BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA

Application of Pacific Gas and Electric Company for Approval of Energy Savings Assistance and California Alternate Rates for Energy Programs and Budgets for 2021-2026 Program Years. (U 39 M)	Application No. 19-11-003 (Filed November 4, 2019)
And Related Matters.	Application No. 19-11-004 Application No. 19-11-005 Application No. 19-11-006 Application No. 19-11-007

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

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Dated: May 2, 2022

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In accordance with Decisions (D.) 12-08-044, 16-11-022, and 21-06-015 and the annual reporting directives contained therein, Pacific Gas and Electric Company (PG&E) files this Annual Report on the results of its Energy Savings Assistance (ESA) and California Alternative Rates for Energy (CARE) program efforts for the 2021 program year. As 2021 marked the beginning of a new six-year program cycle, PG&E is filing this annual report in Application (A.) 19-11-003, et al. and serving in A.19-11-003, et al. and A.14-11-007, et al. Future annual reports will be served in A.19-11-003, et al. only. PG&E also notes that starting with its 2022 annual report, PG&E will include annual reporting for its Family Electric Rate Assistance (FERA) program.[1/]

1/ D.21-06-015, p. 521, Ordering Paragraph 185.

Respectfully Submitted,

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Dated: May 2, 2022

Pacific Gas and Electric Company®

ENERGY SAVINGS ASSISTANCE PROGRAM AND CALIFORNIA ALTERNATE RATES FOR ENERGY PROGRAM

2021 ANNUAL REPORT

May 2, 2022

ESA AND CARE PROGRAMS 2021 ANNUAL REPORT
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2021 Energy Savings Assistance Program and California Alternate Rates for Energy Program Executive Summary

Pacific Gas and Electric Company (PG&E or Company) is pleased to submit its Energy Savings Assistance (ESA) and California Alternative Rates for Energy (CARE) program annual report[1] to the California Public Utilities Commission (CPUC or Commission) for the reporting period January 1, 2021, through December 31, 2021.

ESA and CARE are long-standing programs in PG&E's service territory that are designed to deliver benefits to income-qualified households. ESA provides both homeowners and renters residing in all types of housing with no-cost weatherization, energy efficient appliances and energy education, assisting them in increasing the health, safety, and comfort of their home along with reducing their energy use and associated expenses. CARE offers a bill discount of 20% or more on gas and electricity for qualifying households, thereby reducing the energy burden for households most impacted by energy costs.

2021 Energy Savings Assistance (ESA) Program and California Alternate Rates for Energy (CARE) Program Budgets

In 2021, ESA program funding and authorization was provided from two separate sources: the first half of the year was funded through "bridge funding" provided from January 1 through June 30, 2021, and the second half of the year (from July 1 through December 31, 2021) was provided by the new 2021-2026 ESA/CARE/Family Electric Rate Assistance (FERA) Decision.[2] Beginning in 2022, the ESA program's primary goal will be energy savings and not the number of homes treated, but in 2021, the ESA program continued to track towards a homes treated goal. Decision (D.) 21-06-015 continued this homes treated goal for 2021 in order to help ESA contractors transition more smoothly between the previous ESA program policies and goals that were continued in the bridge-funded first half of the year and the new policies and goals authorized in D.21-06-015.[3] The budget and goals from the Bridge and Decision-authorized ESA funding for 2021 were combined to be reported in this 2021 annual report of ESA activity and expenditures.

For the CARE program, D.19-06-022 directed that bridge funding to cover CARE program activity for January 1 through June 30, 2021 be approved if the Commission had not voted to approve the post-2020 programs and budget by November 16, 2020.[4] The 2021 funding amount approved was the 2020 CARE budget level as approved in PG&E's mid-cycle advice

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[1] In compliance with CPUC D.16-11-002 as modified by D.17-12-009, and as directed by D.21-06-015.

[2] The ESA program and budgets authorized for 2021 are from two sources: The ESA bridge funded budget for January 1—June 30, 2021 was per Energy Division (ED) approval of PG&E Advice Letter (AL) 4351-G-B/6035-E-B ($127,319,116). The ESA budget for July 1—December 31, 2021 was authorized in D.21-06-015 ($89,362,820).

[3] D.21-06-015 authorized the Investor Owned Utilities (IOUs) to continue using a homes treated goal for the second half of 2021, while making homes treated a target from 2023-2026: "*For the remainder of the 2021 PY, the IOU household treatment levels will be set as goals based on the first half of the 2021 bridge year to align the IOUs' 2021 bridge period funding and allow for an adequate transition period into the new program and structure.*" (D.21-06-015, pp.231-232.)

[4] D.19-06-022, Section 5, p.15.

letter (AL) dispositions.[5] CARE program goals were not impacted by having separate funding sources.

Continuing COVID-19 Impacts in 2021

As COVID-19 persisted into 2021, the economic burden of the pandemic continued to be acutely felt by many of PG&E's income-qualified customers. PG&E is committed to supporting its income-qualified customers with broad programs and resources that lower their energy burden. For example, PG&E partners with other program administrators to promote complementary offerings, including the Low Income Home Energy Assistance Program (LIHEAP), Disadvantaged Communities – Single-Family Solar Homes (DAC-SASH).

Moreover, PG&E provided direct debt relief to qualified customers through the Arrearage Management Program (AMP) and began working on Assembly Bill (AB) 135 to assist customers in paying down arrearages. In 2021, through AMP, PG&E was able to assist customers to pay down $55 million (M) in debt. AB 135 was put in place in 2021 and established the California Arrearage Payment Program (CAPP) to assist customers who incurred arrearages as a result of the COVID-19 pandemic. The investor-owned utilities (IOUs), publicly-owned utilities (POUs) and Community Choice Aggregation (CCA) programs partnered with the state to secure CAPP funding, which was to be distributed and applied in 2022.

Overall, for 2021, PG&E achieved 103% of the original goal for homes treated by ESA, which is noteworthy given the impacts and challenges of COVID-19 surges in the workforce and communities. For CARE, PG&E's enrollment rate at the end of 2021 was 107%. This demonstrates the higher interest in the program due to more customers qualifying during the pandemic, and the first half of the year in which post-enrollment verification (PEV) and recertification processes were suspended.

The following summary highlights the regulatory framework for 2021 impacting the ESA and CARE programs, includes ESA and CARE achievements in 2021 and an overview of actions taken to help customers as COVID-19 emergency protections expired in July 2021.

Regulatory Impacts of COVID-19

Throughout 2021, PG&E continued to respond to ongoing guidance and regulations related to COVID-19. California Governor Gavin Newsom declared a state of emergency, and the Commission issued enacted Emergency Customer Protection measures, from March 4, 2020 for up to one year to help mitigate disruptions to Californians' daily lives.

For energy utilities, the COVID-19 emergency protections included implementing moratoriums on disconnections for nonpayment and associated fees and payment plan options for residential customers. Resolution (Res.) M-4842 also directed the IOUs to suspend all CARE program removals to avoid unintentional loss of the discounted rate during the period for which the customer was protected under this resolution. Res. M-4849 extended these protections for residential and small business customers through June 30, 2021.

For CARE, in the first half of 2021, PG&E maintained all consumer protections in place to support both CARE and FERA enrolled customers, including freezing all standard and high-

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[5] PG&E AL 3990-G-A/5329-E-A (September 14, 2018). CARE budget approved by ED Disposition dated January 4, 2019.

usage PEV reviews of eligibility for the CARE program, and suspending all CARE and FERA program removals, including discontinuing all recertification and verifications requests. Starting in July 2021, PG&E began its standard pre-pandemic practice of conducting PEV and recertification for the CARE program, with improved communication approaches including Short Message Service (SMS)/text reminders.

For the ESA program, contractors continued progress made during the pandemic, in terms of creating and maintaining COVID-19 safe work environments, by training employees and ensuring customers remained comfortable and safe. PG&E's early mandate of strict COVID-19 safety protocols — such as daily health screenings, requirements for Personal Protective Equipment (PPE) and contact tracing surrounding known exposures — continued to minimize the ESA-related transmission of COVID-19 and contributed to a healthy workforce by fostering customer confidence and allowing contractors to continue their work to improve energy efficiency (EE) as well as the health and comfort of eligible homes through numerous pandemic surges in 2021.

2021 Energy Savings Assistance (ESA) and California Alternate Rates for Energy (CARE) Program Highlights

Energy Savings Assistance Program (ESA) | 2021 Highlights

The PG&E ESA program uses a prescriptive, direct install approach to provide free home weatherization, energy efficient appliances and energy education to income-qualified customers throughout PG&E's service area. PG&E customers living in single-family, multifamily (MF), and mobile homes, including homeowners and renters, are eligible to participate.[6]

PG&E's 2021 ESA program provided 103,169 homes with EE and health, comfort and safety improvements. The ESA program's installed measures and associated reduced energy use in 2021 was the equivalent offset of an estimated 15,441 tons of Greenhouse Gas (GHG) emissions. ESA participants saved over 60,224 megawatt hours (mWh). PG&E also provided 1,990 additional households with energy education-only.[7] In addition to energy use reduction, each household treated by ESA also received estimated average lifetime bill savings benefits of $970.

ESA Program Summary Table 1 on the following page provides a summary of Program Year (PY) 2021 ESA expenditures and accomplishments. Additional details on PG&E's ESA program are included in Section 1 of this annual report.

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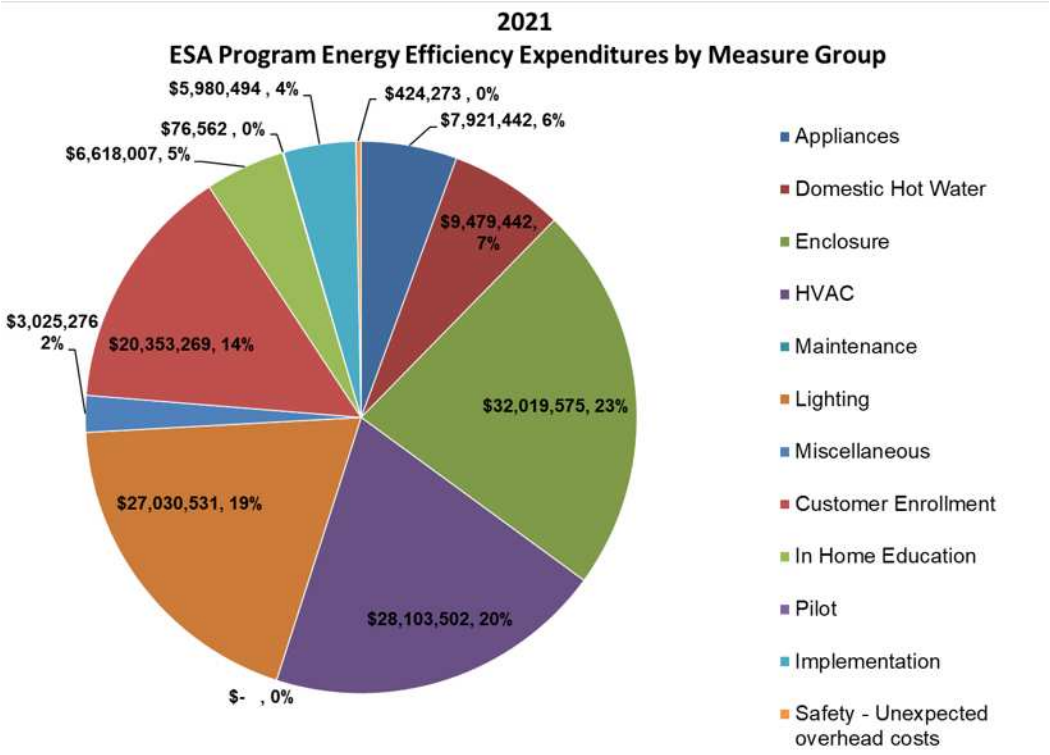
[6] To qualify for the ESA program, the total customer household income must be equal to or less than 200% of the Federal Poverty Guideline (FPG), with income adjustments for family size.

[7] D.16-11-022 allowed customers to receive energy education-only, and specified these homes not be counted as ESA-treated homes [D.17-12-009, Attachment 1 modifying D.16-11-022, Ordering Paragraph (OP) 11].

Summary Table 1 2021 ESA Program Summary			
2021	**Authorized / Planning Assumptions [b]**	**Actual**	**%**
Budget [a]	$216,790,242	$178,119,704	82%
Summary Homes Treated	100,000	103,169	103%
Summary Kilowatt Hours (kWh) Saved		60,224,095	
Summary Kilowatts (kW) Demand Reduced		7,784	
Summary Therms Saved		54,036	
"First Touch" Homes Treated		33,257	
- kWh Saved		18,782,624	
- kW Demand Reduced		2,451	
- Therms Saved		41,938	
"Go-Backs" / "Retreated" Homes		69,912	
- kWh Saved		41,441,471	
- kW Demand Reduced		5,332	
- Therms Saved		12,098	
Multifamily Common Area Measures Properties Treated	135	144	107%
Multifamily Common Area Measures Buildings Treated	1,377	1,101	80%
- kWh Saved	1,798,395	6,954,599	387%
- kW Demand Reduced	1,523	112	7%
- Therms Saved	69,345	50,523	73%

[a] The ESA program and budgets authorized for 2021 are from two sources: The authorized ESA bridge funding budget for January 1—June 30, 2021 was from Energy Division's (ED's) approval of PG&E AL 4351-G-B/6035-E-B. The authorized ESA budget for July 1—December 31, 2021 was from D.21-06-015. Approval of PG&E AL 4351-G-B/6035-E-B authorized the use of remaining 2009-2020 unspent funds through 12/31/2020 for its 2021 ESA Program Bridge Period, for MF Common Area Measures (CAM) activities in 2021, and for PPRS credit per Res. E-5074.
[b] There were no authorized planning assumptions for "First Touch" or "Retreated" homes in D.16-11-022 or D.21-06-015.



PG&E's primary activities for ESA in 2021 centered around continuing marketing, education and outreach (ME&O) strategies proven successful in prior PYs, coordinating with stakeholders and contractors around bridge funding, and, in the second half of 2021, beginning to implement directives from D.21-06-015. Activities in the third quarter (Q3) through the fourth quarter (Q4) of 2021 included developing new competitive solicitations for implementers for PY 2022 by pivoting to a customer-centric model grounded in energy savings goals and developing an ESA working group (WG) and associated sub-WGs.

The ESA program's noteworthy ME&O and administrative initiatives and achievements in 2021 included:

- PG&E's ME&O initiatives generated 67,515 qualified leads for its ESA contractors in 2021, exceeding its adjusted goal by 13%.
- PG&E developed a new grant program for approximately 20 Community-Based Organizations (CBOs), many of whom provide services to individuals with disabilities and non-English speakers, to assist in spreading messaging about the phase out of COVID-19 emergency protections and bill savings programs and resources available, including ESA, to support customers struggling to pay bills.
- The ESA program partnered with three new tribes and one new tribal housing authority (HA), to successfully treat 52 tribal homes from these new partnerships in 2021.
- The MF Common Area Measures (CAM) program treated 144 properties and enrolled 300 buildings in 2021, exceeding its treatment and enrollment goals and leading to the program stopping new enrollments in September 2021.
- The MF Single Point of Contact (SPOC) initiative successfully referred 2,518 MF units to 29 different programs offering benefits and services.
- Over 1.6M customers received an income-qualified newsletter monthly, which ran multiple features on the ESA program in its 2021 editions.

- Over 1.8M Home Energy Reports (HERs) were issued in 2021, with over 580,000 sent to income-qualified customers with ESA-specific messaging.
- As of Q4 2021, ESA load disaggregation reports with custom program recommendations and energy saving tips were made available to 1,271,134 CARE enrolled customers.

California Alternate Rates for Energy (CARE) Program | 2021 Highlights
The CARE program provides a monthly discount on energy bills for qualifying residential single-family households, tenants of sub-metered residential facilities, nonprofit group living facilities, food banks, agricultural employee housing facilities and migrant farm worker housing centers throughout PG&E's service area.

In 2021, PG&E estimated that over 1.45 million of its customers were eligible for the CARE discount. By the end of 2021, PG&E had enrolled 107% of the total eligible population within its service territory into the CARE program, including 207,062 new enrollments, for an overall net decrease of 21,580 CARE customers in 2021. This decrease was a direct result of restarting the PEV and recertification processes that were on hold during the COVID-19 pandemic. Participating households in 2021 received average monthly bill discounts of approximately $45 for electric and $11 for gas.

More than $11.7 billion (B) in cumulative subsidies have been provided to PG&E's CARE customers since the inception of the CARE program through year end 2021. Additional details on PG&E's CARE program are included in Section 2 of this annual report.

CARE Program Summary Table 2 provides a summary of PY 2021 program expenditures and activities.

Summary Table 2 2021 CARE Program Summary			
2021	**Authorized Budget**	**Actual**	**%**
Administrative Expenses	$14,150,600	$11,388,288	80%
Subsidies and Benefits	$683,539,000	$903,608,224	132%
Total Program Costs and Discounts	**$697,689,600**	**$914,996,512**	**131%**
2021 CARE New Enrollments	**Automatically Enrolled via Data Sharing, ESA Participation, etc.**	**Self-Certified as Categorically Eligible**	**Self-Certified as Income Eligible**
By Method	25,975	71,717	109,370
2021 CARE Penetration	**Estimated Eligible Participants**	**Participants**	**Penetration Rate**
Total Enrolled	1,447,571	1,550,993	107%

PG&E's primary activities in 2021 for CARE centered around ME&O to the hardest-to-reach customers likely to be eligible, ensuring all customers received clear, comprehensive communication about the phase out of COVID-19 emergency protections, and reinstating PEV and recertification with improved communication approaches.

The CARE program's noteworthy marketing, outreach, and administrative initiatives and achievements in 2021 included:

- Completed a comprehensive communication campaign to inform CARE (and non-CARE) customers about the phase out of COVID-19 emergency protections, and the bill savings programs and resources, including CARE, FERA, ESA, LIHEAP, and CAPP, that could assist households struggling to pay bills.

- Proactively expanded CBO partnership and compensation models, including creating new grants for nearly 20 CBOs to conduct ME&O in hard-to-reach communities about the phase out of COVID-19 emergency protections, CARE, FERA, and new programs such as AMP.
- Conducted targeted marketing in high-poverty and rural ZIP codes with higher percentage enrollment growth in Rural ZIP codes, and mixed results for high-poverty ZIP codes.
- Revamped the CARE propensity model to be nearly 50% more effective overall as compared to 2020's model, with the most significant improvements at decile 1 (customers most likely to qualify).
- Launched a multicultural digital media campaign that delivered over 141 million impressions, representing approximately 40% of the total annual CARE campaign impressions generated from approximately 20% of the total CARE 2021 media investment.
- Orchestrated a broad outbound calling campaign to 260,000 customers with past due amounts that resulted in identifying $12M in potential savings from rate changes and LIHEAP pledges of nearly $250,000.
- Introduced SMS/texting to customers during the recertification process to make it easier for customers and improve the response rate and re-enrollment rates.

D.21-06-015 (issued June 3, 2021) set a new framework for ESA and CARE in 2022-2026. PG&E began much of the implementation of this Decision in Q3-Q4 2021 and looks forward to continuing to evolve and improve the programs in future years, ensuring broad benefits are maximized for participating households and communities while minimizing ratepayer impact.

1. Energy Savings Assistance (ESA) Program

1.1. Energy Savings Assistance Program Overview

1.1.1. Provide a summary of the Energy Savings Assistance program elements as approved in D.16-11-022 and D.17-12-009 and D.21-06-015.

ESA program elements, including program goals for homes treated, energy savings and non-energy savings benefit targets, program budgets, and other goals, objectives and initiatives are delineated in the referenced Decisions.

D.16-11-022, as amended by D.17-12-009, established the framework for the 2017-2020 program cycle, which along with the CA Energy Efficiency Strategic Plan (CEESP) set forth a vision that by 2020, 100% of all eligible and willing income-qualified customers would have received all cost-effective ESA EE measures. PG&E met this goal in early 2020, using targets established prior to the pandemic.

In regard to program budget and homes treated goals, the Commission anticipated the potential need for funding to bridge the period between the 2017-2020 and post-2020 ESA and CARE programs. In D.19-06-011, the Commission directed the large IOUs to file ALs to provide calculations of ESA bridge funding amounts, sources for bridge funds, and home treatment goals for the January 1, 2021-June 30, 2021, bridge period.[8] D.19-06-022 directed the IOUs to continue their previously approved ESA activities, that were established for PYs 2017-2020, rather than creating a new stand-alone program year.

Following the authorization of PG&E's AL for Bridge Funding Goals and Budget for the January 1, 2021-June 30, 2021 bridge period in December 2019,[9] regular ESA program activities were disrupted by the outbreak of the COVID-19 pandemic.[10] This facilitated PG&E to update its bridge funding request, and PG&E submitted Advice 4351-G/6035-E on December 24, 2020, increasing the requested January 1-June 20, 2021 bridge funding and treatment goals.[11] These updated goals and budgets were used to report January 1, 2021-June 30, 2021.

D.21-06-015 (approved June 3, 2021) authorized a new ESA, CARE, and FERA program funding cycle beginning July 1, 2021 through December 31, 2026. PG&E's overall

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[8] The Commission established the methodology for IOUs to calculate their six-month bridge funded home treatment goals using the actual average expenditures per retreatment from the first half of the 2019 program year (PY), after setting aside 10% of the total ESA bridge budget for administrative program costs (commonly referred to as "below the line" costs in monthly and annual reporting ESA Table 1). D.19-06-022 p.12.

[9] On August 12, 2019, PG&E submitted Advice 4131-G/5614-E; on October 30, 2019, ED requested PG&E propose a home retreatment goal in which at least half of the six-month home retreatment goal is met by March 31, 2021, and the remaining half of the homes by June 30, 2021. PG&E submitted Supplemental AL 4131-G-A/5614-E-A and AL 4131-G-B/5614-E-B replacing AL 4131-G/5614-E in its entirety. ED Disposition Letter dated December 4, 2019, approved PG&E's Supplemental AL, effective as of August 12, 2019.

[10] COVID-19 was discovered in December 2019 and declared a pandemic by the World Health Organization (WHO) in March 2020

[11] PG&E corrected and re-submitted this AL on January 22 and January 26, 2021. PG&E's Advice 4351-G-B/6035-E-B was approved on January 27, 2021 effective December 24, 2020.

budget is approximately $972.06M for ESA [including $43.91M for the ESA Pilot Plus and Pilot Deep Program (ESA Pilot Plus/Deep)]. The authorized ESA budgets included a 10% overall reduction and 4% set aside for the Energy Division (ED) Staff ESA Pilot Plus/Deep proposal.[12]

D.21-06-015 extended the ESA program's January 1-June 30, 2021 bridge funding budget and homes treated goals for the remainder of PY 2021. This extension allowed for a transition period before the establishment of ESA energy savings goals for 2022-2026. D.21-06-015 also made homes treated a target rather than a goal beginning in 2022, approved the ED's proposed ESA program concept on a pilot basis (i.e., the ESA Pilot Plus/Deep program) to commence in 2022, and established a new ESA MF Whole Building (WB) program to commence in 2023.

ESA Program Summary Table 1.1 compares PY 2021 authorized budgets and targets to PY 2021 actuals and achievements.

Table 1.1.1
PY 2021 ESA Program Summary

	Authorized/ Forecasted Planning Assumptions	Actual	%
January 1-December 31, 2021			
Budget [a]	$216,790,242	$178,119,704	82%
Total Homes Treated [b]	100,000	103,169	103%
kWh Saved	N/A	60,224,095	N/A
kW Demand Reduced	N/A	7,784	N/A
Therms Saved	N/A	54,036	N/A

[a] The ESA program and budgets authorized for 2021 are from two sources: The ESA Bridge Funded budget for January 1-June 30, 2021 was authorized per ED approval of PG&E AL 4351-G-B/6035-E-B. The ESA budget for July 1-December 31, 2021 was authorized in D.21-06-015.
[b] Including both First Touch and Retreated Homes.

D.21-06-015's highlights for the 2022-2026 ESA program include:

- Shifting the program towards a customer-centered prioritization model based on treating households based on need and customer profile.
- Approving new measures for the program that focus on deeper energy savings, while allowing the IOUs flexibility in managing the portfolio by updating the measure mixes through monthly reports.
- Allowing for customer self-certification to receive treatment of basic measures without income qualification or a waiver of property owner forms.
- Approving customer prioritizations and treatments based on need.
- Establishing energy saving goals, non-energy benefit (NEB) targets, and household treatment targets, with additional metrics to be tracked beginning in 2022.
- Establishing cost-effectiveness guidelines.

[12] D.21-06-015, p. 312, Section 6.15.7.1.

- Establishing a new MFWB program to begin in 2023.
- Establishing an ESA WG to continuously monitor program progress and make recommendations.
- Approving the ED's ESA program redesign concept on a pilot basis (ESA Pilot Plus).
- Requiring the IOUs to establish effective coordination efforts among low income and clean energy programs.
- Directing research into the development of a Universal Application System (UAS).
- Managing impacts to ratepayers' bills by carrying over unspent funds to offset revenue collection and avoid large accumulations of unspent funds balances.

PG&E began to develop some of the new ESA program elements in the second half of 2021 and looks forward to continued design and implementation of these initiatives in PY 2022.

1.2. Multifamily Common Area Measure Program

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

- Incentives that cover up to 100% of project cost for qualified EE retrofits for income-eligible and deed-restricted multifamily housing properties.
- No-cost utility energy benchmarking services.
- Coordination and treatment opportunities with ESA program for in-unit and;
- No-cost customized technical assistance to property owners and contractors throughout the program process.

PG&E's MF CAM offers a comprehensive measure list to property owners with opportunities in the following categories: appliances, water heating, building envelope, heating and cooling, lighting and plug loads. Examples of MF CAM treated properties are included as Appendix C of this report: Common Area Measures Treatment Photos, and a summary of the 2021 accomplishments is provided in Table 1.2.

Table 1.2
2021 ESA CAM Program Accomplishments

Category	Authorized/ Planning Assumptions	Actual	%
Budget – Labor Expenses and Incentives	$39,288,568	$14,802,494	38%
Properties Treated	135	144	107%
Buildings Treated	1,377	1,101	80%
kWh Saved	1,798,395	6,954,599	387%
kW Demand Reduced	1,523	112	7%
Therms Saved	69,345	50,523	73%

PG&E's ESA CAM program overcame many challenges in 2021 in order to complete treatments on 144 properties while simultaneously building a robust pipeline for 2021-2022 and achieving program cycle property enrollment and audit goals. Customized project scopes based on property audits and benchmarking, and continued COVID-19 impacts, warranted robust and creative solutions. In order to mitigate impacts for customers and the ESA CAM pipeline, the program improved its bid review process to account for costs that vary widely across regions (e.g., Bay Area vs. Central Valley); modified the construction deadline to allow for COVID-19 related delays (e.g., unprecedented procurement and supply chain issues and local jurisdiction permitting delays); continued offering virtual audits and inspections (processes initiated in 2020); assisted with phased payments for large projects and those experiencing extreme permitting delays; and developed project close-out resources and training to help customers complete projects and receive payment successfully. The program's ability to respond to real-world/real-time challenges enabled MF properties to remain in the program and keep PG&E on-track toward achieving its ESA CAM treatment goals.

Despite the challenges posed by COVID-19, through targeted ME&O initiatives, and a thorough application intake process to confirm affordability requirements and common area opportunity, PG&E's MF CAM program enrolled 300 buildings in 2021. The lead-to-enrollment conversion rate was 52%, with most of the attrition due to an inability to meet the income eligibility requirements[13] or program construction deadline.

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

In 2021, PG&E CAM audited 298 buildings and provided no-cost technical assistance including site energy audits, scope of work recommendations, benchmarking using ENERGY STAR® Portfolio Manager, and a standardized bid approval process. There were 158 ESA CAM projects involving 1,336 buildings that had reserved funding in 2021. Upon reaching the 2021 enrollment goal in September 2021, PG&E closed enrollment and continued operating the program waitlist to engage interested property owners in preparation for future enrollments. In the program-to-date, PG&E enrolled a total of 2,182 buildings, and audited 2,178 buildings across 228 properties.

Results of the Normalized Metered Energy Consumption (NMEC) analysis for treated properties as part of the MF CAM program can be found in Section 1.13.3 of this report.

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

1.3. Marketing, Education and Outreach

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

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

Using the 2021 geographic area list of ESA-eligible customers, PG&E broke out ZIP+2 areas eligible for "self--certification" enrollment.[14]

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

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

PG&E's ESA program uses a propensity model to identify and target customers who are most likely to benefit from the program and have their homes treated. The model leverages customer attributes and behaviors, including location, language preference, education, energy usage trends, bill amount and payment patterns. The model creates a ranking of customers according to their likelihood, or propensity, to participate in the ESA program. The model divides the customer into ten groups or deciles. Decile 1 is the most likely to participate in ESA, decile 10 being the least likely. Each decile divides customers into a grouping of 10% of the eligible population (according to their ranking). PG&E's CARE propensity model score is also included in the ESA propensity model as, historically, engagement with other PG&E programs leads to additional customer engagement. As of December 31, 2021, 67% of all ESA treated homes were completed for customers from deciles 1 and 2 of the current ESA propensity model. Deciles 1 and 2 delivered 236% more total ESA treatments than if customers were selected at random.

2021 Energy Savings Assistance (ESA) Program | Marketing, Education and Outreach (ME&O) Highlights

COVID-19 challenges continued during 2021, significantly impacting the efforts to enroll customers and convert leads to actual homes treated especially in the Bay Area part of our service territory. PG&E continued to use marketing tactics that proved successful in driving high awareness and acquisition in the ESA program. Specifically, PG&E 1) utilized messages that were refined and deemed successful during prior years, alongside outreach tactics to reach more likely eligible ESA participants; 2) focused on using customers' preferred channels to engage them with relevant messages; and 3) employed

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

a multi-touch, multi-channel approach to reach CARE-enrolled customers who had not yet participated in the ESA program.

PG&E optimized performance by adjusting strategies for outreach and enrollment, while maintaining a firm commitment to enroll as many customers as were willing to have contractors enter their homes. PG&E's ME&O initiatives generated 67,515 qualified leads for its ESA contractors in 2021, exceeding its adjusted goal by 13%.

Direct Outreach

PG&E deployed four direct marketing campaigns utilizing direct mail and email to CARE-enrolled, ESA-eligible customers in 2021. Direct mail campaigns generated an average application submission response rate of 9%. In 2021, approximately 162,000 CARE Welcome Kits were delivered to newly enrolled CARE customers, and as a result, 6,745 ESA applications were received for an application rate of 4.2%. Email also proved to be a successful channel with a click-through rate of 2% and unique open rate of 21%.

PG&E continued to provide ESA program marketing collateral in bilingual versions (English/Spanish), with personalized pre-filled response application forms. Those customers who responded with the pre-filled response application form were more likely to participate in the ESA program. PG&E saw a 25% increase in homes treated among this group compared to those who responded via the long application.

Examples of PG&E's ESA direct marketing materials are shown in Appendix D of this report: ESA Marketing Collateral.

Paid Media

PG&E continued implementation of the "always-on" digital strategy which began in 2019 to provide ongoing digital media presence to drive awareness, engagement and enrollment. The campaign started January 2021 and ran through December 2021 and included search engine marketing, digital display advertising, and social media ad placements. This year's media strategy leveraged the high engagement among income-qualified customers on the Fresh Electronic Benefit Transfer (EBT) app. By adding a longer form digital advertisement that offered more information about the ESA program, PG&E received over 900 applications, up from 390 in 2020. The Fresh EBT app offers customers enrolled in the food stamp program a place to easily access their balance, coupons to save on food purchase, and identifies farmers markets in their area that accept food stamps.

Spanish-speaking customers continued to demonstrate interest in ESA outreach with the highest click through rate via search, 28% vs 21% for English-speaking customers and an application submission rate of 58% vs 39%, respectively. Total online application submissions accounted for 45% of all leads generated. The strongest online response rate was in the first quarter (Q1) of 2021, heavily supported by an always-on digital campaign that was continuous through all of 2020, extending into 2021. This always-on approach creates program awareness and drives traffic to the ESA landing page leading to a consistently increasing conversion rate.

Examples of PG&E's ESA digital media are shown in Appendix D of this report: ESA Marketing Collateral.

Bill Inserts

PG&E sent bill inserts to CARE-enrolled customers twice in 2021, in March and September, to maintain awareness of the ESA program among eligible customers and to generate leads for ESA contractors. The insert was bilingual with English on one side and Spanish on the other.

PG&E Earned Media and Owned Assets
PG&E continued to deploy an income-qualified digital newsletter to approximately 1.6 million customers per month; information about the ESA program was featured in the February and September 2021 issues. Content focused on the needs of income-qualified renters and homeowners with medium- to high-energy bills with the purpose of building awareness of and driving enrollment to relevant bill savings programs and opportunities, including CARE, FERA, ESA, LIHEAP, Emergency Rental Assistance Program (ERAP), etc. and providing relevant energy management tips and tools. and providing relevant energy management tips and tools. and providing relevant energy management tips and tools. and providing relevant energy management tips and tools.

ESA was featured in HERs from 9/26-11/27. PG&E also periodically featured the ESA program on the www.pge.com homepage to increase program awareness.

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

- **KGRB Radio** – Coverage in the Sacramento area, targets Hispanic adults, ages 18-65.
- **KTVO Radio** – SING Tao Radio. Offers programs in both Mandarin and Cantonese. Morning talk show with an estimated listenership of approximately 182,000.
- **KGRB** – Despierta Valle Central, “Wake Up Central Valley”, is a daily morning show that airs Monday through Friday from 5-7 am and reaches an average of 18,000 viewers per week, 18+, serving the Fresno-Visalia area.
- **KTVN** – Vietnamese language format that serves the San Francisco Bay Area with a specific focus on the Santa Clara Valley. Pre-recorded 10-minute segment interviews were aired at various times throughout the day. Targets adults, ages 30-60.
- **KRON 4.2 – Skylink TV** – Local SF Chinese TV station. Estimated viewership in the Bay Area is approximately 100,000.
- **KSFN** – News for Chinese Radio operated by News for Chinese Newspaper. Free bi-weekly publication with approximately 30,000 circulation per issue. Three separate editions for the Peninsula, South Bay, and East Bay regions, covering Alameda, San Francisco, Santa Clara, San Mateo, and other counties in the Bay Area. Estimated weekly listenership is approximately 100,000.

Community Events
Prior to Governor Newsom’s COVID-19 stay-at-home order, PG&E attended various community events such as health fairs, community resource fairs, senior resource fairs, county fairs, farmers markets and other events to promote the ESA program. These activities were paused in PY 2021 due to COVID-19 and safety concerns. Given PG&E’s Customer Service Offices (CSOs) remained closed for all of 2021 due to COVID-19, the CSOs were not available as ESA promotional venues as they had been in pre-pandemic years.

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

Identification
In 2021, PG&E continued to prioritize ME&O to CARE-enrolled customers with certain attributes such as new program participants and high-energy usage to generate leads for the ESA program. Customers were highly engaged with the company during these shifts in status and were more likely to take advantage of ESA program benefits. Due to the pandemic, PG&E continued to pause the CARE PEV process, so this attribute was not used in targeting/identifying potential customers for the ESA program.

Outreach
In 2021, PG&E continued to use a simplified letter and application, leveraging the analysis that showed submissions from the simplified letter/application led to more homes treated; this version made up 80% of each campaign mailing. This shorter application is simpler and more convenient for customers. With only five questions, three were pre-filled with the customer's information, with the remaining two questions asking only for current email address and phone number. The remaining 20% of campaign recipients received the longer version of the application, allowing for continued testing and learning. The 2021 campaign analysis shows that PG&E continues to see a consistently higher rate of application submissions from this longer version, but a higher assessment and treatment rate among those who submitted the shorter simplified letter and application version. Overall assessment and treatment rate was 9% and 7%, respectively.

Enrollment
PG&E continued to offer ESA enrollment and energy education virtually due to the public health and safety concerns in response to the COVID-19 pandemic.

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

Energy Audit/Measure Installation
In the second half of 2021, PG&E began to offer Tier 2 Advanced PowerStrips enabled with Bluetooth technology. No other new measures were launched in 2021. Tier 1 Advanced PowerStrips were sunset by the start of second half of 2021.

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

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

Enhanced Energy Education
PG&E focused its enhanced energy education on helping income-qualified customers know where and how to locate online tools available to assist in understanding and managing their energy bills. ESA contractors are required to inform customers about

tools available like enrolling in Your Account – PG&E's online portal to access energy statements, energy alerts and associated information, and may assist the customer with registering, should the customer decide to opt-in. ESA contractors may also review the customer's energy usage, and highlight rate options, and payment options and bill payment assistance. In-home education costs totaled $6,618,007 in 2021.

Smart Thermostats
PG&E installed 17,635 smart thermostats in 2021.

Load Disaggregation Reports
PG&E launched the load disaggregation reports in 2020. The load disaggregation reports used PG&E's electric and gas smart meter data to disaggregate CARE enrolled customers' energy usage and provide them with tips to reduce their usage in the winter and summer months. The reports were made available to the ESA contractors via the contractor portal in June 2020. Contractors were asked to use these reports as part of their in-home ESA energy education activities. The reports were also made available to CARE enrolled customers directly via the Your Account portal, starting in December 2020. PG&E continued to work with the third-party load disaggregation vendor to update reports quarterly with 1,271,134 reports available as of Q4 2021.

Home Energy Reports (HERs)
PG&E uses its HERs to promote ESA and other income-qualified programs for applicable audiences. In 2021, 2.9 million PG&E customers received HERs. Of them, nearly 580,000 were income-qualified customers enrolled in the CARE program.

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

1.3.5. Describe Tribal outreach activities, including a summary of the biannual Tribal meetings, and an up-to-date list of Tribal contacts.

See Section 1.6.1 of this report for details on tribal outreach activities conducted in 2021. In accordance with D.21-06-015, PG&E confirms that it has an up-to-date list of tribal contacts.

1.4. ESA Program Customer Enrollment

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

In 2021, PG&E treated 69,912 "Go-Back" customers and 33,257 "First Touch" customers (customers participating in the program for the first time).[15] These Go-Back and First Touch treatments represented 68% and 32%, respectively, of the total annual homes treated of 103,169.

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

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

In 2021, PG&E's ESA program contractors continued to streamline customer enrollment strategies by incorporating categorical eligibility, self-certification, and virtual enrollment into ESA program processes, as allowed by ESA's program policy.

Categorical Eligibility
For categorical enrollment, a customer can be automatically eligible for ESA if they also are participating in other public assistance programs that have presumably already verified their income eligibility, such as LIHEAP, Women, Infants & Children (WIC), CalFresh/Snaps, Supplemental Security Income (SSI), and Medi-Cal for Families. It is important for accurate categorial enrollment into ESA that ESA implementers, contractors, and intake specialists correctly assess the customer's enrollment.

PG&E investigated and resolved a report of suspected fraud in the 55+ community of The Villages in San Jose in June 2021[16] in which ESA contractors had erroneously enrolled customers who did not actually meet the categorical enrollments eligibility qualifications, into ESA. Upon investigation, PG&E identified a few ESA contractors who appeared to be unclear on the difference between SSI, which is a categorical enrollment program, and Social Security Administration (SSA), which is not categorically income-eligible. PG&E conducted research to understand the scope of the potential issue, retrained ESA implementers and contractors, contacted ESA enrollees in the high deciles, and created new inspection processes and enrollment review requirements. In addition to taking steps to mitigate the future reoccurrence by strengthening the training materials, PG&E also recovered all costs from customers treated, who were verified as ineligible and refunded those costs to the program.[17]

Self-Certification
PG&E encouraged contractors to work in the 80% self-certification areas[18] by providing them with breakdowns of estimated eligible customers by ZIP+2 to use in their customer recruitment activities. In 2021, PG&E treated 882 homes in these targeted self-certification ZIP codes.

PG&E continued to fulfill its commitment to the CPUC's expanded ESA self-certification requirements in counties impacted by the California wildfires.[19] Customers residing in the wildfire impacted counties could self-certify for ESA if they lost income documents in the fires. In addition, households in which persons displaced by the wildfires reside were also allowed to self-certify for ESA. Self-certification was further expanded to include customers where a new state of emergency proclamation was issued.[20] In 2021, PG&E treated 234 homes in this self-certification category.

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[16] PG&E became aware of the situation on June 22, 2021 due to a letter TURN submitted to PG&E.

[17] See PG&E's ESA and CARE September 2021 Monthly Report for complete details.

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

[19] Res. M-4833.

[20] D.18-08-004

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

ESA treated other targeted self-certification enrollment including 1,699 customers who are self-employed and receiving cash wages, and 12 customers from the San Joaquin Valley (SJV) Disadvantaged Communities Pilot program.

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

PG&E exceeded the ESA 2021 goal by 3,169 homes treated (as shown in Appendix B of this report: ESA Table 2 – Measure Installations and Savings) despite having fallen short of meeting its six months goal of 50,000 homes treated in the second half of 2021 by 458 homes. This was primarily due to customer reluctance surrounding COVID-19 surges and contractor labor shortages resulting from resignations, mandatory quarantine periods and COVID-19 illness. Operational challenges caused by COVID-19 impacted implementers performance and customer willingness to participate in the program. Implementers indicated that they saw higher decline and cancellation rates across the various regions due to customers' reluctance to have contractors in their homes. Despite the challenges they faced, implementers were able to exceed the overall 2021 goal.

