Master-Meter Households Treated	Home	4,332						Home	3,293						Home	1,039						Home	4,207					

[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.
[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs
[3] Based on approved SCE's Advice Letter 4053-E as supplemented by 4053-E-A.

[4] All savings are calculated based on Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013

[5] Costs exclude support costs that are included in Table 1; excludes costs for common area measures, refer to ESA Table 2B.
[6] Data for Aliso Canyon includes "First Touches and Re-Treatments".
[7] Expenses for fluorescent lighting reflect installations completed on or before December 31, 2017 and invoiced in 2018.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Energy Savings Assistance Program Table 2A
Southern California Edison
Through March 2021

		ESA Program - CSD Leveraging					
		Year-To-Date Completed & Expensed Installation					
Measures	**Units**	**Quantity Installed**	**kWh[3] (Annual)**	**kW[3] (Annual)**	**Therms[3] (Annual)**	**Expenses ($)**	**% of Expenditure**
Appliances							
Appliances		-	-	-	-	$ -	0.0%
High Efficiency Clothes Washer	Each	-	-	-	-	$ -	0.0%
Refrigerators	Each	-	-	-	-	$ -	0.0%
Microwaves [4]	Each						
Domestic Hot Water							
Other Hot Water	Home	-	-	-	-	$ -	0.0%
Tank and Pipe Insulation	Home	-	-	-	-	$ -	0.0%
Water Heater Repair/Replacement	Each						
Thermostatic Shower Valve	Each						
Combined Showerhead/TSV	Each						
Heat Pump Water Heater	Each						
Enclosure							
Air Sealing / Envelope [1]	Home	-	-	-	-	$ -	0.0%
Attic Insulation	Home	-	-	-	-	$ -	0.0%
HVAC							
Room A/C Replacement	Home	-	-	-	-	$ -	0.0%
Central A/C replacement	Home	-	-	-	-	$ -	0.0%
Central A/C Replacement	Home	-	-	-	-	$ -	0.0%
Central Heat Pump Replacement	Home	-	-	-	-	$ -	0.0%
Evaporative Cooler (Installation)	Home	-	-	-	-	$ -	0.0%
Energy Efficient Fan Control/Time Delay	Home	-	-	-	-	$ -	0.0%
Maintenance							
Central A/C Tune up	Home	-	-	-	-	$ -	0.0%
Lighting							
Interior Hard wired LED fixtures	Each	-	-	-	-	$ -	0.0%
Exterior Hard wired LED fixtures	Each	-	-	-	-	$ -	0.0%
Torchiere LED	Each	-	-	-	-	$ -	0.0%
LED Night Lights	Each						
LED Reflector Bulb	Each						
LED Diffuse A-Lamps	Each	-	-	-	-	$ -	0.0%
Miscellaneous							
Pool Pumps	Each	-	-	-	-	$ -	0.0%
Smart Power Strips - Tier 1	Each	-	-	-	-	$ -	0.0%
Smart Power Strips - Tier 2	Each	-	-	-	-	$ -	0.0%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	-				$ -	0.0%
In-Home Education	Home	-				$ -	0.0%
Total Savings/Expenditures			-	-	-	$ -	0.0%
Total Households Weatherized [2]							

CSD MF Tenant Units Treated			**Total**
			-
			-

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home
[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.
[3] All savings are calculated based on the following sources:
[4] Multifamily Common Area statistics are under review and will be inputed as year to date once provided.

Energy Savings Assistance Common Area Measures Program Table 2B
Southern California Edison
Through March 2021

	Table 2B ESA Program - Multifamily Common Area Measures[5]						
		Year-To-Date Completed & Expensed Installation					
ESA CAM Measures[1,6]	Units (of Measure such as "each")	Quantity Installed	kWh (Annual)	kW (Annual)	Therms (Annual)	Expenses ($)	% of Expenditure
MF Appliances							
MF Freezer	Each	-	-	-	-	$ -	0.0%
MF High Efficiency Clothes Washer	Home	-	-	-	-	$ -	0.0%
MF Refrigerators	Each	-	-	-	-	$ -	0.0%
MF Domestic Hot Water							
MF Faucet Aerator	Home	-	-	-	-	$ -	0.0%
MF Low Flow Shower Head	Home	-	-	-	-	$ -	0.0%
MF Other Hot Water	Home	-	-	-	-	$ -	0.0%
MF Water Heater Blanket	Home	-	-	-	-	$ -	0.0%
MF Water Heater Pipe Insulation	Home	-	-	-	-	$ -	0.0%
MF Enclosure							
Air Sealing / Envelope [1]	Home	-	-	-	-	$ -	0.0%
Attic Insulation	Home	-	-	-	-	$ -	0.0%
MF HVAC							
MF Central A/C Replacement	Home	-	-	-	-	$ -	0.0%
MF Duct Test Inspection	Each	7	-	-	-	$ 750	0.8%
MF Duct Testing and Sealing	Home	-	-	-	-	$ -	0.0%
MF Evaporative Cooler (installation)	Home	-	-	-	-	$ -	0.0%
MF FAU Standing Pilot Conversion	Each	-	-	-	-	$ -	0.0%
MF Furnace Repair/Replacement	Each	-	-	-	-	$ -	0.0%
MF Heat Pump Replacement	Home	-	-	-	-	$ -	0.0%
MF Inspection	Each	3	-	-	-	$ 579	0.6%
MF Programmable Thermostat	Each	-	-	-	-	$ -	0.0%
MF Room A/C Replacement	Home	-	-	-	-	$ -	0.0%
MF Smart Thermostat	Each	-	-	-	-	$ -	0.0%
MF Lighting							
MF Ext Parking Lot	Each	148	-	-	-	$ 31,080	34.9%
MF Landscape Lighting	Each	-	-	-	-	$ -	0.0%
MF LED A-Lamp	Each	18	4,114	0	-	$ 297	0.3%
MF LED Exit Sign	Each	-	-	-	-	$ -	0.0%
MF LED Exterior Fixture	Each	192	10,167	-	-	$ 18,152	20.4%
MF LED Interior Fixture	Each	189	4,322	1	-	$ 20,742	23.3%
MF LED PL-Lamps	Each	58	4,435	0	-	$ 986	1.1%
MF LED Pool and Spa Lighting	Each	13	11,388	-	-	$ 9,932	11.1%
MF LED Reflector Lamp	Each	-	-	-	-	$ -	0.0%
MF LED T-Lamp	Each	318	14,870	0	-	$ 2,385	2.7%
MF LED Torchiere Lamp	Each	-	-	-	-	$ -	0.0%
MF Miscellaneous							
MF New - Smart Power Strips - Tier 2	Each	-	-	-		$ -	0.0%
MF Pool Pumps	Home	1	9,239	0		$ 3,015	3.4%
MF Smart Power Strips - Tier 1	Home	-	-	-		$ -	0.0%
MF CAM Enrollment Fees							
MF Enrollment Fees	Home	5	-	-	-	$ 1,222	1.4%
Total		952	58,535	1	-	$ 89,140	

