



Joint IOU's Energy Savings Assistance Program Solicitations

Low Income Oversight Board Meeting

WebEx

March 24, 2022



Joint IOU Report of the CARE, FERA and ESA Programs

Low Income Oversight Board Meeting
WebEx
March 24, 2022

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 CARE Program Updates*

Authorized 2021 Program Budgets Expenditures				
Utility	2021 Budget	Expenditures	%	Rate Discounts
PG&E	\$14,150,600	\$11,388,288	80%	\$903,608,224
SCE	\$9,257,045	\$5,669,294	61%	\$617,958,047
SDG&E	\$6,622,169	\$4,503,109	68%	\$174,824,860
SoCalGas	\$9,859,663	\$7,800,126	79%	\$178,416,136
Total	\$39,889,477	\$29,360,817		\$1,874,807,267

2021 EOY 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%	1,550,993	107%	207,062
SCE	4,513,316	1,349,716	30%	1,401,864	104%	217,374
SDG&E**	1,382,051	293,584	21%	320,673	109%	64,408
SoCalGas***	5,689,568	1,715,832	30%	1,815,711	106%	270,515
Total	17,168,214	4,806,703		5,089,241		759,359

* Authorized budgets pursuant to Decision (D.)21-06-015. 2021 End-of-Year (EOY) through December 31, 2021, as reported in the IOU ESA-CARE Monthly Report (filed January 21, 2022).

** SDG&E continues to analyze its data for changes to customer totals due to a processing backlog and potential data discrepancies currently under review.

***Total residential gas households. This includes sub-metered households.



FERA Program

2021 FERA Program Updates*

Authorized 2021 Program Budgets Expenditures				
Utility	2021 Budget	Expenditures	%	Rate Discounts
PG&E	\$2,484,700	\$2,266,517	91%	\$14,681,075
SCE	\$1,246,671	\$622,683	50%	\$12,674,500
SDG&E	\$594,574	\$247,959	42%	\$4,042,215
Total	\$4,325,945	\$3,137,159		\$31,397,790

2021 Enrollment and Penetration						
Utility	Total Residential Electric Customers	Estimated Eligible Customers	Eligible Rate	Customers Enrolled	Penetration Rate	Newly Enrolled Customers
PG&E	4,739,908	152,625	3.2%	38,862	25%	12,376
SCE	4,513,316	208,173	5%	29,293	14%	3,938
SDG&E**	1,382,051	40,120	2%	11,667	29%	3,249
Total	10,635,275	400,918		79,822		19,563

* Authorized budgets pursuant to D.21-06-015. January 1, 2021, through December 31, 2021. Expense total and enrollment numbers are subject to change after analysis of expenses and enrollments for Annual Report, to be filed May 2, 2022.

** SDG&E continues to analyze its data for changes to customer totals due to a processing backlog and potential data discrepancies currently under review.

CARE Program *CARE Penetration map*

PG&E



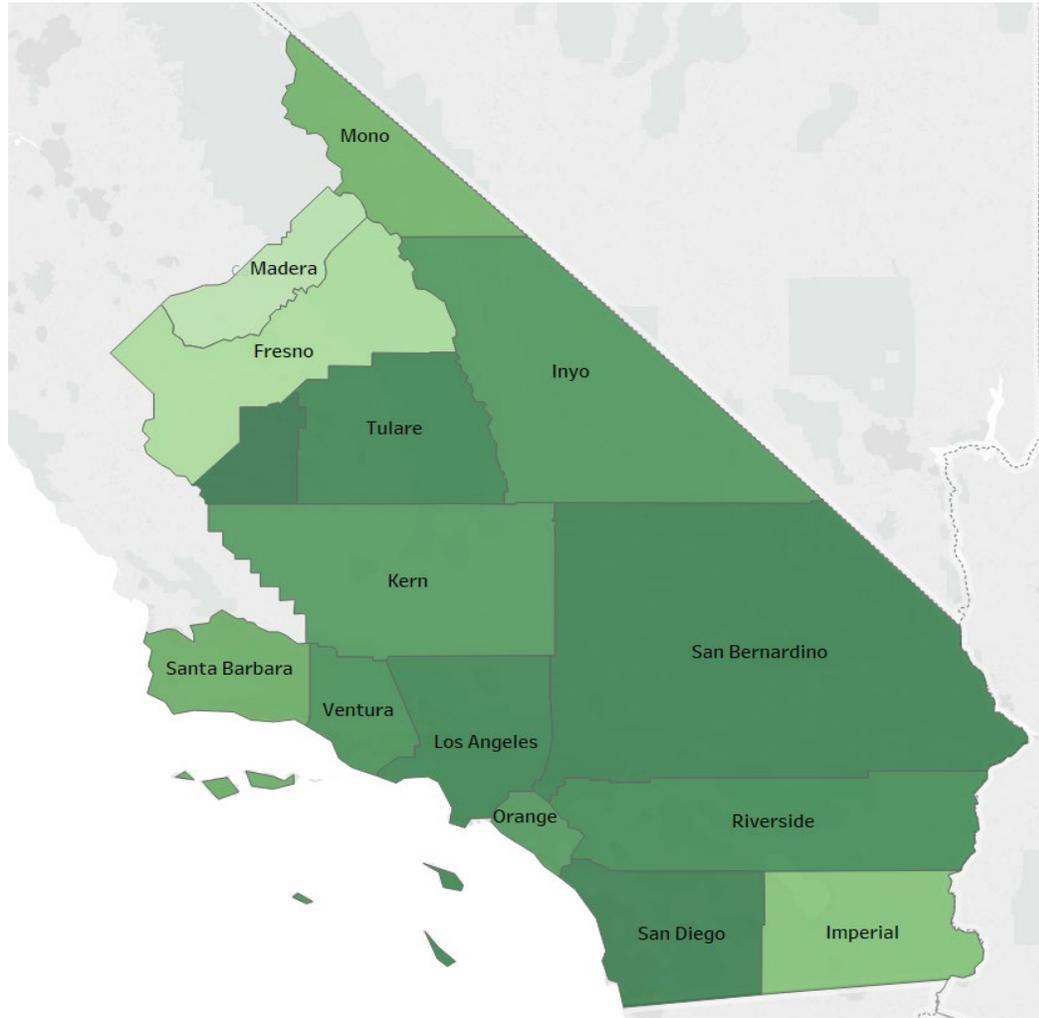
PG&E Counties With Lowest Penetration Rates	
County	Penetration Rate*
PLUMAS	58%
MARIPOSA	72%
CALAVERAS	73%
MENDOCINO	74%
SACRAMENTO	75%
SAN LUIS OBISPO	80%
TUOLUMNE	80%
HUMBOLDT	82%
NEVADA	83%
EL DORADO	84%