2021 Energy Savings Assistance (ESA) Program Modifications
Implementers continued to be successful due to the Commission's direction to offer advance payments to ESA contractors as a result of COVID-19. The Commission's creation of the 40% Post-Pandemic Return to Service (PPRS) credit, a mechanism under which contractors who accepted an advance payment may receive a PPRS credit to offset the repayment of those advances, further contributed to the attainment of the 2021 goal. 100% of advance payments were paid back on time.

Finally, a key program modification contributing to households served was the ability to conduct remote enrollments. This began during the 2020 program shut down and continued throughout 2021. This process provides additional flexibility for contractors and for customers struggling with pandemic-related concerns of welcoming program staff into their homes.

1.5. Disability Enrollment Efforts

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

Disabled customers are estimated to make up 24% of the ESA program enrollees in 2021, exceeding the 15% enrollment goal.[21] Because ESA contractors are not

[21] PG&E does not have disability data to determine the eligible disabled population enrollment rate. The percent of disabled customers reported herein is the number of ESA customers treated counted by ESA contractors as disabled in 2021 divided by the total number of 2021 ESA customers treated. The actual percent of ESA disabled customers treated may vary, as described above.

authorized to ask households about disabled occupants, households were counted and recorded by ESA contractors based on visual observations or unsolicited comments by occupants. Thus, participation of households with a disabled occupant may actually be higher than recorded.

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

PG&E's ESA program delivery takes the needs of persons with disabilities into account by providing specialty measure enhancements to ESA customers with disabilities. For example, side-by-side and bottom-mount refrigerators are available to customers with disabilities. In 2021, ESA installed 276 of these special order refrigerators.

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

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

Table 1.5.3
2021 Disability Enrollments

Source	Total Enrollments	Disability Enrollments	% of Disability Enrollment
Various contractor recruiting and sign-ups			
Total Enrollment Rate	**103,169**	**24,532**	**24%**

PG&E's outreach strategy includes collaboration with strategic community partners to provide energy education as well as facilitate enrollment in the ESA program. PG&E also engages, and partners with CBOs to help increase awareness and drive participation in income-qualified programs.

In 2021, PG&E created new grants for a multi-phase project with 16 CBOs centered around conducting outreach and increasing awareness about the phase out of COVID-19 protections and the programs and resources available to support customers, including ESA. The CBOs – many of whom provide services to the elderly and individuals with disabilities – were provided with various marketing tools, including a multilingual fact sheet (available in 17 languages and large print) with information on bill assistance and energy saving programs like ESA. Additionally in 2021, PG&E engaged its People with Aging and Disabilities Advisory Council (PWAADAC), composed of representatives of disability advocate organizations, to discuss the phase out of COVID-19 protections and the multitude of programs available that could be of assistance, such as ESA.

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

In 2021, disabled community participation within PG&E's ESA program was 24%.

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

ESA program contractors referred approximately 291 customers to LIHEAP in 2021.[22] PG&E estimated savings from its water agency initiative (see Section 1.6.4), as well as in Section 1.6.2 of this report. Specific results of 2021 leveraging activities are shown in ESA Table 14.

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

PG&E worked extensively in 2021 with CBOs to help amplify messages related to the phase out of COVID-19 emergency protections. This effort included developing small grants for approximately 20 CBOs to conduct outreach, which centered around PG&E's COVID-19 Fact Sheet that explained the emergency protections expirations, and also pointed customers to programs and resources both within and outside of the IOU that could be of assistance. In addition to ESA, CARE, and FERA, the CBO outreach efforts included marketing ERAP and highlighting other local and state programs and resources.

In 2021, PG&E ESA contractor Self Help Home Improvement Project (SHHIP) continued to coordinate with Redding Electric Utility's (REU) weatherization program for income-qualified customers. PG&E leveraged 418 REU homes. The collaborative program offered natural gas and electricity saving measures to customers served by both PG&E and REU. Income-qualified Redding natural gas customers that participated in PG&E's ESA program were automatically enrolled in REU's program through which they received all feasible electric measures. The joint program leveraged training, processes, and customer touches to minimize program implementer costs and resources while providing maximum benefit to customers.

Also in 2021, ten PG&E ESA contractors supported the delivery of 1,173 batteries to low-income customers residing in designated Public Safety Power Shutoff (PSPS) ZIP codes. This offering was orchestrated through a $1.8M Kohler investment made pursuant to a settlement with the California Air Resources Board. Different from PG&E's portable battery program, the customers receiving Kohler batteries were not Medical Baseline (MBL) Customers. In most instances, qualifying PG&E customers received a Kohler battery concurrent with the delivery of ESA services.

In San Mateo County, contractors leveraged the Peninsula minor home repair program and LIWP. When a home does not qualify for repair or replace measures in ESA, PG&E's contractors connect the customer to LIHEAP contractors. El Concilio of San Mateo County utilizes the Peninsula minor home repair program to perform unfunded repairs that support the instillation of ESA measures.

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[22] Self-reported from implementation contractors.

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

PG&E has not tracked other leveraging benefits outside of those captured under the three criteria: dollars saved, energy savings/benefits, and enrollment increases. These are shown in Appendix B of this report: ESA Table 14 – Leveraging & Integration.

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

Low-Income Home Energy Assistance Program (LIHEAP) Refrigerator Leveraging
PG&E has an existing process for refrigerator leveraging with LIHEAP providers. Through this leveraging program, LIHEAP agencies in PG&E's service area that are not ESA contractors can receive ESA program funding to purchase refrigerators for qualified PG&E electric customers, thus freeing up more LIHEAP funding to provide other services to income-qualified households. PG&E counts these refrigerators and their savings but does not count these as ESA treated homes. In 2021, zero ESA refrigerators ($0 in funding) were funded through LIHEAP leveraging contracts, resulting in savings of 0 kWh and 0 kW.

Low Income Weatherization Program (LIWP) – Multifamily (MF) Whole Building Coordination[23]
PG&E and CSD held several conference calls throughout the year to discuss and exchange information on the CSD LIWP – ESA leveraging program. All meetings were attended by three parties: PG&E, CSD, and the Association for Energy Affordability (AEA – CSD's implementer). All parties agreed there were several challenges and obstacles hindering CSD projects from leveraging ESA measures. There are a number of measures where the basis for eligibility for CSD and ESA are not aligned. CSD implements natural gas to electric (fuel switching) measures such as water heaters, but fuel switching is not currently part of the ESA program. The difference in customer income qualification requirements between CSD and ESA also posed a challenge for the two programs.

PG&E and CSD continued working together in 2021 to mitigate these challenges. As a solution to overcome the difference in customer income qualifications between the two programs, CSD continued the agreement with PG&E to accept copies of the deed restriction document to income-qualify projects using the Statewide ESA Program's Policy and Procedures Manual's criteria for MF buildings:

> "Multifamily buildings eligible for 'whole building' enrollment are located in a PRIZM Code, census tract, or federally recognized tribal reservation, or zone where 80% of households are at or below 200% of Federal Poverty Guideline (FPG); a Promise Zone as designated by the federal government, or the building

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

is registered as low-income affordable housing with ESA Program qualified income documentation that is less than 12 months old on file."[24]

PG&E has also prioritized more measures with the same installation criteria under both ESA and LIWP to provide increased leveraging opportunities. For example, ESA expanded the heat pump water heater sizes in 2021 in order to better support LIWP's retrofit strategies. However, CSD found it more advantageous to leverage with PG&E's Multifamily Upgrade Program in 2021.

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

PG&E continued coordinating with water agencies leveraging the ESA program to offer cold water conservation measures to eligible income-qualified customers. As of December 2021, PG&E had eight partnerships with water agencies. PG&E continued to partner with California American Water's Monterey, Sacramento, Santa Rosa, and Merced districts, City of Santa Cruz Water Department, Solano County Water Agency, Alameda County Water District, and Sonoma Water.

In 2021, 554 homes were served by the program which represents a 61% decline compared to 2020. In 2021, concerns regarding emerging strains of the COVID-19 virus hindered production. Many customers remained hesitant to allow contractor field staff into their homes to complete assessments. Some agencies have delayed launching collaborative programs due to strict protocols implemented in their respective counties and concerns about having contractors in customers' homes. For these reasons, Valley Water has held the launch of their pilot programs until 2022. The Yuba County Water Agency contract, which served a substantial number of customers, expired in December 2020, was not renewed in 2021, but is expected to renew in 2022. Also, in the second quarter (Q2) of 2021, two ESA contractors elected not to continue serving the leveraging program. Staffing issues, concerns about slowdowns in production due to COVID-19, operational costs vs. revenue and prioritization of other contracted work were all key factors in the resulting turnover.

Through the program, ESA contractors evaluated toilets using toilet dye tabs, replaced eligible toilets, conducted outdoor assessments, examined meters, performed leak detections and provided water conservation education. Customers also received conservation giveaway items such as hose nozzles and shower timers, and literature about additional water conservation opportunities. In addition, in 2021, some agencies started to offer toilet flange repair, angle stop replacement and flapper replacement. Installation of 0.8 gallons per flush (GPF) high efficiency toilets, shower timers and hose nozzles saved customers an estimated 13.2 million gallons of water and 13,260 kWh of embedded energy savings per year.

PG&E continued outreach to water agencies to encourage more program participation. On November 30, 2021, PG&E hosted a Water-Energy Coordination Forum attended by representatives of 21 water agencies to discuss water-energy partnership opportunities and assess interest of water agencies to collaborate with PG&E to enhance their water conservation efforts for income-qualified customers. Contracts with six prospective water

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

agencies were confirmed in 2021 for 2022 activities. In addition, in 2021, ESA implementer Richard Heath and Associates (RHA) set forth a plan to recruit additional ESA contractors starting in 2022 to help serve existing and future partnership programs in order to bring the production back up and serve more eligible customers with water conservation measures.

The Water-Energy Coordination Program 2021 Annual Report offers in-depth detail on the partnerships, program challenges and accomplishments, and is included as Appendix E of this report: PG&E Water Coordination Program | 2021 Annual Report.

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

Initiatives
PG&E began outreach efforts in 2021 with a round of outreach to all 52 federally-recognized tribes to ensure the maximum dissemination of customer assistance information. This outreach was done via email and phone calls with offers of webinars and/or phone call consultations due to COVID-19 restrictions. To further enhance this initial outreach, PG&E expanded its efforts during the year to also include tribal housing authorities, Tribes' Temporary Assistance for Needy Families (Tribal TANF) offices and other state offices in the service of Tribes.

In addition to these efforts, a quarterly tribal newsletter was developed and was distributed to all recognized tribes, non-federally recognized Tribes, TANF offices, and tribal housing authority offices. Within these newsletters, articles were included that provided customer assistance information such as e.g., suspension of power shut-offs, alternate payment methods, and greater access to PG&E's energy assistance programs. Also, the Tribal ESA program team offered to meet with these leaders to answer questions and discuss the opportunity to participate in a Tribe-PG&E partnership. Leaders were encouraged to distribute this information directly to tribe members.

Energy Savings Assistance (ESA) Program Participation
As a result of the letter/email campaigns, a total of ten tribes and one tribal housing authority site opted in to receive ESA measurements for its residents and housing authority housing sites—Bear River Band of Rohnerville Rancheria, Berry Creek Rancheria, Big Valley Rancheria, Cortina Rancheria, Hopland Band of Pomo Indians, Manchester-Pt. Arena Rancheria, Mooretown Rancheria, Robinson Rancheria of Pomo Indians, Round Valley Rancheria, Sherwood Valley Tribe of Pomo Indians, and Northern Circle Indian Housing Authority/Sherwood Valley Rancheria. ESA program Tribal liaisons were identified to coordinate distribution of marketing materials (via print media or electronically, via social media and emails), coordinate the service dates, and provide critical communication.

Outreach Results
For three tribal sites and one housing authority site, a Tribal ESA contractor was selected to assist, given the experience of their administrative and field staff members. To obtain customer buy-in with the program after the tribe/tribal entity posted program information, the contractor's administrative staff attempted telephonic contacts with each confirmed PG&E customer on the tribes' service lists. If initial contact was not made, additional attempts were made unless contact was refused by the customer or if the service period was concluding.

For tribes with a selected Tribal ESA contractor, the contractor attempted to contact 129 households, with a total of 204 customer touchpoints made, resulting in 49 ESA appointments.

For tribes in which a Tribal ESA contractor was not selected, ESA materials were provided to residents who made their own appointments with the ESA contractors. In 2021, the ESA program treated 52 tribal households. Table 1.6.5.1 on the following page provides a summary of Tribal outreach and response in 2021.

Table 1.6.5 Summary of Tribal Outreach and Response in 2021		
Outreach Status	**Quantity**	**Tribes**
Tribes completed ESA Meet & Confer	23	- Bear River Band of Rohnerville Rancheria - Berry Creek Rancheria - Big Sandy Rancheria - 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 - Laytonville Rancheria (Cahto) - 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 - Northfolk 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 (Cahil 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 Rancheria - 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 HA involved in Focused Project/ESA Partnership on Tribal Lands	23	**Complete in 2021:** - Bear River Band of Rohnerville Rancheria - Berry Creek Rancheria - Big Valley Rancheria - Cortina Rancheria - Hopland Band of Pomo Indians - Manchester-Pt. Arena Rancheria - Mooretown Rancheria - Robinson Rancheria of Pomo Indians - Round Valley Rancheria - Sherwood Valley Tribe of Pomo Indians Tribe - Housing Authority Housing Sites **On Hold until 2022:** - Berry Creek Rancheria - Big Sandy Rancheria Housing Authority - Cloverdale Rancheria - Hoopa Valley Tribe - Karuk Tribe - Berry Creek Rancheria - Guidiville Rancheria - Manchester Point Arena Rancheria - Redwood Valley Rancheria - Picayune Rancheria - Round Valley Reservation - Wiyot Tribe (Table Bluff)

Table 1.6.5 Summary of Tribal Outreach and Response in 2021 (continued)		
Outreach Status	**Quantity**	**Tribes**
Housing Authority and Tribal Temporary Assistance for Needy Families (TANF) offices who received outreach (this includes email, U.S. mail, and/or phone calls)	38	**HA Offices:** - Bear River Band of Rohnerville Rancheria - Berry Creek Rancheria - Big Sandy Rancheria - Big Valley Rancheria - Cher-Ae Heights Indian Community of The Trinidad Rancheria - Cloverdale Rancheria - 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 Folk Rancheria - Picayune Rancheria - Pinoleville Reservation - Pit River Tribes - Round Valley Reservation - Santa Rosa Rancheria, Tachi-Yokut - Stewarts Point Rancheria (Kashaya Pomo) - Susanville Indian Rancheria - Tejon Indian Tribe - Tule River Indian Tribe - Upper Lake Rancheria - Washoe Tribe - Wilton Rancheria - Yurok Tribe **TANF Offices:** - California Department of Social Services CALWORKS and Family Resilience Branch - Federated Indians of Graton Rancheria - Hoopa Valley Tribe - Karuk Tribe - North Folk Rancheria - Susanville Indian Rancheria - Tuolumne Rancheria - Owens Valley Career Development Center
HA and TANF offices who participated in Meet and Confer	16	**HA Offices:** - Bear River Band of Rohnerville Rancheria - Berry Creek Rancheria - Big Sandy Rancheria - Enterprise Rancheria of Maidu Indians - Hoopa Valley Tribe - Karuk Tribe - North Folk Rancheria - Picayune Rancheria **TANF Offices:** - California Department of Social Serv. CALWORKS and Family Resilience Branch - Federated Indians of Graton Rancheria - Hoopa Valley Tribe - Karuk Tribe - North Folk Rancheria - Susanville Indian Rancheria - Tuolumne Rancheria - Owens Valley Career Development Center

1.7. Integration Success

In 2021, PG&E continued distribution of the redesigned customer-assistance-focused "Universal Brochure" in multiple languages, including Braille. The brochure was utilized during all enrollment visits as part of the leave-behind collateral with customers. ESA contractors also referred to this brochure when communicating with customers over the phone. In addition to ESA, this brochure offers enrollment information for the following programs:

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

As part of the collateral leave-behinds with the customers during enrollment visits, PG&E continued to distribute other additional brochures to help customers save money and better manage their energy bills. These additional materials included information on Demand Response (DR) options, the California Wildfire Program, and how to prepare for PSPS. Starting in Q2 2021, ESA contractors also provided leave behinds related to the phase out of COVID-19 emergency protections, including PG&E's COVID-19 protections Fact Sheet that outlined the phase out timeline and provided resources and programs to assist customers with past due bills, along with the Housing Is Key's COVID-19 Emergency Rental Assistance flyer.

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

In 2021, PG&E continued efforts to integrate ESA messaging into general CARE outreach efforts and materials, and offered ESA services to high-energy users on CARE. PG&E also sent a bilingual English/Spanish CARE Welcome Kit via direct mail or email to newly enrolled CARE customers which included an ESA program application.

As discussed in Section 1.3.2 of this report, CARE-enrolled customers received PG&E direct marketing outreach and were targeted by ESA contractors in their outreach efforts. ESA contractors and CARE COCs continued to cross-promote ESA and CARE programs at outreach events. In 2021, ESA customers continued to be auto-enrolled into CARE.

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

In 2021, PG&E's ESA program collaborated with the EE Residential programs extensively. Some successful examples include the general MF SPOC, the MF Energy Savings program, and the Residential Energy Advisor program as described in this section.

Multifamily Single Point of Contact

PG&E launched its SPOC service in 2017 to provide a single PG&E representative to serve as the primary point of contact, and a go-to contact and resource for MF customers to learn about all program opportunities applicable to MF properties. In 2021, PG&E continued to expand the services a SPOC offered MF customers and updated the website to increase the SPOC's presence as a resource for the MF market. The SPOC monitors website analytics to track the common pathways customers follow to investigate opportunities. The website receives more visitors than any other inbound inquiry resources, including the SPOC hotline and email. With a lack of in-person events due to restrictions from COVID-19, the SPOC initiative pivoted to focus on coordination and collaboration with program teams and assisting customers on waitlists, when applicable. The SPOCs worked closely with the ESA CAM, MESP, and California Energy-Smart Homes program teams to increase referrals, program layering, and marketing opportunities.

Table 1.7.2.1 summarizes the 2021 hotline calls and referrals. Calls received may result in multiple referrals.

Table 1.7.2.1 Calls Received and Call Referrals				
	2017 – 2021 Count	**2021 Count**	**2020 Count**	**2021 % change from 2020**
SPOC Calls	555	143	145	- 1%
SPOC MF Program Referrals	758	214	165	+ 30%

In 2021, the SPOC hotline calls and referrals increased compared to 2020, with program referrals demonstrating the most significant increase.

In 2021, PG&E's SPOC referred at least 2,518 MF dwelling units[25] to 29 programs. Table 1.7.2.2 on the following page provides SPOC program-specific referral data for 2021 (inbound inquiries via hotline calls and email) and includes PG&E programs as well as other utility programs operating in PG&E territory for split commodity properties. While SPOC is a MF resource, the program received inquiries from customers with less than five units and single-family dwellings. PG&E SPOC routed at least 52 single-family units to the PG&E marketplace and rebate catalogue, ESA In-Unit, LIHEAP, or the Bay Regional Energy Network (BayREN) single-family home program (BayREN Home+), based on eligibility and ownership structure (renter versus owner).

[25] Five or more dwelling units.

Table 1.7.2.2 SPOC Program Referrals			
Program	**Customers**	**Buildings**	**Dwelling Units**
BAAQMD Charge! EV Program	1	1	10
SCP Advanced Energy Build (AEB)	0	N/A [a]	N/A
BayREN Bay Area Multifamily Building Enhancements (BAMBE)	13	28	339
MCE Multifamily Energy Savings Program (MFES)	1	N/A	N/A
BayREN Home+	10	10	10
Energy Star Rebate Finder	9	8	8
Energy-Smart Homes	12	20	227
ESA CAM	26	59	985
ESA In-Unit	17	59	458
Misc. EV Programs	2	12	145
CAETFA Financing (GoGreen)	6	6	110
CSD Low Income Home Energy Assistance Program (LIHEAP)	1	1	1
CSD Low Income Weatherization Program (LIWP)	11	6	171
Multifamily Energy Savings Program (MESP)	24	57	852
Modesto Irrigation District (MID) Programs	1	3	147
On-Bill Financing	0	N/A	N/A
PG&E Market Place	26	25	119
REU Roseville Advanced Homes Program (RAHP)	1	1	1
PG&E Rebate Catalogue	2	2	2
Southern California Edison Programs	3	1	1
Southern California Gas (SoCalGas) Programs	1	N/A	N/A
San Diego Gas and Electric (SDG&E) Programs	2	2	41
Self-Generation Incentive Program (SGIP)	2	1	1
SMUD Multifamily Whole Building	4	44	498
SMUD Smart Homes	8	9	177
Solar on Multifamily Affordable Housing (SOMAH)	4	7	111
TECH Clean California	3	1	1
Total units given referrals [b]	**2,518 Multifamily Dwelling Units 52 Single-Family Dwelling Units**		
No program available	6	5	95

[a] "N/A" in Table 1.7.2.2 indicates information that was unavailable as a result of resident referrals or callers who either did not have or were unable to provide building and unit data (for example, new construction projects early in the planning phase).
[b] Some customers are referred to multiple programs for the same property. Those buildings and dwelling units are reported per program. The total number of reported dwelling units does not include duplicates.

PG&E SPOC tracks the number of link clicks on the SPOC webpage at www.pgemultifamily.com, and how many visitors are navigating to one of the program websites from the SPOC landing page. In 2021, 618 unique visitors viewed the SPOC website for a total of 903 views (indicating repeat visitors). Table 1.7.2.3 summarizes click data from the SPOC landing page to PG&E's homepage and 14 energy program websites.

Table 1.7.2.3
SPOC Click Data

Energy Program Website	# of Clicks
www.pge.com	54
ESA In-Unit	-
ESA CAM	25
Cooling Optimizer	1
MESP	15
BayREN	9
EV Charge Network	4
CSD LIWP	19
California Multifamily New Homes (CMFNH)	2
SGIP	-
MCE Multifamily Energy Savings	5
SOMAH	3
GoGreen Affordable Multifamily Energy Financing	6
SMUD Multifamily	1
Total	**144**

Energy Efficiency (EE) Multifamily Energy Savings Program (MF MESP)
In January 2021, PG&E's MF MESP launched to provide qualifying property owners and managers with a no-cost energy assessment, incentives for energy-saving building upgrades using the pay-for performance model. 52 projects were enrolled in MESP as of December 31, 2021. 41 projects were served in 2021, while 17 projects were discontinued or placed on hold. This did not include any ESA CAM projects because MESP only serves market rate properties. SPOC refers market rate leads directly to MESP.

Energy Efficiency (EE) Residential Energy Advisor

- **Your Account:** In 2021, the Your Account platform provided more comprehensive self-service tools to all PG&E customers including ESA customers who are enrolled in Your Account. Key enhancements such as bill journeys which provide energy usage details and comparisons, Home Energy Checkups including bill disaggregation and personalized tips continued to help income-qualified customers reduce their energy usage. Your Account continued to offer rate comparisons and a Bill Forecast Alert in 2021. In 2021, 11,471 ESA customers enrolled in Your Account and 15,206 enrolled for My Alerts.
- **Residential Newsletter:** As part of the Residential Integrated Campaign and with the monthly electronic distribution to approximately 1.6 million customers, the Residential Newsletter promoted the ESA program to income-qualified customers with medium to high energy bills.

- **HERs:** PG&E used HERs to promote ESA and other income-qualified programs to its customers. In 2021, 1.8 million customers received HERs. Of them, nearly 580,000 were income-qualified customers enrolled in the CARE program.

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

In 2021, PG&E's SPOC sponsored a SJV Housing Collaborative virtual event. During the event, ESA CAM presented information on grid resiliency in SJV and SPOC services. SPOC determined that virtual events did not prove effective for exhibiting information, and therefore did not attend any additional SJV Housing Collaborative events in 2021.

PG&E's SPOC continues to maintain an active relationship with California Alternative Energy and Advanced Transportation Financing Authority (CAEAFTA) to exchange potentials leads with their green financing program, California Hub for Energy Efficiency Financing (CHEEF).

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

In 2021, PG&E continued to incorporate ESA and ESA-qualified customers into overall EE program marketing campaigns. This included developing income-qualified versions of monthly digital newsletters and HERs which offered low and no cost programs, as well as energy savings recommendations and behavioral tips to lower energy use and bills. Free tools such as Bill Forecast Alerts and Home Energy Checkups were also promoted to these customers through income-qualified program materials and standard marketing channels including email, digital advertising and via www.pge.com. PG&E's MF EE program and MF Energy Savings program also had an emphasis on promoting projects in disadvantaged communities and continues to encourage customers to apply for the ESA program.

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

In 2021, PG&E continued its promotion of DR through the ESA program to speak more broadly about DR programs that are offered by both PG&E and third parties. As part of this, PG&E continued to distribute customer leave behind material for ESA contractors to provide to ESA program participants. The material introduces basic DR approaches such as using smart thermostats, and load shifting benefits. The material provides a weblink which directs customers to a list of DR programs as a resource for DR opportunities.

Examples of PG&E's ESA bill inserts are shown in Appendix D of this report: ESA Marketing Collateral.

1.7.6. Describe the new efforts in program year to integrate and coordinate the ESA program with the California Solar Initiative (CSI) programs.

Disadvantaged Communities Single-Family Affordable Solar Homes (DAC-SASH) Program

PG&E's ESA program works with DAC-SASH program administrator, GRID Alternatives, to deliver ESA services to customers that have been approved to participate in the DAC-SASH program. On a regular basis, GRID Alternatives provides PG&E's ESA program

with a list of DAC-SASH eligible homes, prior to installing solar electric systems. PG&E checks to see if any of these customers have participated in the ESA program, and if not, reaches out to eligible customers to enroll them in the ESA program. In 2021, the ESA program treated 70 homes that participated in the DAC-SASH program. Additionally in 2021, the ESA program coordinated with GRID Alternatives to arrange for ESA contractors to leave behind DAC-SASH collateral for customers interested in adopting rooftop solar to support further electric bill reduction after ESA. These ESA customers are single-family homeowners residing in the disadvantaged communities located in Stockton, Tracy, Lathrop, Manteca, Richmond, San Francisco, Marysville, Yuba City, and West Sacramento.

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

The SASH program was fully subscribed in PG&E territories in 2021. Therefore, no new referrals were made to the SASH program administrator, GRID Alternatives during the year.

1.8. Workforce Education & Training

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

In 2021, PG&E had 36 unique ESA contractor companies, with approximately 1,280 staff, implementing the program in the field. PG&E's ESA contractors typically hire staff from their local communities. ESA program contractors bring their local, in-language knowledge to help recruit participants from the communities in which they live and work. PG&E's training in safety, ESA home assessment, energy education, customer service, weatherization services and measure installation provides workers with skills and work experience that are transferable to other demand-side management roles and clean energy jobs. Section 1.8.2 of this report discusses how efforts differed from prior PYs.

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

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

In 2021, ESA program trainings continued in virtual learning webinar format with the exemption of NGAT remaining as a blended in-person and webinar sessions (referenced in Table 1.8.2 as "NGAT Training Blended"). Since implementing these approaches, PG&E continues to offer contractors a comparable level of training while reducing the risk of COVID-19 exposure and travel expenses for the contractors.

In 2021, PG&E trained over 551 individual contractor staff to work as Energy Specialists, Weatherization Specialists, Duct Test and Seal technicians, and NGAT technicians for

the ESA program, equating to a total of 1,278 full student-training days. Each of the students that completed training were hired or were in the process of being onboarded by a participating contractor.

ESA contractor training conducted throughout 2021 is detailed below in Table 1.8.2.

Table 1.8.2
ESA Program Training

Type of ESA Training Conducted	Length of Training	2021 Employees Trained	Student Days
ESA Program Onboarding Total [a]		**187**	**187**
ESA Program Onboarding On-Demand	Self-Paced	187	187
Energy Specialist (ES) Total -		**105**	**525**
ES Certification Training Webinar	5 days	105	525
Weatherization Specialist Total		**93**	**186**
Weatherization Specialist Training Webinar	2 days	93	186
Advanced Weatherization Specialist Total		**67**	**134**
Advanced Weatherization Specialist Training Webinar	2 days	67	134
Duct Test and Seal Total		**19**	**19**
Duct Test and Seal Training Webinar	1 day	19	19
NGAT Total		**80**	**227**
NGAT Training Blended (In-Person/Webinar)	3 days	80	227
Total		**551**	**1,278**

[a] ESA Program Onboarding is an On-Demand (online, self-paced) training. Completion times vary by person. Estimated completion time is 2-4 hours.

PG&E's WE&T program continued to evaluate participant and contractor feedback and training data, to determine the effectiveness of the ESA webinar & NGAT blended learning plan. Converting in-person training to virtual learning, in light of COVID-19, was a logistical challenge and raised questions of instructional effectiveness. In anticipation of barriers such as digital literacy, broadband access, family obligations related to distance learning for children, childcare challenges and others, the WE&T program prepared a multi-pronged solution to ensure successful outcomes. WE&T leveraged stakeholder feedback, along with the following strategies, to inform the delivery approach, which included:

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

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

WE&T was also proactive in reducing barriers related to digital literacy. In Q1 2021, WE&T implemented dry-run sessions before each class for participants in preparation for training. During these sessions, PG&E staff provided one-on-one support to help contractors access the learning management system, navigate the webinar platform, and

troubleshoot any technical problems that arose. Participants were given the opportunity to ask questions, download their training materials, and understand the steps necessary to complete the training. Participants attending these dry-runs have shown to be prepared and have increased engagement during class activities.

Recruiting Efforts
ESA contractors typically recruit and hire field personnel within their respective local communities to deliver program information authentically, in language and in culture, which helps provide greater program awareness and acceptance within the communities served by ESA contractors. Some of the techniques used by ESA program contractors to recruit field personnel employees included, but were not limited to:

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

1.8.3. For the ESA Program - Provide the following metrics related to WE&T in support of Commission's effort to increase workforce opportunities for workers in disadvantaged areas.

Percent of incentive dollars spent on contracts with a demonstrated commitment to provide career pathways to disadvantaged workers:
PG&E is unable to report on this metric because *"demonstrated commitment to provide career pathways to disadvantaged workers"* was not a requirement for existing contractors to track and report on under the current program when D.21-06-015 was issued in June 2021. PG&E is working to identify mechanisms for meeting this reporting requirement in future PYs.

Number of Community Workforce Resources (CWR) participants who have been employed for 12 months after receiving the training:
The statewide Career and Workforce Readiness (CWR) program launched in late 2021. The program's first cohort of participants are currently in training, as such, PG&E expects to begin reporting on this metric in 2022.

Percent of total WE&T training program participants that meet the definition of disadvantaged worker:
In 2021, approximately 78% of ESA contractor training participants and approximately

47% of EE Workforce Education & Training (IEET) Technical Upskill training participants met the definition of disadvantaged worker.[26]

1.9. Studies

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

Table 1.9.1 provides an overview of the ESA/CARE Studies that PG&E and/or the IOUs conducted in 2021. Budgets associated with these authorized studies are provided in Appendix B of this report: ESA Table 15 – Expenditures for Pilots and Studies.

Table 1.9.1
ESA Studies

Study	Lead Consultant	Contracting IOU	Project Initiation	Project Completion
2020 PG&E Rapid Feedback Project - 3	TRC	PG&E	Sep 2020	Jul 2021
2020 Non-Energy Benefits (NEBs) Follow-up Study	APPRISE	SDG&E	Apr 2020	Feb 2021
2022 Low Income Needs Assessment (LINA)	Evergreen Economics	SCE	Jan 2021	Dec 2022
MF CAM Process Evaluation	Resource Innovations	PG&E	Aug 2021	Jun 2022

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

A public workshop to present study findings took place in June 2021, where stakeholders discussed historic program goals as part of the ESA program logic model, past impact

[26] Disadvantaged Worker per D.18-10-008 (October 11, 2018): "an individual that meets at least one of the following criteria: lives in a household where total income is below 50 percent of Area Median Income; is a recipient of public assistance; lacks a high school diploma or GED; has previous history of incarceration lasting one year or more following a conviction under the criminal justice system; is a custodial single parent; is chronically unemployed; has been aged out or emancipated from the foster care system; has limited English proficiency; or lives in a high unemployment ZIP code that is in the top 25 percent of only the unemployment indicator of the CalEnviroScreen Tool." Due to personal privacy and data collection concerns, PG&E is only able to verify based on the individuals' home address being located in one of the high unemployment ZIP codes, as such, the actual % of disadvantaged workers may be higher than reported.

evaluation methodologies, and energy savings and NEBs associated with program measures offered in the last program cycle. Project activities were subsequently completed in July 2021, and the following final project deliverables were posted publicly:[27]

- PG&E ESA Program Logic Model (including multifamily in-unit treatment)
- Memo on Impact Evaluation Methodology Recommendations and Measure Bundles Analysis

2020 Non-Energy Benefits (NEBs) Follow-up Study
In April 2020, San Diego Gas and Electric Company (SDG&E), on behalf of the four IOUs, contracted with APPRISE Inc. to assess the results of the 2019 NEBs Study. The work scope, approved by ED in 2019, also included tasks to improve the calculations and allocation method to the extent possible without additional research, and to create a simplified Excel tool that the IOUs could use to calculate the benefits. This project was co-funded among the four large IOUs using the Rapid Feedback and Analysis budget.

The IOUs hosted a public workshop in January 2021 to present methodology and findings. A draft report of the study was posted in December 2020 to solicit stakeholder feedback, and a final report incorporating stakeholder comments was posted in February 2021.[28]

2022 Low Income Needs Assessment (LINA) Study[29]
Work for the 2022 Low Income Needs Assessment (LINA) commenced in January 2021 with Evergreen Economics as the selected consultant. To achieve the study's primary objective of identifying renter needs in the ESA program, a large-scale phone survey (n=1,200) of the California income-qualified renter population is being conducted to create different renter profiles. Combined with other data analyses, the collected information will inform program and policy recommendations to address the unique characteristics of income-qualified renter households.

A public workshop was held in March 2021 to present the draft research plan and solicit public comments before they were incorporated to produce the final research plan. The consultant then began planning for quantitative and qualitative data collection. In May 2021, in-depth interviews were conducted with ten CBOs and ESA contractors who served income-qualified households, including those with non-English and non-Spanish speaking cultures and backgrounds. Interview results were used to inform the design of the upcoming renter phone survey, and a data analysis plan was also developed in July 2021 to map planned survey responses to study objectives documented in the research plan.

In August 2021, a preliminary market characterization of California's income-qualified population was constructed using utility customer data and secondary data sources, which is scheduled to be updated with data from the latest 2019 California Residential

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[27] TRC Companies Inc., PG&E ESA Program Logic Model and Measure Analysis Project – Final Deliverables, August 2021. https://pda.energydataweb.com/#!/documents/2514/view

[28] APPRISE Inc., California Energy Savings Assistance Program Non-Energy Benefits Final Report, January 2021. https://pda.energydataweb.com/api/view/2471/Final%20CA%20ESA%20NEB%20Report%201-25-21_.pdf

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

Appliance Saturation Study (RASS) and published in 2022. From September to October 2021, the study consultant drafted the renter phone survey instrument for the study team's review, which then went through multiple reviews and revisions to ensure that survey responses would adequately address the study's research objectives.

The phone survey was launched in November 2021 across the IOU territories, but participation rates were lower than expected. To mitigate this issue, the study consultant sent out an advanced letter to pre-selected survey participants and provided customers with a $25 gift card after survey completion. The incentive, along with the revised outreach strategy, proved to be effective and resulted in a steady uptake in survey completions. Remaining tasks include in-depth interviews with select tenants and buildings owners, comprehensive analysis of both quantitative and qualitative data collected as part of the study, and devising actionable recommendations to address all of the study's research objectives. Study methodologies, findings, and results are scheduled to be summarized in a final report and presented at a public webinar during Q4 2022. The study is on track to be completed by December 2022.

Multifamily Common Area Measures (MF CAM) Process Evaluation
A process evaluation for the MF CAM Initiative commenced in July 2021 with Resource Innovations, Inc. as the selected consultant. The study has the following objectives: 1) Assess the relative effectiveness of current MF CAM outreach, delivery, and implementation strategies; 2) Identify what data currently exist and may be needed to facilitate more reliable evaluations of program impacts; 3) Inform future program designs targeting the income-qualified MF sector.

The first stakeholder workshop was held in September 2021 to present the draft research plan and solicit feedback from stakeholders. Comments were incorporated to produce the final research plan, which was posted publicly along with comment responses.[30] From October to November 2021, program data review as part of the process evaluation continued, and the study consultant conducted interviews with IOU program administrators, implementers, and the SPOC representatives to inform evaluation findings and program process improvements.

In December 2021, the study consultant produced revised process flow diagrams and created first drafts of the program logic models, along with an interim findings memo[31]. The study is expected to be completed by Q3 2022, following a third stakeholder workshop to present overall study findings and the publication of a final report.

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

The 2020 NEBs Follow-up Study and 2020 PG&E Rapid Feedback Project – 3: ESA Program Logic Model were completed in 2021; final reports are available at the websites referenced in Section 1.9.1 of this report. See Appendix B of this report: ESA Table 15 – Expenditures for Pilots and Studies for 2021 study budgets and expenditures.

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[30] Resource Innovations Inc. ESA MF CAM Process Evaluation – Final Research Plan. September 2021. Available at https://pda.energydataweb.com/#!/documents/2534/view

[31] Resource Innovations Inc. MF CAM Process Evaluation - Draft Interim Findings Memo. January 24, 2022. Available at: https://pda.energydataweb.com/#!/documents/2578/view

1.10. Pilots

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

Energy Savings Assistance (ESA) Pilot Plus and Pilot Deep (Pilot Plus/Deep) Program

D.21-06-015 approved approximately $4M for PG&E to begin implementing ESA Pilot Plus/Deep in 2022.[32] ESA Pilot Plus/Deep is intended to achieve deep energy savings for each participating household. The deep energy savings thresholds are defined within two treatment tiers:

- The Pilot Plus package will offer basic measures found in the main ESA program, in addition to certain equipment and appliance replacements and load shifting technologies to reduce annual energy usage by 5% to 15%
- The Pilot Deep package will offer the more advanced, and likely more expensive measures to achieve a 15% to 50% reduction in annual energy usage

As a pilot, PG&E intends to both deliver the ESA Pilot Plus/Deep treatment packages with high customer satisfaction and meaningful customer bill impact, as well as collect data on various aspects of Pilot effectiveness. PG&E will secure a third-party pilot evaluator to assist with data collection and evaluation in areas including, but not limited to, the measure delivery approach; feasibility of certain measures, including electrification measures; the associated costs to achieve such deep energy savings; household energy savings and bill impacts, as well as other long-term benefits (including NEBs). The evaluation will also determine the cost-effectiveness of each treatment tier, although no specific cost-effectiveness threshold was set for the Pilot. The Pilot will commence in July 2022 and operate through 2026.

D.21-06-015 also directed the IOUs to lead, with ED staff, at least one workshop to introduce and seek stakeholder feedback on the preliminary implementation plans for ESA Pilot Plus/Deep within 120 days after the approved Decision.[33] A ESA Pilot Plus/Deep workshop was held on September 27, 2021, which allowed participants to ask clarifying questions about the IOUs' proposed pilot designs and covered a wide range of topics that included customer targeting methodologies, implementer requirements, and differences between ESA Pilot Plus/Deep and the main ESA program. The workshop was attended by approximately 170 participants representing a diverse group of stakeholders, many with decades of experience in interacting with income-qualified programs and communities, including but not limited to: consumer advocates, contractors, energy consultants, regulators and IOUs.

D.21-06-015 further directed the IOUs to each file a Tier 2 AL detailing their ESA Pilot Plus/Deep implementation plans no later than 90 days after the first pilot workshop.[34]

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[32] Decision 21-06-015, pp. 479-480.

[33] Ibid., p.479

[34] Ibid.

PG&E submitted AL 4530-G/6412-E on November 19, 2021, detailing its ESA Program Pilot Plus/Deep implementation plan.[35]

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

There are no Final Pilot Reports to submit for 2021.

1.11. ESA Working Groups

Formation of the ESA WG was directed in D.21-06-015. [36] Responsibilities of the ESA WG include updating ESA program Policy and Procedures and Installation Manuals, recommending program revisions including updates to ESA measures, reviewing cost-effectiveness test considerations, making changes to ESA program goals as necessary, and exploring potential development of a UAS.

The ESA WG is consensus-based and managed by the IOUs through their hired facilitator. The ESA WG will be responsible for providing greater transparency of ESA technical issues, updating the Statewide ESA Policies and Procedures Manual and the Statewide ESA Installation Standards Manual, and recommending program revisions or changes to program goals as necessary. The ESA WG is also tasked to discuss and make recommendations regarding the potential design and development of UAS, allowing multiple registration pathways for ESA/CARE/FERA programs, the sharing of application information, and the sharing of energy usage information. Finally, the ESA WG is tasked to evaluate and provide recommendations on how to increase overall program cost-effectiveness as well as help facilitate the NEBs study plan process for the other WG directed by D.21-06-015, the ESA/CARE Studies WG.

In 2021, PG&E worked with ED and the other IOUs to establish the ESA WG. On November 10, 2021, PG&E sent an email to the A.19-11-003 et al. service list soliciting WG members. ESA WG Members were selected in early December 2021 and an informal orientation meeting was held on December 17, 2021, with a kick-off meeting scheduled for January 20, 2022.