Multifamily Properties Treated	Number
Total Number of Multifamily Properties Treated[2]	**12**
Subtotal of Master-metered Multifamily Properties Treated	**3**
Total Number of Multifamily Tenant Units w/in Properties Treated[3]	**154**

	Year to Date Expenses		
ESA Program - Multifamily Common Area	**Electric**	**Gas**	**Total**
Administration			
Direct Implementation (Non-Incentive)			
Direct Implementation	$ 89,140		$ 89,140
TOTAL MF CAM COSTS	$ 89,140	$ -	$ 89,140

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
Standard Notes 1 - 6 (do not delete)
1. Measures are customized by each IOU, see 'Table 2B-1, Eligible Measures List'. Measures list may change based on available information on both costs and benefits and may vary across climate zones. Each
2. Multifamily properties are sites with at least five (5) or more dwelling units. The properties may have multiple buildings.
3. Multifamily tenant units are the number of dwelling units located within properties treated. This number does not represent the same number of dwellings treated as captured in table 2A.
4. Audit costs may be covered by other programs or projects may utilize previous audits. Not all participants will have an audit cost associated with their project.
5. Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022, modified by D.17-12-009, where 65% of tenants are income eligible based (at or below 200% of
6. Commissioning costs, as allowable per the Decision, are included in measures total cost unless otherwise noted.
7 All savings are calculated based on the following sources:
8. Multifamily Common Area statistics are under review and will be inputed as year to date once provided.

Energy Savings Assistance CAM Program Table 2B-1, Eligible Common Area Measures List
Southern California Edison
Through March 2021

Common Area Measures Category and Eligible Measures Title [1]	Effective Date	End Date[2]	Eligible Climate Zones [3]
Appliances			
Pool Pumps	10/1/2018	6/30/2021	All
Domestic Hot Water			
Envelope			
Enclosure			
Air Sealing / Envelope [1]	10/1/2018	6/30/2021	All
Attic Insulation	10/1/2018	6/30/2021	All
HVAC			
Room A/C Replacement	10/1/2018	6/30/2021	10, 13, 14, 15, 16
Central A/C replacement	10/1/2018	6/30/2021	13, 14, 15
Heat Pump Replacement	10/1/2018	6/30/2021	13, 14, 15
Evaporative Cooler (Installation)	10/1/2018	6/30/2021	10, 13, 14, 15, 16
MF Smart Thermostat	10/1/2018	6/30/2021	10, 13, 14, 15, 16
Lighting			
MF Ext Parking Lot	1/1/2021	6/30/2021	All
MF Landscape Lighting	10/1/2018	6/30/2021	All
MF LED A-Lamp	10/1/2018	6/30/2021	All
MF LED Exit Sign	10/1/2018	6/30/2021	All
MF LED Exterior Fixture	10/1/2018	6/30/2021	All
MF LED Interior Fixture	10/1/2018	6/30/2021	All
MF LED PL-Lamps	10/1/2018	6/30/2021	All
MF LED Pool and Spa Lighting	10/1/2018	6/30/2021	All
MF LED Reflector Lamp	10/1/2018	6/30/2021	All
MF LED Torchiere Lamp	10/1/2018	6/30/2021	All
MF LED T5 UL Type A	8/17/2019	6/30/2021	All
MF LED T8 UL Type A	8/17/2019	6/30/2021	All
Miscellaneous			
Smart Power Strips - Tier 1	10/1/2018	6/30/2021	All
New - Smart Power Strips - Tier 2	10/1/2018	6/30/2021	All

Standard Notes (do not delete)

1. Measures list may change based on available information on both costs and benefits (including energy benefits as well as non-energy benefits) and may vary across climate zones. This is not a list of installed measures, it is a list of eligible measures.
Table 2B-1 Column A should match Table 2B Column A for eligible (not canceled) measures.

2. Only complete if measure is canceled or discontinued
3. Defined as CEC California Building Climate Zones
https://www.energy.ca.gov/maps/renewable/building_climate_zones.html

Energy Savings Assistance Program Tables 3A-C - Energy Savings and Average Bill Savings per Treated Home/Common Area
Southern California Edison
Through March 2021

Table 3A-1, ESA Program	
Annual kWh Savings	9,854,051
Annual Therm Savings	
Lifecycle kWh Savings	69,156,558
Lifecycle Therm Savings	
Current kWh Rate	0.139
Current Therm Rate	
Number of Treated Households	18,638
Average 1st Year Bill Savings / Treated households	$73.49
Average Lifecycle Bill Savings / Treated Household	$515.76

Table 3A-2, ESA Program - CSD Leveraging	
Annual kWh Savings	-
Annual Therm Savings	-
Lifecycle kWh Savings	-
Lifecycle Therm Savings	-
Current kWh Rate	$ -
Current Therm Rate	$ -
Average 1st Year Bill Savings / Treated Households	$ -
Average Lifecycle Bill Savings / Treated Household	$ -

Table 3A-3, Summary - ESA Program/CSD Leveraging	
Annual kWh Savings	9,854,051
Annual Therm Savings	
Lifecycle kWh Savings	69,156,558
Lifecycle Therm Savings	
Current kWh Rate	$ 0.14
Current Therm Rate	
Average 1st Year Bill Savings / Treated Households	$ 73.49
Average Lifecycle Bill Savings / Treated Households	$ 515.76

[1] Summary is the sum of ESA Program + CSD Leveraging

Table 3B, ESA Program - Multifamily Common Area	
Annual kWh Savings	58,535
Annual Therm Savings	
Lifecycle kWh Savings	367,875
Lifecycle Therm Savings	
Current kWh Rate	$ 0.14
Current Therm Rate	
Number of Treated Households	12
Average 1st Year Bill Savings / Treated Property	$ 678.03
Average Lifecycle Bill Savings / Treated Property	$ 4,261.22

Multifamily Common Area statistics are under review and will be inputed as year to date once provided.