*Represents PG&E counties with the lowest penetration rates, as of December 31, 2021.

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

CARE Program *CARE Penetration map*

SCE



County	Penetration Rate*
San Bernardino	135%
Riverside	130%
Kings	107%
Los Angeles	99%
San Diego**	100%
Tulare	94%
Ventura	95%
Orange	87%
Inyo	73%
Kern	69%
Santa Barbara	65%
Imperial**	46%
Mono	43%
Fresno**	11%
Madera**	0%

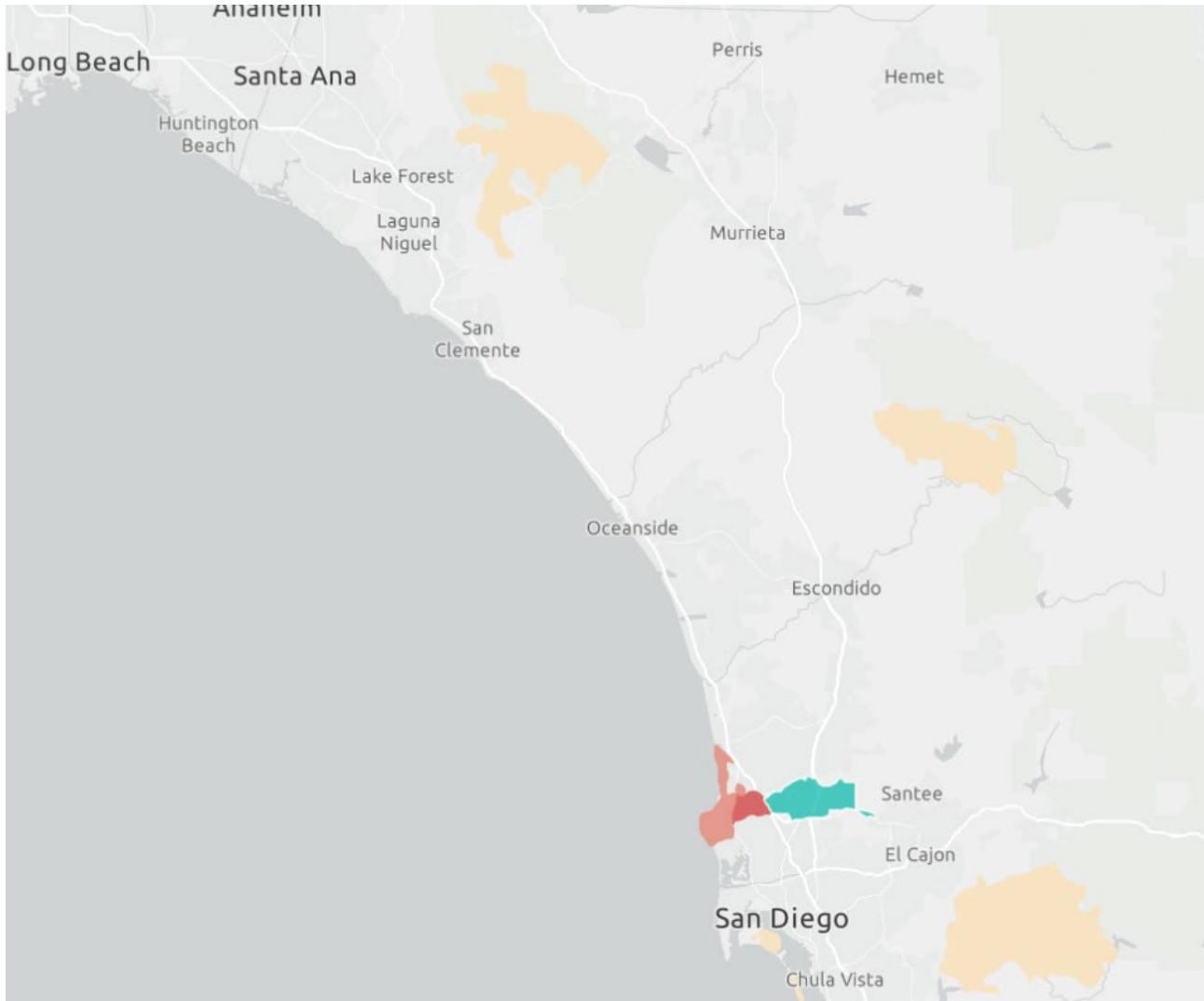
*Represents the penetration rates for all SCE counties effective December 31, 2021.