D.21-06-015 directed the IOUs to set up a UAS Sub-Working Group (SWG), as part of the overall ESA WG to explore the feasibility of streamlining application processes for multiple IOU and non-IOU programs targeting income-qualified customers. The UAS SWG is tasked to report its recommendations to ED by July 1, 2022. Led by Southern California Gas Company (SoCalGas), the IOUs[37] and ED held a UAS SWG kick-off meeting on December 7, 2021. The meeting also included participants from multiple community-based organizations, and representatives from the CA Air Resources Board

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[35] The ED's non-standard letter dated January 12, 2022 approved PG&E AL 4530-G/6412-E effective December 19, 2021.

[36] D.21-06-015, p.413.

[37] The IOUs are PG&E, Southern California Gas Company (SoCalGas), San Diego Gas and Electric Company (SDG&E), and Southern California Edison (SCE).

(CARB) and CSD. The meeting covered topics including the UAS SWG Charter and Scope, and a UAS Monthly Timeline. The PowerPoint decks and all other UAS WG documents can be found at https://pda.energydataweb.com.

Energy Savings Assistance (ESA)/California Alterative Rates for Energy (CARE) Studies Working Group

D.21-06-015 authorized the formation of a statewide Studies WG for the ESA and CARE programs. The Studies WG's responsibilities include the following tasks for statewide non-statutory studies: assign a lead IOU for each study; develop and provide feedback on proposed scopes, budgets, timelines, statements of work, and other study scoping documents before finalized for study execution; participate in project kick-offs and attend project check-in meetings as needed; and provide feedback on project milestones and draft study results as requested by the lead IOU in a timely manner.

On August 16, 2021, SDG&E, on behalf of the IOUs, noticed the low-income service list requesting parties interested in joining the WG to respond with a letter of interest. Two parties responded. The WG held its initial meeting on October 21st, 2021 with attendees from the two interested parties, the four IOUs and ED. Subsequently, additional stakeholder members were recruited and joined the WG. The WG met again on November 17 and December 17, 2021. Topics discussed during these first three meetings included an overview of studies planned for the current program cycle; work scope and timeline for the Categorical Eligibility Study; and overview of the Southern California Edison (SCE) Clean Energy Homes pilot.

1.12. Annual Public ESA-CARE Meeting

PG&E and the other IOUs held a public forum via Microsoft Teams on June 30, 2021.[38] The IOUs presented an overview of their 2020 ESA and CARE results and discussed CSD-IOU leveraging plans. Approximately 48 stakeholders participated in the webinar.

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

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

Introduction

In 2021, PG&E contracted with a third-party data analytics consultant, ResIntel, to identify, characterize and analyze energy consumption of all MF properties in PG&E's service area. This project addressed the information gaps in PG&E's MF housing sector and its energy consumption patterns. The MF dataset includes all residential properties with a MF tax assessor use code as well as residential properties labeled MF by the CoStar database. The dataset does not include MF properties with fewer than five units (attached or detached), manufactured homes or mobile homes, which were screened from the dataset using tax assessor use code records.

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

Methodology and Results

The following tables report on the number of MF properties and the characteristics of income-qualified residents residing at those properties. Residents are classified as income-qualified if they are currently enrolled in CARE or if a predictive model classifies them as ESA/CARE eligible. The predictive model is a gradient boost machine that generates a predicted number of CARE eligible residents per property based on a number of property level variables, such as property value and location, and on several variables assigned at the census block level, such as median income, ethnicity and average household size.

MF properties are identified from county tax assessor records, which include parcel records for MF properties. ResIntel aggregated parcel records, supplemented with CoStar property data to arrive at a final dataset of MF properties in PG&E's territory. The number of buildings and units at each property is often documented within these databases, however, when these data were missing from existing records, they were imputed using predictive modeling, satellite imagery and light detection and ranging (LiDAR). ResIntel identified the current CARE participation at each MF property by merging PG&E's premise IDs to the property dataset. Premise IDs were merged based on premise addresses and geospatial coordinates. The final dataset features a rich array of physical and demographic attributes for each individual property and a detailed profile of each property's energy consumption and utility data.

The analysis also disaggregates common area and tenant energy consumption. This disaggregation is achieved by careful classification of each meter using its available metadata. The first indicator of whether a PG&E meter is assigned to common area is the dwelling type field that appears for each service point record in PG&E's database. ResIntel labels a meter as a common area meter whenever the dwelling type field takes on the value "common area." The second indicator comes from the business activity field, which describes the meter's specific end use. This field is entered manually by PG&E staff or contractors and takes on many different values (approximately 40,000 unique entries). A thorough text analysis of these entries classifies which entries indicate common area end uses.

Table 1.13.1.1
Estimates of ESA Eligibility, All 5+ Unit Attached Multifamily*

	Deed Restricted			Non-Deed Restricted		
Eligible %	**Properties**	**Buildings**	**Units**	**Properties**	**Buildings**	**Units**
Less than 50	969	5,254	104,335	22,430	49,599	709,279
50 to 64	266	1,656	24,352	3,842	7,640	71,809
65 to 79	464	2,693	39,710	1,721	3,919	37,863
80+	643	3,336	40,407	1,813	2,777	21,760
Total	**2,342**	**12,939**	**208,804**	**29,806**	**63,935**	**840,711**

*Includes both actual and predicted CARE eligibility. Eligible tenants include any tenant that (a) is enrolled in CARE or (b) has the characteristics of a predicted CARE enrollee. Including predicted CARE enrollees increases eligibility at the 80+ level by about 15%.

Table 1.13.1.2 CARE Enrollment, Actual and Predicted*						
	Deed Restricted			Non-Deed Restricted		
Eligible %	**Properties**	**Buildings**	**Units**	**Properties**	**Buildings**	**Units**
Less than 50	954 (15)	5,113 (141)	102,357 (1,978)	22,583 (-153)	49,146 (453)	693,120 (16,159)
50 to 64	265 (1)	1,664 (-8)	24,601 (-249)	2,797 (1,045)	5,695 (1,945)	54,585 (17,224)
65 to 79	454 (10)	2,716 (-23)	37,925 (1,785)	1,449 (272)	3,353 (566)	32,447 (5,416)
80+	506 (137)	2,628 (708)	32,575 (7,832)	1,626 (187)	2,465 (312)	19,415 (2,345)
Unknown	163 (-163)	818 (-818)	11,346 (-11,346)	1,351 (-1,351)	3,276 (-3,276)	41,144 (-41,144)
Total	**2,342 (0)**	**12,939 (0)**	**208,804 (0)**	**29,806 (0)**	**63,935 (0)**	**840,711 (0)**

*The top values in each cell represent actual CARE eligibility. The values in parentheses represent the change in the bin's value when predicted CARE enrollment is included. CARE enrollment values are unknown when the property does not have PG&E meters. Unknown values are not included in the reported totals in Table 2.

Tables 1.13.1.3 through 1.13.1.7 report statistics for the subset of Non-Deed Restricted properties that have 80+ percent eligibility. This subset includes 1,813 5+ unit attached multifamily properties. A few properties are dropped in the bottom rows due to lack of data about common area and master meter energy. Note that the total numbers of properties reported in Tables 1.13.1.3 and 1.13.1.4 are slightly less than 1,813 because some properties are electric-only or gas-only.[39] Differences between the results presented in Tables 1.13.1.3 and 1.13.1.4, and their counterparts in the 2020 annual report, can be explained by at least three possible factors:

- Yearly variation in electricity and gas usage.
- Differences in classification of 80+ Non-Deed Restricted properties from PY 2020 to PY 2021.
- Differences in samples of properties with common area, unit, and master meters from PY 2020 to PY 2021.[40]

[39] There are also three 5+ attached multifamily properties for which Res-Intel had no daily usage data.

[40] Tables 1.13.1.3 and 1.13.1.4 in this report feature a smaller sample of properties with common area and master meters than in the 2020 annual report. There are roughly 15% fewer properties with common area meters in the current report compared to the 2020 annual report.

Table 1.13.1.3 Total Annual Electricity Usage, 80+ Non-Deed Restricted (MWh)*						
Category	**Number of Properties**	**Average Sq. Ft.**	**Total 2021 Annual MWh Consumption**	**Total 2021 Annual MWh for Common Areas**	**Total 2021 MWh for Units**	**Total 2021 Annual MWh for Master Meters**
Sq. Ft. <99,999	1,763	10,484	122,309	5,149	117,160	591
Sq. Ft. >100,000	8	185,833	6,604	568	6,036	0
Total	1,771	11,276	128,913	5,718	123,195	591
*Annual sq. ft. totals averaged over January through December 2021. All other values are annual cumulative values.						

Table 1.13.1.4 Total Annual Gas Usage, 80+ Non-Deed Restricted (Therms)*						
Category	**Number of Properties**	**Average Sq. Ft.**	**Total 2021 Annual Therms Consumption**	**Total 2021 Annual Therms for Common Areas**	**Total 2021 Therms for Units**	**Total 2021 Annual Therms for Master Meters**
Sq. Ft. <99,999	1,685	10,454	6,524,968	1,283,159	5,241,809	1,861,495
Sq. Ft. >100,000	8	185,833	305,447	130,336	175,111	132,504
Total	1,693	11,283	6,830,415	1,413,495	5,416,920	1,993,999
*Annual sq. ft. totals averaged over January through December 2021. All other values are annual cumulative values.						

Table 1.13.1.5 Average Energy Use Intensity (EUI), 80+ Non-Deed Restricted kBTU sq/ft*			
PG&E Service	**# of Properties**	**EUI**	**EUI (Median)**
Dual Fuel	1,654	60.9	50.6
Electric Only	117	38.8	26.8
Gas Only	39	104*	36.7
*Due to the small number of gas-only properties, average values for gas EUI can be sensitive to large outliers.			

Table 1.13.1.6 Year of ESA Treatment, 80+ Non-Deed Restricted		
ESA Treatment Year	**# of Properties**	**# of Units**
2002	1	1
2003	123	392
2004	167	580
2005	225	1,113
2006	251	1,119
2007	199	808
2008	213	895
2009	269	1,004
2010	343	1,184
2011	378	1,395
2012	373	1,285
2013	449	1,794
2014	460	1,620
2015	381	1,258
2016	296	968
2017	325	1,568
2018	339	1,487
2019	571	2,682
2020	446	1,793
2021	**551**	**1,971**

Table 1.13.1.7 Year of Most Recent Renovation, 80+ Non-Deed Restricted*		
Most Recent Renovation	**# of Properties**	**# of Units**
(1990,2000]	1	6
(2000,2010]	4	286
2010+	5	47
None Recorded	1,516	15,132
*Renovation records were retrieved from CoStar and many not account for all properties.		

Table 1.13.1.8 tabulates ESA eligible properties using the Athens methodology which predicts eligibility rates at the 7-digit ZIP code level. The totals in each are calculated by summing the property, building and unit counts across ZIP codes that have Athens-predicted eligibility falling in one of the four bins. For example, Athens predicts 85% eligibility for ZIP code 93660-04, so every MF property located in that ZIP code is assigned to the “80+” bin. When Athens predictions are unavailable at the 7-digit ZIP code level, the predictions are assigned based on average predictions evaluated at the 5-digit level.

Compared to the CARE-based eligibility predictions reported in Table 1.13.1.2, the Athens predictions assign fewer properties to the 80+ eligible bin. Athens assigns 252 properties to this bin while Table 1.13.1.1 reports 1,813, an 86% difference. One possible explanation for this difference is that Athens reports region-wide eligibility rates and assigns them uniformly across properties, while the distribution of income-qualified eligibility is highly skewed; thus, income-qualified customers appear to cluster within subset properties, regardless of ZIP code.

Using regional averages to predict property-level eligibility works best when eligibility rates are relatively uniform across properties within the defined region. The fact that income-eligible customers tend to cluster within a smaller subset of properties suggests that region-wide rates will underestimate the properties at the tails of the distribution — those that have exceptionally high eligibility rates.

Table 1.13.1.8
Athens-based Tabulations of ESA Eligibility*

	Deed-Restricted			Non-deed Restricted		
Eligible %	**Properties**	**Buildings**	**Units**	**Properties**	**Buildings**	**Units**
Less than 50	1,660	8,637	153,582	25,993	53,513	719,297
50 to 64	390	2,417	31,765	2,239	5,998	67,670
65 to 79	207	1,423	15,492	894	2,348	23,498
80+	16	95	873	252	435	3,692
Unknown	69	367	7,092	428	1,641	26,554
Total	**2,342**	**12,939**	**208,804**	**29,806**	**63,935**	**840,711**

*Athens did not have predictions for ZIP codes of 497 properties, tabulated in the "Unknown" column. Unknowns included in totals.

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

PG&E's CAM implementer actively reviews the Broadband Public Housing projects in efforts to treat these properties through CAM. The PG&E CAM implementer screens ESA CAM projects for broadband participation during the intake phase of program participation. In 2021, 23% of the PG&E CAM pipeline are listed on the Broadband Public Housing list.

1.13.3. Normalized Metered Energy Consumption (NMEC) Analysis of the Multifamily Common Area Measures (MF CAM) Initiative.

Introduction and Methodology

In D.16-11-022, the Commission requires that "to align our ESA Program-funded multifamily retrofits with the authorized SDG&E and SoCalGas' high opportunity programs and projects efforts, we direct that the savings calculation approaches be aligned. For ESA Program multifamily projects funded from the ESA Program, we require the IOUs to report the normalized energy use and savings of the participating properties in their ESA Program annual reports."[41]

PG&E contracted with Demand Side Analytics to conduct a NMEC analysis for properties treated through the MF CAM Initiative. The analysis requires 12 months of consumption data metered prior to measure installation date and 12 months of consumption data metered after the installation date. As such, the analysis can only be provided at this time for properties treated prior to January 2021, with 12 months of available post-installation consumption data.

40 properties treated by the MF CAM Initiative meet this requirement, with 33 premises recording 220,915 kWh of electric deemed savings and 32 premises recording 15,963

[41] D.16-11.022, p. 210.

therms of gas deemed savings. There is a large overlap between the premises with gas and electric savings due to the interactive effects from measures such as energy efficient lighting installations. As shown below, 60% of the projects in this program were LED interior lighting (Table 1.13.3.1).

Table 1.13.3.1
Deemed Savings

Project Type	# of Premises	Deemed Savings (kWh)	Deemed Savings (Therms)
LED Interior Lighting	24	203,047	-3,513
LED Exterior Lighting	6	17,439	--
Water Heater	4	--	11,289
Boiler	3	--	8,157
ECM Pump	1	338	--
Smart Thermostat	1	49	--
Furnace	1	42	30
Total	**40**	**220,915**	**15,963**

A site-level NMEC analysis is applied to the 28 electric premises and the 25 gas premises where the respective meter can be successfully mapped. Because the analysis period overlaps with the COVID-19 pandemic, which fundamentally affected energy use, this analysis additionally relies on a matched control group to avoid confounding COVID-19 and EE savings.

Results and Recommendations

Table 1.13.3.2 on the following page details the premise-level savings from the electric participants, which produced an overall realization rate of 153%, and gas participants, which produced an overall realization rate of 84%.[42]

[42] Demand Side Analytics, PG&E ESA MF CAM NMEC Analysis for PY 2021, Final Report, April 2022. https://pda.energydataweb.com/#!/documents/2612/view

Table 1.13.3.2. Overall Program Savings								
No.	Electric Savings (kWh)				Gas Savings (Therms)			
	Deemed	Ex-Post	CVRMSE	Percent Savings	Deemed	Ex-Post	CVRMSE	Percent Savings
1	56,224	66,376	0.07	6.48%	--	--	--	--
2	39,087	59,910	0.13	32.70%	-676	54	0.43	2.98%
3	14,125	1,992	0.34	4.68%	-244	-657	0.93	-61.43%
4	--	--	--	--	-238	25	0.20	0.34%
5	14,116	6,717	0.26	42.34%	--	--	--	--
6	12,920	6,632	0.21	14.66%	-224	3,761	0.24	37.33%
7	11,424	20,005	0.58	53.17%	--	--	--	--
8	7,417	4,779	0.40	22.51%	--	--	--	--
9	6,043	45,993	0.14	18.23%	-105	3,112	0.44	8.36%
10	4,662	15,087	0.62	40.14%	-81	-570	0.93	-62.38%
11	4,259	5,060	0.33	7.64%	-74	-130	0.28	-0.85%
12	3,854	-56	0.61	-0.31%	-67	309	0.31	4.09%
13	3,828	-8,300	0.24	-11.15%	--	--	--	--
14	3,426	6,457	0.59	16.24%	-59	-124	0.60	-8.56%
15	3,247	9,623	660.87	291.50%	--	--	--	--
16	3,147	1,567	0.69	22.79%	-54	5,105	0.90	73.54%
17	2,971	2,996	0.26	4.65%	-51	-3,801	0.24	-10.32%
18	2,871	-1,486	0.12	-6.30%	-50	289	0.55	34.80%
19	1,658	17,898	0.22	34.55%	-29	1,469	0.28	26.62%
20	1,285	5,358	0.34	69.79%	-22	-194	2.03	-42.55%
21	1,273	1,508	0.20	17.32%	--	--	--	--
22	1,196	10,536	0.28	23.16%	-21	225	0.13	4.15%
23	1,155	4,081	0.43	7.94%	--	--	--	--
24	957	-31	0.51	-2.72%	-17	186	0.88	40.05%
25	718	3,273	0.41	41.74%	-12	-2,927	0.32	-24.01%
26	601	6,514	0.53	33.96%	--	--	--	--
27	479	-1,234	0.47	-38.30%	-8	5,125	0.62	24.54%
28	241	19,003	0.62	29.40%	--	--	--	--
29	--	--	--	--	25	-464	1.05	-108.32%
30	--	--	--	--	30	130	0.66	10.74%
31	42	102	0.44	5.87%	--	--	--	--
32	--	--	--	--	806	1,383	0.26	-10.41%
33	--	--	--	--	812	33	0.55	1.33%
34	--	--	--	--	2,438	705	0.20	12.11%
35	--	--	--	--	4,908	330	0.23	2.08%
36	--	--	--	--	6,463	723	0.36	13.20%
	203,224	**310,631**	**0.27**	**13.99%**	**13,451**	**11,333**	**0.52**	**5.23%**

As seen in table 1.13.3.2, the usefulness of site-level NMEC was varied in this study. NMEC methods are a powerful tool, but it is important to understand the applications where they work well and the applications where they do not. Recommendations from this analysis include:

- Map the meters attached to EE interventions at the time of installation and follow up during post-installation monitoring.
- Use out-of-sample metrics to evaluate performance.
- Include a control group to account for exogenous effects.

- Screen all premises for:
  - Appropriate meter mapping
  - Signal-to-noise ratios (ideally between 10% and 100%)
  - Out-of-Sample accuracy
  - Non-routine events
- Gas data collected at daily intervals may not contain adequate granularity for the application of site-level NMEC methodology, when compared to electric data which is collected at 15-minute intervals.

1.14. Miscellaneous: Describe coordination efforts with the California Emerging Technology Fund (CETF) to promote affordable broadband.

Please see CARE Section 2.7.3 of this report for coordination efforts with the California Emerging Technology Fund (CETF) to promote affordable broadband.

2. California Alternate Rates for Energy (CARE) Program

CARE offers a bill discount of 20% or more on gas and electricity for qualifying households, thereby reducing energy burden for households most impacted by energy costs.

D.19-06-022 approved bridge funding to cover CARE program activity for January 1, 2021 - June 30, 2021 in the event the Commission had not voted to approve the post 2020 programs and budget by November 16, 2020 (45 days prior to the end of the approved 2020 budget cycle).[43] The 2021 funding amount approved in D.19-06-022 was the 2020 CARE budget level as approved in the IOUs' mid-cycle AL dispositions.[44] D.21-06-015, issued in June 2021, authorized PG&E's CARE Administrative and Subsidy budgets for 2021-2026.[45] The new authorized 2021 budget in D.21-06-015 was for a full year from January 1 through December 31, 2021, which superseded the bridge funding budget previously approved in D.19-06-022.

D.21-06-015 also continued CARE's program enrollment rate to be set at 90% during program years 2021-2026.[46]

2.1. Participant Information

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

The total number of residential CARE customers, including sub-metered tenants, is included in Appendix B of this report: CARE Table 8 – Participants per Month. During the 2021 PY, no monthly variances of 5% or more occurred.

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

PG&E used the joint utility methodology adopted in D.01-03-028 for developing monthly enrollment estimates by energy source in 2021.[47] This methodology entails annual estimation of eligibility for CARE, ESA, FERA, and other income-by-household size parameters at the small area (block group, census tract, ZIP+2, etc.) for each IOU territory and for the state as a whole.

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[43] D.19-06-022, Section 5, p.15. D.19-06-022 also approved continued CARE bridge funding for an additional six months through the end of 2020 if the Commission did not vote to approve 2021 and beyond programs and budget by May 16, 2021 (45 days prior to the end of the six-month bridge).

[44] PG&E Advice Letter 3990-G-A/5329-E-A (September 14, 2018). See Section M.2, Table 10 (p.40) and Appendix B (CARE Table 9). CARE budget approved by Energy Division Disposition dated January 4, 2019.

[45] D.21-06-015, OP.2 and Attachment 1, Table 2.

[46] D.21-06-015, OP.4.

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

Sources for the 2021 eligibility estimates included the January 2021 Health and Human Services (HHS) Poverty Guidelines[48] ("bundling" one- and two-person households at the HHS-defined 200% FPG limit as required by AB 327), current year small area vendor marginal distributions on household characteristics, Census 2010 Summary File 3 (SF3) data, Census American Community Survey (ACS) 2015-2019 Public Use Microdata Sample (PUMS) data, utility meter and master meter household counts, Department of Finance Consumer Price Index series, and various Geographic Information System sources.

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

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

The approach to labor market adjustment was modified in 2021, making less use of State EDD data and more use of monthly CPS data, to be more sensitive to the fluctuations of the labor market throughout the year. Additionally, the 2015-2019 ACS PUMS data was used to estimate via simulation the effects (specific to 2020) of Federal stimulus payments to households and Federal unemployment insurance supplementary payments.

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

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

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

The joint utility methodology, as described in Section 2.1.2 of this report, was used throughout 2021.

[48] Federal Register/Vol. 86, No. 19/February 1, 2021/Notices; pps.7732-7734.

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

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

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

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

2.1.2.4. Describe how current CARE customers were counted.

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

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

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

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

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

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

Electric-only:	28.9%
Gas-only:	28.0%
Combined electric/gas:	24.2%

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

It is estimated that 42,934 electric and 29,916 gas sub-metered tenants were eligible for CARE in 2021.

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

As of year-end 2021, there were 26,762 electric and 20,682 gas sub-metered tenants enrolled in CARE.

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

As of year-end 2021, approximately 62% of the estimated CARE-eligible sub-metered electric tenants and 69% of the estimated CARE-eligible sub-metered gas tenants were enrolled in CARE.

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

Problems encountered in 2021 for sub-metered tenants and/or master-meter customers included the following:

Mobile Home Park (MHP) Manager Communication

- To advertise the CARE program for eligible tenants of sub-metered residential facilities, information packets containing program applications were mailed to landlords/property managers annually. However, about 50-100 returned or undelivered envelopes per week are received due to the high turnover of landlords/property managers.
- PG&E provided a monthly CARE certification report to landlords/property managers and requested landlords/property managers to contact PG&E when updated information was needed. Nonetheless, some landlords/property managers still failed to notify PG&E when a CARE certified tenant moved out of the facility. To reduce this problem, PG&E provided detailed instructions on the certification report cover letter that required the landlords/property managers to notify PG&E in writing, via email or fax, if certified tenants moved out. Based this new action, PG&E received an increased number of these reports received from landlords/property managers from five to 20 per month.
- PG&E observed a continued issue related to turnover within MHP ownership and management. When changes in ownership occurred, PG&E worked with the new owners to transfer existing CARE certified tenant data to new accounts and informed them about the CARE program and processes involved. When landlords changed property managers, they often failed to notify PG&E with new contact information which resulted in undelivered reports and delayed communications.

Tenant Billing[49]

- Some landlords/property managers were concerned that their CARE-enrolled tenants used more energy than the average tenant in the facility. This resulted in the master-metered customers having to pass on more of a discount than they received from PG&E. In these cases, when landlords/property managers requested information, PG&E explained to the landlord/property managers how the sub-metered discount works. If the landlords/property managers were not satisfied with the explanation, PG&E advised the landlords/property managers to contact the Department of Weights and Measures (DWM) for billing accuracy. DWM helps tenants with meter reading accuracy/testing, proper meter installation, billing accuracy, and verification of correct rate.
- Insufficient discount information on the tenant bill from the facility billing agency. For example, the CARE discount might not be shown as a separate line item, making it difficult for the tenant to verify whether they received the discount. If a tenant called PG&E with questions, PG&E would be able to confirm that the tenant was certified for the program and reviewed the bill with them to ensure they were receiving the discount. If it appeared the tenant was not receiving the CARE discount, the tenant was advised to contact their property manager or billing agency for further clarification. If the tenant did not obtain resolution with their billing agency and/or sub-metered property manager, PG&E advised the tenant to contact their county's DWM. If contacting the DWM did not resolve the tenant's billing question, the tenant was advised to file a complaint with the CPUC. In 2021, PG&E received about one customer complaint per month, and those tenants were advised to contact their property manager or billing agency for further clarification.
- Some new MHP owners or property managers did not know how to calculate electricity and gas discounts for their tenants. PG&E's CARE staff provided high-level information regarding the tiered rate structure and/or assisted in connecting them to the billing department for more detailed explanations.

2.1.8. Discuss the steps taken towards Marketing CARE to Mobile Home customers and converting Mobile Home Sub-metering to direct utility served customers.

PG&E has undertaken converting mobile home sub-metering to direct utility served customers in recent years. 150 MHPs has benefited from this change in metering, of which 106 have been fully converted, and 44 have been partially converted. As this is a new reporting requirement from D.21-06-015,[50] PG&E anticipates further progress on this in future program years and plans to increase CARE marketing to mobile home customers as well as focus on additional MHP conversions with its 2022 PY and forthcoming new program cycle.

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[49] The billing challenges are ongoing due to the nature of the billing for this type of metering. Mobile Park metering conversions to single individual metering for tenants can help address these issues, as each tenant would then be the customer of record for their account and would be responsible for reviewing and paying their bill. Section 2.1.8 below further discusses mobile park conversions.

[50] D.21-06-015, Section 4.3.8.1

2.2. CARE Budget Summary

2.2.1. Please provide CARE program summary costs.

Table 2.2.1 CARE Program Summary Costs			
CARE Budget Categories	**Authorized Budget [a]**	**Actual Expenses [b]**	**% of Budget Spent**
Outreach	$7,866,600	$6,007,492	76%
Processing, Certification, Recertification	$819,500	$741,786	91%
Post Enrollment Verification	$1,439,900	$839,811	58%
IT Programming [c]	$1,656,300	$2,041,522	123%
Community Help and Awareness of Natural Gas and Electric Services Program (CHANGES) Program [d]	$525,000	$555,754	106%
Studies and Pilots	$22,500	$28,748	128%
Measurement and Evaluation	$200,000	$125,933	63%
Regulatory Compliance	$358,600	$273,573	76%
General Administration	$1,099,200	$671,120	61%
CPUC ED Staff	$163,000	$102,549	63%
Total Expenses	**$14,150,600**	**$11,388,288**	**80%**
Subsidies and Benefits	$683,539,000	$903,608,223	132%
Total Program Costs and Discounts	**$697,689,600**	**$914,996,511**	**131%**

[a] D.21-06-015 approved the CARE program budget for PYs 2021-2026. 2021 authorized budget includes $1,066,016 for Benefit Burdens as approved in D.20-12-005.
[b] Actual expenses include employee benefits costs.
[c] Information Technology (IT) programming expenses were over budget due to CARE database transition and enhancement. PG&E will fund shift $385,222 from the Outreach category to IT Programming category in according to fund shifting guidelines in D.12 08 044, as updated in D.16-11-022, D.17-12-009 and D.21-06-015.
[d] CHANGES expenses include 2020 and 2021 reimbursements. PG&E will fund shift $30,754 from the Outreach category to CHANGES category in according to fund shifting guidelines in D.12 08 044, as updated in D.16-11-022, D.17-12-009 and D.21-06-015.

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

Table 2.2.2 2021 CARE Program Penetration			
Participants Enrolled	**Eligible Participants**	**Penetration Rate**	**Target Met? [a]**
1,550,993	1,447,571	107%	Yes

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

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

In 2021, PG&E did not receive any complaints, formal or informal, about its CARE recertification efforts. PG&E paused its CARE recertification efforts in March 2020 pursuant to COVID-19 protections.[51] PG&E resumed recertifications in July 2021.

2.3. CARE Program Costs

2.3.1. Discount Cost

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

PG&E's average monthly CARE discount received in 2021, in dollars, per CARE customer are shown here by energy source:

Electric:	$45.20
Gas:	$10.87

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

PG&E's annual subsidy in 2021 for all CARE customers are shown here by energy source:

Electric:	$747,584,506
Gas:	$156,023,717
Total:	$903,608,224

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

In 2021, the number of CARE customers on Green Tariff Shared Renewables (GTSR) was 1,477 (0.11% of the CARE population). No CARE customers

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[51] CPUC Resolution M-4833 directed IOUs to freeze CARE program post-enrollment verification (PEV) in the counties impacted by the California wildfires. PG&E expanded the CARE PEV freeze to customers in affected counties where a state of emergency proclamation was issued by the Governor of California due to a disaster that resulted in PG&E's inability to deliver utility services to customers and remains in place for one year from the date of the proclamation. D.19-07-015 extends PG&E's Emergency Consumer Protection Plan to include residential and non-residential customers in areas where a state of emergency proclamation is issued by the California Governor's Office or the President of the United States where the disaster has either resulted in the loss or disruption of the delivery or receipt of utility service, and/or resulted in the degradation of the quality of utility service.

enrolled in the Enhanced Community Renewable Program. The average total bill discount received by CARE-enrolled GTSR customers was 36%.

2.3.2. Administrative Cost

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

PG&E shows the CARE residential program's administrative cost by category in Appendix B of this report: CARE Table 1 – Overall Program Expenses.

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

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

Outreach
This cost category includes:

- Marketing and outreach (M&O) campaigns, such as direct mail, email, telemarketing, automated voice response (AVR) systems, digital media and radio
- Retention outreach
- Printing of bill inserts, applications, advertising and promotional materials, annual notifications to sub-metered facilities, and other CARE program materials
- Postage and handling fees
- Purchase and storage of promotional items, other goods, and supplies.
- CARE toll-free line maintenance and operation
- Capitation fees to Community Outreach Contractors (COCs)[52] for new CARE enrollments and assistance with the PEV process, community event costs, community outreach activities and partnerships
- Staff labor related to ME&O
- Other expenses include travel, membership fees, sponsorships, conferences, catering, and other outreach-related costs

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

- Opening, sorting, scanning, processing, and data entry of CARE applications.

[52] D.21-06-015, OP 14, approved the CARE capitation fee increase from $20 to *up to* $30 per enrollment.

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

Post Enrollment Verification (PEV)
This cost category encompasses day-to-day administrative tasks associated with completing PEV and High Usage (HU) verifications, including the following:

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

IT Programming
This category includes:

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

CHANGES Program
This cost category includes any pilot projects for the program. For 2021, this included the reimbursement cost for the ongoing CHANGES program and staff labor to support the program.

Studies and Pilots
This cost category includes any pilot projects for the program. For 2021, this included costs for LINA study.

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

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

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

General Administration
This category includes:

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

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

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

At year-end 2021, due to the non-removal of customers and new customers enrolling, the CARE electric balancing account was under-collected and reflected a year-end debit balance of $204,808,043. The CARE gas balancing account was under-collected and reflected a year-end debit balance of $6,609,350.

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

All CARE administrative cost categories as well as the revenue shortfall associated with the CARE discount are included in the CARE balancing account, not in base rates.[53]

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

PG&E includes the CARE surcharge and revenue data in Appendix B of this report: CARE Table 10 – CARE Surcharge & Revenue.

2.4. Marketing, Education and Outreach

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

Throughout 2021, PG&E continued marketing the CARE program using a multi-touch, multi-channel campaign strategy including bilingual Spanish and English direct mail and email, bill inserts, digital radio advertising, online advertising and earned media (PR). Through this mix of tactics, PG&E's CARE campaigns focused on building awareness and engagement territory-wide, as well as targeting campaigns to customers with a high propensity for enrollment.

Examples of PG&E's CARE marketing materials are shown in Appendix F of this report: CARE Marketing Collateral.

With CARE program enrollment well over 100% through 2021, PG&E continued to place additional focus on hard-to-reach customers, including expansion of the multilingual campaign and ZIP code targeted tactics to drive participation, as well as integration of program messages to inform customers of other financial assistance and support. The combined program messages were particularly important after COVID-19 emergency protections expired on June 30, 2021, and PG&E undertook a comprehensive communication campaign to ensure all customers received clear, timely, and actionable information about bill programs and resources that could be of assistance.

Key findings

- The new CARE Acquisition Propensity model is more efficient than the previous model, driving more enrollments in the top deciles
- Direct marketing via email and direct mail continues to drive significant new enrollment volume
- Direct marketing (direct mail and email) campaign recipients continue to have significantly higher enrollment rates than the No Mail Control group
- Additional marketing activity to support hard-to-reach customers in rural ZIP codes has a positive impact on CARE enrollments

[53] D.02-09-021.

- Multicultural marketing drives engagement and increases the reach of the paid media campaign
- Online continues to be the top enrollment channel, with 68% of new CARE enrollments submitted online
- Integrated marketing, including co-marketing with LIHEAP, and using bill inserts, drives enrollment in both CARE and LIHEAP
- CARE retention with PEV and recertification requires innovative approaches to improve past results; PG&E looks forward to analyzing outcomes from its text recertification 2021 efforts to introduce SMS/text reminders into the process
- Outbound calling continues to be an effective method to reach customers. 2021's effort was impactful in reaching 260,000 with arrearages
- CBO partners are trusted messengers of information for community members, and PG&E's effort to create grants for CBOs in 2021 was well-received by CBOs and enabled them to have increased depth and reach for ME&O activities

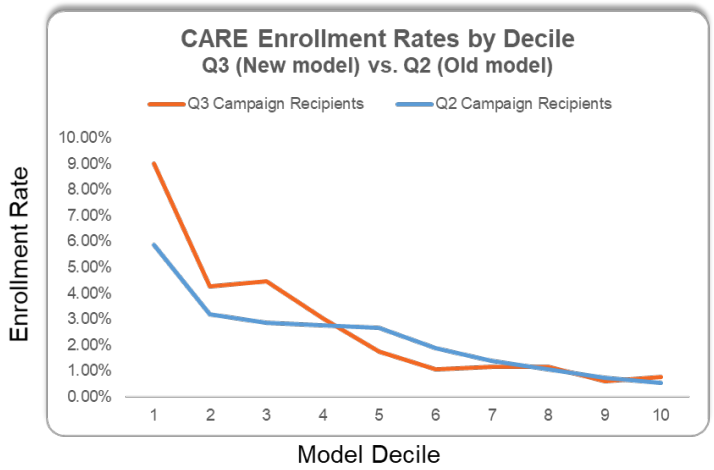
CARE Propensity Model Improvements

In 2021, PG&E continued to use the CARE Acquisition Propensity model to target direct marketing campaigns. The CARE model was rebuilt in Q2 2021 as the previous model began to show signs of degrading performance. Although the previous model continued to generate higher enrollment rates than would be achieved with random selection, the efficacy of the model continued to decline over time. Modeling best practice recommends that the model be updated or rebuilt every two to three years to maintain performance and efficiency.

PG&E implemented the new model starting with the Q3 2021 campaign and saw that the new CARE model was significantly more effective at capturing CARE enrollments in the top deciles.

In Figure 2.4.1.1 below, Q3 2021 campaign results using the new CARE model were compared to results using the previous model in Q2 2021. When compared to the previous model, the new CARE model outperformed the old model by nearly 50% overall, with the most significant improvement capturing CARE enrollments in decile one. The model is intended to capture the most enrollments in the lowest deciles where targeting selection is focused. Full model performance is shown in Figure 2.4.1.1, illustrating that deciles 7-10 have low CARE enrollment rates as expected.

Figure 2.4.1.1
CARE Enrollment Rates by Decile



CARE Direct Mail and Email Summary
PG&E continued to execute quarterly, multi-touch targeted marketing campaigns using direct mail and email. The audience for the campaigns was selected using the CARE Acquisition Propensity model, which identifies customers likely to enroll in the CARE program. Using the model, residential customers receive a decile score, with a score of one being the most likely to be to participate and a score of ten being less likely. Campaign lists are then created selecting for the lower decile scores.

Campaign analysis shows that the CARE direct acquisition campaigns have a positive impact on driving enrollment. When comparing the enrollment rates for customers who received the CARE direct acquisition communications versus the No Mail Control customers who do not receive the communications, there is an increase in enrollment rates (or "lift") for those who receive direct marketing. For example, the Q3 2021 campaign analysis showed a CARE enrollment rate of 5.5% for customers who received the communications versus 4.6% for those who were not included in the campaign.

In 2021, PG&E sent CARE acquisition messages to over 500,000 customers via quarterly direct mail and email campaigns. The campaigns resulted in 50,000 CARE enrollments at an overall enrollment rate of 10%. New enrollments from direct mail and email account for 25% of the total new CARE enrollments.

Additionally, CARE direct marketing supports FERA new enrollments, with 474 FERA enrollments attributed to the CARE targeted direct mail and emails.

CARE direct campaigns were also leveraged to cross-promote other programs and tools relevant to the income-qualified audience. Seasonal energy savings messages were included during the summer and winter months, and other program messages were included in emails during the year including LIHEAP, low-cost internet services and the California LifeLine program.

Paid Media Summary
PG&E's 2021 media campaign continued the "always-on" digital strategy to drive awareness and enrollment. The campaign had significant reach, driving almost 500 million total impressions through a combination of digital, print, radio, TV interviews and multicultural media. Overall cost per landing page visit (CPLPV) was slightly higher than 2020, however 2020 volume was inflated by the impacts of the COVID-19 pandemic and visits have returned to levels more aligned with pre-pandemic volume.

PG&E also tested new tactics including new digital video placement approaches, Google Discovery Ads and new ad unit options on the FreshEBT application. The digital media campaign continued to broaden overall marketing reach, delivering over 360 million impressions, with a click through rate of 0.29% and more than 661,000 visits to the CARE/FERA landing page.

The 2021 media plan also involved strategies to increase engagement of hard-to-reach eligible, unenrolled customers with additional spending in priority ZIP codes in rural and high-poverty areas, plus an expansion of multicultural marketing efforts to target and engage diverse communities with in-language advertising.

Marketing to the Hard-to-Reach Customers
Despite overall high CARE enrollment, some geographic areas continue to show lower than average enrollment rates. In 2021, PG&E continued targeting hard-to-reach

customers in rural and/or high poverty communities with additional media spend.[54]

PG&E's strategy includes ZIP code level targeting to increase media weight in identified areas. The paid media plan includes a prioritized list of 227 ZIP codes with at least 500 unenrolled, CARE eligible households in rural and/or high poverty areas for additional marketing activity. The campaign included increased digital media spend and home-delivered print tactics including shared mail (ValPak and mailbox inserts) and doorhangers.

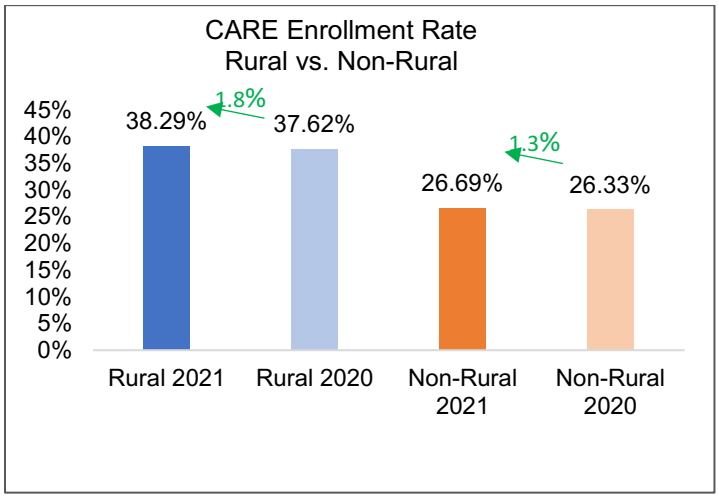
The ZIP code digital strategy proved effective and cost-efficient, resulting in 32% of media driven visits to the PG&E CARE landing page at about 25% of the total CARE digital media investment.

Digital radio (Pandora) started in April and aired spots for 12 weeks in both English and Spanish, along with companion banners. The tactic delivered 10.5 million ZIP-targeted audio impressions.

To measure the effectiveness of the marketing efforts and to allow for a valid comparison, we compared the change in enrollment rate of hard-to-reach areas versus non-hard-to-reach areas.

When comparing the change in the CARE enrollment rate[55] of the rural customers, as shown in Figure 2.4.1.2, the results demonstrate that the percent growth in enrollments for CARE was higher for customers living in rural ZIP codes. This suggests that the additional marketing efforts in rural areas had a positive impact on CARE enrollments.