Energy Savings Assistance Program Table 4 - Homes/Buildings Treated
Southern California Edison
Through March 2021

Table 4A-1, ESA Program						
	Eligible Households			Households Treated YTD		
County	**Rural [1]**	**Urban**	**Total**	**Rural**	**Urban**	**Total**
FRESNO	-	469	469	0	0	0
IMPERIAL	211	-	211	0	1	1
INYO	1,459	436	1,895	0	0	0
KERN	15,949	8,769	24,718	395	2	397
KINGS	7,462	-	7,462	146	0	146
LOS ANGELES	3,946	538,607	542,553	80	7,850	7,930
MADERA	-	3	3	0	0	0
MONO	1,949	0	1,949	1	0	1
ORANGE	0	204,105	204,105	0	2,261	2,261
RIVERSIDE	89,597	97,499	187,096	320	2,358	2,678
SAN BERNARDINO	40,526	187,180	227,706	699	3,600	4,299
SANDIEGO	1	-	1	0	0	0
SANTA BARBARA	-	18,186	18,186	0	1	1
TULARE	44,508	14,984	59,492	483	160	643
TUOLUMNE	-	-	0	0	0	0
VENTURA	2,607	63,623	66,230	16	265	281
Total	**208,216**	**1,133,860**	**1,342,076**	**2,140**	**16,498**	**18,638**

Table 4B, ESA Program - CSD Leveraging						
				Households Treated YTD		
County				**Rural**	**Urban**	**Total**
						0
						0
Total				**0**	**0**	**0**

Table 4C, ESA Program - Multifamily Common Area						
				Properties Treated YTD		
County				**Rural**	**Urban**	**Total**
FRESNO				0	0	0
IMPERIAL				0	0	0
INYO				0	0	0
KERN				0	0	0
KINGS				0	0	0
LOS ANGELES				0	0	0
MADERA				0	0	0
MONO				0	0	0
ORANGE				0	3	3
RIVERSIDE				0	2	2
SAN BERNARDINO				2	5	7
SANDIEGO				0	0	0
SANTA BARBARA				0	0	0
TULARE				0	0	0
TUOLUMNE				0	0	0
VENTURA				0	0	0
Total				**2**	**10**	**12**

[1] For IOU low income-related and Energy Efficiency reporting and analysis, the Goldsmith definition is applied.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
Multifamily Common Area statistics are under review and will be inputed as year to date once provided.

Energy Savings Assistance Program Table 4A-2, Homes Unwilling / Unable to Participate
Southern California Edison
Through March 2021

ESA Program							
	Reason Provided						
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/ Ineligible
Fresno	0	0	0	0	0	0	0
Imperial	0	0	0	0	0	0	1
Inyo	0	0	0	0	6	1	11
Kern	0	2	0	4	14	9	190
Kings	0	0	0	0	9	7	154
Los Angeles	6	33	1	223	537	386	3,445
Madera	0	0	0	0	0	0	0
Mono	0	0	0	0	1	0	0
Orange	0	0	0	42	211	64	576
Riverside	5	20	0	24	250	102	1,712
San Bernardino	9	39	0	104	260	100	2,657
San Diego	0	0	0	0	0	0	0
Santa Barbara	0	0	0	1	9	0	46
Tulare	0	4	0	0	45	11	702
Tuolumne	0	0	0	0	0	0	0
Ventura	0	1	0	2	52	14	77
Total	**20**	**99**	**1**	**400**	**1,394**	**694**	**9,571**

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

Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary
Southern California Edison
Through March 2021

Table 5A, ESA Program

Month	Gas & Electric				Gas Only				Electric Only				Total					
	# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Household Count)		(Annual)		
		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		# of First-Tourch	# of Re-treatment	Therm	kWh	kW
January					-	-	-	-	2,808		1,515,624	227	2,808	2,275	533		1,515,624	227
February									10,333		5,261,480	800	10,333	7,687	2,646		5,261,480	800
March									18,638		9,854,051	1,487	18,638	12,932	5,706		9,854,051	1,487
April																		
May																		
June																		
July																		
August																		
September																		
October																		
November																		
December																		
YTD	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**18,638**		**9,854,051**	**1,487**	**18,638**	**12,932**	**5,706**		**9,854,051**	**1,487**

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Table 5B, ESA Program - CSD Leveraging

Month	Gas & Electric				Gas Only				Electric Only				Total			
	# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
January																
February																
March																
April																
May																
June																
July																
August																
September																
October																
November																
December																
YTD	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**		**-**	**-**	**-**		**-**	**-**

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2A.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

Table 5C, ESA Program - Multifamily Common Area

Month	Gas & Electric				Gas Only				Electric Only				Total			
	# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)			# of Properties Treated by Month	(Annual)		
		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
January									2		-	-	2		-	-
February									3		3,071	-	3		3,071	-
March									11		58,535	1	3		58,535	1
April															-	-
May															-	-
June															-	-
July															-	-
August															-	-
September															-	-
October															-	-
November															-	-
December															-	-
YTD	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**11**		**58,535**	**1**	**11**		**58,535**	**1**

YTD Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2B.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
Multifamily Common Area statistics are under review and will be inputed as year to date once provided.

Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies
Southern California Edison
Through March 2021

	Authorized 2019 Funding			Current Month Expenses			Expenses Since January 1, 2018			% of Budget Expensed		
	Electric	Gas	Total	Electric[1]	Gas	Total[1]	Electric[1]	Gas	Total[1]	Electric	Gas	Total
Pilots												
PCT TOU	$ 300,500	n/a	$ 300,500	$0	n/a	$0	$ 97,649	n/a	$ 97,649	32%	n/a	32%
Total Pilots	**$300,500**	**$0**	**$300,500**	**$0**	**$0**	**$0**	**$97,649**	**$0**	**$97,649**	**32%**		**32%**
Studies												
Rapid Feedback Research and Analysis	$155,000	$0	$155,000			0	0		0	0%		0%
2022 Low Income Needs Assessment Study1	$150,000	$0	$150,000	$24,663	$0	$24,663	$24,663	$0	$24,663	16%		16%
2020 Non-Energy Benefits (NEBs) Study2	$45,000	$0	$45,000	$1,199	$0	$1,199	$44,985	$0	$44,985	100%		100%
2017 Potential and Goals Study												
2019 Non-Energy Benefits (NEBs) Study3												
Total Studies	**$350,000**	**$0**	**$350,000**	**$25,862**	**$0**	**$25,862**	**$69,648**	**$0**	**$69,648**	**20%**		**20%**

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
Footnotes:
1. Budget accomodates budget for 2022 Low Income Needs Assessment. The evaluation contract will be held by SCE. Consultant has not been hired, hence there has been no cross-billing.
2. Consultant is APPRISE. Study is follow up to 2019 Skumatz NEBs research.
3. Pilot budget include all charges to accounting number. SCE did not separately track internal expenses such as labor.