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

CARE Program *CARE Penetration map*



SDG&E



Zip codes with lowest penetration (overall)

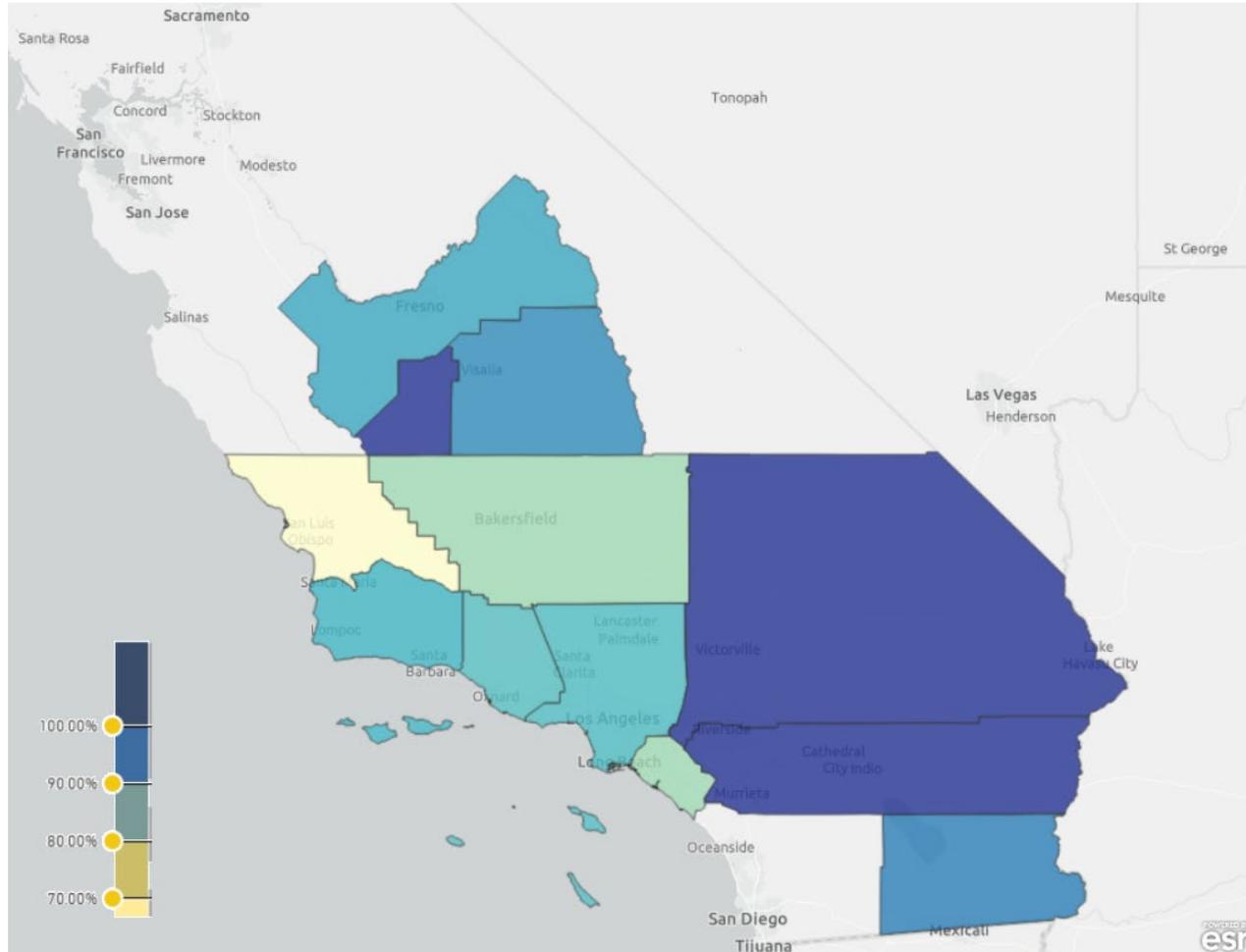
City	Penetration Rate
Miramar	9%
Coronado	34%
La Jolla	42%
Trabuco Canyon	41%
Jamul	54%
UTC	55%
Pauma Valley	55%

*Represents SDG&E zip codes with the lowest penetration rates, December 31, 2021.

CARE Program *CARE Penetration map*



SoCalGas



County	Penetration Rate *
San Bernardino	156%
Riverside	137%
Kings	117%
Fresno	115%
Santa Barbara	108%
Tulare	104%
Imperial	102%
Los Angeles	98%
Kern	98%
Ventura	97%
Orange	88%
San Luis Obispo	79%

*Represents the penetration rates for all SoCalGas counties effective December 31, 2021, as reported in the IOU ESA-CARE Monthly Report (filed January 21, 2022).

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 ESA Program Budget Updates (January 1, 2021 through December 31, 2021) *

July – December 2021 Authorized Program Budgets and Expenditures			
Utility	Authorized Budget ¹	YTD Expenditures ²	%
PG&E	\$216,681,936	\$178,119,704	82%
SCE	\$81,853,502	\$80,902,431	98%
SDG&E	\$21,458,158	\$16,246,870	76%
SoCalGas	\$134,133,334	\$110,914,835	83%
Total	\$454,126,930	\$386,183,840	85%

* January 1, 2021 through December 31, 2021, as reported in the IOU ESA-CARE Monthly Reports (filed July 21, 2021 and January 21, 2022).

¹ Authorized budgets pursuant to 2021 Bridge Funding Advice Letter (for January 1—June 30, 2021) and Decision 21-06-015 for July 1—December 31, 2021), added together for the 2021 total authorized budget. Totals as shown from ESA Table 1.

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



Energy Savings Assistance Program

2021 Energy Savings Targets (January 1, 2021 through December 31, 2021)

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	60,224,095	54,036	673,487,232	34,912,390	8.9%	0.2%	N/A	N/A
SCE	42,598,769	N/A	590,903,460	N/A	7.2%	N/A	N/A	N/A
SDG&E	1,228,297	21,552	54,145,476	2,855,714	2.3%	0.8%	N/A	N/A
SoCalGas	N/A	799,542	N/A	41,060,052	N/A	1.9%	N/A	N/A
TOTAL	104,051,161	875,130	1,318,536,168	78,828,156			N/A	N/A

¹ January 1, 2021 through December 31, 2021, as reported in the IOU ESA-CARE Monthly Reports (filed July 21, 2022 and January 21, 2022).

² Derived from average CARE Customers Usage for PY 2020 (Annual Report CARE Table 9) multiplied by January 1-December 31, 2021 homes treated and annualized.