Figure 2.4.1.2
CARE Enrollment Rate Change in Rural vs. Non-Rural areas

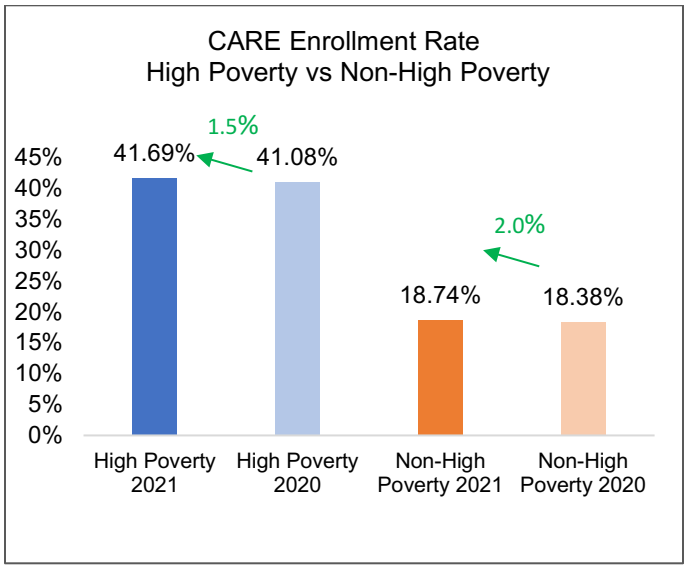


[54] Rural areas are generally defined as those isolated from larger metropolitan areas, by distance or other physical features. PG&E has identified specific ZIP codes and counties within PG&E's territory that fall within this definition for targeting and tracking purposes. A high poverty household has an income at or below 100% of the Federal Poverty Level Guidelines. PG&E has identified specific ZIP codes within PG&E's territory with greater than 20% of the households that fall within this definition for targeting and tracking purposes.

[55] CARE Enrollment Rate = # Current CARE enrollees/# Total current residential customers estimated to be CARE-eligible

When comparing the change in enrollment rate of the high poverty customers (Figure 2.4.1.3 below), the results show that the percent growth in enrollments for CARE customers living in high poverty areas was lower than those in non-high poverty areas. These mixed results suggest the high poverty areas may need additional marketing spend or that the marketing tactics should be reevaluated and altered in those areas.

Figure 2.4.1.3
CARE Enrollment Rate Change in High Poverty vs. Non-High Poverty Areas



Multicultural Campaign Expansion
In 2021, PG&E expanded multicultural marketing efforts to drive awareness with additional multilingual tactics, including prioritizing prevalent Asian languages in PG&E's territory.

The 2021 campaign added print advertising promoting CARE and FERA. The multicultural print program ran June through mid-August, delivering 1.5 million total circulation (estimated three million impressions). The print advertisements targeted audiences in Chinese, Korean, Vietnamese and Russian.

PG&E promoted CARE, FERA and other programs via in-language interviews on Chinese and Korean outlets including:

- 79 total two-minute interviews aired on Chinese and Korean TV in late Spring/Summer.
- 48 Cantonese-language Interviews on KTSF (includes subtitled Vietnamese and Tagalog; plus 21 interviews on Skylink TV).
- Ten interviews aired on Korean KEMS-TV along with 45x :22-second Korean videos.

PG&E also continued to promote rate assistance programs to customers via display ads, paid search and Google discovery ads in Spanish, Korean, Chinese, Vietnamese and Russian. The display ads ran throughout 2021, with search and Google ads running January through September.

Digital media for the multicultural campaign delivered over 141 million impressions, representing approximately 40% of the total annual CARE campaign impressions generated from 19% of the total CARE 2021 media investment. These customers also

generated over 140,160 visits to the CARE/FERA landing page, representing 21% of the total CARE media visits.

Examples of PG&E's CARE multicultural marketing campaign ads are shown in Appendix F of this report: CARE Marketing Collateral.

Customer Outreach Integration
CARE campaigns were also leveraged to cross-promote other programs and tools relevant to the income-qualified audience in response to the greater need resulting from the pandemic challenges. Seasonal energy savings messages were included during the summer and winter months.

In May 2021, PG&E sent an email campaign promoting LIHEAP to 567,000 income-qualified households who had a past due balance on their energy bill. The email campaign directed customers to agencies that administer the LIHEAP program on behalf of the State of California. Messaging also included a referral link for customers to apply for energy bill discounts through the CARE or FERA programs. Several agencies provided local contact information, so customers who live in the counties where these agencies are located received a customized version of the email with the agency's phone, email, or website.

Statement Inserts
PG&E included the CARE/FERA application as an insert to customers' monthly bill package five times throughout the year. The bill inserts distributed in June included updated income guidelines for CARE and FERA and were sent to approximately 2.2 million non-CARE/FERA customers who receive a paper bill. PG&E continues to use combined program messaging for bill inserts where targeting capabilities are limited. The bill insert placements delivered over 11,000 new CARE enrollments in 2021.

CARE/FERA Landing Page
Throughout 2021, PG&E leveraged www.pge.com/carefera to engage with customers, highlighting information about respective program tips and tools to support their energy management journey. This page presents program requirements, key program differences and prominently links to the dual application form for CARE and FERA. Online enrollments accounted for 68% of the total 2021 CARE new enrollments.

The CARE/FERA landing page also highlights important alerts and updates to customer protections information and links customers to pages where they can find additional information about other programs, financial assistance and support.

Supporting Customers through the COVID-19 Pandemic
PG&E continued to reach out to customers during 2021, acknowledging the pandemic situation and including CARE messaging in communications across various outreach channels.

In mid-May 2021, PG&E launched the Customer Financial Support (CFS) digital campaign and webpage to create awareness that, even though customer protections were ending, PG&E has a suite of income-qualified programs that can help customers save money, manage energy use, and remain safe and comfortable at home. Digital and targeted email campaigns were effective at driving traffic to the CFS webpage where customers spent three minutes on average engaging with various programs before clicking on the link to individual pages for more information and to potentially enroll in a program.

Additionally, PG&E used a multi-touch communications approach beginning 120 days in advance for CARE customers who did not go through scheduled recertification, due to the pandemic, to provide several notices that they would need to recertify once the process resumed.

In November 2021, PG&E sent targeted follow-up support emails to 360,000 customers who had been auto-enrolled in the COVID-19 Relief Payment Plan to increase awareness for CARE and additional financial assistance programs including ERAP, LIHEAP, FERA, MBL and the Low-cost Home Internet Plan.

Social and Earned Media
During 2021, PG&E continued using social media to communicate with customers about the COVID-19 pandemic and provide information about how PG&E can help. PG&E posted tips and recommendations for support, including CARE and/or FERA, on Twitter and Facebook.

PG&E also utilized news releases and the PG&E Currents blog to communicate with customers about the COVID-19 pandemic and to provide information about how PG&E can help customers impacted by changes in their financial situation through programs such as CARE and FERA.

Digital Newsletters
Targeting approximately 1.6 million customers, the income-qualified version of the digital newsletter continues to be an important vehicle to provide customers with information about programs, and low or no-cost tips and tools. The CARE and FERA messaging were highlighted in newsletters throughout 2021.

CARE Retention Campaigns
The Recertification Reminder and Auto-Recertification campaigns were paused as emergency customer protections were put into place to support customers during the COVID-19 pandemic.[56] PG&E restarted these retention campaigns in July 2021, when certain customer protections were discontinued and recertifications resumed.

PG&E's CARE retention outreach focused on reducing attrition through failure to recertify for the program. CARE-enrolled customers are required to recertify their eligibility every two years (every four years for those on a fixed income). PG&E restarted the monthly auto-recertification campaign in Q3 2021, automatically recertifying customers in deciles 1 and 2.[57] PG&E sent these customers email notification to alert them that they were automatically re-enrolled in the CARE program and no further action was required to continue to receive the CARE discount. The email indicated that the customer could opt-out of the program if they are no longer qualified.

As part of the campaign, PG&E deployed CARE recertification reminders to customers in deciles 3-10. Customers with a valid email received email reminders at 120-days, 90-days, 60-days and 30-days prior to the recertification date with a call-to-action to re-enroll before their program end date. Additionally, a direct mail letter and application were sent

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[56] Resolution M-4842, Emergency Authorization and Order Directing Utilities to ImplementEmergency COVID-19 Protections.

[57] The CARE propensity model assigns customers a decile score from 1 to 10, with 1 being the most likely to be CARE-eligible and 10 being the least likely to be CARE-eligible. Auto-recertification is executed for deciles 1-2.

at the 90-day mark to all customers due to recertify. The mail package also included an AMP insert for all eligible customers to encourage them to enroll in AMP.

PG&E also began testing additional communication channels for reminders, including sending a SMS/text message or an automated pre-recorded voice message at 120-days and 30-days prior to the program end date. PG&E plans to analyze the impact of the additional reminders on recertification rate and use the results to optimize the campaign.

PG&E restarted monthly automatic recertification efforts in July for customers who were approaching their two-year program expiration and had been identified as most likely eligible according to the CARE propensity model. An email was sent to notify these customers of their automatic recertification. The email provided the opportunity to opt-out if they no longer qualified. PG&E recertified approximately 344,000 customers in Q3-Q4 2021, and 80 opted out as ineligible. The auto-recertification email creative was updated to be aligned with the look and tone of the Recertification Reminder campaign.

As a continuation of an ongoing retention strategy, CARE Welcome Kits were sent as a bilingual English/Spanish direct mail or email to newly enrolled CARE customers. In addition to providing the customer's recertification date and the requirements to retain the CARE discount, the customer was encouraged to register for an online account and apply for ESA. The direct mail version included a paper ESA form that was pre-filled with customer account number and address, along with a reply envelope. Approximately 6,745 ESA applications were generated in 2021.

Examples of PG&E's CARE Auto-Recertification and retention materials are shown in Appendix F of this report: CARE Marketing Collateral.

PG&E Customer Service Office (CSO) Outreach Events
Operations at PG&E's Customer Service Offices (CSOs) were halted in March 2020 due to the pandemic and remained closed through the end of 2021. As a result, this channel was not utilized for outreach events in 2021 as in prior years.

Outbound Financial Assistance
In 2021, PG&E continued outbound case management calls to reach customers with past due amounts. The case management calls provided customers with flexible pay plans as well as information about CARE, FERA, MBL and other partner agency assistance programs such as LIHEAP. Customers who were deemed to be eligible for a specific program were enrolled.

In 2021, the campaign targeted 260,143 customers. PG&E Customer Service Representatives (CSRs) were able to make contact with 62,684 customers directly. The customers who could not be reached received a voicemail with information regarding financial assistance programs.

The campaign was also successful in identifying $12M in potential savings from rate changes. Customers with a past due balance were directed to LIHEAP where they received pledges totaling $240,744.

Table 2.4.1 Outbound Case Management Calls to Customers with Past Due Amounts	
2021	**Totals**
Number of Customers Reviewed	260,143
Customers Called	62,684
Enrolled in CARE	4,300
Enrolled in FERA	131
LIHEAP Pledge Amounts	$240,744
Total Rate Savings Identified	**$12,404,498**

Community-Based Organization (CBO) Outreach

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

PG&E partners with a network of over 400 CBOs and agencies to support PG&E's outreach to a broad and diverse set of customers, and to assist in getting critical information to hard-to-reach communities. For example, nearly 300 CBOs are signed on to receive relevant and timely information or provide services to support PSPS events.

CARE Community Outreach Contractors (COCs)

Specifically, for the CARE program, PG&E currently has 24[58] CBOs and agencies who work as CARE COCs. Each year, PG&E provides multiple trainings to new and existing CARE COCs focusing on income-qualified programs such as CARE, FERA, and ESA, along with the MBL program, as well as how to support customers in accessing and signing up for these programs via PG&E's website, online application portals, mail-in forms, and/or via the customer call center. CARE COCs also receive robust education and training around rate options, TOU rates and California's TOU transition, and the resources PG&E offers to support customers in determining the best rate for their energy usage profile. PG&E encourages CARE COCs to use a holistic approach and educate households on all the programs and offerings available to reduce energy bills, including discount programs and different rates. In 2021, COCs enrolled approximately 550 customers into the CARE program.

Throughout 2021, the operations of some CBOs across the service territory were impacted as a result of COVID-19. Many in-person community events were cancelled, as well as in-person outreach work. Some agencies continued to provide services to clients in a one-on-one structure, following COVID-19 protocols, but many direct outreach events were eliminated. PG&E utilized online webinar formats for its CBO trainings, and its CARE COCs also primarily communicated with constituents via direct mail, phone, email, or social media, rather than in-person. Throughout 2021, PG&E observed strong interest and participation from CBOs and CARE COCs in its online webinars and remote training events.

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[58] While there are fewer COCs than in prior years, PG&E has expanded the types of partnership models it has with CBOs to promote CARE, including grants and ME&O Request for Proposal (RFPs) to ensure that CBOs are an integral part of the program delivery model.

Additional Community Based Organization (CBO) Efforts related to COVID-19 Emergency Protections

Beginning in Q2 2021, PG&E expanded its CBO outreach and awareness activities related to the phase out of COVID-19 emergency consumer protections, which also included outreach on CARE and FERA. PG&E entered into paid agreements totaling $64,000, through either September 30, 2021, or December 31, 2021, with 16 CBOs (including four additional affiliate office locations) for ME&O work related to the phase out of COVID-19 emergency protections and the various assistance and bill savings programs available to customers. In Q4 2021, PG&E extended its agreements in a "Phase 2" of the project with approximately 14 CBOs to ensure its partners continue to amplify these important messages throughout Q1 2022.

PG&E has worked with each CBO on effective strategies to talk to household members about the phase out of COVID-19 emergency protections, and also included information about bill savings programs and resources such as CARE, FERA, and ESA, as well as state support opportunities including ERAP. PG&E conducted training and onboarding for "Phase 2" CBOs, providing updates on COVID-19 protections and new programs and resources,

To help aid CBOs in their outreach efforts, PG&E created a toolkit, including a fact sheet in multiple languages, social media guides, and newsletter content for the CBOs to use in their outreach efforts. CBOs participating in this ME&O used social media, newsletters, direct mail, one-on-one meetings in offices, in-person events, and food box distributions to distribute information about CARE and other programs.

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

For the May and September 2021 HER, PG&E promoted CARE in the electronic version of HER (eHER). HERs were sent to customers that were deemed eligible for the CARE program according to the propensity model in addition to customers that were currently receiving HERs. In 2021, approximately 40% of the HERs audience count were income-qualified customers.

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

PG&E leverages a multi-channel marketing strategy, using a mix of tactics that work together to drive awareness, engagement, and enrollment. Delivery of CARE messages through multiple channels and tactics enables PG&E to reach customers and ensure delivery of the CARE message. Each tactic is measured based on specific Key Performance Indicators (KPIs) including cost-per measures (e.g., cost per visit, cost per click, cost per piece, etc.), click-through and view rates, and enrollment rates depending on the data available for the specific tactic and response channel. Due to online tracking limitations, digital media enrollments driven by marketing outreach are not directly attributable at the tactic level. Overall effectiveness is evaluated based on how the tactics work together to deliver to engagement and enrollment targets.

Most outreach initiatives, including direct mail, email, and digital and print media, offer customers multiple ways to respond and apply for enrollment. In 2021, the majority of new CARE customer applications were submitted online (68%). Convenience and accessibility are two factors that continue to drive the effectiveness of this enrollment channel. Applications are available in English, Spanish and Chinese on PG&E's website. Customers enrolled using one of two options: completion of a simple form which requires no registration or via Your Account, at www.pge.com, which requires user registration.

Customers are able to enter the necessary household and income eligibility information, accept the declaration and submit the application electronically.

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

In 2021, due to the severe financial impacts of COVID-19, which disproportionately impacted income-qualified customers as well as the pausing of income verification and recertification processes for the first half of the year, PG&E has seen a growth in participation for CARE and FERA. In addition to the financial impacts from COVID-19, outreach and marketing channels were also impacted, as were PG&E's CBO partners.

As described in the CBO Outreach section of this report, many CBOs pivoted from an in-person and in-community outreach model to using more virtual approaches. CBOs utilized webinars, social media, and focused on sharing of information through online channels, including direct email and website updates.

Several barriers to participation in outreach efforts were identified by CBOs, including customer hesitancy to sign up for these programs due to fears related to immigration status, and providing utilities access to household information. CBOs, particularly small, local non-profit organizations, require funding resources in order for them to assist in amplifying messages to community members about the phase out of COVID-19 protections and the availability of utility programs and resources such as CARE.

To assist CBOs and enable them to participate, PG&E proactively created multiple short-term grants for CBOs to conduct ME&O in local communities to help increase awareness of CARE, FERA and other assistance programs. PG&E also developed and launched an extensive solicitation for CBOs to enter into paid agreements for future program years via a Q3 2021 ME&O request for proposal.

In addition, PG&E continued to address customer hesitancy by having:

- A multi-channel, multi-touch outreach approach that included automated calls, direct mail and email, as well as digital advertising.
- Simplified messaging that highlights eligibility requirements, emphasizes the ease of application, and provides step-by-step, color-aided instructions to apply.
- Visually-enticing headers and subject lines, as well as outer envelope messaging to encourage engagement.
- Recertification communication that clarifies qualification criteria, documentation needed and timing; increased urgency to comply; and
- An empathetic and friendly tone to marketing and communications materials.

PG&E recognizes the diversity of customers in its service area and continues to offer some CARE materials and services in multiple languages including English, Spanish, Chinese, Korean, Tagalog, Hmong, Russian, and Vietnamese.

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

A portion of PG&E's service area is shared with other CPUC regulated energy and water utilities. In 2021, PG&E had data sharing agreements with SoCalGas, SCE, Sacramento Municipal Utility District, California American Water, California Water Service, Del Oro Water Company, Golden State Water, Great Oaks Water, and San Jose Water. PG&E shares customer data with these utilities quarterly via an automated, secure file transfer process that extracts lists of enrolled CARE customers identified in the shared service areas.

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

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

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

Each CARE application provides a brief description of other financial assistance programs available in PG&E's service territory as well as contact numbers.

PG&E's CARE program integrated with other PG&E assistance programs to generate enrollments. CARE applications are on display and available to visitors at Cooling Centers. These centers saw lower usage in 2021 on account of the pandemic. PG&E provides the CHANGES program contractors with training and collateral to help Limited English Proficient (LEP) customers enroll in CARE and other assistance programs. PG&E also runs monthly reports of customers receiving bill payments received through CSD's LIHEAP and PG&E's REACH programs and automatically enrolls eligible customers in CARE. These efforts resulted in 15,586 new enrollments in 2021.

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

Throughout 2021, PG&E targeted existing CARE customers for outreach related to the ESA program. Because existing CARE customers were likely to qualify for the ESA program based on their income level, this was a way to ensure that the customer qualified via income guidelines. Other filters were then applied to determine those customers who had the highest likelihood of being eligible for the ESA program.

As stated in Section 2.4.5 of this report, PG&E automatically enrolls customers who receive LIHEAP and REACH assistance onto the CARE program. Furthermore, for the CARE automated phone calls, PG&E integrates information about the FERA and ESA programs. Additionally, Section 2.8.3 of this report details efforts to cross-promote Internet for All, a discounted broadband service, with CARE and other relevant offerings.

PG&E provides training to CBOs on income-qualified programs in a holistic approach to simplify the customer journey. In 2021, PG&E trained CBOs on CARE/FERA, ESA, Solar Choice, rate options including TOU and MBL, AMP, community pilots for DR, Green Saver program, energy management tools, Community Wildfire Safety program, and provided info on other government programs such as the Tenant Relief Act and the CAPP program.

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

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

Please see Section 1.3.4 of this report.

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

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

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

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

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

- Rebuilding the CARE Propensity model to improve targeting with the goal of enrolling customers.
- Continuing to optimize the multi-touch, multi-channel customer contact strategy, testing new tactics and channels.
- Using cost-effective outreach channels, such as automated phone calls, text and email to remind customers about the recertification requirement and deadlines.
- Driving customers to the online enrollment form for quicker processing and lower operational costs.
- Automatically recertifying customers who fall within the most likely qualified deciles 1-2 of the CARE Propensity Model.
- Emailing CARE and FERA customers who have selected email as preferred method of communication in English and/or Spanish that they have been approved.
- Creating a sub-meter portal for property managers to have more self-service capabilities (view monthly reports, request to remove tenants, update contract information, etc.
- Starting discussions on developing a pilot to send text messages to customers who needed to either recertify or send documentation for their PEV in order to improve recertification and PEV outcomes. This pilot will ensure customers get extra notifications before they are disenrolled from the CARE program and is scheduled to be implemented in 2022.

2.5. Processing CARE Applications

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

PG&E's process for recertifying sub-metered tenants of master-meter customers consisted of mailing the recertification package to sub-metered tenants 90 days prior to their CARE expiration date. A reminder letter was also mailed 30 days prior to their CARE expiration date, and tenants were removed from the CARE rate if they did not respond by their due date. (PG&E paused this process in April 2020 and reinstated in July 2021 for both recertification and PEV.)

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

PG&E did not have any contracts with third parties to conduct certification, recertification, and/or verification on PG&E's behalf in 2021.

2.6. Program Management

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

Issues affecting program management primarily were related to COVID-19 emergency consumer protections, and program integrity, as detailed on the following page:

Post Enrollment Verification (PEV) and High Usage (HU) PEV[59]
Due to the COVID-19 pandemic, PG&E suspended all standard and HU PEV requests, as well as the removal of customers with pending requests, through June 30, 2021, in compliance with Res. M-4849.[60]

In addition, in compliance with D.19-07-015, PG&E added customers impacted by the 2020 Wildfires, 2021 Winter Storms and 2021 Wildfires to PG&E's Emergency Consumer Protection Plan, thereby making these customers eligible for the measures under this plan. The inclusion of these customers to PG&E's Emergency Consumer Protection Plan is in response to Governor Newsom's statewide proclamations of a state of emergency due to the extensive fires and winter storms throughout California. The Emergency Disaster Relief program was designed to ensure that California utility customers who experienced a housing or financial crisis due to a disaster kept vital utility services and received financial support in the wake of a disaster.

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[59] CPUC Resolution M-4833 directed IOUs to freeze CARE program post-enrollment verification (PEV) in the counties impacted by the California wildfires. PG&E expanded the CARE PEV freeze to customers in affected counties where a state of emergency proclamation was issued by the Governor of California due to a disaster that resulted in PG&E's inability to deliver utility services to customers and remains in place for one year from the date of the proclamation. D.19-07-015 extends PG&E's Emergency Consumer Protection Plan to include residential and non-residential customers in areas where a state of emergency proclamation is issued by the California Governor's Office or the President of the United States where the disaster has either resulted in the loss or disruption of the delivery or receiptof utility service, and/or resulted in the degradation of the quality of utility service.

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

Table 2.6.1 CARE Program PEV Freezes			
Date of Proclamation	**Disaster Name**	**Affected Areas or ZIP Codes**	**Date when Protection Ends**
October 2019	Kincade Wildfire	Sonoma County	Extended through June 30, 2021 due to COVID-19 protections.
December 2019	Paradise Wildfire	Town of Paradise	Extended through June 30, 2021 due to COVID-19 protections.
March 2020	COVID-19 Pandemic	All PG&E Service Territory	June 30, 2021
August 2020	CZU, LNU, SCU, and Lightning Complex Fires	93210, 93635, 93657, 93667, 93901, 93905, 93906, 93908, 93920, 93921, 93923, 93924, 93925, 93926, 93930, 93933, 93940, 93953, 93960, 93962, 94020, 94021, 94028, 94060, 94062, 94074, 94305, 94508, 94509, 94513, 94514, 94515, 94517, 94527, 94531, 94533, 94534, 94535, 94536, 94538, 94539, 94546, 94550, 94551, 94552, 94558, 94559, 94562, 94566, 94567, 94571, 94574, 94585, 94586, 94588, 94937, 94940, 94950, 94956, 94971, 95005, 95006, 95007, 95013, 95017, 95018, 95020, 95021, 95023, 95030, 95035, 95041, 95060, 95062, 95066, 95073, 95103, 95112, 95113, 95118, 95122, 95123, 95125, 95126, 95127, 95129, 95131, 95132, 95133, 95136, 95138, 95140, 95148, 95150, 95202, 95219, 95304, 95305, 95311, 95321, 95322, 95347, 95356, 95360, 95361, 95363, 95366, 95376, 95387, 95391, 95412, 95421, 95422, 95425, 95426, 95428, 95436, 95441, 95446, 95448, 95450, 95457, 95461, 95467, 95471, 95546, 95573, 95606, 95607, 95616, 95627, 95637, 95679, 95687, 95688, 95694, 95696, 95833, 95912, 95919, 95926, 95927, 95928, 95934, 95939, 95941, 95942, 95947, 95954, 95956, 95959, 95963, 95965, 95966, 95969, 95971, 95973, 95978, 95979, 95983, 95988 and 96074	September 1, 2021
September 2020	Creek Wildfire	93643, 93664, 93602, 93667, 93644, 93634 and 95338	October 1, 2021
September 2020	Oak Wildfire	95490	October 1, 2021
September 2020	Glass and Zogg Wildfires	94508, 94515, 94562, 94567, 94573, 94574, 94576, 95401, 95402, 95404, 95405, 95406, 95407, 95409, 96001, 96007, 96022, 96047 and 96049	October 1, 2021

The HU PEV process targeted CARE customers with usage above 400% of baseline in three or more monthly billing cycles over the past year and required them to complete the PEV documentation. PG&E's HU PEV results for 2021 are reported in Appendix B of this report: CARE Table 13 – CARE High Usage Verification Results.

In addition, PG&E identified an issue with categorical enrollment into the ESA program, as detailed in ESA Section 1.4.2 of this report. While the issue was related to ESA program enrollment, some customers were removed from CARE as a result, because they did not meet the income guidelines.

2.7. Pilots

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

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

In 2021, the CHANGES program continued to provide outreach and education, and assist with issues regarding natural gas and electricity bills or service delivery to LEP customers in the language of their choice through a statewide network of CBOs. The IOUs continued to work with CHANGES implementers to maintain reporting procedures to evaluate individual cases and the group workshops/presentations conducted by CBOs.[61] For the period that consumer protections were put into place during the pandemic through July 2021, the IOUs experienced a decrease in escalated requests for assistance.

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

PG&E has a dedicated CHANGES hotline that connects CHANGES CBOs to PG&E's Senior Service Representatives (SSRs). The streamlined approach to connect CHANGES CBOs to trained SSRs helped establish recognition of CHANGES CBOs' purpose and improved responsiveness to customers' time-sensitive energy billing/service needs.

From January 2021 through October 2021[62], consumer education was provided to 11,882 consumers through the CHANGES program. [63] Education sessions were held in a mix of one-on-one and group sessions. Education materials are available as fact sheets on the CPUC Website: https://www.cpuc.ca.gov/about-cpuc/divisions/news-and-public-information-office/consumer-affairs-branch/team-and-changes-programs.

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

[62] CHANGES data was removed from the ESA/CARE monthly reports effective November 2021.

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

In 2021, PG&E contributed a total $555,754 to the CHANGES program.

Table 2.7.1.1 CHANGES Disputes Resolution – January through October 2021	
Arrearage Management Plan	13
Assisted Client with Making a Payment	2
Bill Adjustment	11
CARE/FERA	8
CARE High Energy User Document Submission	3
CARE Recertification/Audit	2
Changed Consumer Information on Account	3
ESA Program	1
Electricity Aggregation	255
Energy Audit	10
Enroll in Energy Assistance Programs	81
Enroll in Medical Baseline	10
Gas Aggregation	248
LIHEAP	50
Meter Service or Testing	5
Other Payment Assistance (private, faith based, etc.)	8
Payment Plan	2
REACH	1
Report Scam	2
Scheduled Customer Service Visit	1
Set Up New Account	2
Set Up Online Access	2
Solar	10
Third Party Notification	9
Total	**739**
Note: The total number of services may exceed the total number of cases because some cases will include more than one service provided. Support for dispute resolutions was provided in the following languages: Cambodian, Cantonese, Dari, English, English – Native American, Farsi, Hmong, Korean, Mandarin, Pashto, Portuguese, Spanish, Urdu, and Vietnamese.	

Table 2.7.1.2 CHANGES Needs Assistance – January through October 2021	
Assisted with CARE Recertification/Audit	2
Assisted with Changes to Account	4
Add/Remove Automatic Payments	594
Add/Remove Paperless Billing	174
Arrearage Management Plan	6
Assisted with Changes to Account	11
Assisted with Closing Account	5
Assisted with Making a Payment	148
Bill Amount Adjusted	149
Billing Language Changed	50
CARE/FERA	1
Changed Consumer Information on Account	23
Collections	33
COVID-19 Emergency Utility Assistance	57
ESA Program	4
ESAP	18
Electricity Aggregation	11
Energy Assistance Fund	9
Energy Efficiency Survey Tool	16
Enroll in Demand Response Program	1682
Gas Aggregation	278
LHEAP	83
Medical Baseline	3
Other Payment Assistance (private, faith based, etc.)	84
Payment Extension	308
Payment Plan	36
REACH	1
Rate Plan Selection Assistance	1
Report Safety Problem	4
Reported Scam	3
Scheduled Customer Service Visit	23
Set Up Energy Alerts	11
Set Up New Account	3
Set Up Online Account Access	8
Solar	1
Stop Disconnection	1
Reported Safety Problem	2
Third Party Notification	4
Total	**3,845**
Note: Support for “needs assistance” was provided in the following languages: Cambodian, Cantonese, Dari, English, Eritrean, Hmong, Japanese, Karen, Korean, Laotian, Mandarin, Pashto, Portuguese, Samoan, Spanish, Tagalog, Urdu, and Vietnamese.	

2.7.2. Studies

See ESA Section 1.9.1 of this report for details of the 2022 LINA Study.

2.7.3. Miscellaneous: Describe coordination efforts with the California Emerging Technology Fund to promote affordable broadband.

D.21-06-012 directed the IOUs to coordinate with CETF to cross-promote affordable broadband programs with current ESA/CARE/FERA marketing efforts per the terms of the Joint Stipulation.[64] Among the agreements detailed in the Joint Stipulation, the IOUs agree include *"telephone and weblink to its website and integrate an affordable broadband offer into select CARE, ESA, and/or FERA direct marketing materials biannually. CETF will also have an opportunity to include affordable broadband offer materials into ESA education kits, and present affordable broadband opportunities to CBOs and ESA contractors during IOUs respective relevant meetings."* [65]

In August 2021, PG&E and CEFT met by phone and discussed the implementation and timing of several joint marketing efforts in accordance with the terms of the Joint Stipulation.

In 2021, to support the integration of broadband discount messaging twice annually in select CARE, FERA and/or ESA direct marketing materials, PG&E included messaging for Internet for All in retention and customer support email campaigns targeted to CARE- or FERA-enrolled customers in its November marketing materials to customers recently enrolled in the COVID-19 Relief Payment Plan and in its December email campaign promoting AMP, a pricing plan for income-qualified customers. PG&E also updated its webpage to include information for low-cost home internet options and a link to the website designated by CETF in Q4 2021.

In addition, CETF presented at PG&E's Q4 2021 CBOs training in December. PG&E also shared a list of CBO partners with CETF.

PG&E will work with its ESA contractors in 2022 to begin incorporating CETF materials in ESA education kits. PG&E will continue to provide periodic updates to its website to connect its customers to CETF's affordable internet program in 2022.

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64 D.21-06-015, p. 268.

65 D.12-06-015, p.66.

3. CARE Expansion Program

3.1. Participant Information

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

See Appendix B of this report: CARE Table 12 – CARE Expansion Program.

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

Of the tenants residing within CARE expansion program qualified facilities, approximately 91,623 were receiving the electric CARE discount and 90,555 were receiving the gas CARE discount by December 31, 2021. This represents the total number of residents housed in all facilities, both residential and commercial.

3.2. Usage Information

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

PG&E provides the average monthly usage by energy source per facility in Appendix B of this report: CARE Table 12 – CARE Expansion Program.

3.3. Program Costs

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

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

3.3.1.1. Discount Information

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

Electric:	$7,368,008
Gas:	$1,753,484
Total:	$9,121,492

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

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

Electric:	$565.68
Gas:	$202.08

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

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

Electric:	$5,673.47
Gas:	$1,949.45

3.4. Outreach – CARE Expansion

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

For utility outreach activities and those undertaken by third parties on the utility's behalf, please see Section 2.4.1 of this report.

3.4.2. Discuss each of the following:

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

PG&E finds direct marketing, and partnerships with CBOs, and targeted outreach to group living facilities, agricultural employee housing, and other eligible nonprofit organizations as the most effective outreach method. PG&E measures success by the number of enrolled CARE participants as compared to the percent of likely eligible CARE customers. As discussed in Section 2.4 of this report, outreach efforts in 2021 were largely conducted virtually due to COVID-19, including both PG&E and its CBO partners conducting remote webinars or using social media, rather than being able to conduct as many in-person or in-community outreaching activities compared to pre-pandemic operations.

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

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

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

Due to customer protections that were put in place, no barriers to participation were encountered in 2021.

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

In A.19-11-003, PG&E proposed improving program delivery and processing of applications: a four-year recertification period for non-profit group living facilities, agricultural employee housing facilities and migrant farm worker housing centers (known as the CARE Expansion Program)[66]. The Commission agreed with PG&E's proposal and that by extending the administrative burden on these organizations, potentially increase program enrollment rate, and mitigate eligible organizations from losing their CARE discount.[67] The Commission directed the IOUs to implement this change statewide.[68] After D.21-06-015 was issued, PG&E started the process of making the necessary changes for recertification.

3.5. Program Management

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

As mentioned in Section 3.3 of this report, CARE expansion outreach efforts continued to be constrained by the ongoing COVID-19 pandemic and were largely addressed by shifting to remote and digital outreach.

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

[67] D.21-06-015, pp 33-34.

[68] D.21-06-015 Order Paragraph 6: The California Alternate Rates for Energy (CARE) recertification period for the CARE Expansion program is modified from two years to four years.

4. Fund Shifting

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

PG&E's fund shifting activities included moving funds between EE subcategories to cover the overspend of $1,965,349 Electric and $3,084,067 Gas within 2021, $38,031,298 carried forward from 2020 to 2021 and $33,308 carried back from 2022 to 2021. Detailed information can be found in Appendix B of this report: ESA Table 12 – Fund Shifting.[69]

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

PG&E's CARE fund shifting activity included moving $385,222 from the Outreach category to IT Programming category, and $30,754 from the Outreach category to the CHANGES Program category.[70]

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

There was no ESA or CARE program fund shifting activity that occurred in 2021 that fell outside of the fund shifting guidelines in D.12-08-044, as updated in D.16-11-022, D.17-12-009, and D.21-06-015.

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[69] In compliance with D.12-080-44, as updated in D.16-11-022, D.17-12-009 and D.21-06-015.

[70] In compliance with D.12-08-044, as updated in D.16-11-022, D.17-12-009 and D.21-06-015.

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

AB	Assembly Bill
ACS	American Community Survey
AL	Advice Letter
BayREN	Bay Regional Energy Network
CAM	Common Area Measure
CAPP	California Arrearage Payment Program
CARE	California Alternate Rates for Energy
CBO	Community-Based Organization
CETF	California Emerging Technology Fund
CHANGES	Community Help and Awareness of Natural Gas and Electric Services Program
COC	Community Outreach Contractor
CPS	Current Population Survey
CPUC	California Public Utilities Commission
CSD	California Department of Community Services and Development
CSO	Customer Service Office
CSR	Customer Service Representative
D.	Decision
DAC-SASH	Disadvantaged Communities – Single-family Solar Homes
DR	Demand Response
DWM	Department of Weights and Measures
EBT	Electronic Benefit Transfer
ED	Energy Division
EDD	Employment Development Department
EE	Energy Efficiency
ERAP	Emergency Rental Assistance Program
ESA	Energy Savings Assistance
ESA Pilot Plus/Deep	ESA Pilot Plus and Pilot Deep Program
EUI	Energy Use Intensity
FERA	Family Electric Rate Assistance
FPG	Federal Poverty Guideline
GTSR	Green Tariff Shared Renewables
HA	Housing Authority

HER	Home Energy Report
HHS	Health and Human Services
HU	High Usage
HVAC	Heating, Ventilation, and Air Conditioning
IOU	Investor-Owned Utility
kW	Kilowatt
kWh	Kilowatt Hour
LEP	Limited English Proficient
LIHEAP	Low Income Home Energy Assistance Program
LINA	Low Income Needs Assessment
LIWP	Low Income Weatherization Program
M	Million (in dollars)
M&O	Marketing and Outreach
MBL	Medical Baseline
ME&O	Marketing, Education and Outreach
MESP	Multifamily Energy Savings Program
MF	Multifamily
MHP	Mobile Home Park
mWh	Megawatt Hour
NEB	Non-Energy Benefit
NGAT	Natural Gas Appliance Testing
NMEC	Normalized Metered Energy Consumption
OP	Ordering Paragraph
PEV	Post-Enrollment Verification
PG&E	Pacific Gas & Electric Company
PPRS	Post-Pandemic Return to Service
PSPS	Public Safety Power Shutoff
PY	Program Year
Q1	First Quarter
Q2	Second Quarter
Q3	Third Quarter
Q4	Fourth Quarter
REACH	Relief for Energy Assistance through Community Help
Res.	Resolution
REU	Redding Electric Utility
SASH	Single Family Affordable Solar Homes

SDG&E	San Diego Gas and Electric Company
SGIP	Self-Generation Incentive Program
SJV	San Joaquin Valley
SoCalGas	Southern California Gas Company
SPOC	Single Point of Contact
SSI	Social Security Income
TANF	Tribal Temporary Assistance for Needy Families
TOU	Time-of-Use
WE&T	Workforce Education and Training
WG	Working Group

