



Joint IOU Report of the CARE and ESA Programs

Low Income Oversight Board Meeting
Webex
June 17, 2021

CARE Program

PU Code Section 739.1(a) requires the CPUC to establish a program of assistance to low-income electric and gas customers with annual household incomes that are no greater than 200 percent of the federal poverty guideline levels.

2021 YTD CARE Program Updates*

Authorized 2021 Program Budgets Expenditures				
Utility	2021 Budget	YTD Expenditures	%	YTD Rate Discounts
PG&E	\$9,510,637	\$5,535,207	58%	\$288,167,912
SCE	\$3,289,534	\$1,096,913	33%	\$163,717,139
SDG&E	\$3,660,217	\$1,040,199	28%	\$40,509,613
SoCalGas	\$5,045,561	\$1,996,303	40%	\$74,716,632
Total	\$25,008,052	\$14,727,454		\$768,697,000

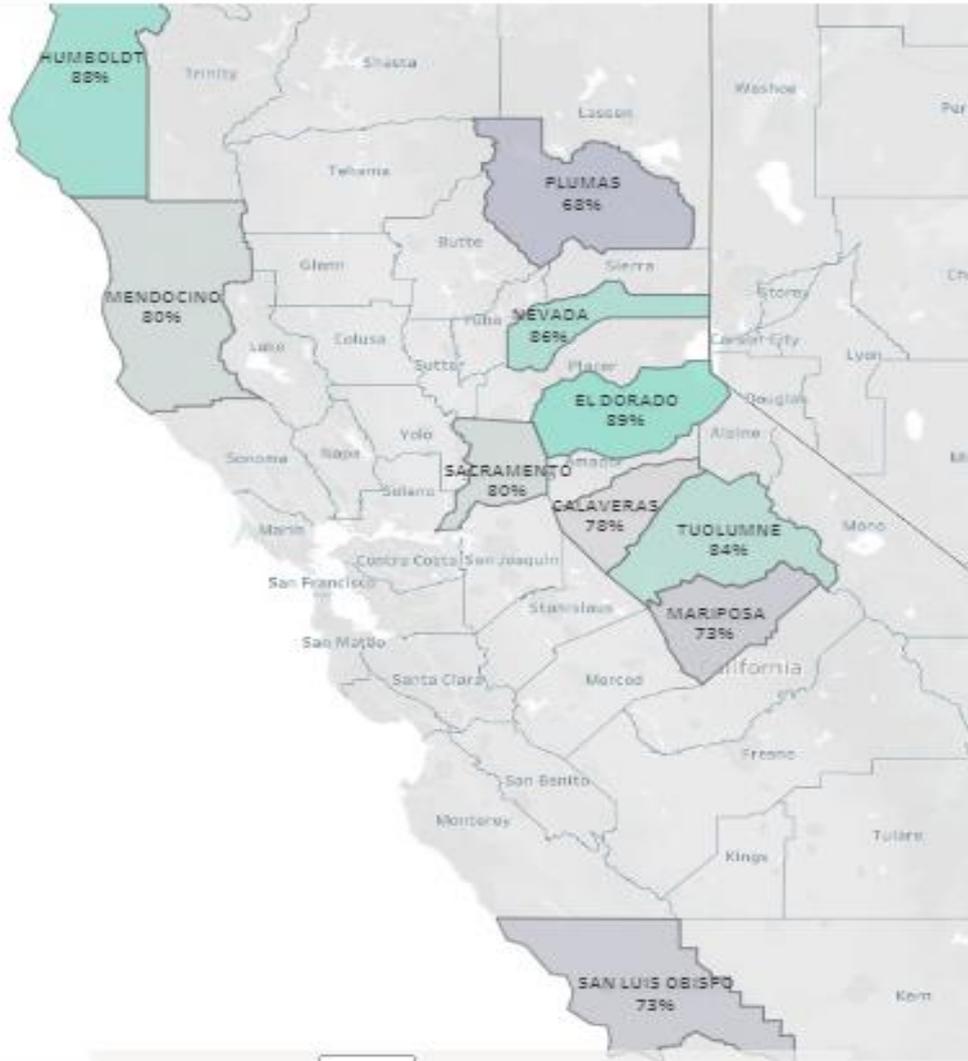
2021 YTD Enrollment and Penetration						
Utility	Total Residential Customers	Estimated Eligible Customers	Eligible Rate	Customers Enrolled	Penetration Rate	Newly Enrolled Customers
PG&E	5,583,279	1,447,571	26%	1,590,231	110%	77,664
SCE	4,497,228	1,349,716	30%	1,446,195	107%	56,178
SDG&E	1,360,611	293,584	22%	343,087	117%	12,347
SoCalGas**	5,667,264	1,710,846	30%	1,808,053	106%	87,353
Total	17,108,382	4,801,717		5,187,566		233,542

- Authorized budgets pursuant to Decision 19-06-022 for the 2021 Bridge Period. 2021 YTD through April 30, 2021, as reported in the IOU ESA-CARE Monthly Report (filed May 21, 2021). Pursuant to an extension granted by the Energy Division Executive Director on May 21, 2021, SDG&E presents YTD actuals through March 31, 2021, due to unforeseen issues resulting from SDG&E's recently implemented Customer Information System (Envision).
- ** Total residential gas households. This includes sub-metered households.



CARE Program *CARE Penetration map*

PG&E



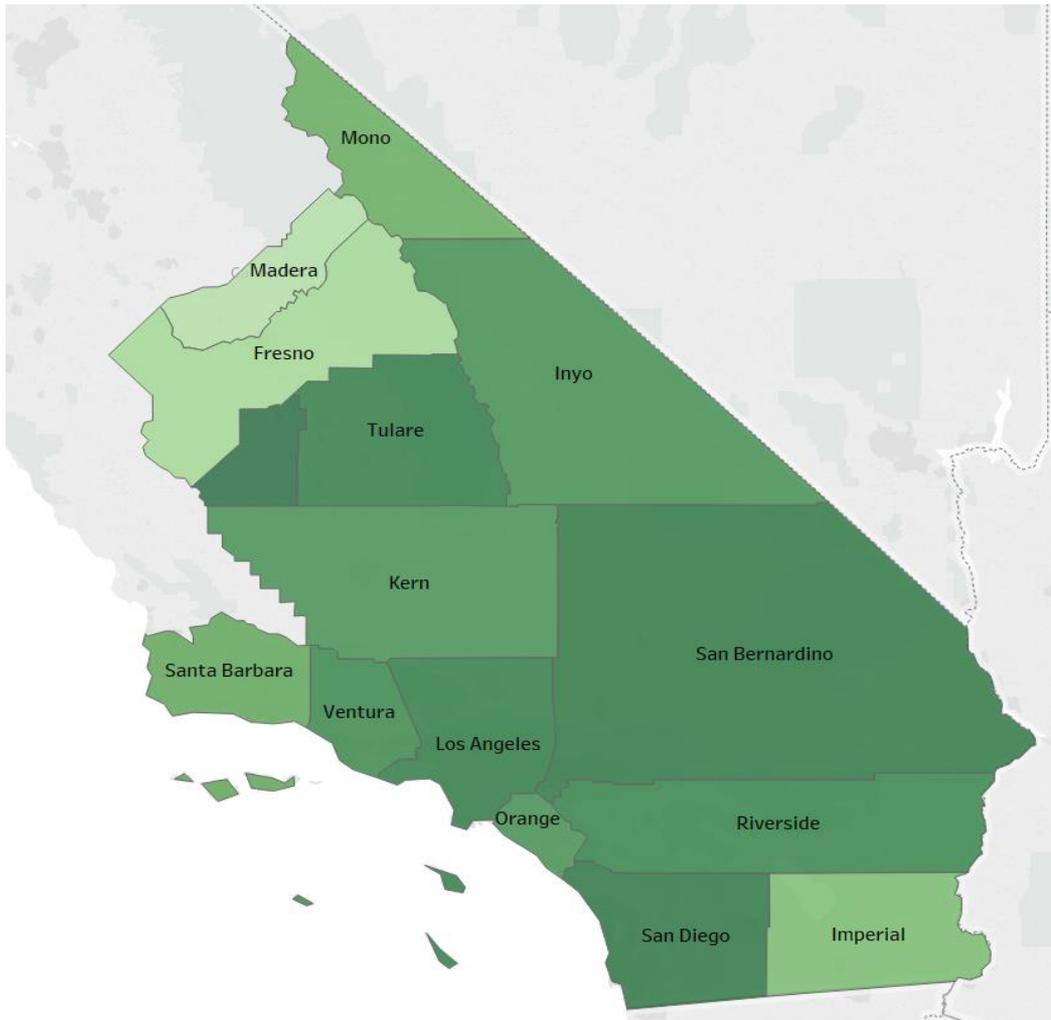
County	Penetration Rate*
PLUMAS	68%
MARIPOSA	73%
SAN LUIS OBISPO	73%
CALAVERAS	78%
SACRAMENTO	80%
MENDOCINO	80%
TUOLUMNE	84%
NEVADA	86%
HUMBOLDT	88%
EL DORADO	89%

*Represents PG&E counties with the lowest penetration rates, as of April 30, 2021.

*Excludes counties with less than 1,000 estimated eligible households

CARE Program *CARE Penetration map*

SCE



County	Penetration Rate*
Kings	112%
San Bernardino	140%
Los Angeles	102%
Riverside	133%
Tulare	98%
Kern	71%
Ventura	97%
Orange	89%
Santa Barbara	65%
Inyo	77%
Mono	46%
Imperial**	44%
Fresno**	10%
San Diego**	100%
Madera**	0%

*Represents the penetration rates for all SCE counties effective April 30, 2021.