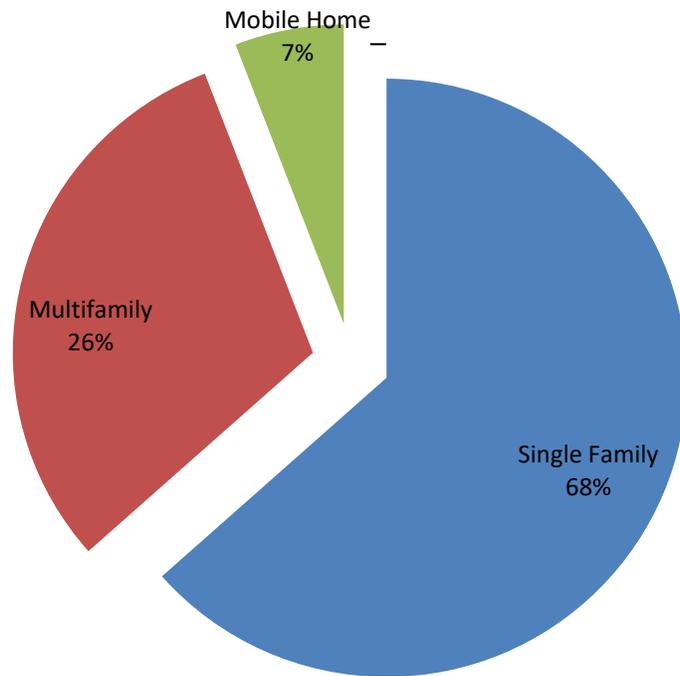
³ Per D.21-06-015.



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 Households Treated
(January 1, 2021 through December 31, 2021)

2021 Households Treated ¹				
Utility	Est. HH Treated Target	Total ³	Total as % of 2021 Treated	Total as % of Eligible ESA HH ²
PG&E	100,000	103,169	103%	6.47%
SCE	87,124	90,685	104%	6.67%
SDG&E	11,946	11,603	97%	3.95%
SoCalGas	120,000	121,811	102%	6.27%
Total	319,070	327,268		

¹ January 1, 2021 through December 31, 2021, as reported in the IOU ESA-CARE Monthly Reports (filed July 21, 2021 and January 21, 2022).

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

³ Final household treatment numbers will be updated in the 2021 Annual Report filed May 1, 2022.



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 December 2021, PG&E's SPOC has expanded the program offerings from 26 to 39 programs and started coordination with other IOUs SPOC programs. PG&E's SPOC team has referred 222 multifamily customers to 30 programs YTD, and 35 referrals have been converted to program applications.
- **SCE:** SCE is continuing to work with Service Providers on monthly targeted mailer campaigns, contacting potential MF CAM properties that received the mailer to follow up. SCE's Service Providers are also utilizing SOMAH leads with a multipronged approach consisting of two phone contact attempts followed by sending the MF CAM brochure and information packet. SCE has several projects underway with Los Angeles County Development Authority, with property engagement and project approval occurring in 2021 and future installations to occur in 2022.
- **SDG&E:** As of December 2021, SDG&E's SPOC conducted 28 referrals across its ESA & ESA CAM programs. Also, there was 89 leads shared with the SOMAH program from the ESA CAM initiative, these included properties that had been previously treated or identified as MF.
- **SoCalGas:** Through December 31, 2021, SoCalGas' SPOCs continue to build a steady pipeline of CAM projects. Due to COVID-19 impacts, central water and space heating/boiler projects were impacted due to supply chain issues that extended installation timelines. The Governor's initiative to assist the homeless through motel conversions to multifamily living facilities also bolstered project participations through the efforts of Project Homekey. At the end of 2021, there were several projects that will carryover to 2022; it is anticipated that the ESA CAM program will deliver 30 projects in 2022.

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

- **PG&E:** As of December 2021, PG&E has successfully completed 144 ESA CAM projects and treated 1,101 buildings and 12,052 units YTD. The program continued outreach and enrollment effort for the 2022 program year, PG&E has enrolled 300 buildings and audited 298 buildings YTD for 2022. PG&E has approved the scope of work for 20 projects that will be treated in 2022.
- **SCE:** As of December 2021: Deed Restricted: In progress – 36 Whole Building, 20 Common Area, 12 In-Unit. Deed Restricted: Completed – 14 Whole Building, 5 Common Area, 13 in-unit. Market Rate: In progress – 10 in-unit. Market Rate: Completed – 31 in-unit.
- **SDG&E:** As of December 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. SDG&E successfully treated 22 properties, benefiting 127 buildings and 1,599 units in 2021.
- **SoCalGas:** As of December 31, 2021, SoCalGas has completed sixteen (16) projects, serving nearly 1,350 units. These properties impacted 98 buildings and had 39 boilers or water heaters installed. There are 15 projects in various stages of completion that will carry-over into 2022.

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 December 2021
Summary of Tribal Responses