6. Appendix A: PG&E's 2021 ESA and CARE Program Compliance and Activities

No.	ESA/CARE Activity	CPUC Directive	Directive Reference	Action Required	Completed Date
1	PG&E completed LifeLine/CARE-ESA leads generation data shares on January 14, 2021 and July 14, 2021.	Non-Standard Disposition Letter	P.13	PG&E will share data with the CPUC Communications Division twice a year or biannually on January 15th and July 15th. The first data sharing occurrence will be on January 15th, 2019.	1/14/2021 and 1/14/2021
2	PG&E has updated its monthly reporting to include the required information.	Res.E-5074	P.14, Part 2	[As part of the Monthly Report] Each IOU will report as part of their monthly ESA/CARE reporting the status of repayment for all advances made to Contractors in their service territory. Within 30 days of an affirmative vote on this Resolution, the IOUs shall work with Energy Division staff to incorporate this reporting into the IOUs' monthly reporting. This reporting will begin after the first full month of the six-month PPRS credit-earning period.	Recurring on monthly basis through the end of 2021
3	PG&E included the required information in its monthly and annual reports starting in its August 2017 monthly report and the 2017 annual report.	D.17-12-009	OP11	FOR THE MONTHLY REPORT: The four large Investor Owned Utilities' (Pacific Gas and Electric Company, San Diego Gas & Electric Company, Southern California Edison Company, Southern California Edison Company) (IOUs') shall not count a household as "treated" if provided energy education alone. The four large IOUs must track and report all households that only receive Energy Education in their monthly and annual compliance reports. Households receiving only education will not be permitted to self certify and these households will be required to demonstrate their eligibility to receive energy education.	Recurring on monthly and annual basis
4	The annual estimate of customer eligible for the CARE program was filed on February 12, 2021.	D.16-11-022	Email Ruling dtd 12/21/2016	File the annual estimate of customers eligible for the CARE program by February 12th each year; this annual filing was not included in D.16-11-022, so was requested in the Motion for Extension on 12/9/16.	2/12/2021
5	PG&E included the required information in its monthly and annual reports.	D.17-12-009	OP11	FOR THE MONTHLY REPORT: The four large Investor Owned Utilities' (Pacific Gas and Electric Company, San Diego Gas & Electric Company, Southern California Edison Company, Southern California Edison Company) (IOUs') shall not count a household as "treated" if provided energy education alone. The four large IOUs must track and report all households that only receive Energy Education in their monthly and annual compliance reports. Households receiving only education will not be permitted to self certify and these households will be required to demonstrate their eligibility to receive energy education.	Recurring on monthly and annual basis
6	PG&E provided the updates as directed at the quarterly LIOB meetings held on 3/11/2021, 6/17/2021, 10/4/2021, and 12/15/2021.	D.17-12-009	Text -various	LIOB reporting requirements: P.40,IOUs shall continue to report on its balances of unspent and underspent funds to both the Commission in its ongoing reports and in its reports to the LIOB. IOUs shall report on factors driving unspent fund balances, steps taken to appropriately deploy funds, and make suggestions to the mid-cycle Wkg Grp about adjustments that would help deploy funds authorized by this Decision. P.54,Order tracking of customers who elect to "opt-in" to a new DR, TOU, or Critical Peak Pricing (CPP) program, and report that information in the IOUs' ESAP annual reports, and in quarterly reports to the LIOB providing ESA updates. P. 196,IOUs shall report quarterly to the LIOB, and annually in their report to the Commission on Multi-Family common area measure participation, program spending, and provide an analysis of treatment results including, but not limited to, energy and water/energy nexus savings. P.327, ... because several proceedings will benefit from the development of these My Energy/My Account upgrades, carefully track their costs, so that these costs can be considered in this and other proceedings' decision making related to cost effectiveness. Otherwise, the CARE and ESA programs will appear more costly than they truly are (given that all costs are allocated to them, but only some of the benefits), and programs in other proceedings will appear less costly than they truly are (because they receive the benefits of these efforts, without being allocated their costs). We therefore direct the IOUs to track the costs of the above efforts as a separate line item in their annual reports, if any, to identify all of the programs or initiatives that will be able to benefit from them, and to coordinate with the relevant proceedings so that the relevant costs can be considered in those proceedings' cost effectiveness decision making. These findings should be reported in the CARE ESA Annual Report, and to the LIOB P.365-366, With budgets adopted in this Decision, we expect the IOUs to keep pace with the expenditures and to report at least quarterly to the LIOB (in addition to the existing monthly reports to the Commission's ED) and in their annual reports about progress toward achievement of program goals and levels of spending.	3/11/2021, 6/17/2021, 10/4/201, and 12/15/2021
7	PG&E provided the updates as directed at the quarterly LIOB meetings held on 3/11/2021, 6/17/2021, 10/4/2021, and 12/15/2021.	D.20-08-033	OP10	Pacific Gas & Electric Company, Southern California Edison Company, San Diego Gas & Electric Company, and Southern California Gas Company shall report all bridge funding activity, including identifying the specific funding amounts and sources (unspent and uncommitted, unspent and committed, new collections, other), in their ongoing Low-Income Oversight Board quarterly updates.	3/11/2021, 6/17/2021, 10/4/201, and 12/15/2021
8	The Q3 and Q4 CHANGES meetings were held on 9/24/2021 and 12/10/2021 respectively.	D.15-12-047	OP 18b	Pacific Gas and Electric Company, Southern California Edison, Southern California Gas Company, and San Diego Gas & Electric Company shall continue to be involved in the ongoing Community Help and Awareness of Natural Gas and Electricity Services (CHANGES) program, at a minimum, in the following ways: b. The IOUs are directed to communicate with the CSID and Energy Division regarding any changes in utility residential programs, rate structures, or rate increases prior to their implementation.	3/11/2021
9	PG&E reported on CHANGES in all ESA/CARE Monthly Reports in 2021 (see CARE Tables 9-11) and in the 2021 annual report.	D.17-12-009	OP11	FOR THE MONTHLY REPORT: The four large Investor Owned Utilities' (Pacific Gas and Electric Company, San Diego Gas & Electric Company, Southern California Edison Company, Southern California Edison Company) (IOUs') shall not count a household as "treated" if provided energy education alone. The four large IOUs must track and report all households that only receive Energy Education in their monthly and annual compliance reports. Households receiving only education will not be permitted to self certify and these households will be required to demonstrate their eligibility to receive energy education.	Recurring on monthly and annual basis
10	The five CARE groups discussed in the ordering paragraph are being identified in the ESA database accessible by the ESA contractors. To help ESA contractors with targeting these CARE customer groups, PG&E has created five reports in Energy Insight (EI) – one for each CARE group. ESA implementers and contractors can log into EI and run these reports on demand. These reports contain customer information such as name, address and phone number and the last ESA treatment date to determine if a customer is eligible for go-back.	D.17-12-009	OP 108	110. Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company shall provide consistent and uniform information to their Energy Savings Assistance (ESA) Program outreach contractors. ESA Program leads must include new California Alternate Rates for Energy (CARE) Program customers, CARE Program customers with high energy usage, those recently moved, and those who have provided income documentation for the CARE Program certification and recertification process (excluding any customers who have already participated in the ESA Program at their current address). Where applicable, all leads must be provided within six months of the triggering event, and shall indicate what the triggering event was, so that contractors can tailor their outreach to the specific customer's situation.	3/29/2021
11	PG&E instructed ESA subcontractors to prioritize six groups of CARE customers for targeted outreach for ESA program enrollment: New CARE enrolled customers, CARE enrolled electric high energy users, CARE enrolled gas high energy users, CARE enrolled customers who underwent Post-Enrollment Verification (PEV) within the last 2 years, and Customers who have been enrolled in CARE for 6 or more years at their current address but have not participated in ESA	D.17-12-009	OP 110	112. Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company (large electric Investor Owned Utilities) shall use the discretion set forth in Decision 14 08 030 in regard to setting a monthly referral ceiling to address and deal with the pacing of program implementation and delivery in regard to customers who have usage at or above the 90th percentile of amongst those not subject to the current High Usage Post Enrollment Verification process, have also been on the California Alternate Rates for Energy (CARE) Program rate at the same meter for at least six years, and have not participated in the Energy Savings Assistance (ESA) Program at their current meter location. The large electric Investor Owned Utilities must first target CARE Program customers with the highest usage and longest tenancy on the CARE Program and prioritize their outreach and mandatory enrollment into the ESA Program. Priority shall also be given to customers affected by the natural gas outage at Aliso Canyon.	3/29/2021
12	The CARE group (enrolled in CARE for 6 or more years at the same meter) discussed in the ordering paragraph is being identified in the ESA database accessible by the ESA contractors. To help ESA contractors with targeting this CARE customer group, PG&E created a report in Energy Insight (EI). ESA implementers and contractors can log into EI and run this report on demand. The report contains customer information such as name, address and phone number.	D.17-12-009	OP 109	Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company shall target California Alternate Rates for Energy Program customers at or above the 90th percentile of usage amongst those not subject to the current High Usage Post Enrollment Verification process (namely those who have never exceeded 400% of baseline consumption), who have also been on the CARE Program rate at the same meter for at least six years and have not participated in the Energy Savings Assistance (ESA) Program at their current meter location.	3/29/2021
13	PG&E has established a "Payback Period" and repayment schedule(s) as directed in Res. E-5074 for its prime contractors who accepted advance payments.	Res.E-5074	OP 7, part 1	Pacific Gas and Electric Company shall set up a "Payback Period" for Prime Contractors who accepted advance payments commencing on the date that the Energy Savings Assistance workforce returns to servicing households until no later than December 31, 2021. Any repayment term included in an Investor Owned Utility offer should be expressly stated as a placeholder term only, and accompanied by clear guidance to the Prime that they have until the start of the six-month Post Pandemic Return to Service credit-earning period to set a schedule and increments for repayment to the Investor Owned Utilities.	4/1/2021
14	On April 13, 2021, the IOUs discussed the topics at the quarterly IOU/CPUC/CSD meeting.	D.19-06-022	text - p.12	The IOUs are accountable to meet an interim progress milestone, where the IOU must treat at least half of the bridge retreatment goal for the period January 1, 2021-March 31, 2021 and retain enough budget to treat the remaining homes in for the bridge period goal by June 30, 2021.	4/13/2021
15	PG&E filed Advice Letter 4420-G/6163-E on April 15, 2021.	D.19-06-022	OP 4	4. On April 15, 2021 the four large Investor-Owned Utilities Pacific Gas & Electric Company, Southern California Edison Company, San Diego Gas & Electric Company, and Southern California Gas Company shall submit a second tier 1 Advice Letter documenting retreatments and budgets associated with the interim progress milestone identified in Section 5 of this Decision and overall bridge budget and retreatment goal.	4/15/2021
16	PG&E tracked the numbers of ESA "first touches" versus "go backs," the energy savings resulting from the treatment from the "go back," and additional measures to determine what percentage of the utility's energy savings target is a result from a "go back" versus a "first touch" for a customer for reporting in its ESA-CARE Annual Reports (ESA Table 2).	D.17-12-009	ESA Reporting >text=various	Text p.69: We direct the utilities to track in its reporting how many visits are "first touches" (households that have not received ESA treatment) versus "go backs." The utilities should track the number of "go backs," the energy savings resulting from the treatment from the "go back" and additional measures to determine what percentage of the utility's energy savings target (as discussed above) is a result from a "go back" versus a "first touch" for a customer.	Recurring on annual basis

No.	ESA/CARE Activity	CPUC Directive	Directive Reference	Action Required	Completed Date
17	PG&E included cooling center costs in their GRC proceeding for 2023.	D.16-11-022	OP 116	116. Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company (electric Investor-Owned Utilities) shall include cooling center costs in their General Rate Case Proceedings going forward. The electric Investor Owned Utilities are authorized to continue to utilize California Alternate Rates for Energy Program administrative dollars for cooling center activity, only until each utility's next General Rate Case.	6/30/2021
18	A Joint Utility Public Meeting regarding CARE, FERA and ESA 2020 Programs was held on June 30, 2021. The IOUs included discussion of CSD leveraging activity (which was also described in the presentation slide).	D.17-12-009	text-p63	D.17-12-009: ...we retain the directive for the IOU's to host a workshop with CSD. For efficiency, this workshop shall be incorporated in the public meetings directed in D.12-08-044, OP 5 directing the IOUs' to review and discuss the prior years' CARE and ESA Program activities. D.12-08-044: These Utilities shall convene a minimum of one public meeting per year, within 60 days of their filing of the annual reports and other public meetings as deemed necessary by either the Utilities, ED, the ALJ or the Commission.	6/30/2021
19	On July 19, 2021, PG&E and SDG&E issued a notice to service lists A.19-11-003, R.13-11-005, R.15-03-010 calling for interested qualified consumer representatives and non-market participants who do not have a financial interest in the outcome of the Energy Savings Assistance Solicitations to serve on its Energy Savings Assistance Procurement Review Group (ESA PRG).	D.21-06-015	Attachment 4 Section C	To help form this low-income statewide PRG, the lead IOUs will issue a notice to the service list, and related lists, informing them of the MFWB program solicitation and opportunity to participate in the PRG	7/19/2021
20	PG&E continued to issue its monthly and annual reports for CARE, FERA, and ESA in PDF and spreadsheet format and sent them to the service lists of the appropriate proceedings while the feasibility of a data visualization dashboard is being assessed.	D.21-06-015	OP188	Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company must each continue to issue its monthly and annual Energy Savings Assistance (ESA), California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA) reports in PDF and spreadsheet format and send it to the service lists of the appropriate proceedings during and after construction of the online data management and visualization dashboard. If the Utilities or Energy Division determines that the online data management and visualization dashboard could replace the need for spreadsheets and PDF reports, the Utilities must file a Tier 2 advice letter requesting that the annual data reporting medium and process for the ESA, CARE and FERA programs be updated to reflect this change.	Recurring on monthly and annual basis
21	PG&E has been auto-enrolling customers into FERA if they are denied for CARE since 2013.	D.21-06-015	OP30	Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company must automatically enroll all customers who apply but do not qualify for the California Alternate Rates for Energy program but qualify for Family Electric Rate Assistance (FERA) program, into the FERA program, if not already currently doing so.	7/26/2021
22	The statewide ESA Policy and Procedures describes tasks required during customer home visit which includes enrollment and home assessment (in section 4). Current ESA Training Curriculum also trains ESA contractor to conduct enrollment during the home assessment visit.	D.21-06-015	OP52	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company must continue to offer the existing enrollment processes where households can enroll during an in-home assessment with a contractor.	7/27/2021
23	PG&E has sufficient fund in its ESA program balancing account for advance payments/PPRS credit therefore PG&E didn't file a Tier 2 Advice Letter for tracking these costs associated with complying with Resolution M-4842 in the COVID-19 memorandum accounts. The expenses for advance payments/PPRS credit from ESA balancing account are reported in monthly report Table 8.	Res.E-5074	OP 6	Pacific Gas and Electric Company shall, in the event that the Investor Owned Utilities anticipate incurring costs as a result of advance payments that the existing Energy Savings Assistance Program balancing account will not have sufficient funds to cover, file a Tier 2 Advice Letter for tracking these costs associated with complying with this Resolution in the COVID-19 memorandum accounts as set out by Resolution M-4842.	7/30/2021
24	PG&E updated contracts with its CBOs to reflect the inclusion of FERA program and increased capitation fee.	D.21-06-015	OP32	Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company must establish a new capitation program for the Family Electric Rate Assistance program similar to the California Alternate Rates for Energy capitation program and provide a reimbursement rate of up to $30 per enrollment.	7/30/2021
25	On August 2, 2021, PG&E submitted a Tier 1 Advice Letter (4472-G) to document its Energy Savings Assistance (ESA) Multifamily Common Area Measure (MF CAM) Program budgets and annual property treatment targets for program year 2021 and 2022. The Advice Letter also discusses progress on spending unspent funds.	D.21-06-015	OP148	Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company must file a Tier 1 advice letter within 60 days after the approval of this decision with the updated Energy Savings Assistance (ESA) multifamily common area measure budgets for the remainder of program year 2021 and 2022, with the amounts being supplemented by the unspent and uncommitted common area measures funding remaining as of June 30, 2021 as well as annual property treatment targets.	8/2/2021
26	PG&E updated its contractor training materails to incorporate the tier structure. The updates were communicated to the contractors in the Februry 18, 2022 issue of the 5 Minute Meeting brochure.	D.21-06-015	OP99	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company must incorporate training related to the new Energy Savings Assistance program tiered measure offerings by customer segments/ need state to ensure that all contractors are well versed in distinguishing which tier might best fit the customer prior to the in home visits. The Utilities shall ensure that all the training provided builds upon existing soft and technical skills and promotes direct access to employment (to Energy Savings Assistance and the broader energy efficiency industry).	8/10/2021
27	$650,000 was disbursed to MCE on August 28, 2021.	D.21-06-015	158	"Marin Clean Energy's Low Income Families and Tenants (LIFT) pilot will be extended until December 31, 2023, with the following requirements and guidance: • Funding for the LIFT pilot will be extended through 2023 at an annual budget of $1.3M or $3.25M total. As in D.17-12-009, Pacific Gas and Electric Company shall collect and transfer these funds to Marin Clean Energy."	8/30/2021
28	On September 1, 201, the IOUs jointly submitted a Advice Letter (4482-G/6314-E) detailing the ESA Program design and delivery of the treatment tiers including the set of measures offered within each treatment tier and the customer segments or need states eligible for each treatment tier. In the Advice Letter, the IOUs also propose a consistent definition for low, medium, and high usage customers, review the measure mix using the 0.30 Energy Savings Assistance Cost Effectiveness Test (ESACET) criteria, and identify the results.	D.21-06-015	OP49	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company must allow customers to self-certify that they meet the Energy Savings Assistance (ESA) program income eligibility requirement to receive ESA basic measures, which may include energy education, LED light bulbs and smart power strips, and Energy Conservation Savings Kits. Measures requiring modifications to dwellings, which includes grounding, such as refrigerators, portable air conditioners, and smart thermostats, are exempt from this requirement to be provided to self-certifying customers. The Utilities must file as part of the joint Tier 2 advice letter compliance filing which set of measures, including those provided through self-certification and those that are exempt, will be part of the "basic" offerings, per Attachment 3.	9/1/2021
29	On September 1, 201, the IOUs jointly submitted a Advice Letter (4482-G/6314-E) detailing the ESA Program design and delivery of the treatment tiers including the set of measures offered within each treatment tier and the customer segments or need states eligible for each treatment tier. In the Advice Letter, the IOUs also propose a consistent definition for low, medium, and high usage customers, review the measure mix using the 0.30 Energy Savings Assistance Cost Effectiveness Test (ESACET) criteria, and identify the results.	D.21-06-015	OP84	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company must complete the review of the Energy Savings Assistance program measure mix using the 0.30 ESACET criteria and identify the results when submitting the joint Tier 2 advice letter compliance filing, per Attachment 3.	9/1/2021
30	On September 1, 201, the IOUs jointly submitted a Advice Letter (4482-G/6314-E) detailing the ESA Program design and delivery of the treatment tiers including the set of measures offered within each treatment tier and the customer segments or need states eligible for each treatment tier. In the Advice Letter, the IOUs also propose a consistent definition for low, medium, and high usage customers, review the measure mix using the 0.30 Energy Savings Assistance Cost Effectiveness Test (ESACET) criteria, and identify the results.	D.21-06-015	OP62	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company must continue to target and treat Energy Savings Assistance program customers within the mobile home sector who are a part of multiple need states.	9/1/2021
31	On September 1, 201, the IOUs jointly submitted a Advice Letter (4482-G/6314-E) detailing the ESA Program design and delivery of the treatment tiers including the set of measures offered within each treatment tier and the customer segments or need states eligible for each treatment tier. In the Advice Letter, the IOUs also propose a consistent definition for low, medium, and high usage customers, review the measure mix using the 0.30 Energy Savings Assistance Cost Effectiveness Test (ESACET) criteria, and identify the results.	D.21-06-015	OP70	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company must develop and maintain a list of Energy Savings Assistance program measures, that should be offered throughout the state, even if a measure would only be installed if it is cost effective for a specific utility or climate zone or offers a health, comfort and safety benefit and is appropriate considering the Utilities' proposed program delivery model and the customer segmentation. The Utilities must note whether the measure is consistent or different across the utilities, both for the post-decision joint Tier 2 advice letter compliance filing, per Attachment 3, as well as in the ongoing Policies and Procedures Manual, across all utility territories.	9/1/2021

No.	ESA/CARE Activity	CPUC Directive	Directive Reference	Action Required	Completed Date
32	PG&E, along with other IOUs, filed their ESA Program Solicitation Plans which include the following: Projected solicitation timing, an overview of stages/process the solicitation will follow, the platforms/websites bidders can expect to find, or be alerted of upcoming solicitations, any other already known contract scope, bidder eligibility requirements, or other information to help potential bidders prepare, whether a Procurement Review Group (PRG) and an Independent Evaluator (IE) will be used in the solicitation process, for all solicitations to be issued for the ESA Program. The IOUs also provided timely updates to the proceeding service list whenever there are new solicitation opportunities during the program cycle.	D.21-06-015	OP109	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company must jointly communicate to the proceeding service list within 90 days after the approval of this decision i) the projected solicitation timing, ii) an overview of stages/process the solicitation will follow, iii) the platforms/websites bidders can expect to find, or be alerted of upcoming solicitations, iv) any other already known contract scope, bidder eligibility requirements, or other information to help potential bidders prepare and v) whether a Procurement Review Group and an Independent Evaluator will be used in the solicitation process, for all solicitations to be issued for the Energy Savings Assistance program. The Utilities must provide a timely update to the proceeding service list whenever there are new solicitation opportunities during the program cycle.	9/1/2021 and on as needed basis
33	On September 1, 201, the IOUs jointly submitted a Advice Letter (4482-G/6314-E) detailing the ESA Program design and delivery of the treatment tiers including the set of measures offered within each treatment tier and the customer segments or need states eligible for each treatment tier. In the Advice Letter, the IOUs also propose a consistent definition for low, medium, and high usage customers, review the measure mix using the 0.30 Energy Savings Assistance Cost Effectiveness Test (ESACET) criteria, and identify the results.	D.21-06-015	OP71	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company must map the list of Energy Savings Assistance program measures to the proposed customer segments, as well as the treatment tiers, and to note where they are consistent or different across the Utilities, in the joint compliance advice letter filing, per Attachment 3.	9/1/2021
34	On September 1, 201, the IOUs jointly submitted a Advice Letter (4482-G/6314-E) detailing the ESA Program design and delivery of the treatment tiers including the set of measures offered within each treatment tier and the customer segments or need states eligible for each treatment tier. In the Advice Letter, the IOUs also propose a consistent definition for low, medium, and high usage customers, review the measure mix using the 0.30 Energy Savings Assistance Cost Effectiveness Test (ESACET) criteria, and identify the results.	D.21-06-015	OP58	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company must submit a joint Tier 2 advice letter compliance filing within 90 days after the approval of this decision to identify the common set of Energy Savings Assistance program measures within each treatment tier, and detail what level of treatment will be provided to which customer segments, per Attachment 3. The Utilities must also propose a consistent statewide definition for low, medium, and high usage customers, in the joint compliance filing.	9/1/2021
35	On September 1, 201, the IOUs jointly submitted a Advice Letter (4482-G/6314-E) detailing the ESA Program design and delivery of the treatment tiers including the set of measures offered within each treatment tier and the customer segments or need states eligible for each treatment tier. In the Advice Letter, the IOUs also propose a consistent definition for low, medium, and high usage customers, review the measure mix using the 0.30 Energy Savings Assistance Cost Effectiveness Test (ESACET) criteria, and identify the results.	D.21-06-015	OP115	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company must submit a joint Tier 2 advice letter filing, per Attachment 3, within 90 days after the approval of this decision to i) identify which set of Energy Savings Assistance (ESA) program measures will be part of the "basic" offerings, ii) identify the common set of measures within each treatment tier, iii) detail what level of treatment will be provided to which customer segments, iv) propose a consistent statewide definition for low, medium, and high usage customers, and v) complete the review of the measure mix using the 0.30 ESACET criteria and identify the ESACET results.	9/1/2021
36	On September 1, 201, the IOUs jointly submitted a Advice Letter (4482-G/6314-E) detailing the ESA Program design and delivery of the treatment tiers including the set of measures offered within each treatment tier and the customer segments or need states eligible for each treatment tier. In the Advice Letter, the IOUs also propose a consistent definition for low, medium, and high usage customers, review the measure mix using the 0.30 Energy Savings Assistance Cost Effectiveness Test (ESACET) criteria, and identify the results.	D.21-06-015	OP83	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company must use an average 0.7 ESACET target for the portfolio level as a guideline when developing their Energy Savings Assistance program portfolio measure mix. To aim for a portfolio level of 0.7 ESACET, the Utilities must re-evaluate all measures with ESACET scores of less than 0.30 to determine if the measure should be removed from the portfolio, giving limited exceptions to measures that provide valuable health, comfort and safety benefits, high energy savings, or other programmatic benefits.	9/1/2021
37	On September 1, 201, the IOUs jointly submitted a Advice Letter (4482-G/6314-E) detailing the ESA Program design and delivery of the treatment tiers including the set of measures offered within each treatment tier and the customer segments or need states eligible for each treatment tier. In the Advice Letter, the IOUs also propose a consistent definition for low, medium, and high usage customers, review the measure mix using the 0.30 Energy Savings Assistance Cost Effectiveness Test (ESACET) criteria, and identify the results.	D.21-06-015	OP72	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company's customer segment prioritizations, as proposed in their applications, are approved and shall be updated per the post decision joint Tier 2 advice letter compliance filing with additional reporting, per the reporting template to be developed and issued by Energy Division staff.	9/1/2021
38	The IOUs jointly submitted a letter requesting approval for the Energy Savings Assistance Independent Evaluator (ESA IE) proposed herein to serve as the IE for the Northern Multifamily Whole Building (MFWB) program and Southern MFWB program on September 1, 2021.	D.21-06-015	Attachment 4 Section 5	The lead IOUs must send by email its IE selection to the Commission's Energy Division Director via email 90 days after the decision.	9/1/2021
39	PG&E, along with other IOUs, filed their ESA Program Solicitation Plans which include the following: Projected solicitation timing, an overview of stages/process the solicitation will follow, the platforms/websites bidders can expect to find, or be alerted of upcoming solicitations, any other already known contract scope, bidder eligibility requirements, or other information to help potential bidders prepare, whether a Procurement Review Group (PRG) and an Independent Evaluator (IE) will be used in the solicitation process, for all solicitations to be issued for the ESA Program. The IOUs also provided timely updates to the proceeding service list whenever there are new solicitation opportunities during the program cycle.	D.21-06-015	Attachment 4 Section 5	The lead IOUs must submit a final PRG list to Commission's Energy Division Director via email 90 days after the decision.	9/1/2021
40	Per D.21-06-015, OP20, the CHANGES program will continue to be funded through the CARE program. Monthly and annual reporting of CHANGES will continue.	D.15-12-047	OP 17	Once Community Help and Awareness of Natural Gas and Electricity Services (CHANGES) is no longer funded through the California Alternate Rates for Energy (CARE) program, Pacific Gas and Electric Company, Southern California Edison, Southern California Gas Company, and San Diego Gas & Electric Company shall report on the CHANGES program as directed by the Consumer Service and Information Division and the Energy Division.	Recurring on monthly and annual basis
41	On August 2, 2021, PG&E submitted a Tier 1 Advice Letter (4472-G) to document its Energy Savings Assistance (ESA) Multifamily Common Area Measure (MF CAM) Program budgets and annual property treatment targets for program year 2021 and 2022. The Advice Letter also discusses progress on spending unspent funds.	D.21-06-015	OP146	Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company must carry-forward all unspent and uncommitted Energy Savings Assistance (ESA) common area measures funding remaining as of June 30, 2021 into the remainder of PY 2021 and 2022 to supplement the Utility approved ESA multifamily budgets for program years 2021-2022.	8/2/2021
42	PG&E provided DAC-SASH collaterals and instructions to ESA contractors on the purpose and the use of the collaterals as leave-behind for customers who are interested in solar programs.	D.21-06-015	OP64	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company must refer customers who have already received Energy Savings Assistance program treatment, and who may be candidates for additional solar measures, to these existing programs (e.g., SOMAH, DAC-SASH, SGIP, etc.).	9/24/2021
43	The Q3 and Q4 CHANGES meetings were held on 9/24/2021 and 12/10/2021 respectively.	D.15-12-047	OP 18a	Pacific Gas and Electric Company, Southern California Edison, Southern California Gas Company, and San Diego Gas & Electric Company shall continue to be involved in the ongoing Community Help and Awareness of Natural Gas and Electricity Services (CHANGES) program, at a minimum, in the following ways: a. The IOUs are directed to work with the designated community-based organizations (and if necessary, the prime contractor and CSID staff designee for the CHANGES program) in resolving consumers' energy-related issues.	9/24/2021 and 12/10/2021
44	On September 27, 2021, the IOUs, in coordination with Energy Division staff, hosted a public workshop to introduce the preliminary implementation plans for the Pilot Plus and Pilot Deep program and seek stakeholder feedback.	D.21-06-015	OP40	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company, in coordination with Energy Division staff, must lead at least one workshop with stakeholders to introduce the preliminary implementation plans for the Pilot Plus and Pilot Deep program and seek stakeholder feedback within 120 days after the approval of this decision.	9/27/2021

No.	ESA/CARE Activity	CPUC Directive	Directive Reference	Action Required	Completed Date
45	On September 30, 2021, the IOUs, in coordination with Energy Division staff, hosted a public workshop to discuss how the clean energy and low income program administrators can better align customer eligibility for the programs, increase referrals and enrollment across multiple programs, and increase coordination effort.	D.21-06-015	OP43	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company must hold a clean energy programs workshop within 120 days after the approval of this decision, with other low income and/or clean energy program administrators, to discuss how the various program administrators can better align customer eligibility for the programs, increase referrals and enrollment across multiple programs, and increase coordination efforts to improve customer experience and confidence, and increase customer enrollment in, and customer benefits from these programs, as further described in this decision. These efforts include but are not limited to data sharing, cost sharing, joint enrollment, and/or other joint agreements and/or memorandums of understandings between program administrators.	9/30/2021
46	On October 1, 2021, the IOUs jointly filed a Tier 2 Advice Letter (4501-G) detailing the plan for an online data management and visualization dashboard.	D.21-06-015	OP187	Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company must file a joint Tier 2 advice letter by no later than 120 days after the approval of this decision detailing each Utility's respective plan for this online data management and visualization dashboard. The Tier 2 advice letter must contain the information as detailed in this decision.	10/1/2021
47	PG&E updated its system to include a consent question which requires a positive response before an eligible ESA participant can be automatically enrolled in CARE.	D.21-06-015	OP50	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company must automatically enroll customers who are participating in the Energy Savings Assistance program into the California Alternate Rates for Energy program, with the customer's consent.	10/1/2021
48	PG&E communicated to its ESA contractors that the forms are valid for 2 years, extended from 1 year.	D.21-06-015	OP55	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company must extend the Property Owner Approval/Authorization validation date from one year to two years.	10/1/2021
49	On November 1, 2021, the IOUs jointly submitted a Tier 1 Advice Letter (4520-G/6388-E) summarizing the Clean Energy Programs Workshop discussion and plan including schedule, metrics and reporting, and future considerations	D.21-06-015	OP44	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company must file a Tier 1 Advice Letter within 30 days after the clean energy programs workshop, with a summary of the workshop's discussion, including a plan for how the Utilities will increase and improve referral, leveraging, and coordination efforts, a proposed schedule across the program cycle, new metrics and reporting templates to be used in the monthly and annual reports, and other future considerations to be incorporated into the mid-cycle process.	11/1/2021
50	The IOUs jointly hosted a bidders workshop for the MFWB RPF on November 17, 2021.	D.21-06-015	Attch 4 Sec 5	At least one month prior to the due date for bidder responses to the MFWB RFP, the IOUs will host a joint Bidders Workshop.	11/17/2021
51	PG&E filed a Tier 2 Advice Letter (4530-G/6412-E) detailing its Energy Savings Assistance (ESA) Program Pilot Plus and Pilot Deep (hereafter referred to as "Pilot Plus/Deep") implementation plan on November 19, 2021.	D.21-06-015	OP41	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company must each file a Tier 2 advice letter no later than 90 days after the first pilot workshop detailing the Pilot Plus and Pilot Deep program implementation plan.	11/19/2021
52	PG&E sent the updated PRG Group Charter and finalized the PRG member list to the proceeding information list on December 2, 2021.	D.21-06-015	Attch 4 Sec 5	The lead IOUs should finalize any updates to the PRG Group Charter within six months following the decision. At that time, the lead IOUs shall send the final PRG member list and updated low-income PRG Charter to the proceeding information list. This low-income PRG Charter will also be posted on the CAEECC website.	12/2/2021
53	PG&E submitted advice letters 4329-G-A to update gas public purpose program (PPP) surcharge rates to be effective January 1, 2021, 6004-E-C to update its electric rates and tariffs effective January 1, 2021, and 6408-E-A to update its forecast of electric rates effective January 1, 2022 that were presented in its preliminary Annual Electric True-Up (AET), Advice 6408-E, submitted on November 15, 2021.	D.21-06-015	OP114	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company must annually carry over any unspent and uncommitted Energy Savings Assistance program funds remaining at the end of each year and apply to offset the next year's collections.	11/17/2020, 12/30/2020, 11/15/2021, and 12/10/2021
54	PG&E submitted advice letters 4329-G-A to update gas public purpose program (PPP) surcharge rates to be effective January 1, 2021, 6004-E-C to update its electric rates and tariffs effective January 1, 2021, and 6408-E-A to update its forecast of electric rates effective January 1, 2022 that were presented in its preliminary Annual Electric True-Up (AET), Advice 6408-E, submitted on November 15, 2021.	D.21-06-015	OP113	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company must use all unspent and uncommitted Energy Savings Assistance program funds remaining at the end of the 2020 program cycle and the 2021 bridge period to offset future collections.	11/17/2020, 12/30/2020, 11/15/2021, and 12/10/2021
55	PG&E notified its ESA stakeholders that effective December 10, 2021, Minor Home Repair (MHR) cost cap will be increased to $2,500 per CPUC Decision D.21.06.015.	D.21-06-015	OP68	Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company must increase the Energy Savings Assistance (ESA) program's minor home repair cap to $2,500. The Utilities must monitor the minor home repairs cap to ensure an appropriate share of total program budget, and the ESA Working Group is authorized to adjust the minor home repairs cap to up to 150 percent of average household costs.	12/10/2021
56	PG&E updated its program website to reflect the requirements.	D.21-06-015	Attch 6 1(b)	Integrate broadband affordable offer messaging twice annually in select existing - CARE, Family Electric Rate Assistance ("FERA") and/or ESA direct marketing materials as determined in the sole discretion of each IOU. Examples of direct marketing materials may include email newsle tters, direct mail, community resource guides, and bill inserts or onserts. The broadband affordable offer messaging shall consist of approximately 1-2 lines of text within a given piece of marketing material. The IOUs are not required to include separate or stand-alone broadband affordable offer messaging with their direct marketing materials. Each IOU will determine the most appropriate strategy to integrate broadband message placement and prominence in a given piece of marketing material. There is no expectation that each IOU have the same amount or scope of direct marketing. Integrating broadband messaging in IOU marketing material assumes this specific work will be done at minimal or no cost to the ratepayer.	12/15/2021
57	PG&E reported on Cooling Centers in its 2021 Annual Cooling Center Report files on December 21, 2021.	D.17-12-009	OP 121	121. Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company shall continue to produce the cooling center compliance annual report, but may in the future revisit the existing metrics and modify where appropriate. The reports must inform the Commission of how ratepayer funds are being utilized to support and promote cooling centers and simultaneously encourage low income program enrollments and participation throughout the state. The reports must also include a description of any changes to cooling center operations that were enabled by ratepayer funding, such as extended hours or the opening of additional locations. If no such changes occurred, that must still be reported.	12/21/2021
58	PG&E reported on Cooling Centers in its 2021 Annual Cooling Center Report files on December 21, 2021.	D.17-12-009	text-p340-341	We direct the utilities to continue current coordination efforts with local and tribal entities with respect to cooling center operations, and approve cooling center budgets for SCE, SDG&E, and PG&E that are more closely aligned with actual expenditures for prior program years, instead of relying solely on previously authorized amount.	12/21/2021
59	PG&E is collecting and storing the affidavits for up to four years. The affidavits will be collected until the contractors zero out their balances.	Res.E-5074	OP 5, part 1	Pacific Gas and Electric Company shall collect affidavits from Prime Contractors who accepted advance payments regarding how advance payments are spent, and will implement monthly reporting requirements on advance payments as instructed in this Resolution.	12/29/2021
60	PG&E's prime contractors who had received advanced payments had provided the required monthly reporting, starting in the first month of payments through December 31, 2021, to PG&E.	Res.E-5074	text - p.14, part 1	The Prime Contractor will provide monthly reports over the period subsequent to the months the advance payment covers, which shall include: the number of workers still retained on employee rolls of the workers sustained with advance payment funds; the applicable financial assistance received that month from Federal, State, or other entities offering relief that duplicate coverage of the costs covered with this ESA advance payment.	12/29/2021
61	PG&E had updated contract work authorizations with its prime contractors to reflect the new requirement.	Res.E-5074	text - p.19, part 2	[For PG&E to enter into its new contract offers]: All contractor extensions for the ESA program will be conducted in the context of bridge funding timeframes as laid out in the guidance decision D.19-06-022.	12/31/2021
62	No program audit took place in 2021.	D.17-12-009	OP 141	141. The following procedure shall be utilized to establish an enhanced audit process for California Alternate Rates for Energy Program and Energy Savings Assistance Program budget audits to address concerns regarding transparency: c) The four large IOUs shall respond to the draft findings within a timeframe to be determined collectively by the Commission's Energy Division and UAFCB or the alternate third party auditor. The four large IOUs shall simultaneously deliver their responses to Energy Division and, where appropriate, to each other. The four large IOUs shall also deliver a redacted version to the public, via the service list, and work with Energy Division to post the redacted version to the Commission's Income Qualified Programs webpage. e) The four large IOUs shall respond within a timeframe to be determined collectively by the Energy Division and UAFCB or the alternate third party auditor, after receipt of the finalized audit recommendations. The four large IOUs responses shall include actions plans to resolve or otherwise correct discrepancies identified therein. The four large IOUs shall simultaneously deliver their responses to the Energy Division and each other. The four large IOUs' shall deliver a redacted version to the public via the service list, and work with the Energy Division to post the redacted version to the Commission's Income Qualified Programs webpage. f) If the four large IOUs disagree with the finalized audit recommendations, they may utilize the Commission's Alternate Dispute Resolution (ADR) process. [see OP for the full text]	12/31/2021

7. Appendix B: PG&E's 2021 ESA and CARE Program Tables

Summary Table: 2021 Summary Highlights

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CARE Program Table 7: CARE Capitation Contractors
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CARE Program Table 9: CARE Average Monthly Usage & Bill
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CARE Program Table 11: CARE Capitation Applications
CARE Program Table 12: CARE Expansion Program
CARE Program Table 13: CARE High Usage Verification Results
CARE Program Table 13A: CARE Customer Usage and ESA Program Treatment
CARE Program Table 14: CARE Categorical Enrollment

Energy Savings Assistance (ESA) Program and
California Alternate Rates for Energy (CARE) Program
Pacific Gas and Electric Company
2021 Summary Highlights

ESA Program

2021 Energy Savings Assistance Program Summary			
2021	**Authorized / Forecasted Planning Assumptions**	**Actual**	**%**
Budget	$216,790,242	$178,119,704	82%
Summary Homes Treated	100,000	103,169	103%
Summary kWh Saved		60,224,095	
Summary kW Demand Reduced		7,784	
Summary Therms Saved		54,036	
First Touches Homes Treated		33,257	
- kWh Saved		18,782,624	
- kW Demand Reduced		2,451	
- Therms Saved		41,938	
Go-Backs/Retreated Homes		69,912	
- kWh Saved		41,441,471	
- kW Demand Reduced		5,332	
- Therms Saved		12,098	
Multifamily Common Area Measures Properties Treated	135	144	107%
Multifamily Common Area Measures Buildings Treated	1,377	1,101	80%
- kWh Saved	1,798,395	6,954,599	387%
- kW Demand Reduced	1,523	112	7%
- Therms Saved	69,345	50,523	73%

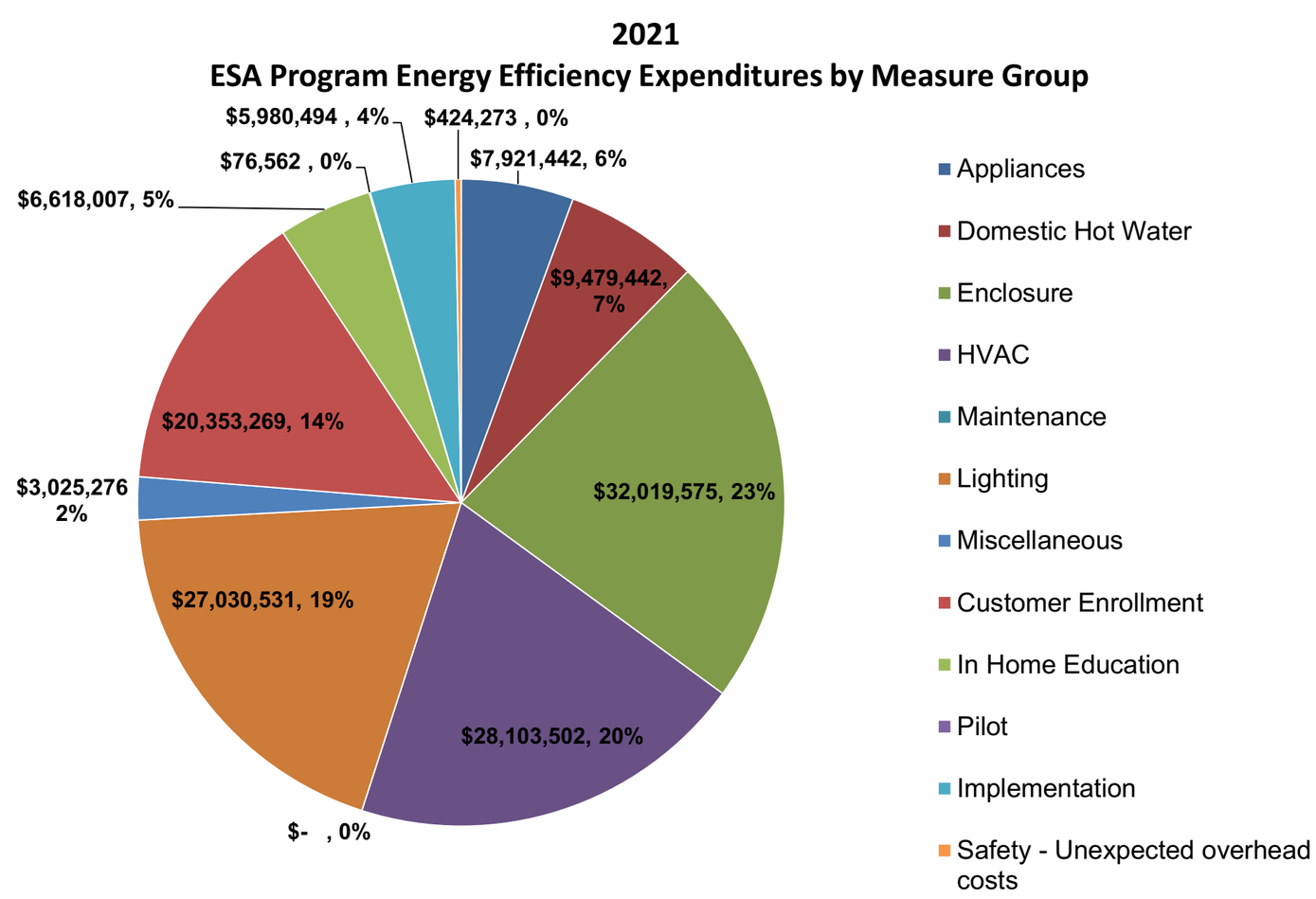
Note: Authorized Budget: Approved in Advice Letter Advice 4351-G-B/6035-E-B from January 1, 2021 to June 30,2021 and D.21-06-015 from July 1, 2021 to December 31, 2026

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

CARE Program

2021 CARE Program Summary			
2021	**Authorized Budget**	**Actual**	**%**
Administrative Expenses	$ 14,150,600	$ 11,388,288	80%
Subsidies	$ 683,539,000	$ 903,608,224	132%
Service Establishment Charge			
Total Program Costs and Discounts [1]	**$ 697,689,600**	**$ 914,996,512**	**131%**
2021 CARE New Enrollments	**Automatically Enrolled via Data Sharing, ESA Participation, etc**	**Self Certified as Categorically Eligible**	**Self Certified as Income Eligible**
Method	25,975	71,717	109,370
2021 CARE Enrollment Rate	**Estimated Eligible Participants**	**Participants**	**Enrollment Rate**
Total Enrolled	1,447,571	1,550,993	107.1%

[1] Total program administrative expenses did not exceed the overall authorized budget. The CARE discount exceeded the authorized amount by $220,069,224. Per D.02-09-021, PG&E is authorized to recover the full value of the discount through the CARE two-way balancing account on an automatic pass-through basis.