Energy Savings Assistance Program Table 7 (Second Refrigerators, In-Home Education, MyEnergy/My Account Platform)

Southern California Edison
Through March 2021

7A - Households Receiving Second Refrigerators			
Measures	**Units**	**Received Refrigerator**	**Not eligible for Refrigerator due to Less than Six Occupants**
Second Refrigerators	Each	21	1,221

7B - Households Receiving In- Home Energy Education Only		
Measures	**Units**	**Households that Only Received Energy Education**
In-Home Education	Home	5,474

7C - Households for My Energy/My Account Platform [1]		
Opt-Out	**Already Enrolled**	**Opt-In**
TBD	TBD	TBD

Notes:
[1] Pending evaluation of MyAccount data.

Energy Savings Assistance Program Table 8 - Contractor Advanced Funding and Repayment
Southern California Edison
Through March 2021

			B-C			E x F			(B)-(cumulative H + cumulative I)
	Total Advanced Amount	Total Advance PPRS Credit Eligible [1]	Total Advance Not Eligible for PPRS Credit	Percentage for PPRS Credit Calculation [2]	Total Contractor Invoices each month[3]	Total PPRS Credit Earned each month[4]	PPRS Credits Applied each month [5]	Non PPRS Payments Applied each month [6]	Total Advances Outstanding
Jan-20									
Feb-20									
Mar-20	$ 229,816.30								$ 229,816.30
Apr-20	$ 6,207,683.17								$ 6,437,499.47
May-20	$ 288,985.84							$ 47,683.34	$ 6,678,801.97
Jun-20	$ 16,734.82							$ 720,240.20	$ 5,975,296.59
Jul-20	$ 124,206.58							$ -	$ 6,099,503.17
Aug-20	$ -							$ 66,435.68	$ 6,033,067.49
Sep-20	$ -							$ -	$ 6,033,067.49
Oct-20	$ -							$ -	$ 6,033,067.49
Nov-20	$ -							$ -	$ 6,033,067.49
Dec-20	$ -	$ 2,937,642.99	$ 3,929,783.72	40%	$ 903,039.33	$ 361,215.73	$ -	$ -	$ 6,033,067.49
Jan-21	$ -	$ -	$ -	40%	$ 1,029,235.14	$ 411,694.06	$ -	$ -	$ 6,033,067.49
Feb-21	$ -	$ 2,791,529.86	$ 4,075,896.85	40%	$ 2,475,688.05	$ 990,278.22	$ -	$ -	$ 6,033,067.49
Mar-21	$ -	$ -	$ -	40%	$ 1,161,293.89	$ 464,517.56	$ 260,110.57	$ 2,241.58	$ 5,770,715.34
Apr-21									
May-21									
Jun-21									
Jul-21									
Aug-21									
Sep-21									
Oct-21									
Nov-21									
Dec-21									
Total	$ 6,867,426.71	$ 2,791,529.86	$ 4,075,896.85		$ 5,569,256.41	$ 2,227,705.57	$ 260,110.57	$ 836,600.80	$ 5,770,715.34

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.

CARE Table 1 - CARE Program Expenses
Southern California Edison
Through March 2021

	2021 Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
CARE Program:	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
Outreach	$1,342,421.50		$ 1,342,421.50	$304,690.23		$ 304,690.23	$400,454.14		$ 400,454.14	30%		30%
Processing / Certification Re-certification	$400,000.00		$ 400,000.00	$48,850.69		$ 48,850.69	$114,496.40		$ 114,496.40	29%		29%
Post Enrollment Verification	$300,000.00		$ 300,000.00	$54,926.55		$ 54,926.55	$146,714.48		$ 146,714.48	49%		49%
IT Programming	$300,000.00		$ 300,000.00	$1,005.20		$ 1,005.20	($359,684.40)		$ (359,684.40)	-120%		-120%
Cooling Centers	$22,949.50		$ 22,949.50	$ -		$ -	$ -		$0.00	#VALUE!		0%
Pilots/CHANGES Program	$262,500.00		$ 262,500.00	$ -		$ -	$110,514.78		$ 110,514.78	42%		42%
Studies	$0.00		$0.00	$ -		$0.00	$ -		$0.00	0%		0%
Regulatory Compliance	$228,830.50		$ 228,830.50	$30,482.42		$ 30,482.42	$75,726.21		$ 75,726.21	33%		33%
General Administration	$362,832.50		$ 362,832.50	$86,780.02		$ 86,780.02	$254,296.07		$ 254,296.07	70%		70%
CPUC Energy Division	$70,000.00		$ 70,000.00	$9,884.38		$ 9,884.38	$67,995.68		$ 67,995.68	97%		97%
SUBTOTAL MANAGEMENT COSTS	**$3,289,534.00**		**$ 3,289,534.00**	**$ 536,619.49**		**$ 536,619.49**	**$ 810,513.36**		**$ 810,513.36**	**25%**		**25%**
CARE Rate Discount	$246,046,819.00		$ 246,046,819.00	$ 42,776,706.11		$ 42,776,706.11	$ 125,607,297.87		$ 125,607,297.87	51%		51%
TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	**$ 249,336,353**		**$ 249,336,353**	**$ 43,313,325.60**		**$ 43,313,325.60**	**$ 126,417,811.23**		**$ 126,417,811.23**	**51%**		**51%**
Other CARE Rate Benefits												
- DWR Bond Charge Exemption				$ 2,287,872.34		$ 2,287,872.34	$ 6,663,682.23		$ 6,663,682.23			
- CARE Surcharge Exemption				$ 4,567,855.46		$ 4,567,855.46	$ 11,173,580.88		$ 11,173,580.88			
- California Solar Initiative Exemption				$ -		$ -	$ -		$ -			
- kWh Surcharge Exemption				$ -		$ -	$ -		$ -			
- Vehicle Grid Integration Exemption				$ -		$ -	$ -		$ -			
Total Other CARE Rate Benefits				**$ 6,855,727.80**		**$ 6,855,727.80**	**$ 17,837,263.11**		**$ 17,837,263.11**			
Indirect Costs				$ 89,991.00		$ 89,991.00	$ 247,630.00		$ 247,630.00			

[1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.
[2] Reflects the authorized 2021 H1 bridge funding amounts.
[3] Monthly and year-to-date expenses data was obtained from SAP database.
[4] Total costs settled to prior cycle CARE accounting are not addressed in CARE Table 1.
[5] Negative amounts reflect reversal of December 2020 accruals
NOTE: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration
Southern California Edison
Through March 2021