OUTREACH STATUS	Q'TY		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, Hoopa Valley Tribe, Hopland Reservation - Ione Band of Miwok Indians, Karuk Tribe, Manchester Point	Arena Rancheria, Mooretown Rancheria, North Fork Rancheria, Redwood Valley Rancheria, Round Valley Reservation, Sherwood Valley Rancheria, Tuolumne Rancheria, United Auburn Indian Community, Upper Lake Rancheria, Wiyot Tribe (Table Bluff), Yurok Tribe
Tribes requested outreach materials or applications	18	Bear River Band of Rohnerville Rancheria, Berry Creek Rancheria, Big Valley Rancheria, Cloverdale Rancheria, Cold Springs Rancheria of Mono Indians, Coyote Valley Band of Pomo Indians, Greenville Rancheria, Grindstone Rancheria, Iona Band of Miwok Indians	Laytonville Rancheria (Cahto), Manchester Point Arena Rancheria, Mechoopda Indian Tribe, North Fork Rancheria, Pinoleville Reservation, Robinson Rancheria of Pomo Indians, Sherwood Valley Rancheria, Wiyot Tribe (Table Bluff), Yurok Tribe
Tribes who have not accepted offer to Meet and Confer	28	Big Lagoon Rancheria, Big Valley 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, Federated Indians of Graton Rancheria, Greenville Rancheria, Grindstone Rancheria, Jackson Rancheria, Middletown Rancheria,	Paskenta Rancheria, Picayune Rancheria, Pinoleville Reservation, Pit River Tribes, Redding Rancheria, Robinson Rancheria of Pomo Indians, Santa Rosa Rancheria (Tachi-Yokut), Santa Ynez Band of Chumash Indians, Scotts Valley Band of Pomo Indians, Shingle Springs Rancheria, Stewarts Point Rancheria (Kashia Pomo), Table Mountain Rancheria, Yocha Dehe Wintun Nation (Rumsey)
Non-Federally Recognized Tribes who participated in Meet & Confer	2	Dunlap Band of Mono	North Fork Mono
Tribes and Housing Authority sites involved in Focused Project/ESA Partnership offer on Tribal Lands	3	Complete in 2019: Yurok Tribe Complete in 2020: None due to COVID-19 Complete in 2021: Bear River Band of Rohnerville Rancheria, Hopland Reservation, Sherwood Valley Rancheria, Northern Circle Housing Authority, and Sherwood Valley Band of Pomo Indians	On hold until 2022: Big Sandy Rancheria Housing Authority, Cloverdale Rancheria, Hoopa Valley Tribe, Karuk Tribe, Northern Circle Housing Authority (Berry Creek Rancheria • Guidiville Rancheria • Manchester-Pt. Arena Rancheria • Redwood Valley Rancheria), Picayune Rancheria, Round Valley Reservation, and Wiyot Tribe (Table Bluff)
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, Ione 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	16	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, Picayune Rancheria	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, 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. The outreach plan included 30 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 in-person and webinar meetings with five 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.
- PG&E started the process for 18 Tribes and Housing Authority sites involved in Focused Project/ESA Partnership offer on Tribal Lands. The process for this project included providing information to eight tribes that requested ESA contractor information. For these tribes, we provided two options: (1) either to send us a list of residents who were interested in setting up appointments with ESA contractors or (2) to provide residents with information on how to sign up for an appointment with an ESA contractor.
- PG&E assigned ESA contractors for the Bear River Band of Rohnerville, Northern Circle Housing Authority, Hopland Band of Pomo Indians, and the Sherwood Valley Band of Pomo Indians. A total of 39 households were provided assessments and installations.
- In addition to the offer to meet and confer, a newsletter was sent to all 52 federally-recognized, all non-federally recognized tribes, Tribe Housing Authority Offices and TANF agencies which included information on customer protections during COVID and information about wildfires.
- A PG&E 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.

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
- The ESA Program continued to build from the momentum following the presentations to the Chemehuevi Tribe and the housing coordinator in previous months. SCE’s approved ESA contractor continued to meet with Chemehuevi’s housing coordinator throughout November and December 2021 to discuss logistics for the treatment for all residents. The ESA program also presented at the SCE Tribal Nation Elected Leaders Summit in the month of November. All tribes were invited to the summit to hear a presentation about the ESA Program and the available services that could potentially be offered to their communities. In December, the ESA program also presented to the residents of the Chemehuevi Tribe to provide them updates on the project.

#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	4	2	1	5
	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 these 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	16	2,118
	Messaging	30	14,667
	Presentation	6	240
	Total	52	17,025
SCTCA	Events	1	30
	Messaging	13	86,130
	Presentation	2	27
	Total	16	86,187
Total Activity		68	103,212

*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 SDG&E Serves		Outreach Efforts	Tribes Outreached for ESA Program
17 Tribes			
<ul style="list-style-type: none"> • Barona Band of Mission Indians • Campo Kumeyaay Nation • Ewiiapaayp Band of Kumeyaay Indians (Cuyapaipe Reservation) • Inaja & Cosmit Band of Indians • Jamul Indian Village • 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 • Pala Band of Mission Indians • Pauma Band of Luiseno Indians • Rincon Band of Luiseno Indians 	<ul style="list-style-type: none"> • San Pasqual Band of Mission Indians • Iipay 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 CBOs • In Q2 2021, SDG&E kicked off direct outreach to all 17 tribes served for a “whole neighborhood” offer • As of December 31, 2021, presentations have been provided to 7 tribes to discuss assistance program offerings and determine eligibility • Of these 7 tribes, 0 have indicated they are eligible to participate in SDG&E's low-income programs • SDG&E is continuing outreach efforts to the remaining tribes to coordinate a presentation and discuss potential program offerings 	<ul style="list-style-type: none"> • Barona Band of Mission Indians • Jamul Indian Village • Pauma Band of Luiseno Indians • Rincon Band of Luiseno Indians • Ewiiapaayp Band of Kumeyaay Indians (Cuyapaipe Reservation) • Viejas Band of Kumeyaay Indians • Sycuan Band of Kumeyaay Nation

Energy Savings Assistance Program

SoCalGas Tribal Outreach for Low Income Programs



Federally Recognized Tribes in SoCalGas' Service Territory		Tribes with SoCalGas Residential Meters
20 Tribes		7 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 • Cabazon Band of Mission Indians • Morongo Band of Cahuilla Mission Indians • 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 • Soboba Band of Luiseño Indians

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.
- Continued partnership 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,. From November 1 – December 31, 2021, SCIC has participated in building awareness on SoCalGas' Customer Assistance Programs through 4 Financial Wellness Training Events with over 416 attendees.
- ESA Program Manager, Outreach Team and Regional Public Affairs continue to work on strategies to best provide information to tribal leaders and are looking at outreach efforts to specific tribes and tribal organizations. Meetings were in planning stages in Q4 with plans to meet with all IOUs in Q1 for brainstorm approach in order to meet decision requirements and establishing MOUs and Point of Contacts with each tribal entity. Information on Customer Assistance Programs scheduled to be sent out to tribal contacts in Q1 with request for meetings.
- Outreach team met with Pukuu Cultural Center, as well as established a contact via American Indian Chamber of Commerce with the Agua Caliente Cultural Museum. Following up in Q1 2022 with meetings to discuss potential partnerships. In 2022 team will work in continuing to establish relationships with other organizations working in American Indian / Tribal Communities to assist in building awareness on Customer Assistance Programs.