ESA Table 1 - ESA Overall Program Expenses
Pacific Gas and Electric Company
Program Year 2021

	2021 Authorized / Forecasted Budget [*]			2021 Annual Expenses			% of Budget Spent		
ESA Program:	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
Energy Efficiency									
Appliances	$ 10,722,402	$ -	$ 10,722,402	$ 7,921,442	$ -	$ 7,921,442	74%	0%	74%
Domestic Hot Water	$ 779,660	$ 10,358,339	$ 11,137,999	$ 536,452	$ 8,943,437	$ 9,479,889	69%	86%	85%
Enclosure	$ 5,675,391	$ 25,854,566	$ 31,529,957	$ 3,246,691	$ 28,772,884	$ 32,019,575	57%	111%	102%
HVAC	$ 9,565,140	$ 20,283,958	$ 29,849,098	$ 10,675,553	$ 17,427,949	$ 28,103,502	112%	86%	94%
Maintenance	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Lighting	$ 30,477,112	$ -	$ 30,477,112	$ 27,030,531	$ -	$ 27,030,531	89%	0%	89%
Miscellaneous	$ 2,170,340	$ -	$ 2,170,340	$ 3,025,276	$ -	$ 3,025,276	139%	0%	139%
Customer Enrollment	$ 12,522,960	$ 7,697,218	$ 20,220,178	$ 12,490,302	$ 7,862,967	$ 20,353,269	100%	102%	101%
In Home Education	$ 4,176,610	$ 2,567,144	$ 6,743,754	$ 4,072,324	$ 2,545,683	$ 6,618,007	98%	99%	98%
Pilot	$ 172,250	$ 152,750	$ 325,000	$ 40,578	$ 35,984	$ 76,562	24%	24%	24%
Implementation	$ 4,003,871	$ 2,460,971	$ 6,464,842	$ 3,637,946	$ 2,342,548	$ 5,980,494	91%	95%	93%
Safety - Unexpected overhead costs	$ 343,189	$ 210,941	$ 554,130	$ 266,242	$ 158,031	$ 424,273	78%	75%	77%
Energy Efficiency TOTAL	**$ 80,608,925**	**$ 69,585,887**	**$ 150,194,812**	**$ 72,943,337**	**$ 68,089,483**	**$ 141,032,820**	**90%**	**98%**	**94%**
Training Center	$ 507,034	$ 312,459	$ 819,493	$ 409,618	$ 292,094	$ 701,712	81%	93%	86%
Inspections	$ 2,481,070	$ 1,460,557	$ 3,941,627	$ 2,112,777	$ 1,316,030	$ 3,428,807	85%	90%	87%
Marketing and Outreach	$ 1,609,830	$ 992,054	$ 2,601,884	$ 1,479,781	$ 987,994	$ 2,467,775	92%	100%	95%
Statewide Marketing Education and Outreach	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Measurement and Evaluation Studies [2]	$ 225,863	$ 134,138	$ 360,000	$ 56,903	$ 45,786	$ 102,689	25%	34%	29%
Regulatory Compliance	$ 376,256	$ 231,866	$ 608,122	$ 323,271	$ 203,988	$ 527,259	86%	88%	87%
General Administration	$ 4,486,446	$ 2,857,792	$ 7,344,238	$ 4,198,164	$ 2,626,638	$ 6,824,802	94%	92%	93%
CPUC Energy Division	$ 40,200	$ 24,773	$ 64,973	$ 32,149	$ 18,488	$ 50,637	80%	75%	78%
TOTAL PROGRAM COSTS [1]	**$ 90,335,624**	**$ 75,599,526**	**$ 165,935,149**	**$ 81,556,000**	**$ 73,580,501**	**$ 155,136,501**	**90%**	**97%**	**93%**
Multi-Family/CAM									
SPOC [3]	$ 417,792	$ 165,635	$ 583,427	$ 111,149	$ 76,566	$ 187,715	27%	46%	32%
CAM [4]	$ 24,163,401	$ 12,353,818	$ 36,517,219	$ 7,502,561	$ 6,680,277	$ 14,182,838	31%	54%	39%
CSD LIWP [5]	$ 1,917,998	$ 948,527	$ 2,866,525	$ (301)	$ 117	$ (184)	0%	0%	0%
Administrator Fee [6]	$ 1,791,265	$ 980,084	$ 2,771,349	$ 374,434	$ 245,221	$ 619,655	21%	25%	22%
MCE-LIFT Pilot	$ 344,500	$ 305,500	$ 650,000	$ 344,500	$ 305,500	$ 650,000	100%	100%	100%
Multi-Family/CAM TOTAL	**$ 28,634,956**	**$ 14,753,564**	**$ 43,388,520**	**$ 8,332,343**	**$ 7,307,681**	**$ 15,640,024**	**29%**	**50%**	**36%**
Pilot Plus/Deep									
Implementation	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Administrative [7]	$ 17,653	$ 15,655	$ 33,308	$ 17,653	$ 15,655	$ 33,308	100%	100%	100%
Pilot Plus/Deep TOTAL	**$ 17,653**	**$ 15,655**	**$ 33,308**	**$ 17,653**	**$ 15,655**	**$ 33,308**	**0%**	**0%**	**0%**
PPRS									
PPRS[8]	**$ 5,166,119**	**$ 2,267,146**	**$ 7,433,265**	**$ 5,080,361**	**$ 2,229,511**	**$ 7,309,871**	**98%**	**98%**	**98%**
GRAND TOTAL	**$ 124,154,352**	**$ 92,635,891**	**$ 216,790,242**	**$ 94,986,357**	**$ 83,133,348**	**$ 178,119,704**	**77%**	**90%**	**82%**
Funded Outside of ESA Program Budget									
NGAT Costs					$6,421,303	$6,421,303			

[*] Authorized Budget: Approved in Advice Letter Advice 4351-G-B/6035-E-B from January 1, 2021 to June 30,2021 and D.21-06-015 from July 1, 2021 to December 31, 2026
[1] 2021 program authorized budget and expenditures includes benefits burden costs approved in D.20-12-005.
[2] PG&E's Advice Letter 4349-G/6030-E approved $90,000 fund shift from the MF budget to Studies budget for MF CAM Process Evaluation. PG&E's Advice Letter 4193-G/5718-E approved Joint Utilities' 2022 LINA Study for $500,000 of which PG&E's ESA program allocation is $75,000.
[3] MF-SPOC authorized budget includes $451,540 carry forward from 2020 to 2021.
[4] MF-CAM authorized budget includes $25,401,749 carry forward from 2020 to 2021
[5] Leveraging-CSD authorized budget includes $2,625,501 carry forward from 2020 to 2021
[6] MF-Administrator Fee authorized budget includes $1,954,243 carry forward from 2020 to 2021
[7] Pilot Plus/Pilot Deep authorized budget $33,308 was carried back from 2022 to 2021
[8] Post-Pandemic Return to Service (PPRS) authorized in Resolution E-5074. Authorized budget $7,433,265 was carried forward from 2020 to 2021.

ESA Table 1A - Expenses Funded From 2009-2016 Unspent ESA Program Funds [*]
Pacific Gas and Electric Company
Program Year 2021

	Authorized / Forecasted Budget			Annual Expenses			% of Budget Spent YTD		
ESA Program	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
Energy Efficiency									
Appliances									
Domestic Hot Water									
HVAC									
In Home Education									
Implementation									
Multi-Family Common Area Measures									
Leveraging - CSD									
Pilot									
Studies									
Regulatory Compliance									
General Administration									
TOTAL UNSPENT PROGRAM COSTS	$ -	$ -	$ -	$ -	$ -	$ -			

[*] As approved in Advice Letter Advice 4351-G-B/6035-E-B for ESA 2021 Bridge Funding period from January 1, 2021 to June 30,2021, the remaining fund for multifamily afforts previously authorized from 2009-2016 unspent fund has been carried forward to 2021 Bridge. All remaining unspent funds from PYs 2009-2016 and PYs 2017-2020 were authorized to off-set collections for 2021 Bridge and the new 2021-2026 ESA program approved in D.21-06-015.

Note: D.21-06-015 authorized a new ESA Program cycle for PYs 2021-2026, beginning on July 1, 2021. This table has been retired as PG&E is no longer required to report these initiatives from 2009-2016 ESA Program unspent funds.

ESA Table 2 - Measure Installations and Savings
Pacific Gas and Electric Company
Program Year 2021

	ESA Program (Summary)Total							ESA Program (First Touch Homes Treated)							ESA Program (Retreated Homes/Go Backs)						
		2021 Completed & Expensed Installation							2021 Completed & Expensed Installation							2021 Completed & Expensed Installation					
Measures	Units	Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses ($) [6]	% of Expenditure	Units	Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses ($) [6]	% of Expenditure	Units	Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses ($) [6]	% of Expenditure
Appliances		(K+S)	(L+T)	(M+U)	(N+V)	(O+W)															
Freezers [7]	Each							Each							Each						
High Efficiency Clothes Washer	Home	3,154	12,012	2	59,379	$ 2,803,739	2.2%	Home	894	5,173	1	16,698	$ 794,719	1.9%	Home	2,260	6,838	1	42,681	$ 2,009,020	2.3%
Microwaves [7]	Home	-	-	-	-	$ -	0.0%	Home							Home						
Refrigerators	Each	5,871	3,256,905	456	-	$ 4,682,766	3.6%	Each	2,068	1,144,101	160	-	$ 1,649,457	4.0%	Each	3,803	2,112,804	296	-	$ 3,033,310	3.5%
Domestic Hot Water																					
New - Combined Showerhead/TSV [8]	Each							Each							Each						
New - Heat Pump Water Heater [9]	Each							Each							Each						
New - Tub Diverter/ Tub Spout	Each	216	28	-	396	$ 16,960	0.0%	Each	54	14	-	98	$ 4,240	0.0%	Each	162	14	-	299	$ 12,720	0.0%
Other Hot Water	Home	71,360	488,739	68	362,130	$ 5,603,120	4.3%	Home	22,242	170,896	24	113,223	$ 1,746,421	4.2%	Home	49,118	317,844	44	248,907	$ 3,856,699	4.4%
Tank and Pipe Insulation	Home	7,564	29,403	5	30,517	$ 579,968	0.5%	Home	2,637	9,801	2	10,529	$ 202,191	0.5%	Home	4,927	19,602	3	19,989	$ 377,777	0.4%
Thermostat-controlled Shower Valves [8]	Each							Each							Each						
Water Heater Repair/Replacement	Home	1,525	-	-	11,302	$ 2,932,156	2.3%	Home	482	-	-	3,546	$ 926,754	2.2%	Home	1,043	-	-	7,756	$ 2,005,402	2.3%
Enclosure																					
Air Sealing / Envelope [1]	Home	55,338	141,610	27	58,888	$ 26,444,906	20.5%	Home	17,460	48,453	9	18,214	$ 8,343,779	20.2%	Home	37,878	93,157	18	40,674	$ 18,101,127	20.6%
Attic Insulation	Home	2,584	35,310	6	114,477	$ 4,160,203	3.2%	Home	1,135	12,495	2	50,746	$ 1,827,334	4.4%	Home	1,449	22,815	4	63,731	$ 2,332,869	2.7%
HVAC																					
Blower Motor Retrofit	Each	16	1,907	2	(29)	$ 3,228	0.00%	Each	6	715.2	0.64	-10.74	1211	0.0%	Each	10	1,192	1	-17.9	$2,018	0.00%
Central A/C Replacement	Home	1	286	0	-	$ 3,542	0.0%	Home							Home	1	286	0	-	$ 3,542	0.0%
Central A/C Tune up	Home	11,625	(235,480)	(47)	-	$ 4,233,342	3.3%	Home	3,716	(116,751)	(23)	-	$ 1,353,213	3.3%	Home	7,909	(118,730)	(24)	-	$ 2,880,130	3.3%
Duct Testing and Sealing	Home	7,850	(12,117)	(2)	50,093	$ 6,658,612	5.2%	Home	2,953	(4,283)	(1)	18,932	$ 2,504,826	6.1%	Home	4,897	(7,834)	(1)	31,160	$ 4,153,787	4.7%
Evaporative Coolers	Home	1,238	465,899	75	-	$ 997,495	0.8%	Home	365	137,342	22	-	$ 294,092	0.7%	Home	873	328,557	53	-	$ 703,403	0.8%
Furnace Repair/Replacement	Home	2,006	-	-	(48,978)	$ 6,370,975	4.9%	Home	572	-	-	(13,958)	$ 1,816,649	4.4%	Home	1,434	-	-	(35,019)	$ 4,554,326	5.2%
Heat Pump Replacement [10]	Home							Home							Home						
New - A/C Time Delay	Home	7,857	(725,827)	(131)	-	$ 1,779,074	1.4%	Home	2,444	(225,371)	(41)	-	$ 553,399	1.3%	Home	5,413	(500,457)	(90)	-	$ 1,225,675	1.4%
New - Energy Efficient Fan Control [11]	Home							Home							Home						
New - High Efficiency Forced Air Unit (HE FAU) [12]	Home							Home							Home						
New - Prescriptive Duct Sealing [7]	Home							Home							Home						
New - Smart Thermostats	Each	17,635	3,684,428	663	487,392	$ 4,827,813	3.7%	Each	5,664	1,188,496	214	153,709	$ 1,550,594	3.8%	Each	11,971	2,495,931	449	333,683	$ 3,277,218	3.7%
Room A/C Replacement	Home	2,248	(428,612)	(77)	-	$ 1,831,794	1.4%	Home	519	(98,443)	(18)	-	$ 422,910	1.0%	Home	1,729	(330,169)	(59)	-	$ 1,408,884	1.6%
Lighting [5]																					
LED Diffuse A-Lamps	Each	621,588	19,175,547	2,334	(440,092)	$ 4,951,316	3.8%	Each	200,180	6,148,782	749	(139,800)	$ 1,594,552	3.9%	Each	421,408	13,026,765	1,585	(300,292)	$ 3,356,764	3.8%
LED Exterior Hardwired Fixtures	Each	73,090	5,672,149	546	-	$ 3,999,940	3.1%	Each	20,888	1,621,013	156	-	$ 1,143,121	2.8%	Each	52,202	4,051,136	390	-	$ 2,856,819	3.3%
LED Interior Hardwired Fixtures	Each	312,989	21,795,408	2,635	(491,783)	$ 14,593,912	11.3%	Each	92,158	6,437,983	779	(143,682)	$ 4,297,102	10.4%	Each	220,831	15,357,425	1,856	(348,100)	$ 10,296,810	11.7%
LED Reflector Bulbs (BR)	Each	84,886	3,942,532	481	(92,857)	$ 693,488	0.5%	Each	30,230	1,404,297	171	(32,952)	$ 246,968	0.6%	Each	54,656	2,538,236	310	(59,905)	$ 446,520	0.5%
LED Torchieres	Each	29,004	2,047,042	248	(46,800)	$ 1,568,249	1.2%	Each	8,345	589,415	71	(13,353)	$ 451,215	1.1%	Each	20,659	1,457,627	176	(33,447)	$ 1,117,034	1.3%
Lighting (Occupancy Sensor)	Home	115	3,382	6	-	$ 9,570	0.0%	Home	24	694	1	-	$ 1,997	0.0%	Home	91	2,688	5	-	$ 7,573	0.0%
New - LED Reflector Downlight Retrofit Kits [13]	Each							Each							Each						
Maintenance																					
Furnace Clean and Tune [7]	Home							Home							Home						
Miscellaneous																					
New - Smart Power Strips - Tier 2	Home	11,494	873,544	486	-	$ 1,702,640	1.3%	Each	4,050	307,800	171	-	$ 599,938	1.5%	Each	7,444	565,744	315	-	$ 1,102,701	1.3%
Pool Pumps [7]	Home							Home							Home						
Smart Power Strips - Tier 1	Home	12,348	-	-	-	$ 1,270,356	1.0%	Home	4,228	-	-	-	$ 434,975	1.1%	Home	8,120	-	-	-	$ 835,382	1.0%
Pilots [14]																					
Customer Enrollment																					
Outreach & Assessment	Home	103,169				$ 19,973,063	15.5%	Home	33,257				$ 6,438,408	15.6%	Home	69,912				$ 13,534,655	15.4%
In-Home Education	Home	103,169				$ 6,508,519	5.0%	Home	33,257				$ 2,098,051	5.1%	Home	69,912				$ 4,410,468	5.0%
Total Savings/Expenditures			60,224,095	7,784	54,036	**$ 129,200,748**				**18,782,624**	**2,451**	**41,938**	**$ 41,298,116**				**41,441,471**	**5,332**	**12,098**	**$ 87,902,632**	
Total Households Weatherized [2]		75,258							24,009							51,249					

Households Treated	Total (K+S)		First Touches		Retreated Homes/Go-Backs	
- Single Family Households Treated	Home	64,388	Home	19,878	Home	44,510
- Multi-family Households Treated	Home	31,458	Home	10,310	Home	21,148
- Mobile Homes Treated	Home	7,323	Home	3,069	Home	4,254
Total Number of Households Treated	Home	103,169	Home	33,257	Home	69,912
# Eligible Households to be Treated for PY [3]	Home	100,000	Home	45,000	Home	55,000
% of Households Treated	%	103%	%	74%	%	127%
- Master-Meter Households Treated	Home	5,108	Home	2,230	Home	2,878

[1] Air Sealing and Envelope Measures may include caulking, cover plate gaskets, evaporative cooler cover, attic access weatherstripping, and minor home repairs.
Minor home repairs include ceiling repair, door jams, door replacement, interior and exterior wall repair, exhaust fan vents, window repair, and glass replacement.
[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs
[3] Eligible households for 2021: based on OP 79 of D.16-11-022, PG&E AL 6035-E-B/4351-G-B, and D21-06-015, OP.82 and pp.231-233.
[4] Energy savings are calculated based on DNV/GL Impact Evaluation Program Years 2015-2017 Impact II or technical workpapers.
[5] LED lighting savings from workpaper "LED for ESA.xlsx".
[6] Expenses include accruals booked to measures.
[7] Measure not currently part of PG&E's ESA portfolio.
[8] This measure is included in the "Other Hot Water" measure category.
[9] Very few households have electric water heaters, no uptake in 2021.
[10] Measure has no uptake - very low retrofit opportunity as it is evident with the very low implementation of central A/C replacement.
[11] Measure no longer desirable as the strategy can be implemented effectively with the smart thermostat.
[12] Measure launched in late 2020 and no uptake in 2021.
[13] Measure is essentially covered by the "LED Interior Hardwired Fixtures" measure.
[14] Programmable Controllable Thermostat/ Smart Thermostat TOU Pilot activity was completed in 2020. There was no 2021 Pilot activity.

ESA Table 2A - CSD Measure Installations and Savings
Pacific Gas and Electric Company
Program Year 2021

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

63
64 Note: PG&E and CSD continued to work closely on multiple challenges that resulted to no ESA leveraging activities in 2021. The main factors were the difference in income requirements between ESA and LIWP, CSD implementation of fuel switching measures that are ESA ineligible, and a misalignment of measures' baseline requirements. See Section 1.7.3 of the 2021 Annual Report for more details. PG&E and CSD continue to collaborate to work toward future leveraging.
65
66 [1] ESA Section 1.7.3 provides a complete discussion regarding coordination with CSD's Low Income Weatherization Program (LIWP) for MF Whole Buildings (directed in D.16-11-022 and which activities this Table reports). Some of the major challenges were overcome and PG&E and CSD are working on identifying potential project(s) for leveraging in the future.
67 [2] All savings are calculated based on technical workpapers.
68 [3] Air Sealing and Envelope measures may include caulking, cover plate gaskets, evaporative cooler cover, attic access weatherstripping, and minor home repairs.
69 [4] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.
70 [5] There was no CSD LIWP - ESA leveraging project done in PY 2021.

ESA Table 2B - MF CAM Measure Installations and Savings
Pacific Gas and Electric Company
Program Year 2021

Measures	Units (of Measures such as "each")	Quantity Installed	kWh (Annual)	kW (Annual)	Therms (Annual)	Expenses ($)	% of Total Expenditure
	ESA Program - Multifamily Common Area Measures [1]						
		2021 Completed & Expensed Installation					
Appliances							
CAM - Commercial Clothes Washer	Each	13	4761	1	100	$28,155	0.256%
CAM - Refrigerators	Each	34	1372	0	-38	$25,710	0.233%
Domestic Hot Water							
CAM - Non-Condensing Domestic Hot Water Boiler	Each	1	0	0	696	$35,050	0.318%
CAM - Condensing Domestic Hot Water Boiler	Each	30	0	0	22976	$792,187	7.193%
CAM - Storage Water Heater	Each	124	0	0	68523	$1,896,739	17.223%
CAM - Instantaneous Tankless Water Heater	Each	29	-99	0	1640	$568,909	5.166%
CAM - Heat Pump Water Heater	Each	5	9065	3	0	$30,260	0.275%
CAM - Demand Control DHW Recirculation Pump	Each	103	28065	3	616	$435,858	3.958%
CAM - Low-flow Faucet Aerator	Each	68	182	0	326	$742	0.007%
CAM - Low-flow Showerhead - Electric	Each	0	0	0	0	$0	
CAM - Low-flow Showerhead - Gas	Each	4	0	0	34	$141	0.001%
Envelope							
CAM - Windows - Electric	Sq Ft						
CAM - Windows - Gas	Sq Ft	1304.56	4279	4	0	$234,241	2.127%
CAM - Reflective Window Film - Electric	Sq Ft	1021.34	0	0	124	$58,516	0.531%
CAM - Reflective Window Film - Gas	Sq Ft	0	0	0	0	$0	
CAM - Attic Insulation - Electric	Sq Ft	0	0	0	0	$0	
CAM - Attic Insulation - Gas	Sq Ft	12721	800	2	0	$26,568	0.241%
CAM - Blow-In Wall Insulation - Electric	Sq Ft	5586	0	0	126	$18,082	0%
CAM - Blow-In Wall Insulation - Gas	Sq Ft	0	0	0	0	$0	
HVAC							
CAM - PTAC - Gas	Each	-	0	0	0	$0	
CAM - PTAC - Electric	Each	-	0	0	0	$0	
CAM - PTHP	Each	-	0	0	0	$0	
CAM - Air Conditioners Split System	Each	43	9167	13	-118	$585,335	5.315%
CAM - Heat Pump Split System	Each	48	16772	12	0	$898,152	8.155%
CAM - Packaged Air Conditioner	Each	13	14402	7	32	$238,086	2.162%
CAM - Non-Condensing Space Heating Boiler	Each	2	0	0	941	$102,422	0.930%
CAM - Condensing Space Heating Boiler	Each	16	-50984	-5	33955	$1,089,882	9.896%
CAM - Central Natural Gas Furnace	Each	68	3251	3	2646	$504,251	4.579%
CAM - Smart Thermostat	Each	124	8586	1	794	$54,834	0.498%
Lighting							
CAM - Wall or Ceiling Mounted Occupancy Sensor	Each	396	21278	2	-368	$47,160	0.428%
CAM - LED PAR Lamps	Each	399	274787	0	-128	$70,501	0.640%
CAM - LED Candelabra Lamps	Each	28	7422	0	-117	$1,771	0.016%
CAM - LED Globe Lamps	Each	15	1342	0	-23	$430	0.004%
CAM - LED A Lamps	Each	2355	504350	4	-6701	$179,588	1.631%
CAM - LED BR-R Lamps	Each	106	20607	0	-264	$3,386	0.031%
CAM - Plug-in LED lamps	Each	1828	91642	1	-991	$68,233	0.620%
CAM - LED T8 Lamp - Interior	Each	3,598	1467081	16	-25381	$537,816	4.883%
CAM - LED T8 Lamp - Exterior	Each	334	38361	1	0	$52,830	0.480%
CAM - LED Recessed Troffers and Retrofit Kits	Each	389	125575	1	-2170	$73,652	0.669%
CAM - LED Linear Ambient Fixtures	Each	1252	439245	5	-7299	$341,774	3.103%
CAM - LED Ceiling, Vanity, or Sconce Fixtures	Each	2233	1078526	10	-15607	$393,691	3.575%
CAM - LED Recessed Downlight Retrofit Kits	Each	4687	1567076	15	-23452	$713,680	6.480%
CAM - LED Pendant, Track or Accent Fixtures	Each	8	1691	0	-29	$963	0.009%
CAM - LED Parking Garage Fixtures	Each	51	4885	2	0	$18,265	0.166%
CAM - LED Exterior Wall or Pole Mounted Fixture	Each	2169	1169147	0	0	$824,451	7.486%
CAM - LED Exit Sign	Each	62	12763	2	-221	$6,089	0.055%
Miscellaneous							
CAM - Smart Power Strip	Each	45	5980	1	-94	$7,599	0.069%
CAM - Variable Speed Swimming Pool Pump	Each	14	73,220	7	-	$47,080	0.427%
Ancillary Services							
Audit [4]		0					
Total			**6,954,599**	**112**	**50,523**	**$11,013,078**	**100%**

Multifamily Buildings Treated	Total
Total Number of Multifamily Properties Treated [2]	144
Subtotal of Master-metered Multifamily Properties Treated	55
Total Number of Multifamily Tenant Units w/in Properties Treated [3]	12,052

	2021 Expenses			
ESA Program - Multifamily Common Area [5]	Electric	Gas	Total	
Administration	$ 371,027	$ 248,628	$ 619,655	
Direct Implementation (Non-Incentive)	$ 1,097,991	$ 816,458	$ 1,914,449	
Direct Implementation [7]	$ 7,297,103	$ 5,198,999	$ 12,496,101	*<<Includes measures costs*
TOTAL MF CAM COSTS [6]	$ 8,766,120	$ 6,264,085	$ 15,030,205	

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.
Standard Notes 1 - 7 (do not delete)

[1] Measures are customized by each IOU. Measures list may change based on available information on both costs and benefits and may vary across climate zones. Each IOU should fill out Table 2B as it pertains to their program.
[2] Multifamily properties are sites with at least five (5) or more dwelling units. The properties may have multiple buildings.
[3] Multifamily tenant units are the number of dwelling units located within properties treated. This number does not represent the same number of dwellings treated as captured in table 2 nor 2A.
[4] Audit costs may be covered by other programs or projects may utilize previous audits. Not all participants will have an audit cost associated with their project.
[5] Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022, modified by D.17-12-009, where 65% of tenants are income eligible based (at or below 200% of the Federal Poverty Guidelines).
[6. Commissioning costs, as allowable per the Decision, are included in measures total cost unless otherwise noted.
[7] Direct implementation expenses include measures costs and accruals for 2021.

ESA Table 3 - Program Cost Effectiveness
Pacific Gas and Electric Company
Program Year 2021

Program	Ratio of Benefits Over Costs [5]					Net Benefits ($ in Millions)		
	ESACET [1] [2] [4]	Resource Test [1] [3] [4]	TRC [6]	PAC [6]	RIM [6]	ESACET [1] [2] [4]	Resource Test [1] [3] [4]	TRC [6]
ESA Main	0.83	0.84	0.44	0.44	0.23	(25.94)	(13.35)	(83.06)
ESA CAM [7]			0.41	0.41	0.26			(8.54)

Notes:

[1] All program measures, including resource and non-resource measures, are represented in the ESACET. Only measures considered resource measures are represented in the Resource Test. Resource measures, as defined by the ESA Cost Effectiveness Working Group, include any measure with a unit savings of less than one kWh or one therm.

[2] The ESACET includes energy and non-energy benfits and all program costs: including measure, installation, and administrative costs.

[3] The Resource Test includes energy benefits and program measure and installation costs, and does not include administration costs.

[4] ESACET and the Resource Test were directed by D.14-08-030, Ordering Paragraph 43.

[5] PG&E used the CET 2021 Avoided Cost Calculator, as required by D.16-06-007 and D.19-05-019 for cost-effectiveness analysis.

[6] D.19-05-019, Ordering Paragraph 2 and p.17 required all Distributed Energy Resource Programs to perform the Total Resource Cost (TRC), Program Adminstrator Cost (PAC), and Ratepayer Impact Measure (RIM) Tests when performing cost-effectiveness analyses.

[7] ESACET and the Resource Test both include Non-Energy Benefits (NEBs) based on benefits to income-qualified tenants. The impact of these benefits has not been studied for building owners/managers who will also derive benefits from the ESA CAM Program, and these tests are not performed for ESA CAM.

ESA Table 4 - Detail by Housing Type and Source [*]
Pacific Gas and Electric Company
Program Year 2021

Customer	Housing Type	# Homes Treated	(GWh)	MW	(MM Therm)	2021 Expenses [2]
		Table 4A - 2021 Energy Savings [1]				
Gas and Electric Customers						
Owners - Total		**39,532**	**29.536**	**3.790**	**67.817**	**$ 56,127,411**
	Single Family	33,310	26.851	3.434	69.651	$ 50,697,226
	Multi Family	1,418	0.214	0.026	0.903	$ 331,788
	Mobile Homes	4,804	2.470	0.329	(2.737)	$ 5,098,396
Renters - Total		**39,347**	**18.332**	**2.385**	**66.728**	**$ 30,219,580**
	Single Family	15,491	13.622	1.781	26.459	$ 21,146,740
	Multi Family	23,580	4.576	0.586	40.323	$ 8,862,110
	Mobile Homes	276	0.134	0.018	(0.055)	$ 210,731
Electric Customers (only)						
Owners - Total		**10,585**	**7.147**	**0.910**	**(131.539)**	**$ 5,665,263**
	Single Family	7,380	6.290	0.798	(118.260)	$ 5,020,575
	Multi Family	1,790	0.065	0.008	(0.961)	$ 72,428
	Mobile Homes	1,415	0.792	0.104	(12.318)	$ 572,260
Renters - Total		**6,874**	**4.672**	**0.602**	**(79.669)**	**$ 4,722,717**
	Single Family	2,999	2.995	0.390	(52.875)	$ 2,828,366
	Multi Family	3,467	1.447	0.181	(23.778)	$ 1,723,480
	Mobile Homes	408	0.230	0.032	(3.016)	$ 170,870
Gas Customers (only)						
Owners - Total		**4,778**	**0.443**	**0.080**	**99.626**	**$ 4,908,553**
	Single Family	4,271	0.417	0.075	95.726	$ 4,537,521
	Multi Family	119	0.001	-	0.258	$ 9,321
	Mobile Homes	388	0.025	0.004	3.642	$ 361,711
Renters - Total		**2,053**	**0.094**	**0.017**	**31.074**	**$ 1,075,642**
	Single Family	937	0.087	0.016	24.452	$ 911,778
	Multi Family	1,084	0.007	0.001	6.397	$ 146,539
	Mobile Homes	32	0.001	-	0.224	$ 17,326
Gas and Electric Total		103,169	60.22	7.78	54.04	$ 102,719,166
Multifamily Common Area Bldgs. - Total		-	-	-	0	$ -
Totals:		**103,169**	**60.224**	**7.784**	**54.036**	**$ 102,719,166**

[*] Summary data which includes the ESA Main program (SF, MH, MF In-unit)
[1] All savings are calculated based on DNV/GL Impact Evaluation Program Years 2015-2017 Impact II or technical workpapers.
[2] Total expenses shown is different than reported in Table 2 due to the inclusion of Customer Enrollment (in-home education and outreach & assessment) expenses in Table 2 that are not tracked here.

Tables 4B - Enrollment Rate History

Year	Homes Treated [1]	Ineligible & Unwilling [2]	Estimated Eligible in Current Year [3]	Current Year Enrollment Rate for Homes Treated [4]
2002	70,683			
2003	47,271			
2004	48,456			
2005	57,700			
2006	66,043			
2007	63,319			
2008	61,034			
2009	81,308			
2010	133,329			
2011	128,071			
2012	115,229			
2013	123,566			
2014	123,539			
2015	100,573			
2016	74,319			
2017	87,052	37,304	1,762,588	8.2%
2018	85,168	81,567	1,689,909	8.4%
2019	106,673	60,478	1,592,402	11.2%
2020	86,466	52,826	1,609,198	9.0%
2021	103,169	39,500	1,593,876	10.8%
Total ESA Homes Treated since 2002	**1,762,968**			

[1] This table was created to track progress toward the ESA 2020 Goal, which PG&E met in early 2020. ESA homes treated since 2002 were originally reported to track progress toward meeting the 2020 Programmatic Initiative and did not include Go-Back homes (which were not counted towards the 2020 Goal). The cumulative ESA treated total now includes all homes treated by PG&E (including both First Touch and Go-Back homes) since IOUs are no longer tracking towards meeting a 100% participation goal by 2020. The total reported in this table includes PG&E ESA-treated single family, multi-family, and mobile homes only, and does not include homes treated by CSD's LIHEAP program or any other leveraged programs.
PG&E recommends revising this table for 2022 ESA reporting.

[2] Customers that were ineligible, unwilling, or infeasible to participate, as reported on ESA Table 8, and defined in Ordering Paragraph 75 of D.17-12-008, Atch.1 (modified D.16-11-022).

[3] The estimated eligible population is updated annually by Athens Research from census data. Total eligibility shown in this column is the number of households estimated to be eligible for ESA in 2021 (from Athens Research CARE eligibility update filed on February 14, 2021).

[4] The annual enrollment rate is percent of customers treated (Column B) relative to the eligible customers (Column D) times the 60% Willing and Feasible to Participate (WFTP) factor authorized in D.17-12-008, Atch.1 OP.75 (see also Section 3.18.5, pp.263-271). Calculation: **B/(D*0.6)**.

Table 4C - Households in Shared Service Territory

Year	Utility in Shared Service Territory	Eligible Households in Shared Service Territory	Eligible households treated by both utilities in shared service territory
2021	SCE	5,124	0
2021	SoCalGas	96,694	3,364

ESA Table 5 - ESA Direct Purchases & Installation Contractors
Pacific Gas and Electric Company
Program Year 2021

	A	B	C	D	E	F	G
2	Contractor	County	Contractor Type (Check one or more if applicable)				2021 Annual Expenditures [1]
3			Private	CBO	WMDVBE	LIHEAP	
4	**Implementer 1**						
5	Contractor 1	Alameda Contra Costa Marin Napa San Francisco	x				$ 1,465,323
6	Contractor 2	Alameda Contra Costa Marin Napa San Francisco	x				$ 35,966
7	Contractor 3	Contra Costa Napa Marin		x			$ 2,378,434
8	Contractor 4	Contra Costa San Francisco Alameda		x			$ 8,368
9	Contractor 5	Alameda Contra Costa San Francisco Marin	x		x		$ 8,288,711
10	Contractor 6	Alameda Contra Costa	x		x		$ 986,160
11	Contractor 7	Alameda Contra Costa San Francisco Napa	x				$ 12,023,412
12	Contractor 8	Contra Costa	x		x		$ 28,554
13	Contractor 9	Alameda	x				$ 1,959,385
14	Contractor 10	Alameda	x		x		$ 175,139
15	Contractor 11	Alameda Contra Costa	x				$ 483,218
16	Contractor 12	Alameda Contra Costa Marin Napa San Francisco	x				$ 1,329,718
17	**Implementer 1 Total**						**$ 29,162,388**
18	**Implementer 2**						
19	Contractor 1	Fresno Kings Madera	x				$ 639,324
20	Contractor 2	San Luis Obispo Santa Barbara	x		x		$ 1,707,910
21	Contractor 3	Butte Colusa El Dorado Fresno Glenn Kern Mariposa Nevada Placer Sacramento San Joaquin San Mateo Santa Clara Solano Sonoma Stanislaus Sutter Tehama Tuolumne Yolo Yuba	x				$ 3,188,189
22	Contractor 4	Fresno	x				$ 5,682,302
23	Contractor 5	San Mateo Santa Clara Solano Sonoma	x				$ 996,923
24	Contractor 6	Santa Clara Santa Cruz	x				$ 5,216,959
25	Contractor 7	Fresno Madera Mariposa Merced San Joaquin Tuolumne	x				$ 5,680,946

ESA Table 5 - ESA Direct Purchases & Installation Contractors
Pacific Gas and Electric Company
Program Year 2021

	A	B	C	D	E	F	G
2			Contractor Type (Check one or more if applicable)				
3	Contractor	County	Private	CBO	WMDVBE	LIHEAP	2021 Annual Expenditures [1]
26	Contractor 8	Monterey San Luis Obispo Santa Barbara Santa Cruz Santa Clara		x		x	$ 479,109
27	Contractor 9	Fresno Humboldt Kings Madera Siskiyou Trinity Tulare	x		x		$ 6,673,357
28	Contractor 10	Sacramento San Joaquin Solano Yolo		x			$ 5,216,237
29	Contractor 11	Fresno	x				$ 485,177
30	Contractor 12	Calaveras Fresno Kern Kings Sacramento San Joaquin Stanislaus	x				$ 1,128,313
31	Contractor 13	San Mateo Santa Clara		x			$ 88,875
32	Contractor 14	MercedSacramentoSan Jo	x		x		$ 5,969,958
33	Contractor 15	Kern Tulare	x		x		$ 1,537,205
34	Contractor 16	San Joaquin	x				$ 23,439
35	Contractor 17	Fresno Kings Kern Merced San Joaquin Stanislaus San Mateo Tulare Tuolumne	x		x		$ 9,800,749
36	Contractor 18	Colusa Fresno Kern Kings Madera Mariposa Merced Monterey Placer Sacramento San Benito San Joaquin Santa Cruz Solano Stanislaus Yolo Yuba Tulare Tuolumne	x				$ 3,861,299
37	Contractor 19	Kern	x				$ 3,826,149
38	Contractor 20	Fresno Kern Kings Tulare		x		X	$ 310,489
39	Contractor 21	San Bernardino Solano Sonoma	x				$ 3,703,472
40	Contractor 22	Kern San Bernardino San Luis Obispo Santa Barbara	x				$ 678,643
41	Contractor 23	Butte Colusa Glenn Lake Lassen Mendocino Nevada Placer Plumas Sacramento Sierra Shasta Tehama Sutter Yolo Yuba	x		x		$ 2,278,345

ESA Table 5 - ESA Direct Purchases & Installation Contractors
Pacific Gas and Electric Company
Program Year 2021

	A	B	C	D	E	F	G
2			Contractor Type (Check one or more if applicable)				
3	Contractor	County	Private	CBO	WMDVBE	LIHEAP	2021 Annual Expenditures [1]
42	Contractor 24	Fresno Merced	x				$ 147,459
43	Contractor 25	Butte Colusa El Dorado Glenn Humboldt Mendocino Placer San Joaquin Shasta Sonoma Solano Sutter Tehama Yolo Yuba	x				$ 5,111,255
44	Contractor 26	Shasta Tehama		x		x	$ 658,410
45	Contractor 27	Santa Clara	x		x		$ 1,271,042
46	Contractor 28	Alpine Amador Calaveras El Dorado Kern Monterey Nevada Placer Sacramento San Benito Santa Cruz	x				$ 11,322,466
47	Contractor 29	Fresno Madera Merced San Joaquin Stanislaus San Luis Obispo	x				$ 3,318,928
48	Contractor 30	Fresno Monterey San Joaquin Santa Clara San Mateo Solano Stanislaus	x		x		$ 3,653,659
49	Contractor 31	All Counties in the Central Coast, Central Valley and Northern regions	x				$ 2,851,224
50	Contractor 32	Monterey San Benito San Luis Obispo	x				$ 2,050,923
51	Contractor 33	All Counties in the Central Valley, Central Coast, and Northern regions	x				$ 2,190,655
52	Contractor 34	Fresno Kern Kings Madera Tulare	x				$ 6,018,756
53	**Implementer 2 Total**						**$ 107,768,147**
54	**Program Total**						**$ 136,930,534**
55							

[1] Annual Expenditures reflect invoices for projects paid in 2021 including NGAT work. Table 1 and 1A costs include labor and materials, accruals and cost corrections for 2021.