2020	New Enrollment										Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)
	Automatic Enrollment				Self-Certification (Income or Categorical)																			
	Inter-Utility[1]	Intra-Utility[2]	Leveraging[3]	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)	Total New Enrollment (E+J)	Scheduled[5]	Non-Scheduled (Duplicates)[5]	Automatic	Total Recertification (L+M+N)	No Response[4]	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)			
January	1,852	171	0	2,023	6,679	1,492	2,896	41	11,108	13,131	29,527	34,858	0	64,385	2	0	1	7,637	7,640	77,516	5,491	1,429,550	1,349,716	105.9%
February	1,596	503	0	2,099	6,454	3,364	2,960	64	12,842	14,941	27,441	32,610	0	60,051	0	0	0	11,087	11,087	74,992	3,854	1,433,404	1,349,716	106.2%
March	1,694	1,941	0	3,635	6,862	6,600	3,302	87	16,851	20,486	0	0	0	0	0	0	0	8,135	8,135	20,486	12,351	1,445,755	1,349,716	107.1%
April				0					0	0				0				0		0	0		1,349,716	0.0%
May				0					0	0				0				0		0	0		1,349,716	0.0%
June				0					0	0				0				0		0	0		1,349,716	0.0%
July				0					0	0				0				0		0	0		1,349,716	0.0%
August				0					0	0				0				0		0	0		1,349,716	0.0%
September				0					0	0				0				0		0	0		1,349,716	0.0%
October				0					0	0				0				0		0	0		1,349,716	0.0%
November				0					0	0				0				0		0	0		1,349,716	0.0%
December				0					0	0				0				0		0	0		1,349,716	0.0%
YTD Total	**5,142**	**2,615**	**0**	**7,757**	**19,995**	**11,456**	**9,158**	**192**	**40,801**	**48,558**	**56,968**	**67,468**	**0**	**124,436**	**2**	**0**	**1**	**26,859**	**26,862**	**172,994**	**21,696**	**1,445,755**	**1,349,716**	**107.1%**

[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] Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to respond.
[5] Recertification results include volumes for COVID-19 protections and reinstatements.

CARE Table 3A - Post-Enrollment Verification Results (Model)
Southern California Edison
Through March 2021

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	1,429,550	0	0.0%	0	0	0	0.0%	0.0%
February	1,433,404	0	0.0%	0	0	0	0.0%	0.0%
March	1,445,755	0	0.0%	0	0	0	0.0%	0.0%
April			0.0%			0	0.0%	0.0%
May			0.0%			0	0.0%	0.0%
June			0.0%			0	0.0%	0.0%
July			0.0%			0	0.0%	0.0%
August			0.0%			0	0.0%	0.0%
September			0.0%			0	0.0%	0.0%
October			0.0%			0	0.0%	0.0%
November			0.0%			0	0.0%	0.0%
December			0.0%			0	0.0%	0.0%
YTD Total	**1,445,755**	**0**	**0.0%**	**0**	**0**	**0**	**0.0%**	**0.0%**

[1] Includes all customers who failed SCE's CARE eligibility 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 and the verification process allows customers 90 days to respond to the verification request. Results may be pending due to the time permitted for a
[4] Percentage of customers dropped compared to the total participants requested to provide verification in that month.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Table 3B Post-Enrollment Verification Results (Electric only High Usage)
Southern California Edison
Through March 2021

Month	Total CARE Households Enrolled	Households Requested to Verify1	% 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	1,429,550	0	0.0%	0	0	0	0.0%	0.0%
February	1,433,404	0	0.0%	0	0	0	0.0%	0.0%
March	1,445,755	0	0.0%	0	0	0	0.0%	0.0%
April			0.0%			0	0.0%	0.0%
May			0.0%			0	0.0%	0.0%
June			0.0%			0	0.0%	0.0%
July			0.0%			0	0.0%	0.0%
August			0.0%			0	0.0%	0.0%
September			0.0%			0	0.0%	0.0%
October			0.0%			0	0.0%	0.0%
November			0.0%			0	0.0%	0.0%
December			0.0%			0	0.0%	0.0%
YTD Total	**1,445,755**	**0**	**0.0%**	**0**	**0**	**0**	**0.0%**	**0.0%**

[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] Medium (400%) and high usage (600%) customers are dropped at 60 days (2 or 3 bill cycles) for non-response to HUV (high usage income verification request). Additionally, 600% + users that have not reduced usage within the 60 day window (2 or 3 bill cycles) are removed from the program. Results may be pending due to the time permitted for a participant to respond.

[4] Percentage of customers dropped compared to the total participants requested to provide verification in that month.

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

CARE Table 4 - CARE Self-Certification and Self-Recertification Applications[1]
Southern California Edison
Through March 2021

	Provided	Received	Approved	Denied	Pending/Never Completed	Duplicates
Total (Y-T-D)	130,095	67,436	60,912	2,781	56,965	3,743
Percentage	N/A	100%	90%	4%	N/A	6%

[1] Includes sub-metered customers.

[2] Includes number of applications SCE provided for all direct mailing campaigns, customer calls made to the call center, and other outreach methods. Because there are other means by which customers obtain applications which are not counted, this number is only an approximation.

[3] Percent of received applications.

[4] Includes all applications received and not approved.

[5] Includes pending recertification responses.

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

CARE Table 5 - Enrollment by County
Southern California Edison
Through March 2021

County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
Fresno	485	0	**485**	46	0	**46**	9%	0%	**9%**
Imperial	0	184	**184**	24	57	**81**	0%	31%	**44%**
Inyo	8	1,440	**1,448**	28	1,087	**1,115**	350%	75%	**77%**
Kern	16,740	20,661	**37,401**	10,701	15,879	**26,580**	64%	77%	**71%**
Kings	0	9,168	**9,168**	158	10,160	**10,318**	0%	111%	**113%**
Los Angeles	585,553	3,402	**588,955**	601,187	2,312	**603,499**	103%	68%	**102%**
Madera	3	0	**3**			**0**	0%	0%	**0%**
Mono	0	2,186	**2,186**	7	1,007	**1,014**	0%	46%	**46%**
Orange	216,341	0	**216,341**	192,126	0	**192,126**	89%	0%	**89%**
Riverside	81,602	73,578	**155,180**	100,513	106,425	**206,938**	123%	145%	**133%**
San Bernardino	155,641	34,142	**189,783**	222,568	42,763	**265,331**	143%	125%	**140%**
San Diego	0	1	**1**	0	1	**1**	0%	100%	**100%**
Santa Barbara	17,177	0	**17,177**	11,106	0	**11,106**	65%	0%	**65%**
Tulare	14,894	50,496	**65,390**	14,320	49,558	**63,878**	96%	98%	**98%**
Ventura	63,643	2,371	**66,014**	61,655	2,067	**63,722**	97%	87%	**97%**
Total	**1,152,087**	**197,629**	**1,349,716**	**1,214,439**	**231,316**	**1,445,755**	**105%**	**117%**	**107%**

* Estimated eligible households is updated using the Athens Research dataset provided in Februrary 2021.