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)	
Unspent Funds through 12/31/2020 [1] [2]	\$197.41
Unspent Funds through 12/31/2021 [3] [4] [5]	\$71.03

1. Unspent Funds through 12/31/2020 is the remaining amount of the ESA program funds collected from 2009-2020 program cycles. The Commission authorized PG&E's Advice Letter 4351-G-B/6035-E-B request for January 1, 2021 - June 30, 2021 to use these unspent funds for its 2021 ESA Program Bridge Period, for MF CAM activities in 2021, and for PPRS credit per Resolution E-5074.
2. Unspent funds may only be used for ESA program activities.
3. This is the Unspent Funds amount from 2009-2020 program cycles and new revenue collected in 2021.
4. PG&E exhausted all gas unspent funds collected from 2009-2020 program cycles in May 2021; therefore, new gas revenue was collected in 2021 for ESA program. PG&E did not collect new electric revenue for ESA program in 2021 as PG&E used the electric unspent funds to offset electric revenue collection in 2021, as approved in PG&E's Advice Letter 4351-G-B/6035-E-B and D.21-06-015.
5. Per D.21-06-015, the remaining uncommitted and unspent funds at the end of 2021 must be used to offset 2022 collection, hence PG&E included this information in Advice Letter 6408-E-A for 2022 Annual Electric True-Up - Consolidated Electric Rate Changes Effective January 1, 2022.

SCE's Unspent Funds for ESA Program

Total Remaining Unspent Funds (\$M)	
Unspent Funds through 12/31/20 [1][2]	\$105.98
Unspent Funds through 12/31/21 [3]	\$24.8

1. Unspent funds through December 31, 2020 is the remaining amount of the ESA program funds collected from 2009-2020 program cycles. The Commission authorized to use this unspent funds for 2021 ESA Program Bridge Period in SCE's Advice Letter 4053-E for January 1, 2021 - June 30, 2021, for MF CAM activities in 2021, and for PPRS credit per Resolution E-5074.
2. Unspent funds may only be used for ESA program activities.
3. This is the remaining Unspent Funds amount from 2009-2020 program cycles through October 31, 2021. As approved in D.21-06-015, SCE has used the unspent funds to offset future revenue collections for the 2021-2026 period.

SDG&E's Forecasted 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 12/31/2021 [3]	+ \$90.59
Total 2017-2021 Actual Expenses as of 12/31/2021 [4]	- \$91.44
Total Remaining Unspent Funds as of 12/31/2021 [5]	= \$22.47
Total allocated as of 12/31/2021 [5]	- \$8.57
Total Remaining Unspent Funds as of 12/31/2021 [6]	= \$13.90

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. \$8.57M 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. D.21-06-015, OP 114, SDG&E is instructed to use unspent and uncommitted funds before requesting new funds. SDG&E estimated to have (\$13,600,00) in unspent and uncommitted LIEEBA and PGLIEEBA funds to offset the 2022 authorized funding in the 2022 Public Purpose Program rates.

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
2017-2021A Revenues Collected as of 6/30/2021	\$500.80
2017-2021A Total Expenses as of 6/30/2021 [2]	\$450.61
2017-2021A Unspent Funds as of 6/30/2021 [1]	\$50.19
Total Remaining Unspent Funds as of 6/30/2021	\$175.34
2021B Revenues Collected as of 12/31/2021 [3]	\$0.00
2021B Total Expenses as of 12/31/2021 [2] [3]	\$54.93
Total Remaining Unspent Funds as of 12/31/2021 [1]	\$120.41
Footnotes	
[1] Unspent Funds related to Revenues Collected.	
[2] Total Expenses from Tables 1 and 1A.	
[3] 2021B denotes the start of the new program cycle beginning July 1, 2021	
Note: Unspent funds can only be used for ESA Program activities or returned to ratepayers.	

PSPS Ongoing Activities

Low Income Oversight Board Meeting
WebEx
March 24, 2022



OUTAGE DETAILS		JAN 19 – 21	AUG 17 – 19	SEPT 20-21	OCT 11-12	OCT 14-16
	CUSTOMERS IMPACTED	5,099	48,155	2,968	23,504	666
	COUNTIES IN SCOPE	7	13	8	23	1
	TRIBES IN SCOPE	0	3	1	4	0
	COMMUNITY RESOURCE CENTERS OPEN	7 [†]	34	9	24	11
	PEAK WIND GUSTS	83 MPH	56 MPH	48 MPH	102 MPH	47 MPH
	DAMAGE/HAZARDS	423	10	0	8	1
	TOTAL AVG. OUTAGE DURATION	83 HRS	29 HRS	13 HRS	28 HRS	16 HRS
	AVG. RESTORATION TIME	62 HRS	9 HRS	3 HRS	9 HRS	4 HRS
	PERCENT OF CUSTOMERS REMOVED FROM SCOPE DUE TO PSPS MITIGATIONS	82%	69%	86%	83%	85%

[†]Does not include resource centers activated for wind event
No new PSPS event took place in PG&E service territory since Oct 16, 2021.

The occurrence of outages and impact to customers per outage were reduced in 2021.

Supporting Community Resilience

PG&E's **Portable Battery Program** provides backup batteries to lessen the impact of PSPS on customers who rely on medical devices:

- In 2021, PG&E continued to work with five Low-Income Home Energy Assistance Program providers and Richard Heath and Associates to deliver additional batteries.
- The program delivered 6,506 portable batteries in 2021 and 13,079 since inception in 2020.