ESA Table 6 - ESA Installation Cost of Program Installation Contractors
Pacific Gas and Electric Company
Program Year 2021

	Unit of Measure	CBO/WMDVBE						Non-CBO/WMDVBE						2021 Program Total				
		Installations		Dwellings		Costs		Installations		Dwellings		Costs		Units Installed	Households	Costs	Cost/ Unit	Cost/ Household
		Units	%	Units	%	$	%	Units	%	Units	%	$	%					
Dwellings	**Each**																	
Appliances																		
High Efficiency Clothes Washer	Home		0%		0%		0%	3,154	100%	3,154	100%	$ 2,803,739	100%	3,154	3,154	$ 2,803,739	$ 888.95	$ 888.95
Refrigerators	Each		0%		0%		0%	5,871	100%	5,871	100%	$ 4,682,766	100%	5,871	5,871	$ 4,682,766	$ 797.61	$ 797.61
Microwaves [2]	Home																	
Freezers [2]	Each																	
Domestic Hot Water																		
Other Hot Water	Home	3,641	5%	3,641	5%	$ 285,888	5%	67,719	95%	67,719	95%	$ 5,317,232	95%	71,360	71,360	$ 5,603,120	$ 78.52	$ 78.52
Tank and Pipe Insulation	Home	321	4%	321	4%	$ 24,613	4%	7,243	96%	7,243	96%	$ 555,355	96%	7,564	7,564	$ 579,968	$ 76.67	$ 76.67
Water Heater Repair/Replacement	Home	17	1%	17	1%	$ 32,686	1%	1,508	99%	1,508	99%	$ 2,899,470	99%	1,525	1,525	$ 2,932,156	$ 1,922.73	$ 1,922.73
Thermostat-controlled Shower Valves [3]	Each																	
New - Combined Showerhead/TSV [3]	Each																	
New - Heat Pump Water Heater [4]	Each																	
New - Tub Diverter/ Tub Spout	Each	4	2%	3	2%	$ 314	2%	212	98%	165	98%	$ 16,646	98%	216	168	$ 16,960	$ 78.52	$ 100.95
Enclosure																		
Air Sealing / Envelope [1]	Home	4,322	8%	4,322	8%	$ 2,065,396	8%	51,016	92%	51,016	92%	$ 24,379,510	92%	55,338	55,338	$ 26,444,906	$ 477.88	$ 477.88
Attic Insulation	Home	456	18%	456	18%	$ 734,153	18%	2,128	82%	2,128	82%	$ 3,426,050	82%	2,584	2,584	$ 4,160,203	$ 1,609.99	$ 1,609.99
HVAC																		
Furnace Repair/Replacement	Home	41	2%	41	2%	$ 130,214	2%	1,965	98%	1,965	98%	$ 6,240,761	98%	2,006	2,006	$ 6,370,975	$ 3,175.96	$ 3,175.96
Room A/C Replacement	Home	86	4%	86	4%	$ 70,078	4%	2,162	96%	2,162	96%	$ 1,761,716	96%	2,248	2,248	$ 1,831,794	$ 814.85	$ 814.85
Central A/C Replacement	Home		0%		0%		0%	1	100%	1	100%	$ 3,542	100%	1	1	$ 3,542	$ 3,542.10	$ 3,542.10
Heat Pump Replacement [5]	Home																	
Evaporative Coolers	Home	53	4%	53	4%	$ 42,704	4%	1,185	96%	1,185	96%	$ 954,791	96%	1,238	1,238	$ 997,495	$ 805.73	$ 805.73
Duct Testing and Sealing	Home	2,206	28%	2,206	28%	$ 1,871,197	28%	5,644	72%	5,644	72%	$ 4,787,415	72%	7,850	7,850	$ 6,658,612	$ 848.23	$ 848.23
New - Energy Efficient Fan Control [6]	Home																	
New - Prescriptive Duct Sealing [2]	Home																	
Central A/C Tune up	Home	7	0%	7	0%	$ 2,549	0%	11,618	100%	11,618	100%	$ 4,230,793	100%	11,625	11,625	$ 4,233,342	$ 364.16	$ 364.16
New - Smart Thermostats	Each	2,143	12%	2,100	12%	$ 586,674	12%	15,492	88%	14,858	88%	$ 4,241,138	88%	17,635	16,958	$ 4,827,813	$ 273.76	$ 284.69
New - High Efficiency Forced Air Unit (HE FAU) [7]	Home																	
New - A/C Time Delay	Home	1	0%	1	0%	$ 226	0%	7,856	100%	7,856	100%	$ 1,778,848	100%	7,857	7,857	$ 1,779,074	$ 226.43	$ 226.43
Blower Motor Retrofit	Each		0%		0%		0%	16	100%	16	100%	$ 3,228	100%	16	16	$ 3,228	$ 202	$ 202
Maintenance																		
Furnace Clean and Tune [2]	Home																	
Lighting																		
Lighting (Occupancy Sensor)	Home	4	3%	4	3%	$ 333	3%	111	97%	111	97%	$ 9,237	97%	115	115	$ 9,570	$ 83.21	$ 83.21
New - LED Reflector Downlight Retrofit Kits [8]	Each																	
LED Diffuse A-Lamps	Each	51,697	8%	4,688	6%	$ 411,797	8%	569,891	92%	76,520	94%	$ 4,539,519	92%	621,588	81,208	$ 4,951,316	$ 7.97	$ 60.97
LED Reflector Bulbs (BR)	Each	10,368	12%	1,570	11%	$ 84,703	12%	74,518	88%	13,176	89%	$ 608,785	88%	84,886	14,746	$ 693,488	$ 8.17	$ 47.03
LED Torchieres	Each	2,785	10%	1,326	7%	$ 150,585	10%	26,219	90%	18,461	93%	$ 1,417,664	90%	29,004	19,787	$ 1,568,249	$ 54.07	$ 79.26
LED Exterior Hardwired Fixtures	Each	2,577	4%	1,191	4%	$ 141,029	4%	70,513	96%	31,106	96%	$ 3,858,911	96%	73,090	32,297	$ 3,999,940	$ 54.73	$ 123.85
LED Interior Hardwired Fixtures	Each	12,516	4%	4,441	4%	$ 583,590	4%	300,473	96%	108,472	96%	$ 14,010,322	96%	312,989	112,913	$ 14,593,912	$ 46.63	$ 129.25
Miscellaneous																		
Pool Pumps [2]	Home																	
Smart Power Strips - Tier 1	Home	927	8%	927	8%	$ 95,369	8%	11,421	92%	11,421	92%	$ 1,174,987	92%	12,348	12,348	$ 1,270,356	$ 102.88	$ 102.88
New - Smart Power Strips - Tier 2	Home	675	6%	675	6%	$ 99,990	6%	10,819	94%	10,819	94%	$ 1,602,650	94%	11,494	11,494	$ 1,702,640	$ 148.13	$ 148.13
Pilots [9]																		
Customer Enrollment																		
Outreach & Assessment	Home													103,169	103,169	$ 19,973,063	$ 194.00	$ 194.00
In-Home Education	Home													103,169	103,169	$ 6,508,519	$ 63.00	$ 63.00

[1] Air Sealing and Envelope Measures may include caulking, cover plate gaskets, evaporative cooler cover, attic access weatherstripping, and minor home repairs.
Minor home repairs predominently consist of door jam repair/replacement, door repair and window putty; and also include ceiling repair, door replacement, interior and exterior wall repair, exhaust fan vents, window repair, and glass replacement.
Weatherization predominantly consist of door jamb repair / replacement, door repair, and window putty, and may also include: attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.
[2] Measure not currently part of PG&E's ESA portfolio.
[3] This measure is included in the "Other Hot Water" measure category.
[4] Very few households have electric water heaters, no uptake in 2021.
[5] Measure has no uptake - very low rerofit opportunity as it is evident with the very low implementation of central A/C replacement.
[6] Measure no longer desirable as the strategy can be implemented effectively with the smart thermostat.
[7] Measure launched in late 2020 and no uptake in 2021.
[8] Measure is essentially covered by the "LED Interior Hardwired Fixtures" measure.
[9] Programmable Controllable Thermostat/ Smart Thermostat TOU Pilot activity was completed in 2020. There was no 2021 pilot activity.

Note: MF CAM activity is accounted separately and is not included in this table.
Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

	A	B	C	D	E
1	**ESA Table 7 - Expenditures Recorded by Cost Element Pacific Gas and Electric Company Program Year 2021**				
2	**ESA Program:**	**Labor [1]**	**Non-Labor [2]**	**Contractor [3]**	**Total**
3	**Energy Efficiency**				
4	Appliances			$ 7,921,442	$ 7,921,442
5	Domestic Hot Water			$ 9,479,889	$ 9,479,889
6	Enclosure			$ 32,019,575	$ 32,019,575
7	HVAC			$ 28,103,501	$ 28,103,501
8	Maintenance			$ -	$ -
9	Lighting			$ 27,030,531	$ 27,030,531
10	Miscellaneous			$ 3,025,276	$ 3,025,276
11	Customer Enrollment			$ 20,353,269	$ 20,353,269
12	In Home Education			$ 6,618,007	$ 6,618,007
13	Pilot			$ 76,563	$ 76,563
14	Implementation [4]			$ 5,980,494	$ 5,980,494
15	Safety - Unexpected overhead costs			$ 424,273	$ 424,273
16	Multi-Family SPOC	$ 3,358		$ 184,357	$ 187,715
17	Multi-Family Common Area Measures	$ 7,708		$ 14,794,786	$ 14,802,494
18	Leveraging - CSD	$ 2,480		$ (2,664)	$ (184)
19	MCE LIFT PILOT		$ 650,000		$ 650,000
20	Pilot Plus and Pilot Deep	$ 33,308			$ 33,308
21	**Energy Efficiency TOTAL**	**$ 46,854**	**$ 650,000**	**$ 156,009,299**	**$ 156,706,153**
22					
23	Training Center	235,286	$ 80,073	$ 386,353	$ 701,712
24	Inspections	$ 3,382,118		$ 46,689	$ 3,428,807
25	Marketing and Outreach	$ 393,086	$ 145,602	$ 1,929,087	$ 2,467,775
26	Statewide Marketing Education and Outreach				$ -
27	Measurement and Evaluation Studies	$ 3,946		$ 98,744	$ 102,690
28	Regulatory Compliance	$ 506,130		$ 21,129	$ 527,259
29	General Administration	$ 4,702,793		$ 2,122,008	$ 6,824,801
30	CPUC Energy Division			$ 50,636	$ 50,636
31					
32	PPRS			$ 7,309,871	$ 7,309,871
33					
34	**TOTAL PROGRAM COSTS**	**$ 9,270,213**	**$ 875,675**	**$ 167,973,816**	**$ 178,119,704**
35					
36	[1] Labor costs include any internal direct (administrative and/or implementation) costs (indirect costs are a separate line item), burdened by overhead, that represents person hours.				
37	[2] Non-Labor costs include all direct internal (administrative and/or implementation) costs (indirect costs are given as a separate line item) not covered under labor.				
38	[3] Contract costs include all outsourced costs (administrative and/or implementation). Contract costs do not need to be further broken out by labor/non-labor. This category includes agency employees.				
39	[4] This budget category includes the primary administrative fee for Implementer(s).				
40	Note: This table is consistent with costs reflected on ESA Table 1 and Table 1A, and includes total program costs from both authorized costs (Table 1) and authorized costs from unspent funding (Table 1A).				

	A	B	C	D	E	F	G	H
1	**ESA Table 8 - ESA Homes Unwilling / Unable to Participate Pacific Gas and Electric Company Program Year 2021**							
2	**ESA Program**							
3		**Reason Provided**						
4	**County**	**Customer Unwilling/Declined Program Measures**	**Customer Unavailable - Scheduling Conflicts**	**Hazardous Environment (unsafe/unclean)**	**Landlord Refused to Authorize Participation**	**Household Income Exceeds Allowable Limits**	**Unable to Provide Required Documentation**	**Other Infeasible/ Ineligible**
5	ALAMEDA	147	2694	2	880	88	304	298
6	ALPINE	0	0	0	0	0	0	0
7	AMADOR	10	75	0	9	1	3	11
8	BUTTE	168	1165	6	210	52	59	84
9	CALAVERAS	8	56	0	3	1	13	8
10	COLUSA	21	295	1	42	24	31	22
11	CONTRA COSTA	488	2642	1	604	150	542	290
12	EL DORADO	42	117	1	11	4	24	38
13	FRESNO	206	1103	53	79	114	44	271
14	GLENN	30	124	0	32	24	13	22
15	HUMBOLDT	66	191	1	35	7	1	10
16	KERN	405	1587	4	215	73	292	495
17	KINGS	6	23	0	4	3	7	25
18	LAKE	43	993	0	44	29	82	4
19	LASSEN	0	9	0	0	0	0	0
20	MADERA	37	136	1	15	16	1	58
21	MARIN	5	480	0	102	12	1	13
22	MARIPOSA	5	0	0	0	0	0	5
23	MENDOCINO	63	368	0	24	9	11	10
24	MERCED	135	783	6	44	65	17	135
25	MONTEREY	100	855	0	90	17	67	127
26	NAPA	17	523	1	74	27	34	18
27	NEVADA	17	298	0	9	12	33	1
28	PLACER	54	445	1	65	21	56	28
29	PLUMAS	1	55	0	14	4	3	0
30	SACRAMENTO	348	270	1	35	62	104	19
31	SAN BENITO	7	67	0	1	3	14	12
32	SAN BERNARDINO	0	0	0	0	0	0	0
33	SAN FRANCISCO	69	1109	0	293	20	54	53
34	SAN JOAQUIN	141	1631	177	123	78	56	133
35	SAN LUIS OBISPO	6	250	0	37	29	0	40
36	SAN MATEO	0	159	0	2	2	0	5
37	SANTA BARBARA	14	284	0	55	96	2	49
38	SANTA CLARA	16	914	0	10	52	5	75
39	SANTA CRUZ	32	258	0	13	22	24	16
40	SHASTA	100	447	48	34	110	75	81
41	SIERRA	0	4	0	0	0	0	0
42	SISKIYOU	0	0	0	0	0	0	0
43	SOLANO	126	727	0	184	99	155	115
44	SONOMA	246	241	1	128	28	134	41
45	STANISLAUS	70	1129	5	15	25	5	34
46	SUTTER	100	533	1	120	51	56	40
47	TEHAMA	39	451	10	44	68	43	39
48	TRINITY	0	0	0	0	0	0	0
49	TULARE	4	20	0	9	5	1	28
50	TUOLUMNE	11	27	0	0	8	1	7
51	YOLO	99	661	1	143	59	45	56
52	YUBA	71	568	1	51	38	64	35
53	**Total**	**3,573**	**24,767**	**323**	**3,902**	**1,608**	**2,476**	**2,851**

ESA Table 9 - Life Cycle Bill Savings by Measure
Pacific Gas and Electric Company
Program Year 2021

	A	B	C	D	E	F	G
2	**Measure Description**		**2021 Number Installed**	**Per Measure Electric Impact (kWh) [2] [3]**	**Per Measure Gas Impact (Therms) [2] [3]**	**Effective Useful Life (EUL)**	**2021 Total Measure Life Cycle Bill Savings [1] [11]**
3	**Appliances**						
4	Freezers [4]	Each					
5	High Efficiency Clothes Washer	Home	3154	12,012	59,379	11	$ 638,684
6	Microwaves	Home					
7	Refrigerators	Each	5,871	3,256,905	0	15	$ 5,560,767
8	**Domestic Hot Water**						
9	New - Combined Showerhead/TSV [5]	Each					
10	New - Heat Pump Water Heater [6]	Each					
11	New - Tub Diverter/ Tub Spout	Each	216	28	396.2	8	$ 3,242
12	Other Hot Water	Home	71,360	488,739	362,130	8	$ 3,449,168
13	Tank and Pipe Insulation	Home	7,564	29,403	30,517	8	$ 278,302
14	Thermostat-controlled Shower Valves [5]	Each					
15	Water Heater Repair/Replacement	Home	1,525	0	11,302	15	$ 149,113
16	**Enclosure**						
17	Air Sealing / Envelope [1]	Home	55,338	141,610	58,888	9	$ 689,887
18	Attic Insulation	Home	2,584	35,310	114,477	20	$ 1,901,553
19	**HVAC**						
20	Blower Motor Retrofit	Each	16	1907.2	-28.64	5	$ 1,178
21	Central A/C Replacement	Home	1	286	0	18	$ 552
22	Central A/C Tune up	Home	11,625	(235,480)	0	15	$ (402,054)
23	Duct Testing and Sealing	Home	7,850	(12,117)	50,093	25	$ 883,209
24	Evaporative Coolers	Home	1,238	465,899	-	15	$ 795,465
25	Furnace Repair/Replacement	Home	2,006	-	(48,978)	16	$ (675,875)
26	Heat Pump Replacement [7]	Home					
27	New - A/C Time Delay	Home	7,857	(725,827)	0	10	$ (913,501)
28	New - Energy Efficient Fan Control [8]	Home					
29	New - High Efficiency Forced Air Unit (HE FAU) [9]	Home					
30	New - Prescriptive Duct Sealing [4]	Home					
31	New - Smart Thermostats	Each	17,635	3,684,428	487,392	9	$ 8,614,902
32	Room A/C Replacement	Home	2,248	(428,612)	-	15	$ (731,803)
33	**Maintenance**						
34	Furnace Clean and Tune [4]	Home					
35	**Lighting [3]**						
36	LED Diffuse A-Lamps	Each	621,588	19,175,547	(440,092)	16	$ 28,171,110
37	LED Exterior Hardwired Fixtures	Each	73,090	5,672,149	-	16	$ 10,129,483
38	LED Interior Hardwired Fixtures	Each	312,989	21,795,408	(491,783)	16	$ 32,136,418
39	LED Reflector Bulbs (BR)	Each	84,886	3,942,532	(92,857)	16	$ 5,759,290
40	LED Torchieres	Each	29,004	2,047,042	(46,800)	16	$ 3,009,839
41	Lighting (Occupancy Sensor)	Home	115	3,382	-	8	$ 3,549
42	New - LED Reflector Downlight Retrofit Kits [10]	Each					
43	**Miscellaneous**						
44	New - Smart Power Strips - Tier 2	Home	11,494	873,544	-	5	$ 610,269
45	Pool Pumps [4]	Home					
46	Smart Power Strips - Tier 1	Home	12,348	-	-	5	$ -
47	**Pilots [12]**						
48							
49							
50	**Total**		**1,343,602**	**60,224,095**	**54,036**	**13**	**$ 100,062,749**
51							
52	**Total Homes Served By the Program**		**103,169**				
53	**Life Cycle Bill Savings Per Home**						**$ 970**

54

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

56 [2] All savings are calculated based on DNV/GL Impact Evaluation Program Years 2015-2017 Impact II or technical workpapers.

57 [3] LED lighting savings from workpaper "LED for ESA.xlsx".

58 [4] Measure not currently part of PG&E's ESA portfolio.

59 [5] This measure is included in the "Other Hot Water" measure category.

60 [6] Very few households have electric water heaters, no uptake in 2021.

61 [7] Measure has no uptake - very low rerofit opportunity as it is evident with the very low implementation of central A/C replacement.

62 [8] Measure no longer desirable as the strategy can be implemented effectively with the smart thermostat.

63 [9] Measure had no uptake in 2021.

64 [10] Measure is essentially covered by the "LED Interior Hardwired Fixtures" measure.

65 [11] Measure life cycle bill savings are calculated with the energy rates given in Table 10.

66 [12] Programmable Controllable Thermostat Smart Thermostat TOU Pilot activity was completed in 2020. No pilot completion in 2021 - See ESA Table 1 for exenditures.

67

68 Note: Values in columns C, D, and E are from Table 2.

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

	A	B	C
1	**ESA Table 10 - Energy Rate Used for Bill Savings Calculations[1]** **Pacific Gas and Electric Company** **Program Year 2021**		
2	**Year**	**$/kWh**	**$/Therm**
3	2021	0.1524	1.1770
4	2022	0.2981	2.3040
5	2023	0.4376	3.3810
6	2024	0.5710	4.4120
7	2025	0.6986	5.3980
8	2026	0.8207	6.3420
9	2027	0.9376	7.2450
10	2028	1.0493	8.1080
11	2029	1.1563	8.9350
12	2030	1.2586	9.7250
13	2031	1.3564	10.4820
14	2032	1.4501	11.2050
15	2033	1.5397	11.8980
16	2034	1.6254	12.5600
17	2035	1.7074	13.1930
18	2036	1.7858	13.8000
19	2037	1.8609	14.3800
20	2038	1.9327	14.9340
21	2039	2.0014	15.4650
22	2040	2.0671	15.9730
23	2041	2.1300	16.4590
24	2042	2.1901	16.9240
25	2043	2.2477	17.3690
26	2044	2.3028	17.7940
27	2045	2.3554	18.2010
28			
29	[1] For 2021, the average costs per kWh and therm, respectively, paid by ESA participants are shown. Costs are calculated using the CPUC discount rate of 7.66%.		

	A	B	C	D	E
1	**ESA Table 11 - Bill Savings Calculations by Program Year Pacific Gas and Electric Company Program Year 2021**				
2	**Program Year**	**Program Costs**	**Program Lifecycle Bill Savings**	**Program Bill Savings/ Cost Ratio**	**Per Home Average Lifecycle Bill Savings**
3	2011	$ 145,900,978	$ 58,889,388	0.40	$ 460
4	2012	$ 131,145,519	$ 44,191,560	0.34	$ 384
5	2013	$ 142,181,389	$ 54,007,801	0.38	$ 437
6	2014	$ 145,940,449	$ 53,008,314	0.36	$ 429
7	2015	$ 136,775,345	$ 63,956,471	0.47	$ 636
8	2016	$ 105,094,305	$ 52,052,655	0.50	$ 700
9	2017 [*]	$ 122,778,059	$ 106,566,378	0.87	$ 1,224
10	2018	$ 122,576,966	$ 102,803,203	0.84	$ 1,207
11	2019	$ 168,368,608	$ 92,267,012	0.55	$ 865
12	2020	$ 133,404,957	$ 80,411,595	0.60	$ 930
13	2021	$ 155,136,501	$ 100,062,749	0.64	$ 970
14					
15	[*] Increased bill savings in 2017 due to higher numbers of LED and smart power strip installations, as a result of measure caps removal, and lower actual vs forecasted LED costs.				

ESA Table 12 - Fund Shifting
Pacific Gas and Electric Company
Program Year 2021

			Budget [1]			Expenditures			(Shift) or Carried Forward (Budget - Expenditures = Variance)			FUND SHIFT AMOUNT: Among Categories within Program Year			FUND SHIFT AMOUNT: Carry Forward from 2020			FUND SHIFT AMOUNT: Carry Back from 2022								
	Date	Program Year 2021	Electric	Gas	Total Authorized	Electric	Gas	Total Expenditures	Variance: Electric	Variance: Gas	Variance: Total	(1) Shift of Current Year Authorized: Electric	(1) Shift of Current Year Authorized: Gas	(1) Shift of Current Year Authorized: Total	(2) Shift of Carry Forward: Electric	(2) Shift of Carry Forward: Gas	(2) Shift of Carry Forward: Total	(3) Shift of Carry Back: Electric	(3) Shift of Carry Back: Gas	(3) Shift of Carry Back: Total	Total Shifted Gas/ Electric	% of Authorized Total	Fund Shifting Source 1. Current Year Authorized 2. Carried Forward 3. Carried Back	To/From Year	Fund Shift Description	Authorization
7		**ESA Program:**	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	ex. $x,xxx	*($x,xxx)*	*x%*				*G-xxxx; D.xx- xx-xxx*
8		Energy Efficiency																								
9	Mar-22	Appliances	$ 10,722,402	$ -	**$ 10,722,402**	$ 7,921,442	$ -	**$ 7,921,442**	$ 2,800,960	$ -	**$ 2,800,960**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
10	Mar-22	Domestic Hot Water [2]	$ 779,660	$ 10,358,339	**$ 11,137,999**	$ 536,452	$ 8,943,437	**$ 9,479,889**	$ 243,208	$ 1,414,902	**$ 1,658,110**	$ -	$ (1,414,902)	**$ (1,414,902)**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ (1,414,902)	-1%	1.Current Year Authorized 2. 3.	1. 2021 2. 3.	1. Shift from Domestic Hot Water gas to Enclosure gas 2. 3.	1. D.21-06-015 2. 3.
11	Mar-22	Enclosure [3]	$ 5,675,391	$ 25,854,566	**$ 31,529,957**	$ 3,246,691	$ 28,772,884	**$ 32,019,575**	$ 2,428,700	$ (2,918,318)	**$ (489,618)**	$ (1,965,349)	$ 2,918,318	**$ 952,969**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ 952,969	0%	1.Current Year Authorized 2. 3.	1. 2021 2. 3.	1. Shift from Enclosure electric to HVAC electric 2. Shift from Enclosure electric to Miscellaneous electric 3. Shift from Domestic Hot Water gas and HVAC gas to Enclosure gas	1. D.21-06-015 2. D.21-06-015 3. D.21-06-015
12	Mar-22	HVAC [4]	$ 9,565,140	$ 20,283,958	**$ 29,849,098**	$ 10,675,553	$ 17,427,949	**$ 28,103,502**	$ (1,110,413)	$ 2,856,009	**$ 1,745,596**	$ 1,110,413	$ (1,669,165)	**$ (558,752)**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ (558,752)	0%	1.Current Year Authorized 2. 3.	1. 2021 2. 3.	1. Shift from HVAC gas to Enclosure gas 2. Shift from HVAC gas to Customer Enrollment gas 3. Shift from Enclosure electric to HVAC electric	1. D.21-06-015 2. D.21-06-015 3. D.21-06-015
13	Mar-22	Maintenance	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
14	Mar-22	Lighting	$ 30,477,112	$ -	**$ 30,477,112**	$ 27,030,531	$ -	**$ 27,030,531**	$ 3,446,581	$ -	**$ 3,446,581**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
15	Mar-22	Miscellaneous [5]	$ 2,170,340	$ -	**$ 2,170,340**	$ 3,025,276	$ -	**$ 3,025,276**	$ (854,936)	$ -	**$ (854,936)**	$ 854,936	$ -	**$ 854,936**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ 854,936	0%	1.Current Year Authorized 2. 3.	1. 2021 2. 3.	1. Shift from Enclosure electric to Miscellaneous electric 2. 3.	1. D.21-06-015 2. 3.
16	Mar-22	Customer Enrollment [6]	$ 12,522,960	$ 7,697,218	**$ 20,220,178**	$ 12,490,302	$ 7,862,967	**$ 20,353,269**	$ 32,658	$ (165,749)	**$ (133,091)**	$ -	$ 165,749	**$ 165,749**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ 165,749	0%	1.Current Year Authorized 2. 3.	1. 2021 2. 3.	1. Shift from HVAC gas to Customer Enrollment gas 2. 3.	1. D.21-06-015 2. 3.
17	Mar-22	In Home Education	$ 4,176,610	$ 2,567,144	**$ 6,743,754**	$ 4,072,324	$ 2,545,683	**$ 6,618,007**	$ 104,286	$ 21,461	**$ 125,747**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
18	Mar-22	Pilot	$ 172,250	$ 152,750	**$ 325,000**	$ 40,578	$ 35,984	**$ 76,562**	$ 131,672	$ 116,766	**$ 248,438**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. D.21-06-015 3.
19	Mar-22	Implementation	$ 4,003,871	$ 2,460,971	**$ 6,464,842**	$ 3,637,946	$ 2,342,548	**$ 5,980,494**	$ 365,925	$ 118,423	**$ 484,348**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
20	Mar-22	Safety - Unexpected overhead costs	$ 343,189	$ 210,941	**$ 554,130**	$ 266,242	$ 158,031	**$ 424,273**	$ 76,947	$ 52,910	**$ 129,857**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
21	Mar-22	MF- SPOC [7]	$ 417,792	$ 165,635	**$ 583,427**	$ 111,149	$ 76,566	**$ 187,715**	$ 306,643	$ 89,069	**$ 395,712**	$ -	$ -	**$ -**	$ 347,892	$ 103,648	**$ 451,540**	$ -	$ -	**$ -**	$ 451,540	0%	1. 2. Carried Forward 3.	1. 2. 2020 3.	1. 2. Shift from 2020 to 2021 3.	1. 2. D.21-06-015 3.
22	Mar-22	MF- CAM [8]	$ 24,163,401	$ 12,353,818	**$ 36,517,219**	$ 7,502,561	$ 6,680,277	**$ 14,182,838**	$ 16,660,840	$ 5,673,541	**$ 22,334,381**	$ -	$ -	**$ -**	$ 18,272,202	$ 7,129,547	**$ 25,401,749**	$ -	$ -	**$ -**	$ 25,401,749	12%	1. 2. Carried Forward 3.	1. 2. 2020 3.	1. 2. Shift from 2020 to 2021 3.	1. 2. D.21-06-015 3.
23	Mar-22	MF- Leveraging-CSD LIWP [9]	$ 1,917,998	$ 948,527	**$ 2,866,525**	$ (301)	$ 117	**$ (184)**	$ 1,918,299	$ 948,410	**$ 2,866,709**	$ -	$ -	**$ -**	$ 1,790,255	$ 835,246	**$ 2,625,501**	$ -	$ -	**$ -**	$ 2,625,501	1%	1. 2. Carried Forward 3.	1. 2. 2020 3.	1. 2. Shift from 2020 to 2021 3.	1. 2. D.21-06-015 3.
24	Mar-22	MF- Administrator Fee [10]	$ 1,791,265	$ 980,084	**$ 2,771,349**	$ 374,434	$ 245,221	**$ 619,655**	$ 1,416,831	$ 734,863	**$ 2,151,694**	$ -	$ -	**$ -**	$ 1,358,199	$ 596,044	**$ 1,954,243**	$ -	$ -	**$ -**	$ 1,954,243	1%	1. 2. Carried Forward 3.	1. 2. 2020 3.	1. 2. Shift from 2020 to 2021 3.	1. 2. D.21-06-015 3.
25	Mar-22	MF- MCE-LIFT Pilot	$ 344,500	$ 305,500	**$ 650,000**	$ 344,500	$ 305,500	**$ 650,000**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
26	Mar-22	Pilot Plus/Deep- Implementation	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
27	Mar-22	Pilot Plus/Deep- Administrative [11]	$ 17,653	$ 15,655	**$ 33,308**	$ 17,653	$ 15,655	**$ 33,308**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ 17,653	$ 15,655	**$ 33,308**	$ 33,308	0%	1. 2. 3. Carried Back	1. 2. 3. 2022	1. 2. 3. Shift from 2022 to 2021	1. 2. 3. D.21-06-015
28	Mar-22	Fund Shifting Offset	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
29																										
30		**Energy Efficiency TOTAL**	**$ 109,261,534**	**$ 84,355,106**	**$ 193,616,640**	**$ 81,293,333**	**$ 75,412,819**	**$ 156,706,152**	**$ 27,968,201**	**$ 8,942,287**	**$ 36,910,488**	**$ -**	**$ -**	**$ -**	**$ 21,768,548**	**$ 8,664,485**	**$ 30,433,033**	**$ 17,653**	**$ 15,655**	**$ 33,308**	**$ 30,466,341**	14%				
31																										
32	Mar-22	Training Center	$ 507,034	$ 312,459	$ 819,493	$ 409,618	$ 292,094	$ 701,712	$ 97,416	$ 20,365	$ 117,781	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
33	Mar-22	Inspections	$ 2,481,070	$ 1,460,557	$ 3,941,627	$ 2,112,777	$ 1,316,030	$ 3,428,807	$ 368,293	$ 144,527	$ 512,820	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
34	Mar-22	Marketing and Outreach	$ 1,609,830	$ 992,054	$ 2,601,884	$ 1,479,781	$ 987,994	$ 2,467,775	$ 130,049	$ 4,060	$ 134,109	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
35	Mar-22	Statewide ME&O	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
36	Mar-22	M&E Studies[12]	$ 225,863	$ 134,138	$ 360,000	$ 56,903	$ 45,786	$ 102,689	$ 168,960	$ 88,352	$ 257,311	$ -	$ -	**$ -**	$ 114,675	$ 50,325	**$ 165,000**	$ -	$ -	**$ -**	$ 165,000	0%	1. 2. Carried Forward 3.	1. 2. 2020 3.	1. 2. Shift from 2020 to 2021 3.	1. 2. D.21-06-015 3.
37	Mar-22	Regulatory Compliance	$ 376,256	$ 231,866	$ 608,122	$ 323,271	$ 203,988	$ 527,259	$ 52,985	$ 27,878	$ 80,863	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
38	Mar-22	General Administration	$ 4,486,446	$ 2,857,792	$ 7,344,238	$ 4,198,164	$ 2,626,638	$ 6,824,802	$ 288,282	$ 231,154	$ 519,436	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
39	Mar-22	CPUC Energy Division	$ 40,200	$ 24,773	$ 64,973	$ 32,149	$ 18,488	$ 50,637	$ 8,051	$ 6,285	$ 14,336	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	$ -	**$ -**	$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
40																										
41	Mar-22	PPRS[13]	$5,166,119	$2,267,146	$7,433,265	$5,080,361	$2,229,511	$7,309,871	$ 85,758	$ 37,635	**$ 123,393**	$ -	$ -	**$ -**	$5,166,119	$2,267,146	$7,433,265	$ -	$ -	**$ -**	$ 7,433,265	3%	1. 2. Carried Forward 3.	1. 2. 2020 3.	1. 2. Shift from 2020 to 2021 3.	1. 2. D.21-06-015 3.
42																										
43		**TOTAL PROGRAM COSTS**	**$ 124,154,352**	**$ 92,635,891**	**$ 216,790,242**	**$ 94,986,357**	**$ 83,133,348**	**$ 178,119,704**	**$ 29,167,995**	**$ 9,502,543**	**$ 38,670,537**	**$ -**	**$ -**	**$ -**	**$ 27,049,342**	**$ 10,981,956**	**$ 38,031,298**	**$ 17,653**	**$ 15,655**	**$ 33,308**	**$ 38,064,606**	**18%**				
44		**TOTAL PROGRAM INCLUDING CARRY FORWARD / CARRY BACK**	**$ 124,154,352**	**$ 92,635,891**	**$ 216,790,242**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**					
45																										
46																										
47		Note: Numbers reported in standard accounting format, with negative amounts displayed in parentheses ($xxx).																								
48																										
49		[1] Approved in Advice Letter Advice 4351-G-B/6035-E-B from January 1, 2021 to June 30,2021 and D.21-06-015 from July 1, 2021 to December 31, 2026.																								
50		[2] Shift $1,414,902 from Domestic Hot Water gas to Enclosure gas.																								
51		[3] Shift total of $2,918,318 to Enclosure gas from $1,414,902 Domestic Hot Water gas and $1,503,416 HVAC gas. Shift total of $1,965,349 from Enclosure electric to $1,110,413 HVAC electric and $854,936 Miscellaneous electric																								
52		[4] Shift $1,110,413 from Enclosure electric to HVAC electric. Shift total $1,669,165 from HVAC gas to $1,503,416 Enclosure gas and $165,749 Customer Enrollment gas.																								
53		[5] Shift $854,936 from Enclosure electric to Miscellaneous electric																								
54		[6] Shift $165,749 from HVAC gas to Customer Enrollment gas																								
55		[7] Carry forward $451,540 from 2020 to 2021																								
56		[8] Carry forward $25,401,749 from 2020 to 2021																								
57		[9] Carry forward $2,625,501 from 2020 to 2021																								
58		[10] Carry forward $1,954,243 from 2020 to 2021																								
59		[11] Carry back $33,308 from 2022 to 2021																								
60		[12] Carry forward $165,000 from 2020 to 2021																								
61		[13] Carry forward $7,433,265 from 2020 to 2021																								

	A	B
1	**ESA Table 13 - Categorical and Other Enrollment [1]** **Pacific Gas and Electric Company** **Program Year 2021**	
2	**Type of Enrollment**	**Number of Enrollment [2]**
3	Bureau of Indian Affairs General Assistance	7
4	CalFresh/SNAP (Food Stamps)	10,011
5	CalWORKs (TANF) or Tribal TANF	249
6	Head Start Income Eligible (Tribal Only)	8
7	Low Income Home Energy Assistance Program (LIHEAP)	270
8	Medicaid/Medi-Cal	15,734
9	Medi-Cal for Families (Healthy Families A & B)	4,716
10	National School Lunch Program (NSLP)	5,461
11	Supplemental Security Income (SSI)	4,815
12	Women Infants and Children (WIC)	3,945
13	Categorical - Multiple	2,340
14	CARE Income Qualified	895
15	Property Owner Income Certified	4,812
16	Targeted Self Certification	2,827
17	IOU	57
18	Standard Enrollment	47,022
19	**Total**	**103,169**
20		
21	[1] Does not include MF common area efforts.	
22	[2] Lines 3-13; Households that qualified for ESA based on participation in one or more public assistance program(s).	

ESA Table 14 - Leveraging & Integration
Pacific Gas and Electric Company
Program Year 2021

Coordination Type [1]	Partner	Brief Description of Effort	Relationship outside the IOU?	MOU Present?	Amount of Dollars Saved [2]	Amount of Energy Savings [3]	Other Measurable Benefits [3]	Enrollments Resulting from Leveraging Effort [4]	Methodology [5]	Meets all Criteria	If not, Explain
Program Coordination	Community Housing Opportunities Corp	Coordination with LIHEAP	Yes	unknown	unknown	unknown	unknown	6 enrollments forwarded to LIHEAP	unknown	N	Unknown amount of dollars saved and energy savings
Program Coordination	Empire	Coordination with LIHEAP, Modesto Irrigation District (MID), Turlock Irrigation District (TID)	Yes	Yes	$ 120,928	Unknown	Unknown	249 enrollments as a result of LIHEAP, MID & TID leveraging.	Installation contractor provided dollars saved	N	Unknown amount of energy savings.
Program Coordination	ESA Water-Energy Coordination Program	This purpose of this effort is to allow ESA contractors to offer water conservation measures while they treat ESA customers. Water Agencies select from a standardized menu of options that can include replacing toilets, leak detection, meter checks, etc. Water offerings are paid by each participating Water Agency.	Yes	Yes	Unknown	~13,260 kWh/year ~13.2 million gallons of water/year	TBD	554 homes received water measures in 2021	CPUC Water / Energy Calculator documented in the Water Energy Nexus workpaper	N	Unknown amount of dollars saved.
Program Coordination	ESA/EE Residential Programs	PG&E launched its SPOC service in 2017 as a resource for multifamily customers to learn about program opportunities applicable to multifamily properties. In 2021, PG&E SPOC continued to expand services and updated the website to increase SPOC's presence as a resource for the multifamily market. With a lack of in person events due to restrictions from COVID-19, SPOC pivoted efforts to focus on coordination and collaboration with program teams and assisting their customers on waitlist when applicable.	Yes	Unknown	Unknown	Unknown	Unknown	SPOC had 214 referrals across 29 programs; MESP, ESA CAM, ESA, LIWP, BAMBE, EV, OBF, CSI, Cooling Optimizer Program, SGIP, SOMAH, CMFNH, BAAQMD Charge! EV, CAETFA Financing, SMUD, TECH. Of the 214 referrals, 35* resulted in applications across 10 programs. 1 AMF, 12 BAMBE, 9 ESA CAM, 3 ESA In-unit, 1 LIWP, 3 MESP, 1 OBF, 1 SMUD MF, 1 SMUD Smart Homes, and 3 SOMAH.	Unknown	N	Unknown amount of dollars saved and energy savings.
Program Coordination	GRID Alternatives	Coordination with the Single-family Affordable Solar Homes Program Administrator, current GRID Alternatives, on referrals and homes treated.	Yes	Unknown	Unknown	~59 MWh	Unknown	There were 388 ESA referrals resulting from this leveraging effort and 70 received installed measures.	Unknown	N	Unknown amount of energy savings
Interdepartmental Integration	Residential Newsletter	As part of the Residential Integrated Campaign, the Residential Newsletter is sent out monthly to over 3.8 million residential customers, with approximately 1.6 million receiving a version tailored to low income customers. The goal of this effort is to go beyond a transactional one-time interaction with our customers in exchange for a continued dialogue about energy efficiency and management. Emails were sent out monthly to general population and low-income customers	No	No	N/A	N/A	N/A	Unknown	N/A	N/A	Unknown amount of energy or dollar savings
Program Coordination	Self Help Home Improvement Project (SHHIP)	Coordination with LIHEAP and Redding Electric Utility (REU)	Yes	Yes	$ 30,137	Unknown	Unknown	36 enrollments as a result of LIHEAP leveraging. 418 PG&E gas customer homes rec'd electric measures from REU's weatherization program.	Installation contractor provided dollars saved	N	Unknown amount of energy savings.
Program Coordination	ESA Contractors	Coordination of battery delivery to low-income customers residing in designated Public Safety Power Shutoff (PSPS) zip codes	Yes	Unknown	Unknown	Unknown	Unknown	1,173 batteries to low-income customers residing in designated Public Safety Power Shutoff (PSPS) zip codes.	Unknown	N	Unknown amount of energy savings.

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

ESA Table 15 - Expenditures for Pilots and Studies [1]
Pacific Gas and Electric Company
Program Year 2021

	Authorized Funding [2]			2021 Expenses			Inception to Date Expenses			% of Budget Expensed		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Pilots												
Virtual Energy Coach	$ 689,000	$ 611,000	$ 1,300,000	$ 40,578	$ 35,984	$ 76,563	$ 40,578	$ 35,984	$ 76,563	6%	6%	6%
Total Pilots	**$ 689,000**	**$ 611,000**	**$ 1,300,000**	**$ 40,578**	**$ 35,984**	**$ 76,563**	**$ 40,578**	**$ 35,984**	**$ 76,563**	**6%**	**6%**	**6%**
Studies												
2022 Low Income Needs Assessment (LINA) Study [3]	$ 112,125	$ 37,875	$ 150,000	$ 42,803	$ 18,638	$ 61,441	$ 42,803	$ 18,638	$ 61,441	38%	49%	41%
2022 LINA - ESA Allocation	$ 52,125	$ 22,875	$ 75,000	$ 19,805	$ 12,888	$ 32,693	$ 19,805	$ 12,888	$ 32,693	38%	56%	44%
2022 LINA - CARE Allocation	$ 60,000	$ 15,000	$ 75,000	$ 22,998	$ 5,750	$ 28,748	$ 22,998	$ 5,750	$ 28,748	38%	38%	38%
Rapid Feedback Research and Analysis - Program Logic Model [4]	$ 33,013	$ 14,488	$ 47,500	$ 21,254	$ 18,848	$ 40,101	$ 21,254	$ 18,848	$ 40,101	64%	130%	84%
Multifamily CAM Process Evaluation [5]	$ 62,550	$ 27,450	$ 90,000	$ 15,844	$ 14,051	$ 29,895	$ 15,844	$ 14,051	$ 29,895	25%	51%	33%
Impact Evaluation Studies (2-4 Studies) [6]	$ 238,500	$ 211,500	$ 450,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Process Evaluation Studies (1-4 Studies) [6]	$ 79,500	$ 70,500	$ 150,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
2025 Low Income Needs Assessment (LINA) Study [7]	$ 112,125	$ 37,875	$ 150,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
2025 LINA - ESA Allocation	$ 52,125	$ 22,875	$ 75,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
2025 LINA - CARE Allocation	$ 60,000	$ 15,000	$ 75,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
2028 Low Income Needs Assessment (LINA) Study [7]	$ 112,125	$ 37,875	$ 150,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
2028 LINA - ESA Allocation	$ 52,125	$ 22,875	$ 75,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
2028 LINA - CARE Allocation	$ 60,000	$ 15,000	$ 75,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Non Energy Benefits Study [6]	$ 79,500	$ 70,500	$ 150,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Statewide CARE-ESA Categorical Study [8]	$ 29,925	$ 15,075	$ 45,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Categorical Study - ESA Allocation	$ 11,925	$ 10,575	$ 22,500	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Categorical Study - CARE Allocation	$ 18,000	$ 4,500	$ 22,500	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Discretionary [9]	$ 159,000	$ 141,000	$ 300,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
Total Studies	**$ 1,018,363**	**$ 664,138**	**$ 1,682,500**	**$ 79,901**	**$ 51,536**	**$ 131,437**	**$ 79,901**	**$ 51,536**	**$ 131,437**	**8%**	**8%**	**8%**

[1] Funding for studies is not solely supported via the ESA program budget; some studies are jointly supported via the CARE budget. Inception to Date Expenses is from January 1, 2021 thru December 31, 2021.