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

CARE Table 6 - Recertification Results
Southern California Edison
Through March 2021

Month	Total CARE Households	Households Requested to Recertify[1]	% of Households Total (C/B)	Households Recertified[2,5]	Households De-enrolled[3]	Recertification Rate % [4] (E/C)	% of Total Households De-enrolled (F/B)
January	1,429,550	0	0.0%	29,524	1	0.0%	0.0%
February	1,433,404	0	0.0%	27,441	0	0.0%	0.0%
March	1,445,755	0	0.0%	0	0	0.0%	0.0%
April						0.0%	
May						0.0%	
June						0.0%	
July						0.0%	
August						0.0%	
September						0.0%	
October						0.0%	
November						0.0%	
December						0.0%	
YTD	**1,445,755**	**0**	**0.0%**	**56,965**	**1**	**0.0%**	**0.0%**

[1] Excludes count of customers recertified through the probability model.

[2] Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.

[3] Includes customers who did not respond or who requested to be de-enrolled.
[4] Percentage of customers recertified compared to the total participants requested to recertify in that month.
5 Recertification results include volumes for COVID-19 protections and reinstatements.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

CARE Table 7 - Capitation Contractors[1]
Southern California Edison
Through March 2021

Contractor	Contractor Type (Check one or more if applicable)				Total Enrollments	
	Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date
2-1-1 ORANGE COUNTY		x			1	1
ALPHA ENTERPRISES		x			-	-
APAC SERVICE CENTER	x				3	4
ARMENIAN RELIEF SOCIETY	x				-	-
ASIAN AMERICAN DRUG ABUSE PROG	x				2	5
ASIAN AMERICAN RESOURCE CENTER	x		x		-	-
ASIAN YOUTH CENTER	x				-	-
BEST PARTNERS	x				76	172
BETHEL BAPTIST CHURCH	x				-	
DELHI CENTER	x				-	-
BETHEL BAPTIST CHURCH	x				-	-
BISHOP PAIUTE TRIBE	x				-	-
C.O.R. COMM DEVELOPMENT CORP	x				-	-
CAREGIVERS VOLUNTEERS ELDERLY		x			-	-
CHINESE CHRISTIAN HERALD CRUS.	x				-	-
CHINO NEIGHBORHOOD HOUSE		x			-	-
CITIHOUSING REAL ESTATE SERVIC		x			-	-
CITY IMPACT	x				-	-
CITY OF BEAUMONT SENIOR CENTER		x	x		-	-
COMMUNITY HEALTH INITIATIVE of OC (AKA: Volunteer Center of Greater Orange County dba OneOC)		x			-	-
DESERT COMMUNITY ENERGY		x			-	-
DESERT MANNA MINISTRIES INC	x				-	-
DISABLED RESOURCES CTR, INC		x	x		-	-
EL CONCILIO DEL CONDADO DE	x		x		-	-
FAMILY SVC ASSOC OF REDLANDS	x				-	-
FOOD SHARE	x				-	-
GO THE CALENDAR		x			-	-
HELP OF OJAI, INC.	x				-	-
HOUSING AUTHORITY OF KINGS CO	x		x		-	-
KERNVILLE UNION SCHOOL DISTRIC	x				-	-
KINGS COMMUNTITY ACTION ORG	x				-	-
KINGS CTY COMMISSION ON AGING	x				-	-
LA COUNTY HOUSING AUTHORITY		x			-	-
LEAGUE OF CALIF HOMEOWNERS	x				-	-
LIFT TO RISE	x				-	-
LTSC COMM. DEVEL. CORP	x				1	2
MENIFEE VALLEY CHAMBER		x			-	-
MEXICAN AMERICAN OPPORTUNITY		x	x		-	-
MTN COMM FAM RESOURCE CNTR	x				-	2
NEW GREATER CIR. MISSION, INC	x				-	-
NEW HOPE VILLAGE, INC	x				-	-
NEW HORIZONS CAREGIVERS GROUP		x			-	-
OCCC	x				-	-
OPERATION GRACE	x				-	-
OUR COMMUNITY WORKS	x				4	5
PACIFIC ISLANDER HLTH (PIHP)	x				-	-
PACIFIC PRIDE FOUNDATION	x				-	-
RIVERSIDE DEPT COMM ACTION		x	x	x	1	1
SALVATION ARMY SANTA FE SPGS	x				-	-
SALVATION ARMY VISALIA CORPS	x				-	-
SANTA ANITA FAMILY SERVICE	x				-	-
SENIOR ADVOCATES OF THE DESERT	x				-	-
SHARE OUR SELVES	x				-	-
SMILES FOR SENIORS FOUND.	x				-	-
SOUTHEAST CITIES SERVICE CTR.		x			-	-
SOUTHEAST COMMUNITY DEVELOPMEN	x				-	-
ST VINCENT DE PAUL		x			-	-
THE CAMBODIAN FAMILY	x				-	-
UNITED CAMBODIAN COMMUNITY INC		x			-	-
VICTOR VALLEY COMM SVC COUNCIL	x				-	-
VIETNAMESE COMMUNITY OF OC INC	x				-	-
VOLUTNEERS OF EAST LOS ANGELES	x		x		-	-
XFINITI SOLUTIONS, LLC		x			-	-
Total Enrollments					**88**	**192**

[1] All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.

[2] Numbers reflect customers that have been placed on the rate YTD. Capitation payments may lag by a month or more depending on when SCE is invoiced by the contractors.

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

CARE Table 8 - Households as of Month-End
Southern California Edison
Through March 2021

Month	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households[1]	Penetration	% Change	Total Residential Accounts
January	N/A	N/A	1,429,550	1,429,550	1,349,716	106%	0.0%	4,489,218
February	N/A	N/A	1,433,404	1,433,404	1,349,716	106%	0.3%	4,489,173
March	N/A	N/A	1,445,755	1,445,755	1,349,716	107%	0.9%	4,496,151
April	N/A	N/A						
May	N/A	N/A						
June	N/A	N/A						
July	N/A	N/A						
August	N/A	N/A						
September	N/A	N/A						
October	N/A	N/A						
November	N/A	N/A						
December	N/A	N/A						
YTD			**1,445,755**	**1,445,755**	**1,349,716**	**107%**	**0.9%**	**4,496,151**

[1] Data represents total residential electric and gas households. This includes submetered households.

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

CARE Program Table 9 - Expenditures for Pilots/CHANGES Program [1]
Southern California Edison
Through March 2021

2020	Authorized 2021 Budget	Current Month Expenses	Expenses Since Jan. 1, 2021	% of 2021 Budget Expensed
	Total	Total	Total	Total
Pilots				
CHANGES Program	$ 262,500	$ -	$ 110,515	42%
Total	**$ 262,500**	**$ -**	**$ 110,515**	**42%**

[1] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein.