In addition, PG&E's **Generator and Battery Rebate Program** provided 1,220 rebates (totaling approximately \$840,000) to customers in Tier 2 and 3 high-fire threat areas toward the purchase of generators or batteries in 2021.

2021 SCE PSPS OVERVIEW



2021
Performance
Compared to
2020

Statistics	Activations	Customer Interruptions	Circuit Interruptions	Customer Minutes of Interruption
2020 Fire Season*	13	~348K	~584	~388M
2021 Fire Season*	9	~85K	~124	~105M
Delta	↓31%	↓76%	↓79%	↓73%

*January '21 event is considered part of 2020 season as it was driven by 2020 weather and fuel conditions and managed with 2020 tools and capabilities

2021 YEAR IN REVIEW

By the Numbers

6,741

Critical Care backup
batteries deployed
since program
inception in 2020

2,706

Customers visited
Community Resource
Centers or Community
Crew Vehicles

8.8/10

Satisfaction rating
from CRC/CCV visitors
who responded to our
survey

8.8%

Increase in Medical
Baseline (MBL)
customer enrollment*

*Represents enrollments at the service account level
from December 31, 2020 to December 31, 2021.

1,600

CBOs received
monthly information
from SCE to share

3,474

Total number of
backup power rebates
redeemed since
program inception in
2020

January '21 event is considered part of 2020 season as it was driven by 2020 weather and fuel conditions and managed with 2020 tools and capabilities

MITIGATING IMPACTS OF PSPS

Customer Care Programs

2021 COMMUNITY CARE RESOURCES

64 COMMUNITY RESOURCE CENTERS (CRC)

Contracted and available based on potential shutoff locations. Location and hours listed online before shutoffs

8 COMMUNITY CREW VEHICLES (CCV)

Can be deployed rapidly for remote locations. Location and hours listed online before shutoffs

7 RESILIENCY ZONE SITES

Enable backup power generation at certain essential sites in remote communities

9 RESILIENT CRCs

CRCs that have or are in the process of installing a transfer switch and/or have a backup generator



Thanksgiving Day, 2021

LAUNCHED 2021

- PSPS Address-Level Alerts
- Dedicated Access & Functional Needs (AFN) Liaison on the PSPS Incident Management Team
- Dedicated Webpage for customers with AFN

BACKUP POWER SUPPORT

- Critical Care Battery Back-up (CCBB) program provides to eligible customers right-sized, fully subsidized back-up battery with a solar panel for charging and a 3-year warranty. Expanded in 2021 to more customers
- \$75 rebate for portable batteries for customers in HFTDs to power devices and appliances
- \$200 rebate for portable generators for customers in HFTDs
- \$500 rebate for portable generators for customers in HFTDs and enrolled in CARE/FERA or Medical Baseline
- Statewide Self-Generation Incentive Program (SGIP)

2021 ACHIEVEMENTS

- Deployed 6,021 Critical Care backup batteries (CCBB)
- Provided 1,761 Portable Power Station Rebates
- Provided 666 Portable Generator Rebates
- Expanded number of hotels offering discounts to SCE customers in HFRA
- Added CRC survey in QR code format to enable onsite feedback from visitors

- New 211 Partnerships providing 24/7 live connection point for all households with AFN before, during, and after a PSPS (available via text or call)

Public Education & Outreach

Collaboration with stakeholders to enhance community preparedness & regional wildfire resilience

2021 Accomplishments:

- 5 Wildfire Safety Webinars (300 total attendees)
- 6 drive-thru Wildfire Safety Fairs; **96% favorability rate**
- First **joint SDG&E/tribal** partner Wildfire Safety Fair
- More than **307,640,000** marketing impressions
- **88%** public education customer favorability
- **84%** overall favorability rating by surveyed Spanish-speakers
- Customized access & functional needs (AFN) public education campaign

2022 Planning:

- Wildfire Safety Fairs, webinars & potentially integrate in-person Town Halls
- Expanded customized outreach to tribal communities & AFN customers
- Enhancements to communications platforms
- Expand multi-channel engagement strategy
- Listening sessions/working groups – local governments, tribes, public safety partners, critical facilities, and monthly 'Customer Listen' Surveys



**SAN DIEGO
GAS & ELECTRIC
& HELP FOR YOU
DURING AN
OUTAGE**



During Public Safety Power Shutoffs, SDG&E is off with you. Our Community Resource Centers have the supplies you need. We water and ice, provide Wi-Fi, and offer water bottles for hydration. It's all available in a safe place where you can cool off, charge your electronic devices and get up-to-date information on when power will be restored. Should you need additional assistance, you can also call 211 or visit 211sandiegogov.



**SAN DIEGO
GAS & ELECTRIC
& AYUDA
DURANTE UN
APAGÓN**



Durante los cortes de electricidad por seguridad pública, SDG&E sigue con usted. Nuestros centros de recursos comunitarios tienen los suministros necesarios como agua y hielo, bocadillos, Wi-Fi y hasta camiones de agua para animales. Todo está disponible en un lugar seguro, donde puede refrescarse, cargar sus dispositivos electrónicos y obtener información acerca de cuándo se restaurará la energía. En caso de necesitar ayuda adicional, puede llamar al 211 o visitar 211sandiegogov.

Para más información acerca de ubicaciones y servicios, visite sdge.com/resourcecenters.