**Represents counties with less than 1,000 estimated eligible households

CARE Program *CARE Penetration map*



SDG&E

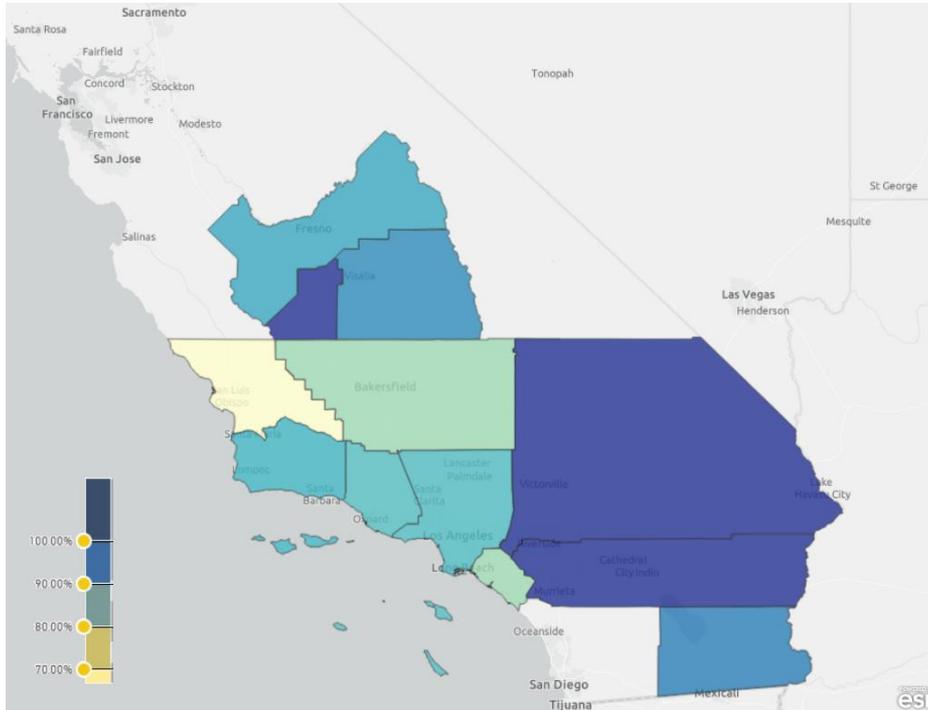


Zip codes with lowest penetration (overall)	
City	Penetration Rate
Laguna Niguel	20%
Coronado	33%
La Jolla	47%
Dana Point	56%
Jamul	57%
Pauma Valley	60%

*Represents SDG&E zip codes with the lowest penetration rates, as of March 30, 2021.

CARE Program *CARE Penetration map*

SoCalGas



County	Penetration Rate *
San Bernardino	158%
Riverside	136%
Kings	111%
Imperial	105%
Tulare	104%
Fresno	102%
Santa Barbara	101%
Los Angeles	99%
Ventura	98%
Kern	89%
Orange	88%
San Luis Obispo	74%

* 2021 YTD through April 30, 2021, as reported in the IOU ESA-CARE Monthly Report (filed May 21, 2021).

Energy Savings Assistance Program

PU Code Section 2790 requires the CPUC to provide energy efficiency services to qualifying low-income households. This program provides energy efficiency services such as weather stripping, insulation, and appliance upgrades to help these Californians better manage their energy bills.

2021 YTD ESA Program Budget Updates *

2021 Authorized Program Budgets and YTD Expenditures			
Utility	Authorized 2021 Budget ¹	YTD Expenditures ²	%
PG&E	\$127,394,116	\$62,972,703	49%
SCE	\$40,926,751	\$23,569,768	58%
SDG&E	\$16,460,022	\$5,084,101	31%
SoCalGas	\$67,066,667	\$27,883,032	42%
Total	\$251,847,557	\$119,509,604	47%

¹ Authorized budgets pursuant to Decision 19-06-022 and Bridge Funding Advice Letters.

² Expenditures are the sum of amounts shown in each IOU's ESA-CARE Monthly Report, ESA Table 1 and Table 1A.

* 2021 YTD through April 30, 2021, as reported in the IOU ESA-CARE Monthly Report (filed May 21, 2021).



Energy Savings Assistance Program

2021 YTD Energy Savings Targets

2021 Annual Savings for YTD Treatment ¹			Estimated Annual HH Usage for HH Treated YTD ²		Savings as % of Average HH Usage		Annual Program Savings Target ³	
Utility	kWh	therms	kWh	therms	kWh	therms	kWh	therms
PG&E	20,755,784	7,808	207,270,528	10,744,538	10.0%	0.1%	N/A	N/A
SCE	13,451,831	N/A	44,681,841	N/A	30.1%	N/A	N/A	N/A
SDG&E	384,675	4,497	12,317,952	738,912	3.1%	0.6%	N/A	N/A
SoCalGas	N/A	231,586	N/A	10,891,445	N/A	2.1%	N/A	N/A
TOTAL	34,592,289	243,891	264,270,321	22,374,895			N/A	N/A

¹ 2021 through April 30, 2021, as reported in the IOU ESA-CARE Monthly Report (filed May 21, 2021).

² Derived from average CARE Customers Usage for PY 2020 (Annual Report CARE Table 9) multiplied by April 2021 homes treated and annualized.

³ Not Applicable since savings targets were not proposed in the IOUs bridge funding ALs.



Energy Savings Assistance Program

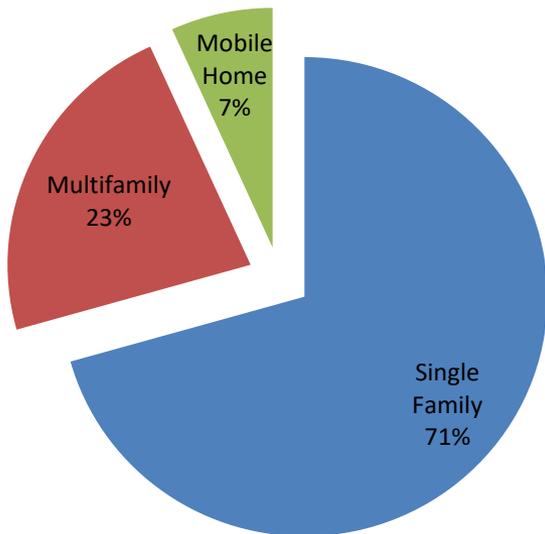
Top Two Drivers for Energy Savings Shortfalls below Target

IOU	Drivers
PG&E	<ol style="list-style-type: none">1. PG&E's ESA Program was on pause for in excess of two months due to the COVID-19 pandemic. Barring something unforeseen, it will be a challenge to meet this year's homes treated goal.2. PG&E is forecasting to not meet ESA's therm target due to (1) the introduction of LED lighting interactive effects, which PG&E indicated in the Mid-Cycle Advice Letter; and (2) transition to using Final Impact Evaluation results beginning with reporting for July 2019. (Final Impact Evaluation results are much lower than the Phase 1 results used in the Mid-Cycle Advice Letter).
SCE	<ol style="list-style-type: none">1. Enrollment rates are increasing each month and since February, have surpassed SCE's post-COVID impact enrollment forecasts as contractors continue to ramp up operations. Through April, SCE treated 27,429 households, of which 10,258 were retreatments. Focusing on retreatment customers during the Bridge Funding period may lead to lowered savings values as there is less opportunity to install energy saving measures in a home that has previously participated.2. In March, SCE went through a corporate wide Customer Service System replacement. ESA direct mail and email activities were reduced to help decrease customer calls to SCE as the system goes through stabilization.
SoCalGas	<ol style="list-style-type: none">1. Lower therm savings per unit installed, compared with the assumptions used to develop the original savings targets.2. Enrollment rates are below original forecast and goals. This is a result of the challenges the program faces in finding and enrolling new, untreated, eligible and willing customers as well as impacts from COVID-19 on program participation.
SDG&E	<ol style="list-style-type: none">1. SDG&E is currently on target to meet the bridge period homes treated goal. However, bridge period savings goals were not established; therefore, SDG&E is not currently below savings targets.

Energy Savings Assistance Program

PU Code Section 2790 requires the CPUC to provide energy efficiency services to qualifying low-income households. This program provides energy efficiency services such as weather stripping, insulation, and appliance upgrades to help these Californians better manage their energy bills.

**ESA 2021
SW Participation By Type**



2021 YTD Households Treated

2021 YTD Households Treated ¹						
Utility	Bridge Goal	First Touch	Go-Backs	Total	Total as % of 2021 Goal	Total as % of Eligible ESA HH ²
PG&E	50,000	9,789	23,857	33,646	67%	2.09%
SCE	43,562	17,171	10,258	27,429	63%	2.02%
SDG&E	5,973	1,590	1,850	3,440	58%	1.17%
SoCalGas	60,000	18,182	16,460	34,642	58%	1.78%
Total	159,535	46,732	52,425	99,157		

¹ 2021 through April 30, 2021, as reported in the IOU ESA-CARE Monthly Report (filed May 21, 2021).

² Athens estimate of IOU residential customers estimated eligible for ESA at 200% of FPL; updated annually in February.



Energy Savings Assistance Program

2021 MULTIFAMILY UPDATES

SPOC: All IOUs have SPOC facilitation at this time. SPOC continues to leverage with other utility program offerings.

- **PG&E:** As of April 2021, PG&E's SPOC made 221 referrals across PG&E and non-PG&E multifamily programs which resulted in 27 ESA in-unit referrals.
- **SCE:** In January 2021, SCE redesigned the MF CAM brochure to include new measures and a sample energy and cost savings calculation to highlight the benefits of the program. Approximately 500 brochures including a newly developed CAM Introduction Letter, were sent to prospective customers. Service Providers are contacting customers that received the mailer to follow up. In April 2021, SCE completed the process of onboarding and training two additional CAM Service Providers.
- **SDG&E:** In 2021, SDG&E's SPOC conducted 18 referrals across its ESA & ESA CAM programs.
- **SoCalGas:** Through April 30, 2021, SoCalGas' SPOCs have continued building the pipeline of CAM projects. SoCalGas added several projects in conjunction with Project Homekey. This is a State driven program to convert motels to MF living facilities for the homeless. Thus far, SoCalGas has identified thirty-eight (38) Homekey properties, completed site assessments on fifteen (15) Homekey projects with eight (8) of those projects having been approved for participation in the ESA CAM program

Common Areas: All IOUs continue implementing their Common Area Measures Initiative Implementation Plans in 2021.

- **PG&E:** PG&E has successfully completed and paid 40 ESA CAM projects and treated 345 buildings and 3,252 units in 2021. Additionally, the program expects to enroll and audit 195 buildings for 2021.
- **SCE:** Deed Restricted: In progress – 21 Whole Building, 17 Common Area, 5 In-Unit. Deed Restricted: Completed – 10 Whole Building, 5 Common Area, 11 in-unit. Market Rate: In progress – 19 in-unit. Market Rate: Completed – 23 in-unit.
- **SDG&E:** April 2021, SDG&E's ESA Program MF CAM implementer continued targeted marketing to potential ESA MF CAM properties, including re-syndication projects in SDG&E's service territory. Three properties were treated in April for a total of 12 properties in 2021. In addition, six properties are currently receiving measure installations and there are a total of 10 properties pending energy assessments/audits.
- **SoCalGas:** As of April 30, 2021, SoCalGas completed eight (8) projects. There are several projects on hold due to supply chain issues with boiler manufacturers. SoCalGas is working with Raypak and Lochinvar to reduce delivery timeframes to ensure timely installations.
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ENERGY EDUCATION

The statewide Energy Education Resource Guide has been finalized and the IOUs and SMJU's have rolled out to Service Providers; the guide is available in English, Spanish, Chinese, Vietnamese, Korean, Hmong, Russian, and Braille.