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

Per Ravinder Mangat from the CPUC, table 10 is temporarily suspended.

Southern California Edison

Date[2]	CHANGES Participants' self-identified language of preference	Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)[2]	Description of each contact made with that customer's utility until a solution is reached.	If on CARE, Enter How Initially Enrolled		Number of Enrollment through CHANGES CBOs' Assistance Confirmed by IOU			Customer Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.			Calls to Dedicated 800 # Recorded by IOU [1]
										Dedicated Toll-Free Number			Dedicated Toll-Free Number		
				#	How Enrolled	CARE	FERA	Medical Baseline	#	1 = Yes 0 = No	Reason 800 # Not Used	#	1 = Yes 0 = No	Reason 800 # Not Used	
2018-05-02	Chinese/Cantonese	Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	Not applicable	1	Recertification and Verification Processing	0	0	1	1	0	Not Applicable	1	0	Not Applicable	
2018-05-23	Vietnamese	HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs	Not applicable	1	Data Sharing	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-22	Korean	HEAP/LiHeap Application Assistance	Not applicable	1	Data Sharing	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-23	Korean	HEAP/LiHeap Application Assistance	Not applicable	1	Recertification and Verification Processing	0	0	0	1	0	Meeting with client.	0	1	Not Applicable	
2018-05-23	Spanish	HEAP/LiHeap Application Assistance Set Up/Change Payment Plan	Not applicable	1	Internet Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-16	Chinese/Cantonese	Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation	Not applicable	1	VRU Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-11	Spanish	Medical Baseline Application Assistance Educated on Medical Baseline	Not applicable	1	Internet Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-03	Spanish	Educated on CARE/FERA Changes to Account	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	1	1	Not Applicable	
2018-05-15	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Assistance Programs	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-02	Spanish	Educated on CARE/FERA Changes to Account	Not applicable	1	Capitation Agency	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
2018-05-07	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Assistance Programs	Not applicable	1	Special Projects	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-22	Vietnamese	HEAP/LiHeap Application Assistance Bill Education Educated on Energy Assistance Programs	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-04	Spanish	ESAP Application Assistance	Not applicable	1	Internet Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-03	English	Set Up/Change Payment Plan	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-18	Chinese/Cantonese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
2018-05-10	Samoan	Set Up/Change Payment Plan	Not applicable	0	Not Applicable	0	0	0	1	1	Not Applicable	0	0	Not Applicable	
2018-05-08	English	Set Up/Change Payment Extension	Not applicable	0	Not Applicable	0	0	0	1	1	Not Applicable	0	0	Not Applicable	
2018-05-14	Vietnamese	HEAP/LiHeap Application Assistance	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
Southern California Edison	English	Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation	Not applicable	1	Capitation Agency	0	0	0	1	0	Meeting with client.	1	0	Not Applicable	
1/0/1900	0		Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-14	Spanish	Set Up/Change Payment Extension Set Up/Change Payment Plan	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-16	Spanish	Changes to Account	Not applicable	1	Call Center	0	0	0	1	1	Not Applicable	0	0	Not Applicable	
2018-05-30	Spanish	Set Up/Change Payment Extension	Not applicable	1	Capitation Agency	0	0	0	0	1	Not Applicable	0	0	Not Applicable	
2018-05-02	Chinese/Cantonese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	1	0	Not Applicable	
2018-05-14	Korean	HEAP/LiHeap Application Assistance	Not applicable	0	Not Applicable	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
1/0/1900	0		Not applicable	1	Special Projects	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-22	Korean	HEAP/LiHeap Application Assistance	Not applicable	1	Special Projects	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-30	Vietnamese	HEAP/LiHeap Application Assistance	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	1	0	Not Applicable	
2018-05-14	Spanish	ESAP Application Assistance	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
2018-05-14	Spanish	Medical Baseline Application Assistance Educated on Medical Baseline	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
2018-05-15	Chinese/Cantonese	Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	1	0	Not Applicable	
2018-05-18	Spanish	ESAP Application Assistance Educated on CARE/FERA	Not applicable	1	Internet Enrollments	0	0	0	0	1	Not Applicable	0	0	Not Applicable	
2018-05-23	Spanish	ESAP Application Assistance Set Up/Change Payment Extension Set Up/Change Payment Plan	Not applicable	1	Internet Enrollments	0	0	0	0	1	Not Applicable	0	0	Not Applicable	
2018-05-09	Spanish	HEAP/LiHeap Application Assistance	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-15	Spanish	Set Up/Change Payment Extension Set Up/Change Payment Plan	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-21	Vietnamese	HEAP/LiHeap Application Assistance	Not applicable	0	Not Applicable	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-25	Spanish	Set Up/Change Payment Plan	Not applicable	1	Call Center	0	0	0	0	1	Not Applicable	0	0	Not Applicable	
2018-05-25	Spanish	ESAP Application Assistance	Not applicable	1	Capitation Agency	0	0	0	0	1	Not Applicable	0	0	Not Applicable	
2018-05-16	Spanish	Changes to Account	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-09	Spanish	ESAP Application Assistance	Not applicable	1	Call Center	0	0	1	0	0	Meeting with client.	1	0	Not Applicable	
2018-05-10	Vietnamese	HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Educated on Energy Assistance Programs	Not applicable	1	Data sharing	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-04-30	English	Set Up/Change Payment Plan	Not applicable	1	VRU Enrollments	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
2018-05-01	Chinese/Cantonese	Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation Educated on Energy Assistance Programs	Not applicable	0	Not Applicable	0	0	0	1		Not Applicable	0	1	Not Applicable	
2018-05-01	English	HEAP/LiHeap Application Assistance	Not applicable	0	Not Applicable	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
2018-05-08	English	Changes to Account	Not applicable	1	Special Projects	0	0	0	1			0	1	Not Applicable	
2018-04-17	English	Energy Assistance Fund Application	Not applicable	0	Not Applicable	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-03	Chinese/Cantonese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	Not applicable	1	Call Center	0	0	0	1	0	Meeting with client.	0	0	Not Applicable	
2018-05-25	English	Medical Baseline Application Assistance Educated on Medical Baseline	Not applicable	0	Not Applicable	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-04	Vietnamese	HEAP/LiHeap Application Assistance	Not applicable	1	Capitation Agency	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-10	Chinese/Cantonese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	Not applicable	0	Not Applicable	0	0	0	0	0	Meeting with client.	1	0	Not Applicable	
2018-05-25	Chinese/Cantonese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	Not applicable	1	VRU Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-04	Chinese/Cantonese	HEAP/LiHeap Application Assistance Educated on Energy Efficiency/ Conservation	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-05-03	Vietnamese	HEAP/LiHeap Application Assistance	Not applicable	1	Call Center	0	0	0	0	0	Meeting with client.	0	0	Not Applicable	
2018-04-25	English	HEAP/LiHeap Application Assistance	Not applicable	1	Other Source	0	0	0	1	0	Meeting with client.	0	0	Not applicable	
2018-04-02	Mandarin	Energy Assistance Fund Application	Not applicable	1	Special Projects	0	0	0	1	0	Meeting with client.	1	0	Not applicable	
2018-04-10	Spanish	Medical Baseline Application Assistance	Not applicable	1	Internet Enrollments	0	0	0	0	0	Meeting with client.	0	0	Not applicable	
2018-04-27	Spanish	Changes to Account	Not applicable	1	Internet Enrollments	0	0	0	0	1	Not Applicable	0	0	Not applicable	
Current Month Total				**48**		**0**	**0**	**2**	**20**	**9**		**9**	**4**		**26**
Year-to-Date Total				**578**		**9**	**0**	**21**	**257**	**40**		**88**	**22**		**73**