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Support for Individuals with AFN



Continuously improving communications, partnerships, programs & tools for individuals with access and functional needs (AFN)

Medical Baseline Program

- Simplified program enrollment
- Confirmed customer contact information & promoted **AFN self-identification**
- Statewide joint utility multilingual MBL flyer. Partnered with In-Home Supportive Services & Regional Centers for targeted sign-ups
- ~**56,000** customers enrolled in the MBL Allowance program
- Continued enhanced PSPS notifications (**door-knocks**)

Access & Functional Needs

- Partnered with 211 to connect customers to **24/7 direct support** in 200+ languages
- Enhanced partnerships with CBOs, including Indian Health Councils
- Dedicated **AFN liaison**, accessible webpage & email address
- Proactive **targeted program outreach** to offer resources, like generators
- Enhanced support at Community Resource Centers, including **on-site ASL interpretation**

AFN Support during Thanksgiving PSPS

Continued mitigation of PSPS customer impacts through improved outreach, programs and services

- **Close collaboration** across key organizations
- Provided frequent updates to over **725 AFN partners** for support, coordination & message amplification
- **Services provided:**
 - No cost hotel stays & accessible transportation
 - Back-up batteries to tribal members in advance & generators delivered on-demand
 - Warm meals at CRCs & support to tribal partners
 - Additional food support from San Diego Food Bank & food gift cards
 - Resiliency items (e.g., blankets, car charger inverters, solar lamps)
- Meal donations - **Zero waste**, supporting sustainability



San Diego Oasis @O... ·5h ...

.@FACTSD1 Thanks for the timely updates on the @SDGE planned Public Safety Power Shutoff. Your emails helped keep our members informed and safe during the fire weather conditions. 🙏🙏



Post-Moratorium Extension

Continued Customer Support

- socalgas.com/Coronavirus continues to be updated, providing customers with a main reference page as new programs and payment assistance become available
- 2022 recent updates: California Arrearage Payment Program (CAPP) information for residential customers
- 2022 upcoming updates: details/FAQs on what customers can expect with SoCalGas resuming pre-pandemic processes in the coming months, Percentage of Income Payment Plan (PIPP) information for residential customers once the pilot is approved



CORONAVIRUS (COVID-19) OUR SUPPORT & RESPONSE

- Bill credits will be issued to SoCalGas active residential customers that qualify for the California Arrearage Payment Program (CAPP), a state program that reduces qualified customers' unpaid energy utility bills by directly applying a credit to their bill. CAPP bill credits are a courtesy of the State of California and are targeted to help utility customers behind on their energy bills due to the economic impacts of the COVID-19 pandemic. Customers may qualify for a CAPP credit if they had an unpaid energy utility bill over 60 days past due incurred between March 4, 2020 and June 15, 2021. Customers do not need to apply for CAPP, and those eligible for a CAPP benefit will automatically receive a credit on their energy utility bill. **SoCalGas expects to disburse allotted CAPP funds in early March 2022.** A bill credit for qualifying SoCalGas customers will be labeled as "California Arrearage Payment Program Bill Credit." Eligibility for a CAPP benefit and the amount of a bill credit will vary depending on the utility and program rules. For more information, visit csd.ca.gov/Pages/CAPP.aspx .



State of Disconnections and AMPs

Low Income Oversight Board Meeting
WebEx
March 24, 2022

PG&E Disconnections Status and AMPs

Arrearage Management Plan (AMP)*

- Number of customers enrolled: 132,569
 - Percentage of eligible households enrolled: 67%
 - Number successfully completed 12-month program launched in Feb. 2021: 2,700
- Total arrearages: \$221M
- Total amount forgiven: \$63M

*Updated 3/6/2022

Disconnections

Number of disconnections, CY 2021 – YTD 2022*: Zero

Resumption of residential credit collection efforts expected to begin ~mid-2022.

*Updated 3/6/2022

AMP Case Management

To support customer success in AMP, PG&E has implemented an outbound calling campaign to customers with missed payments, and is partnering with 10 CBOs to assist with additional AMP outreach and awareness.

AMP missed payment outreach (outbound calls)

- 2021 – 111,020 calls completed
- 2022 (YTD)* – 34,228 calls completed
 - TOTAL: 145,248



AMP eligible customer outreach (outbound calls)

- 2021 – 49,846 calls completed
- 2022 (YTD)* – 9,889 calls completed
 - TOTAL: 59,735



*Updated 3/6/2022

SCE Disconnection Status and AMP

- Disconnections
 - SCE did not have disconnections in 2021.
 - Because of ongoing efforts with auto-enroll payment plans and the California Arrearage Payment Program (CAPP), SCE does not anticipate resuming disconnections until Q2 of 2022.
- Arrearage Management Plan
 - As of December 31, 2021, **21,135** customers were enrolled in AMP

SDG&E State of Disconnections and AMPs

- SDG&E has not resumed collection activity for residential customers. While there is currently no set date, activity may begin in Q2.
- SDG&E has approximately 10,500 customers enrolled in AMP.

State of Disconnections and Arrearage Management Plans (AMPs)

- Disconnections
 - SoCalGas did not disconnect any residential customers for nonpayment in 2021 and will not resume collections processes until CAPP customer protections expire June 7, 2022.
 - SoCalGas does not anticipate residential disconnections until Q3 of 2022.
- Arrearage Management Plan
 - As of March 7, 2022, SoCalGas has enrolled **74,496** customers in the AMP.

SDG&E CARE/FERA/MBL Update



Background

- SDG&E alerted CPUC staff of a backlog in CARE, FERA and MBL processing on February 22. As of March 21, the backlog consisted of about 22,000 CARE, FERA and MBL recertification requests and 6,000 MBL applications, among other requests.
- SDG&E believes approx. 20,000 customers fell off MBL and approx. 20,000 customers fell off CARE/FERA in total since April 5, 2021, due to the backlog and CIS conversion issues.
- Since January 18, SDG&E has processed more than 10,000 CARE, FERA and MBL recertifications, and over 14,000 total requests to reduce the backlog.

Resolution

- SDG&E has extended recertification deadlines for CARE, FERA and MBL customers with upcoming deadlines while the backlog is resolved.
- SDG&E is developing an IT program to reinstate customers who have fallen off CARE, FERA or MBL not already processed or reinstated.
- Customer bills will be adjusted to account for eligible discounts back to the date the customer was dropped from the program.
- Once reinstated, SDG&E will need to extend customers' recertification deadlines to avoid future issues.