Energy Savings Assistance Program



As of Apr 2021 Summary of Tribal Responses

OUTREACH STATUS	QUANTITY	TRIBES
Tribes completed ESA Meet & Confer	23	Bear River Band of Rohnerville Rancheria, Berry Creek Rancheria, Big Sandy Rancheria, Laytonville Rancheria (Cahto), Cloverdale Rancheria, Cold Springs Rancheria of Mono Indians, Coyote Valley Band of Pomo Indians, Guidiville Rancheria, Upper Lake Rancheria, Hoopa Valley Tribe, Hopland Reservation, Lone Band of Miwok Indians, Karuk Tribe, Manchester Point Arena Rancheria, Mooretown Rancheria, North Fork Rancheria, Redwood Valley Rancheria, Round Valley Reservation, Sherwood Valley Rancheria, Wiyot Tribe (Table Bluff), Tuolumne Rancheria, United Auburn Indian Community, and Yurok Tribe
Tribes requested outreach materials or applications	11	Big Valley Rancheria, Bear River Band of Rohnerville Rancheria, Berry Creek Rancheria, Cold Springs Rancheria of Mono Indians, Coyote Valley Band of Pomo Indians, Karuk Tribe, North Fork Rancheria, Picayune Rancheria, Pinoleville Reservation, Sherwood Valley Rancheria, and Wiyot Tribe (Table Bluff)
Tribes who have not accepted offer to Meet and Confer	22	Big Lagoon Rancheria, Blue Lake Rancheria, Cher-Ae Heights Indian Community of Trinidad Rancheria, Chicken Ranch Rancheria, Colusa Rancheria (Cachil Dehe Wintun), Cortina Rancheria, Dry Creek Rancheria, Elem Indian Colony (Sulphur Bank), Enterprise Rancheria of Maidu Indians, Jackson Rancheria, Middletown Rancheria, Paskenta Rancheria, Picayune Rancheria, Pit River Tribes, Redding Rancheria, Santa Rosa Rancheria (Tachi-Yokut), Santa Ynez Band of Chumash Indians, Scotts Valley Band of Pomo Indians, Shingle Springs Rancheria, Stewarts Point Rancheria (Kashia Pomo), Table Mountain Rancheria, and Yocha Dehe Wintun Nation (Rumsey)
Non-Federally Recognized Tribes who participated in Meet & Confer	2	Dunlap Band of Mono North Fork Mono
Tribes and Housing Authority sites involved in Focused Project/ESA Partnership offer on Tribal Lands	16	Complete: Yurok Tribe To Contact in 2021: Karuk Tribe, Round Valley Reservation, and Wiyot Tribe (Table Bluff) In Process for 2021: Bear River Band of Rohnerville Rancheria, Berry Creek Rancheria, Big Sandy Rancheria, Cloverdale Rancheria, Hoopa Valley Tribe, Picayune Rancheria, Redwood Valley Rancheria, Sherwood Valley Rancheria, Guidiville Rancheria, and Manchester-Pt. Arena Rancheria
HA and Tribal Temporary Assistance for Needy Families (TANF) offices who received outreach (this includes email, U.S. mail, and/or phone calls)	38	Housing Authority Offices: Bear River Band of Rohnerville Rancheria, Berry Creek Rancheria, Big Sandy Rancheria, Big Valley Rancheria, Cher-Ae Heights Indian Community of The Trinidad Rancheria, Cloverdale Rancheria, Dry Creek Rancheria, Elem Indian Colony, Enterprise Rancheria of Maidu Indians, Federated Indians of Graton Rancheria, Fort Independence Reservation, Greenville Rancheria, Hoopa Valley Tribe, Lone Band of Miwok Indians, Karuk Tribe, Laytonville Rancheria, North Fork Rancheria, Picayune Rancheria, Pinoleville Reservation, Pit River Tribes, Round Valley Reservation, Santa Rosa Rancheria Tachi-Yokut, Stewarts Point Rancheria (Kashaya Pomo), Susanville Indian Rancheria, Tejon Indian Tribe, Tule River Indian Tribe, Upper Lake Rancheria, Washoe Tribe, Wilton Rancheria, and Yurok Tribe TANF Offices: California Department of Social Services CALWORKS and Family Resilience Branch, Federated Indians of Graton Rancheria, Hoopa Valley Tribe, Karuk Tribe, North Fork Rancheria, Susanville Indian Rancheria, Tuolumne Rancheria, and Owens Valley Career Development Center
HA and TANF offices who participated in Meet and Confer	13	Housing Authority Offices: Bear River Band of Rohnerville Rancheria, Berry Creek Rancheria, Big Sandy Rancheria, Enterprise Rancheria of Maidu Indians, Hoopa Valley Tribe, Karuk Tribe, North Fork Rancheria, and Picayune Rancheria TANF Offices: Karuk Tribe, North Fork Rancheria, Susanville Indian Rancheria, Tuolumne Rancheria, and Owens Valley Career Development Center

Energy Savings Assistance Program

Summary of Tribal Outreach Activities for 2021:

- PG&E's Tribal Consultation Plan for program year 2021 consisted of outreach to the leadership of the remaining 16 tribal communities who had not responded to contact attempts. Also, outreach plan included outreach to 14 Tribe Housing Authority Offices and 8 Tribal Temporary Assistance for Needy Families (TANF) offices. Outreach included email communication and phone calls with offers of in-person meetings, webinars and /or phone call consultations.
- In addition to the offer to meet and confer, outreach materials were sent which included information on customer protections during COVID and information about wildfires.
- PG&E's tribal liaison who collaborates with all tribes in PG&E service territory is a point person for Tribal Councils, leadership and government staff. The liaison communicates the offer to meet and confer every time there is an audience with the tribal communities.
- In addition to in-person and webinar meetings with three tribes, PG&E met with eight Tribal Temporary Assistance for Needy Families (TANF) offices, nine Housing Authority offices, and the California Department of Social Services CALWORKS and Family Resilience Branch.

Energy Savings Assistance Program

SCE Tribal Outreach for Low Income Programs

Pursuant to D.16-11-022 and D.17-12-009, SCE has met the goal of offering the ESA Program to all tribes in SCE service territory by 2020.

- SCE continuously offers low-income programs to all tribal communities within its service territory through the following actions:
 - Identify and confirm tribal contacts for each territory
 - Regular face-to-face and digital meetings
 - Participating in tribal community events
 - Presentations to their tribal councils
 - Offering virtual enrollments where feasible
- In April 2021, SCE did a targeted direct mail campaign to 3 tribal communities. Each letter provided the name and phone number for their local contractor to schedule an assessment. An ESA contractor participated in Morongo’s Annual Earth Day Drive Through Celebration on April 22, 2021, to provide program awareness in the tribal community.

#of Federally Recognized Tribes in SCE Territory	# of Tribes who no longer are in SCE Territory	# of Tribes who Refused/Members not Eligible	# of Tribes enrolled and completed installations	# of Tribes Reached Out to, but no response	# of Tribes Completed Tribal Consultation
13	1	3	2	1	6
	Pechanga	Twenty-Nine Palms Agua Caliente San Manuel Band of Mission Indians Colorado River Indian Tribes (CRIT)	Chemehuevi Death Valley Timbisha Shoshone	Soboba Band of Luiseño Indians	Benton Paiute Tribe Bishop Paiute Tribe Bridgeport Paiute Indian Colony Tule River Indian Tribe Morongo Band of Mission Indians

Note: Marketing and outreach strategies and material to tribal members is tailored according to requests during coordination with either tribal council or housing authority.

Energy Savings Assistance Program



SDG&E Tribal Efforts for Low Income Programs

Tribal Liaison Activities

- SDG&E’s tribal liaison works with all tribes in our service territory, and is a point person for Tribal Councils, leadership and government staff.
- Plans for 2021 to target specific tribes with individualized offers of enrollment and/or program assistance are in development, per request from LIOB members in January. Plans will potentially include:
 - Collaboration with tribal governments in order to secure “Homeowner” letters to facilitate ESA program enrollment
 - Partnering with one contractor to offer “whole neighborhood” approach for outreach and enrollment
 - Conducting mass outreach and enrollment efforts to eligible customers

Outreach Activities

- SDG&E’s outreach team has established paid partnerships via SCAIR and SCTCA.
- All tribes in San Diego’s service territory can use these organizations for resources.
- SDG&E works closely with the two associations to make sure that tribal community members are informed about all relevant SDG&E programs and services.

2021			
	Activity Type	Count	Est. Reach
SCAIR	Events	3	550
	Messaging	10	5,160
	Presentation	0	0
	Total	13	5,710
SCTCA	Events	0	0
	Messaging	5	7,250
	Presentation	1	15
	Total	6	7,265
Total Activity		19	12,975

*SCTCA – Southern California Tribal Chairmen’s Association

*SCAIR – Southern California American Indian Resource Center

Energy Savings Assistance Program

SDG&E Tribal Outreach for Low Income Programs



Federally Recognized Tribes in SDG&E's Service Territory	Outside of Service Territory	Outreach Efforts
21 Tribes	5 Tribes	
<ul style="list-style-type: none"> • Barona Band of Mission Indians • Campo Kumeyaay Nation • Capitan Grande Reservation • Ewiiaapaayp Band of Kumeyaay Indians (Cuyapaipe Reservation) • Inaja & Cosmit Band of Indians • Jamul Indian Village • Juaneno Band of Mission Indians • Kwaaymii • La Jolla Band of Mission Indians • La Posta Band of Mission Indians • Los Coyotes Band of Mission Indians • Manzanita Band of the Kumeyaay Nation • Mesa Grande Band of Mission Indians 	<ul style="list-style-type: none"> • Pala Band of Mission Indians • Pauma Band of Luiseno Indians • Rincon Band of Luiseno Indians • San Luis Rey Band of Mission Indians • San Pasqual Band of Mission Indians • lipay Nation of Santa Ysabel (Santa Ysabel Reservation) • Sycuan Band of Kumeyaay Nation • Viejas Band of Kumeyaay Indians 	<ul style="list-style-type: none"> • Ongoing outreach conducted through SCAIR and SCTCA • SDG&E kicked off direct outreach for a “whole neighborhood” offer in Q1 2021 • Meetings have been scheduled with tribes to discuss assistance program offerings