[1] Total calls placed to 800# recorded by SCE from May 1, 2018, through May 31, 2018, is 26. Data on calls per each one-on-one session not available.

[2] For column C, this data was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original version in order to have a more consistent appearance and format with existing SCE tables.

[3] Dates listed are one-on-one case open dates as provided by CHANGES contractor. Dates do not necessarily coincide with the date of the session.

CARE Table 11 CHANGES Group Customer Assistance Sessions						
Southern California Edison						
Date[3]	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
			# of Sessions	Length (Hours)[4]	Number of Attendees	Description of Information / Literature Provided
N/A	Armenian	Avoiding Disconnection	6	0.5	42	N/A
N/A	Cantonese	Avoiding Disconnection	1	0.5	17	N/A
N/A	English	Avoiding Disconnection	2	0.5	8	N/A
N/A	Japanese	Avoiding Disconnection	1	0.5	1	N/A
N/A	Korean	Avoiding Disconnection	1	0.5	16	N/A
N/A	Mandarin	Avoiding Disconnection	1	0.5	4	N/A
N/A	Spanish	Avoiding Disconnection	1	0.5	2	N/A
N/A	Vietnamese	Avoiding Disconnection	2	0.5	31	N/A
N/A	Cantonese	CARE/FERA and Other Assistance Programs	1	0.5	1	N/A
N/A	English	CARE/FERA and Other Assistance Programs	8	0.5	29	N/A
N/A	Japanese	CARE/FERA and Other Assistance Program	1	0.5	1	N/A
N/A	Korean	CARE/FERA and Other Assistance Programs	4	0.5	157	N/A
N/A	Mandarin	CARE/FERA and Other Assistance Programs	3	0.5	6	N/A
N/A	Spanish	CARE/FERA and Other Assistance Programs	8	0.5	64	N/A
N/A	Vietnamese	CARE/FERA and Other Assistance Program	2	0.5	31	N/A
N/A	Armenian	Electric and Natural Gas Safety	6	0.5	46	N/A
N/A	Cantonese	Electric and Natural Gas Safety	2	0.5	24	N/A
N/A	English	Electric and Natural Gas Safety	5	0.5	18	N/A
N/A	Korean	Electric and Natural Gas Safety	1	0.5	8	N/A
N/A	Mandarin	Electric and Natural Gas Safety	3	0.5	7	N/A
Edison	Spanish	Electric and Natural Gas Safety	6	0.5	46	N/A
0-Jan	Tagalog	Electric and Natural Gas Safety	3	0.5	26	N/A
N/A	Vietnamese	Electric and Natural Gas Safety	1	0.5	8	N/A
N/A	Armenian	Energy Conservation	6	0.5	37	N/A
N/A	Cantonese	Energy Conservation	2	0.5	23	N/A
N/A	English	Energy Conservation	2	0.5	7	N/A
N/A	Mandarin	Energy Conservation	3	0.5	10	N/A
N/A	Spanish	Energy Conservation	3	0.5	15	N/A
N/A	Cambodian	Gas Aggregation	1	0.5	8	Gas Aggregation Handout
N/A	English	Gas Aggregation	1	0.5	2	Gas Aggregation Handout
N/A	Mandarin	Gas Aggregation	1	0.5	1	Gas Aggregation Handout
N/A	Spanish	Gas Aggregation	3	0.5	32	Gas Aggregation Handout
N/A	Spanish	High Energy Use	1	0.5	18	High Use Handout
N/A	Cantonese	Level Pay Plan	1	0.5	14	N/A
N/A	English	Level Pay Plan	1	0.5	7	N/A
N/A	Mandarin	Level Pay Plan	1	0.5	3	N/A
N/A	Tagalog	Level Pay Plan	1	0.5	8	N/A
N/A	Vietnamese	Level Pay Plan	1	0.5	17	N/A
N/A	Arabic	Understanding Your Bill	1	0.5	5	N/A
N/A	Armenian	Understanding Your Bill	2	0.5	7	N/A
N/A	Cantonese	Understanding Your Bill	1	0.5	15	N/A
N/A	English	Understanding Your Bill	3	0.5	10	N/A
N/A	Japanese	Understanding Your Bill	2	0.5	17	N/A
N/A	Korean	Understanding Your Bill	3	0.5	25	N/A
N/A	Mandarin	Understanding Your Bill	2	0.5	4	N/A
N/A	Spanish	Understanding Your Bill	5	0.5	55	N/A
N/A	Tagalog	Understanding Your Bill	2	0.5	26	N/A
N/A	Vietnamese	Understanding Your Bill	2	0.5	35	N/A
Current Month Total						
Year-to-Date						

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

[1] Contractor states all sessions at least 30 minutes

[2] This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original versions in order to have a more consistent appearance and format with existing SCE tables.

[3] The numbers provided by the CHANGES contractor are for SCE and SoCal Gas **combined**, due to the combined service territory.

[4] On the Consumer Education Topic addendum of the Quarterly CHANGES Data Report of August 2018-October 2018, the number of attendees for: the Avoiding Disconnection course add up to 121, not the 119 shown on the report; CARE / FERA & Other Assistance Programs classes add up to 289, not 287 as shown on the report; Electric and Natural Gas Safety classes add up to 183, not 182 as shown on the report; Energy Conservation classes add up to 92, not 91 as shown on the report; Understanding Your Bill classes add up to 199, not 197 as shown on the report.
Thus, the total shown on this table does not match the total on the Quarterly CHANGES Data Report of August 2018-October 2018.