Energy Savings Assistance Program

SoCalGas Tribal Outreach for Low Income Programs



Federally Recognized Tribes in SoCalGas' Service Territory	Tribes with SoCalGas Residential Meters	Tribes Reached Out To for Tribal Consultation
20 Tribes	7 Tribes	4 Tribes
<ul style="list-style-type: none"> • Agua Caliente Band of Cahuilla Indians • Augustine Band of Cahuilla Indians • Cabazon Band of Mission Indians • Cahuilla Band of Mission Indians of the Cahuilla Reservation • Chemehuevi Indian Tribe of the Chemehuevi Reservation • Chumash Tribe of Indians • Fort Mojave Indian Tribe • Los Coyotes Band of Cahuilla and Cupeño Indians • Morongo Band of Cahuilla Mission Indians • Pechanga Band of Luiseño Mission Indians of the Pechanga Reservation • Ramona Band of Cahuilla Indians 	<ul style="list-style-type: none"> • San Manuel Band of Serrano Mission Indians of the San Manuel Reservation • Santa Rosa Band of Cahuilla Indians • Santa Ynez Band of Chumash Mission Indians of the Santa Ynez Reservation • Serrano Nation of Mission Indians • Soboba Band of Luiseño Indians • Tachi Yokut Tribe of Indians • The Juaneño Band of Mission Indians • Torres-Martinez Desert Cahuilla Indians • Tule River Indian Tribe of the Tule River Reservation • Twenty-Nine Palms Band of Mission Indians of California 	<ul style="list-style-type: none"> • Agua Caliente Band of Cahuilla Indians • Morongo Band of Cahuilla Mission Indians • Santa Rosa Band of Cahuilla Indians • Soboba Band of Luiseño Indians <div data-bbox="1402 634 1860 715" style="background-color: #003366; color: white; padding: 5px; text-align: center;">Additional Tribes Outreached for The ESA Program</div> <ul style="list-style-type: none"> • Augustine Band of Cahuilla Indians • Cahuilla Band of Mission Indians of the Cahuilla Reservation • Pechanga Band of Luiseño Mission Indians of the Pechanga Reservation • Tachi Yokut Tribe of Indians • The Juaneño Band of Mission Indians • Torres-Martinez Desert Cahuilla Indians • Tule River Indian Tribe of the Tule River Reservation • Twenty-Nine Palms Band of Mission Indians of California

Energy Savings Assistance Program

SoCalGas Tribal Outreach for Low Income Programs



SoCalGas Additional Tribal Outreach for Low Income Programs

- Due to COVID-19, all events have been either cancelled, postponed or made virtual. Community Based Organizations and SoCalGas Customer Assistance Outreach Staff continue to actively participate in outreach efforts via virtual means.
- In March 2021, SoCalGas formally partnered with Southern California Indian Center (SCIC), a community based organization dedicated to serving the American Indian, Alaskan Native, and Native Hawaiian communities of Los Angeles, Orange, and Riverside Counties. Through April 30, 2021, SCIC has participated in building awareness on Customer Assistance Programs through the following events:
 - Wellness Training Events to over 50 attendees
 - Various outreach events with over 20 attendees
 - Mountain Center Outreach Event with over 183 attendees
- ESA Program Manager and Regional Public Affairs worked on strategy to best provide information to tribal leaders and looking at outreach efforts to specific tribes and tribal organizations.



Joint IOU's Unspent Funds for Energy Savings Assistance Program

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PG&E's Unspent ESA Program Funds

Total Remaining ESA Unspent Funds (\$M)	
Remaining Unspent/Uncommitted 2009-2020 funds [1][2]	\$78.44
Unspent/Committed funds for 2021 ESA Bridge Period [3]	\$64.42
Total Unspent Funds as of 04/30/2021	\$142.86

1. Unspent/Uncommitted 2009-2020 Funds is the remaining amount of the ESA program funds collected from 2009-2020 program cycles that have not been authorized for 2021 ESA Program Bridge Period.
2. Unspent funds may only be used for ESA program activities. In Application (A.) 19-11-003 et. al., PG&E proposes using unspent funds to offset future revenue collections for the 2021-2026 period.
3. Committed funds include remaining authorized bridge funding amount approved in PG&E Advice Letter 4351-G-B/6035-E-B for January 1, 2021 - June 30, 2021, reserved/contracted amount with signed customer agreements for MF CAM activities, and estimated amount for PPRS credit per Resolution E-5074.

SCE's 2017-2020 Unspent Funds for ESA Program

Total Remaining Unspent Funds (\$M)	
Remaining 2009-2016 Unspent/Uncommitted fund	\$ 56.22
Total 2017-2020 Revenue Remaining as of 12/31/2020	\$ 15.15
Total 2017-2020 Unspent Funds - applied to cover Actual Expenses remaining as of 12/31/2020	\$ 29.02
Total Remaining Unspent Funds as of 12/31/2020	\$ 100.39
Total Unspent funds for Bridge Funding Activities	\$ 40.92

- The revenue remaining comes from the budget authorized in Decision (D.) 16-11-002 and Resolution E-4855 was \$318.37 million and indicates what SCE is authorized to collect through 2020.
- Unspent funds total as of December 31, 2020.
- The term “Unspent Funds” includes uncommitted and committed unspent funds. Unspent funds may only be used for ESA program activities. In Application (A.) 19-11-003 et. al., SCE proposing using unspent funds to offset future revenue collections for the 2021-2026 period.
- Total for bridge funding activities is based on the authorized bridge funding amount approved in SCE Advice Letter 4053-E, effective December 16, 2019.

SDG&E's Unspent Funds for ESA Program



Total Remaining Unspent Funds (\$M) [1]	
2009-2016 Unspent funds [2]	\$23.32
Total 2017-2021 Revenue Collected as of 4/30/2021 [3]	+ \$90.42
Total 2017-2021 Actual Expenses as of 4/30/2021 [4]	- \$80.27
Total Remaining Unspent Funds as of 4/30/2021 [5]	= \$33.47
Total allocated as of 4/30/2021 [5]	- \$9.61
Total Remaining Unspent Funds as of 4/30/2021 [6]	= \$23.86
Total funding requested for 2021 [7]	\$27.74

1. Unspent funds are only available for ESA activities.
2. SDG&E's unspent/over collected funds at the end of 2016 totaled \$23,322,672. Resolution E-4884 authorized \$12,959,793 to be used in the 2017-2020 budget cycle. Unspent carryover funds from PY2017 and PY2018 were redistribution to PY2019 as authorized in SDG&E Advice Letter 3250-E/2688-G.
3. The revenues collected were less than the authorized budget levels in D.16-11-022, Resolution E-4884 and budgets approved in AL 3250-E/2688-G.
4. Reflects expenses from ESA Tables 1 + 1A, net of manual adjustments.
5. \$9.61M of Unspent/Committed funds remain from authorized amount of \$12,959,793 in Resolution E-4884.
6. Please note the financial information presented is preliminary and will be finalized upon completion of the 2021 Annual Report.
7. 2021 budget amount reflected in A.19-11-005, pending Commission decision. As directed in D.20-08-033, SDG&E filed Advice Letter 3612-E/2905-G for bridge funding activities for January 1 through June 30, 2021, using uncommitted unspent funds for the bridge period. SDG&E Advice Letter 3612-E/2905-G was approved by the Commission's Energy Division effective September 23, 2020.

Note: This does not include cumulative interest collections in the ESA balancing accounts.

Energy Savings Assistance Program

Unspent/Uncommitted ESA Funds



SoCalGas Remaining Unspent Funds

Total Remaining Unspent Funds (\$M)	
Remaining 2009-2016 Unspent Funds [1]	\$125.15
2017-2021-Revenues Collected as of 4/30/2021	\$500.80
2017-2021 Total Expenses as of 4/30/2021 [2]	\$422.50
2017-2021 Unspent Funds as of 4/30/2021 [3]	\$78.30
Total Remaining Unspent Funds as of 4/30/2021	\$203.44
Total Unspent Funds for Bridge Funding Activities [4]	\$67.07
<u>Footnotes</u>	
[1] PY 2009-2016 Unspent Funds related to Revenues Collected.	
[2] PY 2017-2021 Total Expenses from Tables 1 and 1A.	
[3] PY 2017-2021 Unspent Funds related to Revenues Collected.	
[4] 2021 Budget amount requested in A.19-11-006, pending final decision. Pursuant to OP 9 of D.20-08-033, the IOU's are to use unspent and uncommitted funds during the bridge period before new revenue collections. Remaining unspent funds may be carried over for activity from the prior cycle including CAM and first-time treatments.	
*Unspent funds can only be used for ESA Program activities or returned to ratepayers.	

Energy Savings Assistance Program *Unspent/Uncommitted ESA Funds*

Top Two Drivers for Unspent Funds

IOU	Drivers
PG&E	<ol style="list-style-type: none"> 1. ESA budget under spent due to not meeting homes treated goals in 2017-2018, and over estimation of measures to be installed. Current 2020 enrollment and installation rates are below pre-COVID-19 levels, impacting ESA spending. 2. 2009-2016 Unspent Funds committed for ESA 2017-2020 through Conforming and Mid-Cycle Advice Letters (Table 1A): a) Delayed launch of new measures pending 2018 Mid-Cycle Advice Letter Filing Resolution; b) Delayed start installing measures for Multi-Family Common Area Measure (CAM) as a result of transitioning to a deemed measures program based on options provided by Energy Division; c) COVID-19.
SCE	<ol style="list-style-type: none"> 1. Enrollment and installation rates are still below pre-COVID-19 levels, however, are steadily rising month over month. Although eligible population has likely increased, willingness to enroll is still fluid during the pandemic. This has also impacted MF CAM progress, whose budget is taken from unspent funds. SCE is focused on retreating customers during the Bridge Funding period, whose budget is taken from unspent funds. There is less opportunity to install measures in a home that has already been served by ESA, which results in the installation of less measures. 2. So far, limited opportunities to leverage with CSD. Current projects have few potential measures that SCE can reimburse CSD for.
SoCalGas	<ol style="list-style-type: none"> 1. Enrollment rates below the original forecast and goals. This is a result of the challenges the program faces in finding and enrolling new, untreated, eligible and willing customers as well as impacts from COVID-19 on program participation. 2. Lower forecast rates of feasibility for some of the program measures.
SDG&E	<ol style="list-style-type: none"> 1. The total homes treated fell below the cycle treatment target for the program years 2017-2020. Additionally, an over estimation of measures installed caused lower than projected spend. 2. Due to COVID-19, the program suspension and pandemic further impacted enrollment and installation rates causing additional increases in unspent funds.

COVID-19 IMPACTS

CARE

ESA

PSPS

Low Income Oversight Board Meeting

Webex

June 17, 2021



PG&E Report on 2020* COVID-19 Impacts: Consumer Protections, CARE, ESA, PSPS

* March 1, 2020 – December 31, 2020

2020 COVID-19 Impacts: CARE/FERA Program

Since COVID-19, PG&E has put in place numerous consumer protections related to the CARE program to support our customers during this emergency.

Program Changes

- All Standard and high-usage post-enrollment verifications have been frozen for 12 months
- All CARE and FERA program removals have been halted
- All recertifications have been halted to avoid removing people from the discount

Expanded Outreach

- Aggressive promotion of consumer protections including email, TV and digital media, PG&E website
- Working with CBO partners to better inform customers of program changes
- Invited all LIHEAP providers to apply to become CARE Outreach Contractors
- Targeted and co-marketing of similar programs to expand reach, such as on the Fresh EBT mobile app and CA Lifeline program

2020 COVID-19 Impacts: CARE/FERA Program

Since March 1, 2020 PG&E has seen rapid enrollment increases in CARE and FERA:

- CARE enrollments have increased by over 198k customers
- FERA enrollments have increased by over 14k customers

Notable CARE Increases

County	Trend	% Increase
Placer	67% - 90%	28%
Marin	77% - 91%	23%
San Mateo	78% - 109%	27%
San Luis Obispo	58% - 73%	24%
Contra Costa	107% -143%	22%

Notable FERA Increases

County	Trend	% Increase
Marin	13% - 27%	145%
Napa	14% - 34%	88%
Sonoma	13% - 46%	96%
San Francisco	13% - 32%	94%
Santa Cruz	9% - 21%	84%

- **Tripled frequency** of emails and direct mail campaigns
- Increased the size of the target audience to **include the entire eligible residential customer base** with emails on file
- **70% of new enrollments** have come from online applications, driven by media and email campaigns

2021 COVID-19 Impacts: ESA Program Performance

2021 Program Summary Bridge Funding			
<i>January 1 – June 30 , 2021 Bridge Period</i>	<i>Six-Month Authorized/Planning Assumptions</i>	<i>2021 YTD Actual</i>	<i>YTD %</i>
<i>Bridge Budget</i>	\$89,527,819	52,885,722	59%
Homes Treated	50,000	33,646	67%
kWh Saved	N/A	20,755,784 kWh	N/A
Therms Saved	N/A	7,808 Therms	N/A

COVID-19 Impacts: ESA Program

PG&E's ESA program was suspended as of 3/19/20 due to COVID-19. The program was resumed in full on 5/31/20.



Dispersed 60-day advances to eligible Contractors. Six month Post Pandemic Return to Service Credit (PPRS) earning period to begin on 12/1/20.



Developed virtual training for contractors to increase efficiency and adhere to physical distancing guidelines.



Implemented a virtual education and enrollment pilot so that Contractors and customers have the option to enroll without face-to-face contact.

SCE Report on COVID-19 Impacts:

CARE Program

ESA Program

PSPS Update

COVID-19 Impacts: CARE/FERA Program*

As of April 2021, SCE has continued to see an increase in CARE/FERA enrollments since Emergency Customer Protections went into effect in March 2020.

- CARE enrollments have increased by over 400,000 customers
- FERA enrollments have increased by over 12,000 customers

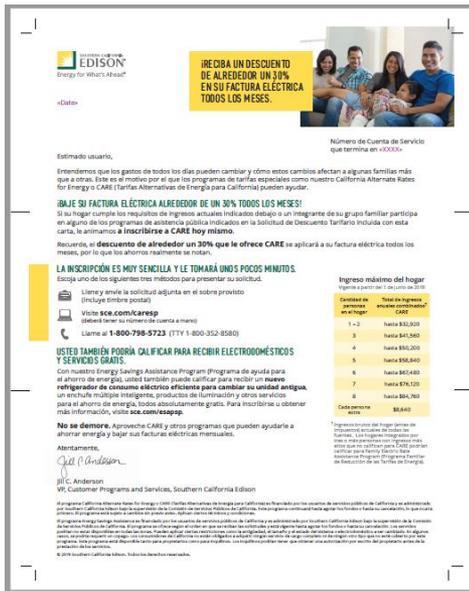
Outreach strategies have increased awareness and enrollment in SCE's Income Qualified Programs

- Targeted direct mail efforts average more than 130,000 letters per month.
- Email blast to eligible CARE/FERA customers reach approximately 270,000 customers each month.
- Updated pages on sce.com to include additional assistance programs including links to Low Income Home Energy Assistance (LIHEAP), Emergency Rental Assistance Program (ERAP), California LifeLine, and www.everyoneon.org for information about affordable internet and low-cost computers.

*Reflect data from Jan. 2021 - Apr. 2021

COVID-19 Impacts: Outreach Strategies

Increased awareness and enrollment in SCE's Income Qualified Programs



¡RECIBA UN DESCUENTO DE ALREDEDOR UN 30% EN SU FACTURA ELÉCTRICA TODOS LOS MESES.

Estimado usuario,

Entendemos que los gastos de todos los días pueden cambiar y cómo estos cambios afectan a algunas familias más que a otras. Ésta es el motivo por el que los programas de tarifas especiales como nuestro California Alternate Rates for Energy (CARE) Tarifas Alternativas de Energía para California pueden ayudar.

¡BAJE SU FACTURA ELÉCTRICA ALREDEDOR DE UN 30% TODOS LOS MESES!

Si su hogar cumple los requisitos de ingresos actuales indicados debajo o un integrante de su grupo familiar participa en alguno de los programas de asistencia o subsidios indicados en la Solicitud de Descuento Tarifario incluida con esta carta, le animamos a **inscribirse a CARE hoy mismo**.

Recuerdos, el **descuento de alrededor un 30% que le ofrece CARE** se aplicará a su factura eléctrica todos los meses, por lo que los ahorros realmente se acumulan.

LA INSCRIPCIÓN ES MUY SENCILLA Y LE TOMARÁ UNOS POCOS MINUTOS.

Elija uno de los siguientes tres métodos para presentar su solicitud.

- Llévela y envíela la solicitud adjunta en el sobre provisto (incluye timbre postal)
- Visita sce.com/careapp (debe tener su número de cuenta a mano)
- Lláme al **1-800-798-5723** (TTY 1-800-352-8588)

Categoría de ingreso	Ingreso máximo del hogar
1-2	hasta \$32,500
3	hasta \$41,500
4	hasta \$50,200
5	hasta \$58,800
6	hasta \$67,400
7	hasta \$76,100
8	hasta \$84,700
9	hasta \$93,300
10	hasta \$101,900
11	hasta \$110,500
12	hasta \$119,100
13	hasta \$127,700
14	hasta \$136,300
15	hasta \$144,900
16	hasta \$153,500
17	hasta \$162,100
18	hasta \$170,700
19	hasta \$179,300
20	hasta \$187,900
21	hasta \$196,500
22	hasta \$205,100
23	hasta \$213,700
24	hasta \$222,300
25	hasta \$230,900
26	hasta \$239,500
27	hasta \$248,100
28	hasta \$256,700
29	hasta \$265,300
30	hasta \$273,900
31	hasta \$282,500
32	hasta \$291,100
33	hasta \$299,700
34	hasta \$308,300
35	hasta \$316,900
36	hasta \$325,500
37	hasta \$334,100
38	hasta \$342,700
39	hasta \$351,300
40	hasta \$359,900
41	hasta \$368,500
42	hasta \$377,100
43	hasta \$385,700
44	hasta \$394,300
45	hasta \$402,900
46	hasta \$411,500
47	hasta \$420,100
48	hasta \$428,700
49	hasta \$437,300
50	hasta \$445,900
51	hasta \$454,500
52	hasta \$463,100
53	hasta \$471,700
54	hasta \$480,300
55	hasta \$488,900
56	hasta \$497,500
57	hasta \$506,100
58	hasta \$514,700
59	hasta \$523,300
60	hasta \$531,900
61	hasta \$540,500
62	hasta \$549,100
63	hasta \$557,700
64	hasta \$566,300
65	hasta \$574,900
66	hasta \$583,500
67	hasta \$592,100
68	hasta \$600,700
69	hasta \$609,300
70	hasta \$617,900
71	hasta \$626,500
72	hasta \$635,100
73	hasta \$643,700
74	hasta \$652,300
75	hasta \$660,900
76	hasta \$669,500
77	hasta \$678,100
78	hasta \$686,700
79	hasta \$695,300
80	hasta \$703,900
81	hasta \$712,500
82	hasta \$721,100
83	hasta \$729,700
84	hasta \$738,300
85	hasta \$746,900
86	hasta \$755,500
87	hasta \$764,100
88	hasta \$772,700
89	hasta \$781,300
90	hasta \$789,900
91	hasta \$798,500
92	hasta \$807,100
93	hasta \$815,700
94	hasta \$824,300
95	hasta \$832,900
96	hasta \$841,500
97	hasta \$850,100
98	hasta \$858,700
99	hasta \$867,300
100	hasta \$875,900

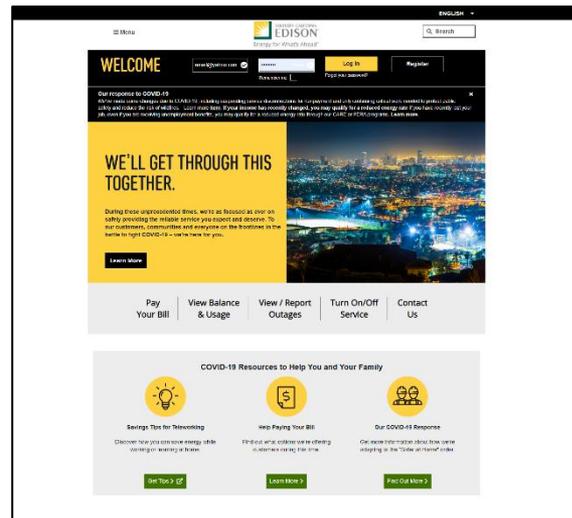
¡USTED TAMBIÉN PODRÍA CALIFICAR PARA RECIBIR ELECTRODOMÉSTICOS Y SERVICIOS GRATIS!

Con nuestro Energy Savings Assistance Program (Programa de ayuda para el ahorro de energía), usted también puede calificar para recibir un **nevera refrigerador de consumo eléctrico eficiente para cambiar su unidad antigua**, un **estufa múltiple energías**, productos de iluminación y otros servicios para el ahorro de energía, todos absolutamente gratis. Para inscribirse u obtener más información, visite sce.com/energy.

No se demore. Aproveche CARE y otros programas que pueden ayudarlo a ahorrar energía y bajar sus facturas eléctricas mensuales.

Atentamente,
Jill C. Anderson
Jill C. Anderson
VP, Customer Programs and Services, Southern California Edison

Targeted Direct Mail (Spanish Version)



WELCOME

Our response to COVID-19

WE'LL GET THROUGH THIS TOGETHER.

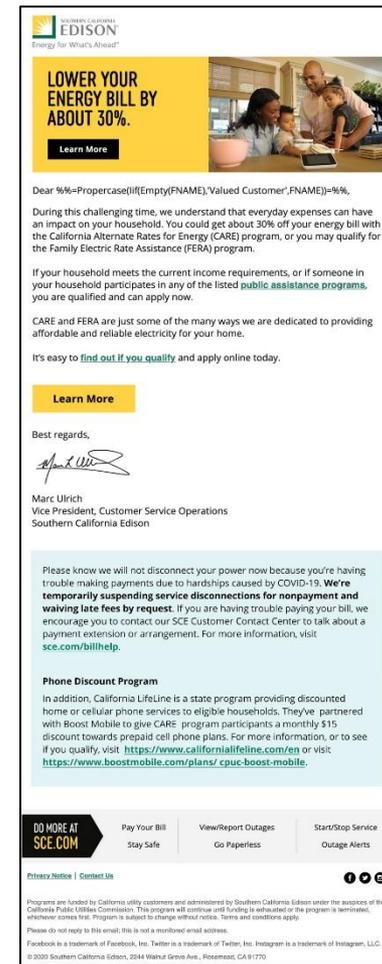
During these unprecedented times, we're as focused as ever on being providing the highest service you expect and deserve. To our customers, communities and everyone on the frontline in the battle to fight COVID-19, we want to say: **Thank you.**

Pay Your Bill | View Balance & Usage | View / Report Outages | Turn On/Off Service | Contact Us

COVID-19 Resources to Help You and Your Family

- Savings Tips for Teleworking**: Discover how you can save energy while working in emergency or home.
- Help Paying Your Bill**: If you're not getting on in getting in, we're here to help.
- Our COVID-19 Response**: Our new COVID-19 relief plan is helping to get you back on track.

Updated sce.com landing page for COVID-19



LOWER YOUR ENERGY BILL BY ABOUT 30%.

Dear %--Propcase(lfEmpty(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
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/cpec-boost-mobile>.

DO MORE AT SCE.COM

- Pay Your Bill: Stay Safe
- View/Report Outages: Go Paperless
- Start/Stop Service: 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 numbered email address.

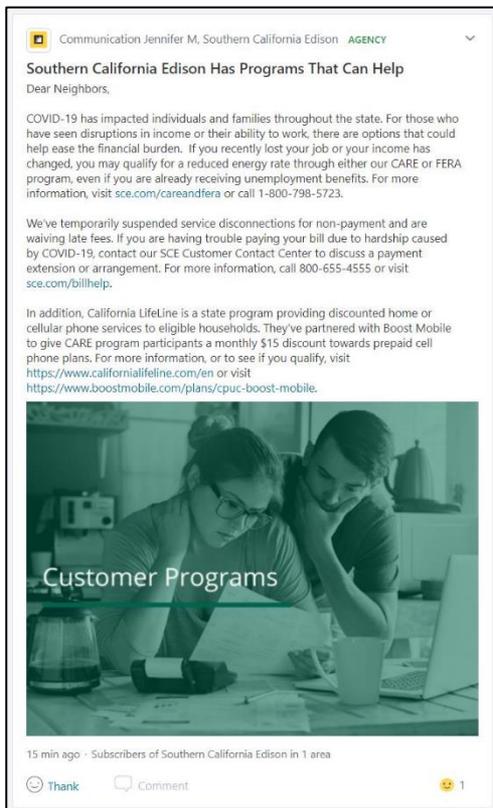
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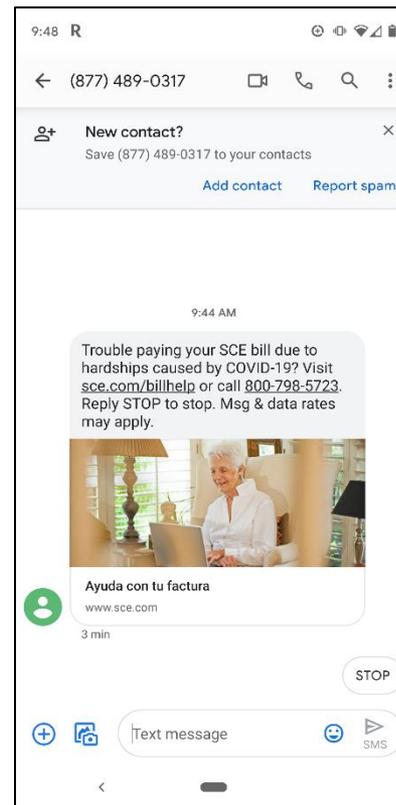
Updated e-mail for COVID-19

COVID-19 Impacts: Outreach Strategies

Increased awareness and enrollment in SCE's Income Qualified Programs



NextDoor App Post for COVID-19 reached
1 million SCE customers



Text Message for COVID-19 delivered to
1.6 million SCE customers

Additional Assistance Programs

Additional Assistance Programs Featured on [sce.com/billhelp](https://www.sce.com/billhelp):

- Low Income Home Energy Assistance (LIHEAP)
- Emergency Renters Assistance Program

Bill Assistance Programs

[Home](#) > [Your Home](#) > [Help Paying Your Bill](#)

Our COVID-19 Assistance Policies Are Ending June 30th

Help is still available. We're here to assist you in finding the right long-term assistance programs for your needs.

[Find Out More >](#)



Need Time to Pay Your Bill?

If you are having trouble paying your bill, we encourage you to learn more about our [long-term assistance options](#).

If you have lost your job recently or your income has changed, you may also qualify for a reduced energy rate through our [CARE or FERA programs](#).

12-month Payment Arrangements Plan

Residential customers with a past due balance may qualify for a 12-month repayment plan. Call us at [1-800-655-4555](tel:1-800-655-4555) for more information.

On-going Bill Support

You may be eligible for a discount on your monthly bill through the California Alternate Rates for Energy (CARE) or Family Electric Rate Assistance (FERA) programs.

[Learn More >](#)

Free Upgrades

We can help you save over time through the Energy Savings Assistance Program. If you're eligible, we'll cover the cost of efficient new appliances and installation.

[Learn More >](#)

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.

[Learn More >](#)

1-Time Assistance

Need a little extra help this month? The Energy Assistance Fund provides up to \$300 to eligible customers once a year. You can participate by applying for assistance or make a donation.

[Learn More >](#)

Energy Management Center

Manage your energy use with Smart products, programs and tools by visiting the Energy Management Center.

[Learn More >](#)

COVID-19 Rent Relief

COVID-19 Rent Relief will help income-eligible households pay rent and utilities.

[Learn More >](#)

Additional Assistance Programs

Increased awareness for the LIHEAP (Low Income Home Energy Assistance Program) utility assistance program.

- New posts on Facebook and Twitter resulted in more than 7,000 impressions
- Direct customers directly to CSD website for more information



Additional Assistance Programs

Partnering with www.auntbertha.com (now www.findhelp.org), an aggregate Web site offering assistance to customers based on their ZIP code input.

- SCE's income-qualified programs are featured on their site and provide links to SCE programs for customers to learn about and enroll in CARE, FERA, ESA and EAF.

In conversations with Inland Empire Health Plan (IEHP) and Molina Healthcare to encourage Riverside and San Bernardino county residents to enroll in eligible health insurance programs.

- Working with SCE Community Based Organizations (CBOs) to partner together for cross-promotion efforts.

Ongoing partnership with SoCalGas and LA Care, one of the largest Medi-Cal provider in Los Angeles county to cross-promote the CARE and ESA programs

- Medi-Cal is an automatically eligible Public Assistance program.
- SCE and So Cal Gas planned to participate in LA Care's eight (8) Community Resource Center activities.
- Due to the extended COVID-19 pandemic restrictions, events will be rescheduled as appropriate in 2021.

Additional Assistance Programs

Increased awareness for SCE's Income Qualified Programs

Ways to Save Money on Utilities

Medi-Cal members can save money with SoCalGas and Southern California Edison! They have programs to help lower your utility bills. There is the California Alternate Rates for Energy (CARE) program that will lower your electric bill by 30% and your gas bill by 20% each month. The Energy Savings Assistance Program (ESA) will help you save energy and money through no-cost home improvements such as clothes washer repair or replacement and refrigerator replacement. Call the numbers below or visit the websites below for more information on what they offer and to see if you are eligible.*





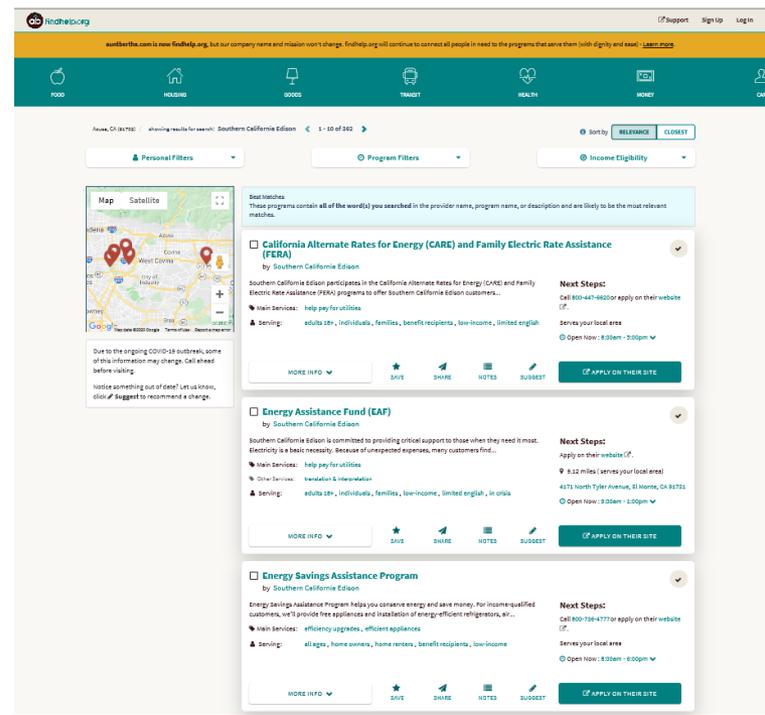
Southern California Edison
1.800.331.7593 or 1.800.736.4777
sce.com/billhelp
sce.com/esap



SoCalGas
1.800.427.2200
socialgas.com/assistance
socialgas.com/improvements

*Call your energy company to see if they offer programs like these if SoCalGas and Southern California Edison are not in your area.

LA Care *Be Well* newsletter information on SCE and SoCalGas assistance programs



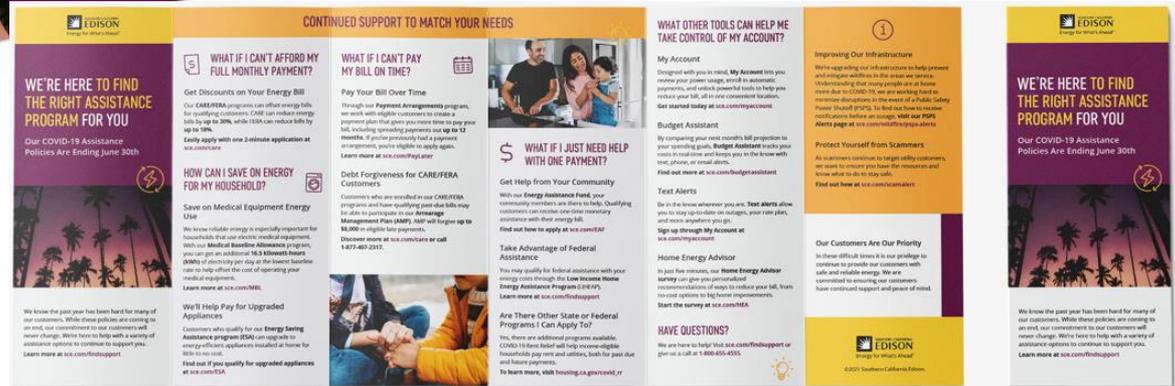
The screenshot shows the findhelp.org website interface. At the top, there's a navigation bar with icons for Food, Housing, Income, Transit, Health, Money, and Care. Below that, a search bar shows results for 'Southern California Edison'. A map on the left shows the location of the search results. The main content area lists three programs:

- California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA)** by Southern California Edison. Description: Southern California Edison participates in the California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA) programs to offer Southern California Edison customers... Main Services: help pay for utilities. Serving: adults 18+, individuals, families, benefit recipients, low-income, limited english. Next Steps: Call 800-447-6920 or apply on their website. Serving your local area. Open hours: 8:00am - 5:00pm.
- Energy Assistance Fund (EAF)** by Southern California Edison. Description: Southern California Edison is committed to providing critical support to those when they need it most. Electricity is a basic necessity. Because of unexpected expenses, many customers find... Main Services: help pay for utilities. Serving: adults 18+, individuals, families, low-income, limited english, hi orisla. Next Steps: Apply on their website. 8.12 miles (serves your local area). 4171 North Tyler Avenue, El Monte, CA 91731. Open hours: 8:00am - 1:00pm.
- Energy Savings Assistance Program** by Southern California Edison. Description: Energy Savings Assistance Program helps you conserve energy and save money. For income-qualified customers, we'll provide free appliances and installation of energy-efficient refrigerators, air... Main Services: efficiency upgrades, efficient appliances. Serving: all ages, home owners, home renters, benefit recipients, low-income. Next Steps: Call 800-736-4777 or apply on their website. Serving your local area. Open hours: 8:00am - 6:00pm.

SCE programs on www.findhelp.org

Emergency Customer Protections

- On April 29, SCE began communications regarding the end of Emergency Customer Protections
- 271,367 Emails Correspondences Sent
- 196,082 Direct Mail Letters Sent



Emergency Customer Protections

- New web page:
sce.com/findsupport

- Provides information for:
 - CARE
 - FERA
 - ESA
 - Medical Baseline
 - Arrearage Management Plan
 - LIHEAP
 - Energy Assistance Fund
 - Emergency Renters Assistance Program



SOUTHERN CALIFORNIA EDISON
Energy for What's Ahead[™]

We're Here to Find the Right Assistance Program for You

Our COVID-19 Assistance Policies Are Ending June 30th

While our COVID-19 assistance policies are ending, we're **shifting our focus to transitioning our customers onto long-term assistance programs**. Our commitment to our customers will never change and we're here to help you find the right financial support program for your household.



Frequently Asked Questions

What if I'm already enrolled in a program?	+
Are these programs open for applications?	+
What's the difference between these programs?	+
What number do I call for assistance?	+
What if I need more information?	+
Are there other state or federal programs I can apply to?	-

Yes, there are additional programs available. COVID-19 Rent Relief will help income-eligible households pay rent and utilities, both for past due and future payments. To learn more, visit https://housing.ca.gov/covid_rr.

COVID-19 Impacts: ESA Program Performance

Program Summary for the Month (As of April 30, 2021)

2021	Authorized/Planning Assumptions	Year-to-date Actual	%
Budget	\$40,926,751	\$23,569,768	58%
Homes Treated	43,562	27,429	63%
kWh Saved	0	13,451,830	N/A
Therms Saved	N/A	N/A	N/A

COVID-19 Impacts: ESA Program

ESA Workforce

- ESA Program enrollment activity is improving. All contractors have resumed program services.
- The PPRS Credit Earning period began December 1, 2020 and will end May 31, 2021.
 - 22 contractors are eligible to earn PPRS credits.
 - Contractors are continuing to apply PPRS Credits and make repayments according to repayment schedules

Virtual ESA

- Virtual enrollments with option for Self-certification allowed for income verification continues to be offered.
 - Enrollment measures either mailed or provided through contactless delivery.
 - A few contractors are still doing 100% virtual enrollments.
- From January to April 2021, contractors have enrolled over 5,000 customers through the virtual method.

Outreach

- Face-to-face outreach activities have resumed at each ESA contractor's discretion.
- Continuing partnership with SignIFICANT to reach out to deaf and hard of hearing community.
 - Outreach is done through multiple social media platforms and video calls.
 - In April, SignIFICANT hosted a Webinar to educate customers on Energy Efficiency and the ESA program.

Critical Care Backup Battery Program

CRITICAL CARE BACKUP BATTERY PROGRAM	ELIGIBILITY REQUIREMENTS	BATTERY OFFERING
<p>The Critical Care Backup Battery (CCBB) Program was developed to help address the impacts of a PSPS de-energization event for our most vulnerable customers. The CCBB Program provides a free portable backup battery to eligible customers who rely on medical devices to sustain life.</p>	<p>Eligible customers must be enrolled in SCE's Medical Baseline program, enrolled in SCE's CARE or FERA program, and live in a high fire risk area.</p>	<p>The program offers 3 different sizes of backup batteries. Each battery will be equipped with a 200W solar panel. Customers will be assessed to determine the best size battery for their needs.</p>

Program Summary through April 2021

2021 Enrollments	2,198
2021 Batteries Deployed	1,803
2020 - YTD Program Enrollments	2,980
2020 - YTD Batteries Deployed	2,524

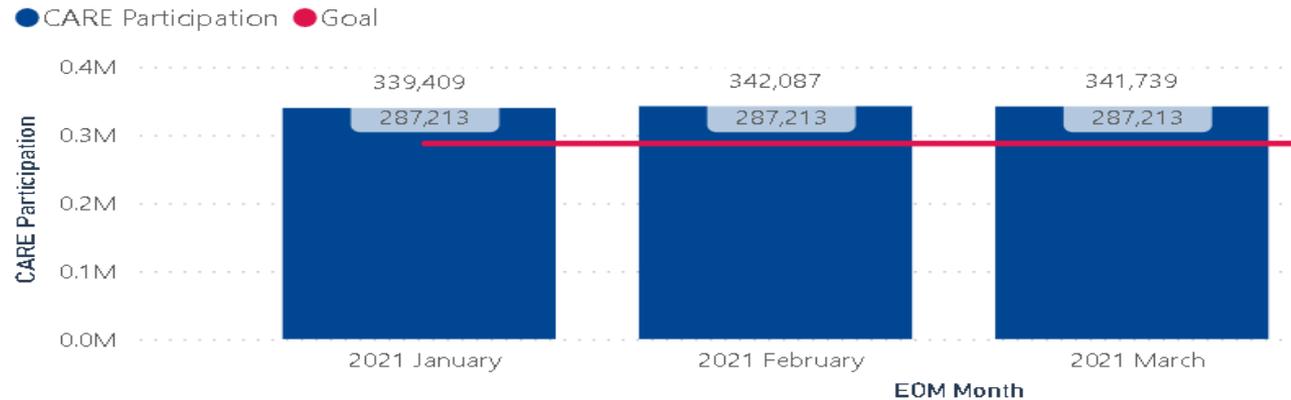


SDG&E's Response to COVID-19

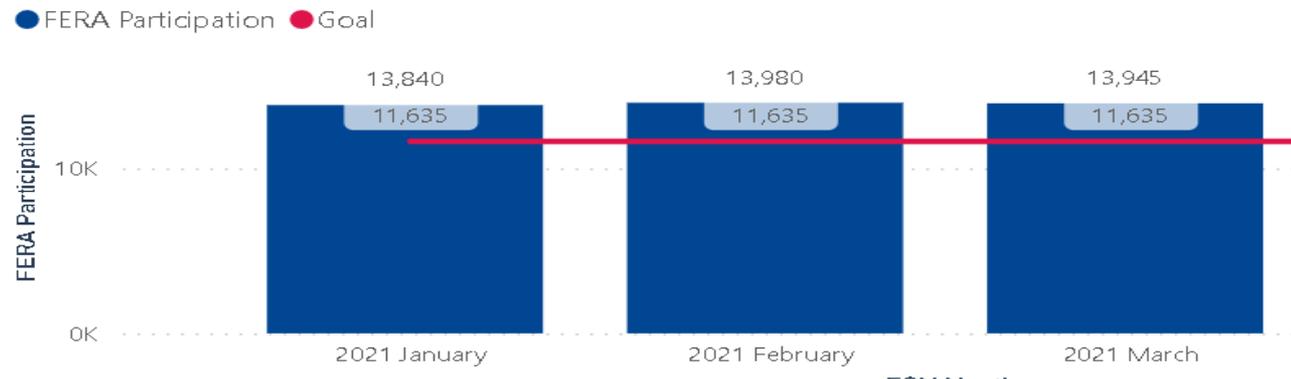
CARE, ESA, PSPS

COVID-19 Impacts: CARE & FERA Programs

- Enrollments have stabilized; estimated eligible population has decreased by 3.2% (CARE) and 2.1% (FERA) for 2021.
- 117% penetration for CARE and 35% penetration for FERA.
- In the first quarter, 75% of applications were submitted over the internet.



FERA Participation and Goal by Year and Month



SDG&E continues to recognize that the COVID-19 pandemic is an evolving crisis and continues to monitor the situation and perceived customer impacts. While CARE/FERA enrollments have increased during the pandemic period, SDG&E cannot conclusively state that the increased enrollments are a direct result of the pandemic.

COVID-19 Impacts: ESA Program Performance



Program Summary through April 2021			
Description	Authorized/Planning Assumptions	Year-to-date Actual¹	%
Budget	\$16,460,022	\$5,084,101	31%
Homes Treated	5,973	3,440	58%
kWh Saved	N/A	384,675	N/A
Therms Saved	N/A	4,497	N/A

¹ 2021 through April 30, 2021, as reported in SDG&E's ESA-CARE Monthly Report (filed May 21, 2021)

COVID-19 Impacts: ESA Program Workforce & Outreach



ESA Workforce

- ESA Program enrollment continues to improve.
- All contractors have resumed ESA Program services.
- The PPRS Credit Earning period began December 1, 2020 and ended May 31, 2021.
- Contractor Advance tracking.
 - Five contractors were eligible to earn PPRS credits.
 - Four contractors have earned the full amount eligible for the PPRS credit.

Virtual ESA

- Contractors continue conducting follow-up in-home assessments and measure installation for customers enrolled through ESA's virtual enrollment campaigns. Less than 2% of customer are enrolled through virtual enrollment efforts.

Outreach

- Marketing and outreach efforts include direct mail, email campaigns, and community engagement with community partners.
- Door-to-door canvassing activity has fully resumed and enrollments through this effort continue to improve.

PSPS Customer Support



SDG&E partners with community organizations to offer support to customers, especially those who may be vulnerable, during PSPS events



Available Services



Readiness Support



Amplified Notifications



Accessible Transportation



Hotel Stays



Food Delivery



Resiliency Items



Battery Back-up Programs



Welfare Checks

PSPS Update: Resiliency Programs



A Sempra Energy utility®

SDG&E offers several battery back-up programs to enhance resiliency during PSPS events, including no-cost and low-cost options

Generator Grant Program 2021

- Provided at no cost to the customer
- Eligible customers receive a Goal Zero Yeti 3000 portable power station and Boulder 100 Briefcase solar module which produces power to recharge the unit. Extension cord and car charger included as well
- Targeted to vulnerable customers impacted by PSPS events
- In 2021, over 3,700 qualifying customers will be invited to participate.



Generator Assistance Program 2021

- Rebate of \$300 for portable gas generators (\$450 for CARE customers) through local and online retailer
- All customers in High Fire Threat District (HFTD) who have experienced a 2019 or 2020 PSPS outage are eligible
- In 2021, over 55,000 qualifying customers will be invited to participate



SoCalGas
COVID-19 IMPACTS
Consumer Protections
CARE
ESA

COVID-19 IMPACTS: Consumer Protections

SoCalGas' COVID-19 Pandemic Protections provides the following to residential and small business customers until June 30, 2021:

- Waives deposit requirements
- Implements payment plan options
- Suspends disconnection for non-payment
- Waives late fees for small businesses
- Suspends all collections activity, including field service collections
- Suspends recertification and verification requests for the CARE program
- Suspends all CARE removals
- Suspends recertification requests for Medical Baseline customers
- Contacts all community outreach contractors to help them better inform customers of these eligibility changes
- Doubles Gas Assistance Fund eligibility to \$200

*On February 11, 2021, the Commission issued Resolution M-4849 to extend the Emergency Customer Protections from Resolution M-4842 through June 30, 2021.

COVID-19 IMPACTS: SoCalGas' CARE Program

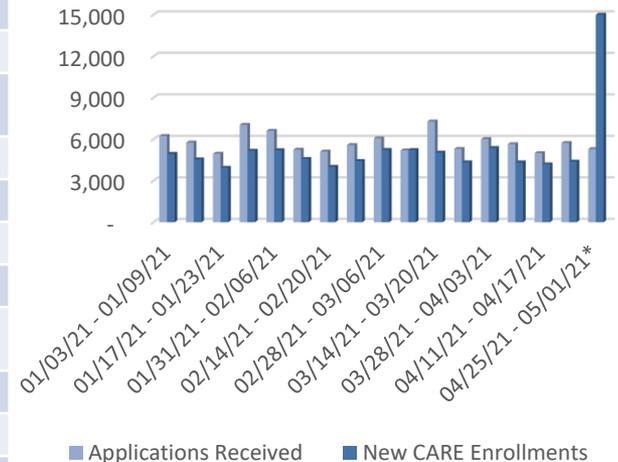


Enrollment trends – weekly CARE enrollment tracking January - April 2021

Total New Enrollments: 87,353*

Week	Applications Received	% Change From Week Prior	New CARE Enrollments	% Change From Week Prior ²
01/03/21 - 01/09/21	6,238	14.6%	4,945	19.4%
01/10/21 - 01/16/21	5,760	-7.7%	4,545	-8.1%
01/17/21 - 01/23/21	4,954	-14.0%	3,935	-13.4%
01/24/21 - 01/30/21	7,033	42.0%	5,168	31.3%
Total CARE Participants January 2021			1,777,521	
01/31/21 - 02/06/21	6,606	-6.1%	5,206	0.7%
02/07/21 - 02/13/21	5,243	-20.6%	4,572	-12.2%
02/14/21 - 02/20/21	5,106	-2.6%	4,000	-12.5%
02/21/21 - 02/27/21	5,578	9.2%	4,428	10.7%
Total CARE Participants February 2021			1,787,290	
02/28/21 - 03/06/21	6,064	8.7%	5,223	18.0%
03/07/21 - 03/13/21	5,192	-14.4%	5,215	-0.2%
03/14/21 - 03/20/21	7,281	40.2%	5,032	-3.5%
03/21/21 - 03/27/21	5,300	-27.2%	4,333	-13.9%
03/28/21 - 04/03/21	6,013	13.5%	5,362	23.7%
Total CARE Participants March 2021			1,796,671	
04/04/21 - 04/10/21	5,643	-6.2%	4,328	-19.3%
04/11/21 - 04/17/21	4,995	-11.5%	4,188	-3.2%
04/18/21 - 04/24/21	5,729	14.7%	4,385	4.7%
04/25/21 - 05/01/21*	5,287	-7.7%	15,526	254.1%
Total CARE Participants April 2021			1,808,053	

Weekly CARE Enrollments



*Based on Total New enrollments in April 2021 CARE Table 2.
**Increase due to first-time PG&E data share

COVID-19 IMPACTS: SoCalGas' CARE Program

Future Marketing & Outreach Strategy (1 year - 2 year)

- To reach newly eligible customers, SoCalGas' Marketing & Outreach strategy will continue to integrate mass advertising campaigns, direct marketing, emails, bill inserts, texting, and outreach to community organizations.
- Digital and virtual channels will be prioritized for ease of enrolling on-line.
- Focusing on counties with lower penetration rates:
 - San Luis Obispo: Continued partnership with Community Based Organizations (CBO) in this rural county. Center for Family Strengthening – Promotores Collaborative of San Luis Obispo County to continue grassroots outreach with community.
 - Orange County: Increased partnerships community organizations working with AAPI community, Veterans, and families with children with disabilities. New Community Partners include: Veterans Legal Institute, OC Autism Foundation and The Vietnamese Community of Southern California (VietSoCal), along with continuing partnerships with Second Harvest Foodbank, Goodwill of Orange County, Families Forwards and Walking Shield) to help distribute Customer Assistance Program information.
- To address and reduce attrition once emergency protections are lifted, SoCalGas will increase messaging to customers in 2021, to let them know about recertification and income verification that will be reinstated after June 30, 2021.

COVID-19 IMPACTS: SoCalGas' CARE Program



Coordination with Social Services for Customer Assistance Program Outreach

- SoCalGas continues to work with government agencies in their service territory to promote CARE program information during the enrollment of customers onto social service programs.
- Trainings on CARE and other programs such as Arrearage Management Program and the Emergency Rental Assistance Program were conducted with the 5 new community-based organizations on-boarded for 2021.

ESA Program Performance

Program Summary through April 2021			
2021	Authorized / Planning Assumptions*	Year-to-Date Actual	%
Budget	\$67,066,667	\$27,883,032	41.58%
Homes Treated	60,000	34,642	58%
Therms Saved**	N/A	231,686	N/A

* Annual budget and homes treated goals through April 30, 2021 as reported in the IOU ESA-CARE Monthly Report (filed May 21, 2021).

** Not Applicable since savings targets were not proposed in the IOUs bridge funding ALs.

COVID-19 IMPACTS: SoCalGas' ESA Program

Workforce

- Resolution E-5074 requires the following:
 - Up to 60 days advance payments to ESA contractors.
 - SoCalGas paid out over \$14M through July, 2020 to support the workforce.
 - Provides a Post-Pandemic Return to Service (PPRS) credit which will be earned through actual work performed in ESA Program eligible households for a six-month period.
 - Advance payments must be repaid no later than December 31, 2021.
 - As of April 30, 2021 the total advances outstanding is \$3,568,930, as shown on Table 8 of the monthly report.

COVID-19 IMPACTS: SoCalGas' ESA Program

Future Marketing & Outreach strategy (1 year - 2 year)

- To reach newly eligible customers, SoCalGas' Marketing & Outreach strategy will continue to integrate advertising campaigns, direct marketing, and outreach to community organizations.
- Digital and virtual channels will be prioritized for ease of reaching customers about the ESA Program.
- SoCalGas will continue to support the Clear Plan as well as the virtual enrollment process that was launched on May 12, 2020. The virtual enrollment process allows contractors to enroll customers over the phone with eligibility documentation being transmitted through secure means.

COVID-19 IMPACTS: SoCalGas' ESA Program

Timeline and Milestones

- The suspension of in-person program activities in response to COVID-19 and related state and local orders began on March 18, 2020 and ended May 31, 2020. SoCalGas resumed program services on June 1, 2020.
- In alignment with SoCalGas company directives and state and local Stay-at-Home orders, SoCalGas developed and implemented on May 12, 2020 a process to virtually enroll customers into the ESA Program. This process has allowed the program to maintain continuity for eligible customers while supporting the contractor workforce by building a pipeline of enrolled customers.
- Resolution E-5074 was approved on May 28, 2020, requiring 60-day advance payment offers to ESA contractors to cover the period of suspended activity, and establishing a Post-Pandemic Return to Service (PPRS) credit and earning period.
- SoCalGas began the six-month PPRS credit-earning period on July 15, 2020. The PPRS earnings period has completed as of January 15, 2021.
- All Prime Contractors who accepted an advance payment must zero out their balances no later than December 31, 2021.

COVID-19 IMPACTS: SoCalGas' ESA Program

Weatherization programs overall performance/penetration rates

- Since the suspension was lifted, ESA Program contractors have been ramping up their program activity. Below are homes treated by month, as reported in SoCalGas' Monthly Reports.
 - January: 0
 - February: 6,510
 - March: 14,437
 - April: 13,695