[2] Authorized per D.21-06-015. Funds for pilots and studies may be rolled over to the next program year or borrowed from a future program year within the cycle, to allow for flexibility in scheduling changes with these efforts. Funding amounts listed reflect PG&E's 30% allocation among the IOUs, except for PG&E-only studies including the "Rapid Feedback Research and Analysis - Program Logic Model" and the "Disretionary" study budgets. Final authorized budgets may be adjusted by the ESA/CARE Studies Working Group per D.21-06-015.

[3] PG&E's Advice Letter 4193-G/5718-E approved Joint Utilities' 2022 LINA Study for $500,000. SCE holds the statewide contract for this co-funded study. PG&E's 30% allocation is $150,000, funded 50/50 via the ESA and CARE budgets. The 2022 LINA commenced in January 2021. The Joint Utilities would carry over committed, unspent 2021 LINA funding forward to 2022 and until the study is completed.

[4] This is a PG&E-only study. Authorized Budget approved in Advice Letter 4351-G-B/6035-E-B from January 1, 2021 to June 30, 2021. Funding source is 100% ESA.

[5] PG&E's Advice Letter 4349-G/6030-E was approved on January 21, 2021, and authorized $90,000 shift from MF-CAM Adminstration to Studies for the MF CAM Process Evaluation; funding source is 100% ESA. PG&E holds the statewide contract for this co-funded study. The study commenced in July 2021. The Joint Utilities will carry over committed, unspent 2021 funding forward to 2022 and until the study is completed.

[6] Authorized per D.21-06-015, to be conducted during PY2023-26.

[7] Authorized per D.21-06-015, the 2025 and 2028 Low Income Needs Assessment (LINA) are required to be completed by Dec 2025 and Dec 2028, respectively.

[8] Authorized per D.21-06-015, the Categorical Study will be funded 50/50 via the ESA and CARE budgets.

[9] Authorized per D.21-06-015, for each IOU to use for IOU-specific studies as needed. Unused annual budget may be carried forward until the end of the cycle.

ESA Table 16 - Homes Receiving Second Refrigerators and In-Home Energy Education Only
Pacific Gas and Electric Company
Program Year 2021

Measures	Units	Received Refrigerator	Not eligible for Refrigerator Due to Less than Six Occupants [2]
Second Refrigerators [1]	Each	411	212

Measures	Units	Households that Only Received Energy Education [3]
In-Home Energy Education	Home	1,990

Households for My Energy/My Account Platform [4]		
Opt-Out [5]	Already Enrolled [5]	Opt-In [5]
4,135	83,268	17,756

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

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

[3] D.16-11-022 allowed customers to receive energy education only, and specified these homes not be counted as ESA-treated homes (D.17-12-009, Atch.1 modifying D.16-11-022, OP.11). Customers flagged as Energy Education Only in 2021 may convert to a treated home in 2022.

[4] PG&E implemented My Energy Alerts/ My Account tracking in 2018. These are noted as "My Energy Alerts" and "My Account" Enrollment for 2021.

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

ESA Table 17 - Contractor Advanced Funding and Repayment
Pacific Gas and Electric Company
Program Year 2021

	B-C			E x F				(B)-(cumulative H + cumulative I)
Total Advanced Amount	Total Advance PPRS Credit Eligible [1] [7]	Total Advance Not Eligible for PPRS Credit [7]	Percentage for PPRS Credit Calculation [2]	Total Contractor Invoices each month [3]	Total PPRS Credit Earned each month [4]	PPRS Credits Applied each month [5]	Non PPRS Payments Applied each month [6]	Total Advances Outstanding
$ -	$ -	$ -	0%	$ -	$ -	$ -	$ -	$ -
$ -	$ -	$ -	0%	$ -	$ -	$ -	$ -	$ -
$ -	$ -	$ -	0%	$ -	$ -	$ -	$ -	$ -
$ 12,875,555	$ -	$ -	0%	$ -	$ -	$ -	$ -	$ 12,875,555
$ -	$ -	$ -	0%	$ -	$ -	$ -	$ -	$ -
$ 8,730,817	$ -	$ -	0%	$ -	$ -	$ -	$ -	$ 21,606,372
$ 398,099	$ -	$ -	0%	$ -	$ -	$ -	$ -	$ 22,004,471
$ -	$ -	$ -	0%	$ -	$ -	$ -	$ -	$ -
$ -	$ -	$ -	0%	$ -	$ -	$ -	$ -	$ -
$ -	$ -	$ -	0%	$ -	$ -	$ -	$ -	$ -
$ -	$ -	$ -	0%	$ -	$ -	$ -	$ -	$ -
$ -	$ 10,054,343	$ 11,950,128	40%	$ 7,627,505	$ 3,051,002	$ (2,886,782)	$ (869,659)	$ 18,248,030
$ -	$ 10,054,343	$ 11,950,128	40%	$ 7,721,620	$ 3,088,648	$ (2,291,152)	$ (1,017,957)	$ 14,938,921
$ -	$ 10,320,048	$ 11,684,423	40%	$ 9,893,005	$ 3,957,202	$ (2,169,647)	$ (4,013,473)	$ 8,755,801
$ -	$ 10,320,048	$ 11,684,423	40%	$ 11,894,435	$ 4,757,774	$ (1,245,170)	$ (1,833,925)	$ 5,676,705
$ -	$ 10,320,048	$ 11,684,423	40%	$ 8,664,714	$ 3,465,886	$ (774,922)	$ (681,313)	$ 4,220,471
$ -	$ 10,320,048	$ 11,684,423	40%	$ 12,421,173	$ 4,968,469	$ (629,698)	$ (623,220)	$ 2,967,553
$ -	$ 10,320,048	$ 11,684,423	40%	$ 4,114,308	$ 1,645,723	$ (169,927)	$ (312,143)	$ 2,485,483
$ -	$ 10,320,048	$ 11,684,423	40%	$ 116,037	$ 46,415	$ (26,772)	$ (249,581)	$ 2,209,130
$ -	$ 10,320,048	$ 11,684,423	40%	$ 30,607	$ 12,243	$ (2,584)	$ (314,390)	$ 1,892,156
$ -	$ 10,320,048	$ 11,684,423	40%	$ -	$ -	$ -	$ (354,597)	$ 1,537,559
$ -	$ 10,320,048	$ 11,684,423	40%	$ -	$ -	$ -	$ (440,247)	$ 1,097,312
$ -	$ 10,320,048	$ 11,684,423	40%	$ -	$ -	$ -	$ (174,996)	$ 922,316
$ -	$ 10,320,048	$ 11,684,423	40%	$ -	$ -	$ -	$ (922,316)	$ -
$ 22,004,471	$ 10,320,048	$ 11,684,423	40%	$ 62,483,404	$ 24,993,362	$ (10,196,654)	$ (11,807,817)	$ -

[1] Contractor labor and labor-related costs. Post-Pandemic Return to Service (PPRS) credit eligible. Based on number of contractors eligible for PPRS credit as of last calendar day of a given month.
[2] 40% for PPRS credit calculation from Joint Tier 2 Advice Letter 5654-G filed on June 29, 2020
[3] For work performed during PPRS credit-earning period, for contractors receiving advances. PG&E's PPRS credit-earning period is from December 1, 2020 to May 31, 2021. (Dates will vary by IOU based on
[4] Based on total monthly contractor invoices, up to maximum allowable for each contractor. Contractors who are not eligible for PPRS credit as of reporting month have a maximum allowable amount of 0.
[5] Credits may be applied at a later date than earned depending on the contractor repayment schedule.
[6] Includes repayments processed for which PPRS credits were not applied, including contractor payments returned unused or duplicate payments received from other funding sources.
[7] As a result of AL4269-G-A/5865-E-A, contractors are submitting the revised templates resulting in the change to the PPRS eligible amount.

ESA Table 18 - ESA Tribal Outreach
Pacific Gas and Electric Company
Program Year 2021

Outreach Status	Quantity (Includes CARE, FERA, and ESA)	List of Participating Tribes
Tribes completed ESA Meet & Confer	23	Bear River Band of Rohnerville Rancheria Berry Creek Rancheria Big Sandy Rancheria 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 Laytonville Rancheria (Cahto) 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

ESA Table 18 - ESA Tribal Outreach
Pacific Gas and Electric Company
Program Year 2021

Outreach Status	Quantity (Includes CARE, FERA, and ESA)	List of Participating Tribes
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

ESA Table 18 - ESA Tribal Outreach
Pacific Gas and Electric Company
Program Year 2021

Outreach Status	Quantity (Includes CARE, FERA, and ESA)	List of Participating Tribes
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

ESA Table 18 - ESA Tribal Outreach
Pacific Gas and Electric Company
Program Year 2021

Outreach Status	Quantity (Includes CARE, FERA, and ESA)	List of Participating Tribes
Tribes and Housing Authority sites involved in Focused Project/ESA Partnership offer on Tribal Lands	23	Complete in 2021: Bear River Band of Rohnerville Rancheria Berry Creek Rancheria Big Valley Rancheria Cortina Rancheria Hopland Band of Pomo Indians Manchester-Pt. Arena Rancheria Mooretown Rancheria Robinson Rancheria of Pomo Indians Round Valley Rancheria Sherwood Valley Tribe of Pomo Indians Tribe Housing Authority Housing Sites On Hold until 2022: Berry Creek Rancheria Big Sandy Rancheria Housing Authority Cloverdale Rancheria Hoopa Valley Tribe Karuk Tribe Guidville Rancheria Manchester Point Arena Rancheria Picayune Rancheria Round Valley Reservation Wyot Tribe (Table Bluff)

ESA Table 18 - ESA Tribal Outreach
Pacific Gas and Electric Company
Program Year 2021

Outreach Status	Quantity (Includes CARE, FERA, and ESA)	List of Participating Tribes
Housing Authority 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 - Yurok Tribe

ESA Table 18 - ESA Tribal Outreach
Pacific Gas and Electric Company
Program Year 2021

Outreach Status	Quantity (Includes CARE, FERA, and ESA)	List of Participating Tribes
		TANF Offices: - California Department of Social Services CALWORKS and Family Resilience Branch - Federated Indians of Graton Rancheria - Hoopa Valley Tribe - Karuk Tribe - North Folk Rancheria - Susanville Indian Rancheria - Tuolumne Rancheria - Owens Valley Career Development Center
Housing Authority 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

ESA Table 19 - Customer Segments/Needs State by Demographic, Financial, Location and Health Conditions
Pacific Gas and Electric Company
Program Year 2021

Customer Segments	# of Households Eligible	# of Households Treated	Enrollment Rate = (C/B)	# of Households Contacted	Rate of Uptake = (C/E)	Avg. Energy Savings (kWh) Per Treated Households (Energy Saving and HCS Measures) [2]	Avg. Energy Savings (kWh) Per Treated Households (Energy Saving Measures only) [3]	Avg. Peak Demand Savings (kW) Per Treated Household [2]	Avg. Energy Savings (Therms) Per Treated Households (Energy Saving and HCS Measures) [2]	Avg. Energy Savings (Therms) Per Treated Households (Energy Saving Measures only) [3]	Avg. Cost Per Treated Households	Avg. HH Energy Savings (kWh) / Total Annual Energy Use (kWh)	Avg. HH Energy Savings (Therms) / Total Annual Energy Use (Therms)
Demographic													
Housing Type													
SF		64,388	0%		0%	780.61	797.94	0.10	0.70	1.40	$1,322.33		
MH		7,323	0%		0%	498.64	540.11	0.07	(-1.95)	(-1.46)	$878.23		
MF In-Unit		31,458	0%		0%	200.60	200.65	0.03	0.74	0.74	$354.30		
Rent vs. Own													
Own		54,895	0%		0%	676.30	695.30	0.09	0.65	1.55	$1,215.07		
Rent		48,274	0%		0%	478.48	486.32	0.06	0.38	0.38	$746.11		
Previous vs. New Participant													
Seniors		39,453	0%		0%								
Veterans			0%		0%								
Hard-to-Reach			0%		0%								
Vulnerable			0%		0%								
Location													
DAC		40,026	0%		0%								
Rural		24,083	0%		0%								
Tribal		52	0%		0%								
PSPS Zone		10,222	0%		0%								
Wildfire Zone		846	0%		0%								
Climate Zone 1 (PG&E)			0%		0%								
Climate Zone 2 (PG&E)			0%		0%								
Climate Zone 3 (PG&E)			0%		0%								
Climate Zone 4 (PG&E)			0%		0%								
Climate Zone 5 (PG&E)			0%		0%								
Climate Zone 11 (PG&E)			0%		0%								
Climate Zone 12 (PG&E)			0%		0%								
Climate Zone 13 (PG&E)			0%		0%								
Climate Zone 14 (PG&E)			0%		0%								
Climate Zone 16 (PG&E)			0%		0%								
CARB Communities			0%		0%								
Financial													
CARE	1,447,571	93,842	0%		0%								
Disconnected			0%		0%								
Arrearages			0%		0%								
High Usage			0%		0%								
High Energy Burden			0%		0%								
SEVI			0%		0%								
Affordabiity Ratio			0%		0%								
Health Condition													
Medical Baseline		11,968	0%		0%								
Respiratory			0%		0%								
Disabled		24,532	0%		0%								

[1] ESA Table 19 is part of the new ESA reporting structure contemplated in D. 21-06-015. PG&E received this reporting template in Q1 2022 and, at the time of this filing, is working to define terms. PG&E is concurrently implementing processes to be able to report data for this table in the future.
[2] PG&E has considered the energy savings associated with all ESA measures installed for this entry, regardless of whether the savings have a negative or positive value for kW, kWh, and/or Therms. HCS is Health, Comfort, and Safety measures which may be associated with a negative savings value.
[3] PG&E has considered only the energy savings associated with the ESA measures installed for this entry that have a positive value for kW, kWh, and/or Therms. Installed ESA measures with a negative savings value for kW, kWh, and/or Therms were excluded.

Pilot Plus and Pilot Deep [1]

Customer Segments	# of Households Eligible	# of Households Treated	Enrollment Rate = (C/B)	# of Households Contacted	Enrollment Rate = (C/E)	Avg. Energy Savings (kWh) Per Treated Households (Energy Saving and HCS Measures)	Avg. Energy Savings (kWh) Per Treated Households (Energy Saving Measures only)	Avg. Peak Demand Savings (kW) Per Treated Household	Avg. Energy Savings (Therms) Per Treated Households (Energy Saving and HCS Measures)	Avg. Energy Savings (Therms) Per Treated Households (Energy Saving Measures only)	Avg. Cost Per Treated Households	Avg. HH Energy Savings (kWh) / Total Annual Energy Use (kWh)	Avg. HH Energy Savings (Therms) / Total Annual Energy Use (Therms)
Demographic													
Housing Type			0%		0%								
SF			0%		0%								
MH			0%		0%								
MF In-Unit			0%		0%								
Rent vs. Own			0%		0%								
Own			0%		0%								
Rent			0%		0%								
Previous vs. New Participant			0%		0%								
Seniors			0%		0%								
Veterans			0%		0%								
Hard-to-Reach			0%		0%								

ESA Table 19 - Customer Segments/Needs State by Demographic, Financial, Location and Health Conditions
Pacific Gas and Electric Company
Program Year 2021

Customer Segments	# of Households Eligible	# of Households Treated	Enrollment Rate = (C/B)	# of Households Contacted	Rate of Uptake = (C/E)	Avg. Energy Savings (kWh) Per Treated Households (Energy Saving and HCS Measures) [2]	Avg. Energy Savings (kWh) Per Treated Households (Energy Saving Measures only) [3]	Avg. Peak Demand Savings (kW) Per Treated Household [2]	Avg. Energy Savings (Therms) Per Treated Households (Energy Saving and HCS Measures) [2]	Avg. Energy Savings (Therms) Per Treated Households (Energy Saving Measures only) [3]	Avg. Cost Per Treated Households	Avg. HH Energy Savings (kWh) / Total Annual Energy Use (kWh)	Avg. HH Energy Savings (Therms) / Total Annual Energy Use (Therms)
Vulnerable			0%		0%								
Location													
DAC			0%		0%								
Rural			0%		0%								
Tribal			0%		0%								
PSPS Zone			0%		0%								
Wildfire Zone			0%		0%								
Climate Zone 7 (example)			0%		0%								
Climate Zone 10 (example)			0%		0%								
Climate Zone 14 (example)			0%		0%								
Climate Zone 15 (example)			0%		0%								
CARB Communities			0%		0%								
Financial													
CARE			0%		0%								
Disconnected			0%		0%								
Arrearages			0%		0%								
High Usage			0%		0%								
High Energy Burden			0%		0%								
SEVI			0%		0%								
Affordability Ratio			0%		0%								
Health Condition													
Medical Baseline			0%		0%								
Respiratory			0%		0%								
Disabled			0%		0%								

[1] Pilot was not yet started in 2021.

	A	B	C	D	E	F	G	H
1	**CARE Table 1 - Overall Program Expenses**							
2	**Pacific Gas and Electric Company**							
3	**Program Year 2021**							
4	**Category**	**Overall Expenditures**		**Total**	**Authorized Budget [1]**	**% of Budget Spent**	**Total Shifted [7]**	**Shifted to/from?**
5		**Electric**	**Gas**					
6	Outreach	$4,805,994	$1,201,498	$6,007,492	$7,866,600	76%	($415,976)	Shifted to IT Programming and CHANGES Program
7	Processing, Certification, Recertification	$593,429	$148,357	$741,786	$819,500	91%		
8	Post Enrollment Verification	$671,849	$167,962	$839,811	$1,439,900	58%		
9	IT Programming	$1,633,218	$408,304	$2,041,522	$1,656,300	123%	$385,222	Shifted from Outreach
10	CHANGES Program [2]	$444,603	$111,151	$555,754	$525,000	106%	$30,754	Shifted from Outreach
11	Studies and Pilots [3]	$22,998	$5,750	$28,748	$22,500	128%		
12	Measurement & Evaluation [4]	$100,746	$25,187	$125,933	$200,000	63%		
13	Regulatory Compliance	$218,858	$54,715	$273,573	$358,600	76%		
14	General Administration	$536,896	$134,224	$671,120	$1,099,200	61%		
15	CPUC Energy Division	$82,039	$20,510	$102,549	$163,000	63%		
16								
17	**TOTAL Program Costs [5]**	**$9,110,630**	**$2,277,658**	**$11,388,288**	**$14,150,600**	**80%**		
18								
19	CARE Rate Discount [6]	$747,584,506	$156,023,717	$903,608,224	$683,539,000	132%	$220,069,224	
20	Service Establishment Charge Discount							
21								
22	**TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS [6]**	**$ 756,695,136**	**$ 158,301,375**	**$914,996,512**	**$ 697,689,600**	**131%**		
23								
24	[1] Authorized Budget: Approved in D.21-06-015 for PYs 2021-2026.							
25	[2] Decision 15-12-047 transitioned from CHANGES pilot to CHANGES program and funding for the effort is captured herein. D.21-06-015 approved funding for the CHANGES program through CARE program for PYs 2021-2026.							
26	[3] Reflects the budget and expenses for LINA study							
27	[4] Reflects the budget and expenses for Annual Eligibility Estimates prepared by Athens Research on behalf of the utilities.							
28	[5] 2021 authorized budget includes $1,066,016 for Benefit Burdens as approved in (D.)20-12-005. Actual employee benefit burden costs have been included in the program expenses.							
29	[6] Total program administrative expenses did not exceed the overall authorized budget. The CARE discount exceeded the authorized amount by $220,069,224. Per D.02-09-021, PG&E is authorized to recover the full value of the discount through the CARE two-way balancing account on an automatic pass-through basis. The information in the "Total Shifted" and "Shifted to/from?" column is for illustrative purposes only, to disclose how funds from the overall authorized budget can be shifted between categories per Section 20.3.3 in D.08-11-031.							

CARE Table 2 - Enrollment, Recertification, Attrition, & Enrollment
Pacific Gas and Electric Company
Program Year 2021

Month	New Enrollment										Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants by Dwelling Type[6]		
	Automatic Enrollment				Self-Certification (Income or Categorical)					Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response [4]	Failed PEV	Failed Recertification	Other [5]	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)			
	Inter-Utility [1]	Intra-Utility [2]	Leveraging [3]	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)													SF	MF	MH
January	0	1,255	0	1,255	17,645	7,877	409	16	25,947	27,202	98	13,784	6,023	19,905	n/a	0	0	16,681	16,681	47,107	10,521			
February	0	1,514	0	1,514	13,635	2,909	540	20	17,104	18,618	10,167	7,977	7,284	25,428	n/a	0	0	14,067	14,067	44,046	4,551			
March	0	1,551	0	1,551	11,797	1,844	395	57	14,093	15,644	3,847	5,408	7,390	16,645	n/a	0	0	21,156	21,156	32,289	-5,512			
April	0	1,681	0	1,681	10,460	3,766	192	101	14,519	16,200	78,746	4,399	7,095	90,240	n/a	0	0	8,102	8,102	106,440	8,098			
May	0	1,451	0	1,451	9,527	2,327	553	73	12,480	13,931	13,080	4,801	7,208	25,089	n/a	0	0	17,444	17,444	39,020	-3,513			
June	7,271	1,600	3,031	11,902	14,537	2,501	677	60	17,775	29,677	9,674	5,629	131,983	147,286	n/a	0	0	10,807	10,807	176,963	18,870			
July	0	1,597	87	1,684	13,206	2,566	396	37	16,205	17,889	49,690	7,831	10,202	67,723	n/a	0	0	14,254	14,254	85,612	3,635			
August	0	1,449	0	1,449	12,048	2,358	349	43	14,798	16,247	90,948	9,959	7,067	107,974	n/a	405	0	8,742	9,147	124,221	7,100			
September	0	1,349	0	1,349	10,303	1,084	239	50	11,676	13,025	47,062	8,247	6,731	62,040	n/a	9,860	0	10,710	20,570	75,065	-7,545			
October	0	734	0	734	9,543	2,896	1,120	34	13,593	14,327	50,443	12,214	4,899	67,556	n/a	10,698	0	8,367	19,065	81,883	-4,738			
November	0	718	0	718	7,906	2,006	256	45	10,213	10,931	74,590	12,129	4,504	91,223	n/a	15,013	14,099	8,071	37,183	102,154	-26,252			
December	0	687	0	687	10,746	1,618	278	42	12,684	13,371	76,705	15,639	4,338	96,682	n/a	10,704	22,577	6,885	40,166	110,053	-26,795			
YTD Total	**7,271**	**15,586**	**3,118**	**25,975**	**141,353**	**33,752**	**5,404**	**578**	**181,087**	**207,062**	**505,050**	**108,017**	**204,724**	**817,791**	**0**	**46,680**	**36,676**	**145,286**	**228,642**	**1,024,853**	**-21,580**	**1,009,156**	**494,393**	**47,444**

[1] Enrollments via data sharing between the IOUs.
[2] Enrollments via data sharing between departments and/or programs within the utility.
[3] Enrollments via data sharing with programs outside the IOU that serve low-income customers.
[4] PG&E counts attrition due to no response in the Failed PEV and Failed Recertification columns, respectively.
[5] Includes customers who closed their accounts, requested to be removed, or were otherwise ineligible for the program.
[6] Based on SF and MF structure configuration as noted in PG&E's billing system; MH reflects sub-metered dwelling units

CARE Table 3A - Post-Enrollment Verification Results (Model)
Pacific Gas and Electric Company
Program Year 2021

Month	Total CARE Households Enrolled	Households Requested to Verify[1]	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible)[2]	Total Households De-enrolled[3]	% De-enrolled through Post Enrollment Verification[4]	% of Total CARE Households De-enrolled
January	1,583,094	0	0.00%					
February	1,587,645	0	0.00%					
March	1,582,133	0	0.00%					
April	1,590,231	0	0.00%					
May	1,586,718	0	0.00%					
June	1,605,588	0	0.00%					
July	1,609,223	5,354	0.33%	4,391	285	4,676	87.34%	0.29%
August	1,616,323	5,550	0.34%	4,614	236	4,850	87.39%	0.30%
September	1,608,778	10,586	0.66%	7,756	635	8,391	79.27%	0.52%
October	1,604,040	8,229	0.51%	6,839	373	7,212	87.64%	0.45%
November	1,577,788	4,999	0.32%	4,225	204	4,429	88.60%	0.28%
December	1,550,993	4,847	0.31%	3,803	269	4,072	84.01%	0.26%
YTD Total	**1,550,993**	**39,565**	**2.55%**	**31,628**	**2,002**	**33,630**	**85.00%**	**2.17%**

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

CARE Table 3B - Post-Enrollment Verification Results (Electric only High Usage)
Pacific Gas and Electric Company
Program Year 2021

Month	Total CARE Households Enrolled	Households Requested to Verify [1]	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) [2]	Total Households De-enrolled[3]	% De-enrolled through HU Post Enrollment Verification	% of Total CARE Households De-enrolled
January	1,583,094	0	0.00%					
February	1,587,645	0	0.00%					
March	1,582,133	0	0.00%					
April	1,590,231	0	0.00%					
May	1,586,718	0	0.00%					
June	1,605,588	0	0.00%					
July	1,609,223	6,668	0.41%	5,801	238	6,039	90.57%	0.38%
August	1,616,323	6,983	0.43%	6,218	231	6,449	92.35%	0.40%
September	1,608,778	9,929	0.62%	8,726	241	8,967	90.31%	0.56%
October	1,604,040	4,641	0.29%	4,153	119	4,272	92.05%	0.27%
November	1,577,788	5,792	0.37%	5,106	193	5,299	91.49%	0.34%
December	1,550,993	1,041	0.07%	883	43	926	88.95%	0.06%
YTD Total	**1,550,993**	**35,054**	**2.26%**	**30,887**	**1,065**	**31,952**	**91.15%**	**2.06%**

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

	A	B	C	D	E	F	G
1	**CARE Table 4 - CARE Self-Certification and Self-Recertification Applications1**						
2	**Pacific Gas and Electric Company**						
3	**Program Year 2021**						
4		**Provided [2]**	**Received**	**Approved**	**Denied**	**Pending/Never Completed**	**Duplicates**
5	**Total (Y-T-D)**	10,951,599	431,485	365,869	40,715	24,901	108,017
6	**Percentage[3]**		100%	85%	9%	6%	25%
7							
8	[1] Includes sub-metered customers.						
9	[2] Includes number of applications provided via direct mail campaigns, call centers, bill inserts and other outreach methods. Because there are other means by which customers obtain applications which are not counted, this number is only an approximation.						
10	[3] Percentage of Received. Duplicates are also counted as Approved, so the total will not add up to 100%.						

CARE Table 5 - CARE Enrollment by County
Pacific Gas and Electric Company
Program Year 2021

County	Estimated Eligible Households			Total Households Enrolled			Enrollment Rate		
	Urban	Rural [1]	Total	Urban	Rural [1]	Total	Urban	Rural [1]	Total
ALAMEDA	114,386	4	114,390	130,020	1	130,021	114%	28%	114%
ALPINE	0	170	170	0	15	15	n/a	9%	9%
AMADOR	1	5,164	5,165	0	4,746	4,746	0%	92%	92%
BUTTE	20,179	11,870	32,049	21,095	12,517	33,612	105%	106%	105%
CALAVERAS	14	7,762	7,776	16	5,677	5,693	113%	73%	73%
COLUSA	12	2,950	2,962	5	3,614	3,619	41%	123%	122%
CONTRA COSTA	72,793	1	72,793	102,012	0	102,012	140%	0%	140%
EL DORADO	8,261	6,561	14,821	6,321	6,138	12,459	77%	94%	84%
FRESNO	134,851	206	135,057	163,190	94	163,284	121%	46%	121%
GLENN	0	4,785	4,785	0	5,050	5,050	n/a	106%	106%
HUMBOLDT	0	23,013	23,013	0	18,840	18,840	n/a	82%	82%
KERN	49,839	69,214	119,053	51,924	72,203	124,127	104%	104%	104%
KINGS	142	9,027	9,169	131	10,388	10,519	92%	115%	115%
LAKE	0	14,405	14,405	0	13,318	13,318	n/a	93%	93%
LASSEN	0	239	239	0	162	162	n/a	68%	68%
MADERA	13,946	5,534	19,481	18,725	6,076	24,801	134%	110%	127%
MARIN	16,818	1	16,819	15,015	0	15,015	89%	n/a	89%
MARIPOSA	26	3,395	3,421	20	2,437	2,457	78%	72%	72%
MENDOCINO	14	14,523	14,536	2	10,734	10,736	15%	74%	74%
MERCED	16,154	16,384	32,538	21,290	23,087	44,377	132%	141%	136%
MONTEREY	33,577	6,340	39,917	42,115	6,806	48,921	125%	107%	123%
NAPA	9,089	0	9,089	12,498	0	12,498	138%	0%	138%
NEVADA	9	12,149	12,158	0	10,080	10,080	0%	83%	83%
PLACER	17,841	9,287	27,128	14,635	8,594	23,229	82%	93%	86%
PLUMAS	47	2,714	2,761	9	1,605	1,614	19%	59%	58%
SACRAMENTO	133,667	0	133,667	100,425	0	100,425	75%	n/a	75%
SAN BENITO	172	5,671	5,844	94	6,037	6,131	55%	106%	105%
SAN BERNARDINO	53	318	371	19	245	264	36%	77%	71%
SAN FRANCISCO	60,749	0	60,749	54,626	0	54,626	90%	n/a	90%
SAN JOAQUIN	64,311	7,083	71,394	87,068	10,108	97,176	135%	143%	136%
SAN LUIS OBISPO	11,638	17,223	28,861	6,503	16,518	23,021	56%	96%	80%
SAN MATEO	37,865	0	37,865	40,278	0	40,278	106%	n/a	106%
SANTA BARBARA	14,626	1,164	15,790	21,489	956	22,445	147%	82%	142%
SANTA CLARA	111,306	3,464	114,770	116,256	3,420	119,676	104%	99%	104%
SANTA CRUZ	20,415	6	20,421	21,566	2	21,568	106%	34%	106%
SHASTA	11,150	10,907	22,057	10,300	9,024	19,324	92%	83%	88%
SIERRA	5	406	411	1	117	118	20%	29%	29%
SISKIYOU	0	16	16	0	9	9	n/a	57%	57%
SOLANO	38,631	0	38,631	50,362	0	50,362	130%	n/a	130%
SONOMA	32,495	2,133	34,628	42,905	2,892	45,797	132%	136%	132%
STANISLAUS	27,152	23,204	50,356	25,110	24,194	49,304	93%	104%	98%
SUTTER	11,228	0	11,229	13,961	0	13,961	124%	0%	124%
TEHAMA	12	11,944	11,956	4	11,993	11,997	33%	100%	100%
TRINITY	0	647	647	0	264	264	n/a	41%	41%
TULARE	612	8,327	8,939	365	10,217	10,582	60%	123%	118%
TUOLUMNE	0	9,270	9,270	0	7,402	7,402	n/a	80%	80%
YOLO	26,168	1	26,169	22,766	1	22,767	87%	142%	87%
YUBA	9,732	105	9,837	12,177	114	12,291	125%	109%	125%
Total	**1,119,988**	**327,584**	**1,447,571**	**1,225,298**	**325,695**	**1,550,993**	**109%**	**99%**	**107%**

[1] "Rural" includes ZIP Codes classified as such by the Goldsmith modification that was developed to identify small towns and rural areas within large metropolitan counties. ZIP Codes not defined as rural are classified as urban.

	A	B	C	D	E	F	G	H
1	**CARE Table 6 - CARE Recertification Results**							
2	**Pacific Gas and Electric Company**							
3	**Program Year 2021**							
4	**Month**	**Total CARE Households**	**Households Requested to Recertify [1]**	**% of Households Total (C/B)**	**Households Recertified [2]**	**Households De-enrolled [3]**	**Recertification Rate % [4] (E/C)**	**% of Total Households De-enrolled (F/B)**
5	**January**	1,583,094	0	0.0%				
6	**February**	1,587,645	0	0.0%				
7	**March**	1,582,133	0	0.0%				
8	**April**	1,590,231	0	0.0%				
9	**May**	1,586,718	0	0.0%				
10	**June**	1,605,588	0	0.0%				
11	**July**	1,609,223	0	0.0%				
12	**August**	1,616,323	28,736	1.8%	14,637	14,099	51%	0.87%
13	**September**	1,608,778	52,546	3.3%	29,969	22,577	57%	1.40%
14	**October**	1,604,040	43,611	2.7%	24,890	18,721	57%	1.17%
15	**November**	1,577,788	29,777	1.9%	16,247	13,530	55%	0.86%
16	**December**	1,550,993	51,688	3.3%	28,091	23,597	54%	1.52%
17	**YTD**	**1,550,993**	**206,358**	**13.30%**	**113,834**	**92,524**	**55%**	**5.97%**
18								
19	[1] Excludes count of customers recertified through the probability model.							
20	[2] Recertification results are tied to the month initiated.							
21	[3] Includes customers who did not respond or who requested to be de-enrolled.							
22	[4] Percentage of customers recertified compared to the total participants requested to recertify in that month.							
23	Note: CARE Recertification was on hold from January through June to the Emergency Consumer Protection Plan related to COVID-19.							

	A	B	C	D	E	F	G	H	I
1	**CARE Table 7 - CARE Capitation Contractors**								
2	**Pacific Gas and Electric Company**								
3	**Program Year 2021**								
4	**Contractor Name [1]**	**Contractor Type (Check one or more if applicable)**				**Enrollments[2]**			**Total Expenditures[3]**
5		**Private**	**CBO**	**WMDVBE**	**LIHEAP**	**Rural**	**Urban**	**Total**	
6	Amador-Tuolumne Community Action Agency		x		x	7	0	7	$ -
7	Arriba Juntos		x			0	0	0	$ -
8	Catholic Charities Diocese of Fresno		x			5	8	13	$ -
9	Central Coast Energy Services Inc		x		x	6	311	317	$ 6,900
10	Cesar A Moncada DBA Moncada Outreach		x			0	23	23	$ -
11	Child Abuse Prevention Council of San Joaquin County		x			0	0	0	$ -
12	Community Action Marin		x		x	0	0	0	$ -
13	Community Action Partnership of Madera County		x		x	1	16	17	$ 300
14	Community Resource Project Inc		x		x	0	80	80	$ 2,960
15	County of San Joaquin		x		x	1	31	32	$ 340
16	Dignity Health		x			2	0	2	$ -
17	Disability Resource Agency for Independent Living		x			0	0	0	$ -
18	El Dorado County Health and Human Services Agency		x			5	4	9	$ -
19	Filipino American Development Foundation		x			0	0	0	$ -
20	Food For People		x			0	0	0	$ -
21	Hip Housing Human Investment Project Inc		x			0	0	0	$ -
22	Housing Authority of the City of Fresno		x			0	0	0	$ -
23	Independent Living Center of Kern County Inc		x			5	1	6	$ 210
24	Interfaith Council of Amador		x			0	0	0	$ -
25	KidsFirst		x			0	0	0	$ -
26	Kings Community Action Organization Inc		x		x	0	0	0	$ -
27	LifeLong Medical Care		x			0	0	0	$ -
28	Marin Center for Independent Living		x			0	0	0	$ -
29	Merced County Community Action Agency		x		x	4	0	4	$ 80
30	National Asian American Coalition		x			0	0	0	$ 20
31	North Coast Energy Services Inc		x			28	12	40	$ 740
32	Project Access Inc		x			0	0	0	$ -
33	Redwood Community Action Agency		x		x	1	0	1	$ -
34	Resources for Independence Central Valley		x			0	0	0	$ -
35	Rising Sun Energy Center		x			0	1	1	$ 20
36	Sacred Heart Community Service		x		x	0	23	23	$ 610
37	Spectrum Community Services		x			0	0	0	$ -
38	Tri-County Independent Living		x			0	0	0	$ -
39	UpValley Family Centers		x			0	1	1	$ -
40	Valley Clean Air Now		x			0	2	2	$ -
41	West Valley Community Services		x			0	0	0	$ -
42	**Total Enrollments and Expenditures**					**65**	**513**	**578**	**$ 12,180**
43									
44	1 All capitation contractors with contracts at any point in 2021 are listed, regardless of whether they have signed up customers or submitted invoices this year.								
45	2 Enrollments reflect new enrollments only.								
46	3 Expenditures reflect payments made in 2021 and may not correlate directly with enrollment numbers due to unsubmitted invoices or timing differences.								

	A	B	C	D	E	F	G	H
1	**CARE Table 8 - CARE Participants as of Month-End**							
2	**Pacific Gas and Electric Company**							
3	**Program Year 2021**							
4	**Month**	**Gas and Electric**	**Gas Only**	**Electric Only**	**Total**	**Eligible Households**	**Enrollment**	**% Change**
5	**January**	969,470	230,045	383,579	1,583,094	1,447,571	109%	0.7%
6	**February**	970,964	236,021	380,660	1,587,645	1,447,571	110%	0.3%
7	**March**	983,142	215,259	383,732	1,582,133	1,447,571	109%	-0.4%
8	**April**	987,363	218,948	383,920	1,590,231	1,447,571	110%	0.5%
9	**May**	988,601	213,716	384,401	1,586,718	1,447,571	110%	-0.2%
10	**June**	997,226	214,262	394,100	1,605,588	1,447,571	111%	1.2%
11	**July**	1,000,100	213,806	395,317	1,609,223	1,447,571	111%	0.2%
12	**August**	1,004,747	213,942	397,634	1,616,323	1,447,571	112%	0.4%
13	**September**	999,172	213,278	396,328	1,608,778	1,447,571	111%	-0.5%
14	**October**	994,792	213,081	396,167	1,604,040	1,447,571	111%	-0.3%
15	**November**	975,205	209,693	392,890	1,577,788	1,447,571	109%	-1.6%
16	**December**	956,902	205,461	388,630	1,550,993	1,447,571	107%	-1.7%

CARE Table 9 - CARE Average Monthly Usage & Bill
Pacific Gas and Electric Company
Program Year 2021

Average Monthly Gas / Electric Usage			
Residential Non-CARE vs. CARE Customers			
Customer	**Gas Therms Tier 1**	**Gas Therms Tier 2**	**Total**
Non-CARE	22.2	11.8	34.0
CARE	19.6	8.3	27.9
Customer	**Electric KWh Tier 1**	**Electric KWh Tier 2 and Above**	**Total**
Non-CARE	192	264	456
CARE	278	254	531

Average Monthly Gas / Electric Bill [2]		
Residential Non-CARE vs. CARE Customers [1]		
(Dollars per Customer)		
Customer	**Gas**	**Electric**
Non-CARE	$60.73	$112.77
CARE	$37.98	$85.20

[1] Excludes master-meter usage.

[2] Average Monthly Gas/Electric Bill reflects residential Non-CARE (CARE) 2021 total billed revenues divided by the average number of Non-CARE (CARE) 2021 monthly bills.

CARE Table 10 - CARE Surcharge & Revenue
Pacific Gas and Electric Company
Program Year 2021

Electric
CARE Surcharge and Revenue Collected by Customer Class

Customer Class [1]	Average Monthly CARE Surcharge	Average Monthly Monthly Bill	CARE Surcharge as Percent of Bill	Total CARE Surcharge Revenue Collected	Percentage of CARE Surcharge Revenue Collected
Residential	$4.77	$113.64	4.2%	$199,861,454	28.3%
Commercial	$44.21	$775.95	5.7%	$287,147,748	40.6%
Agricultural	$73.12	$1,490.02	4.9%	$76,872,657	10.9%
Large / Industrial	$10,750.58	$115,412.38	9.3%	$142,778,707	20.2%

Gas
CARE Surcharge and Revenue Collected by Customer Class

Customer Class [1]	Average Monthly CARE Surcharge	Average Monthly Monthly Bill	CARE Surcharge as Percent of Bill	Total CARE Surcharge Revenue Collected	Percentage of CARE Surcharge Revenue Collected
Residential	$1.38	$60.73	2.3%	$47,561,028	32.0%
Commercial	$11.74	$332.55	3.5%	$28,244,082	19.0%
Natural Gas Vehicle	$93.01	$2,153.95	4.3%	$1,645,849	1.1%
Industrial [2]	$8,996.26	$110,712.66	8.1%	$71,347,587	47.9%

[1] Excludes CARE customers.
[2] Industrial includes both G-NT(D), G-NT(T), G-NT(BB), and GNGV4 and is net of volumes qualifying for G-COG.

CARE Table 11 - CARE Capitation Applications[1]
Pacific Gas and Electric Company
Program Year 2021

Entity	Total Received	Approved2	Denied	Pending/ Never Completed	Duplicate
Amador-Tuolumne Community Action Agency	15	7	1	0	7
Arriba Juntos	1	0	0	0	1
Catholic Charities Diocese of Fresno	39	13	2	0	24
Central Coast Energy Services Inc	1,444	317	146	0	981
Cesar A Moncada DBA Moncada Outreach	38	23	1	0	14
Community Action Marin	1	0	0	0	1
Community Action Partnership of Madera County	31	17	7	0	7
Community Resource Project Inc	93	80	3	0	10
County of San Joaquin	83	32	10	0	41
Dignity Health	7	2	0	0	5
El Dorado County Health and Human Services Agency	11	9	0	0	2
Housing Authority of the City of Fresno	1	0	0	0	1
Independent Living Center of Kern County Inc	12	6	2	0	4
Interfaith Council of Amador	1	0	0	0	1
Merced County Community Action Agency	7	4	1	0	2
North Coast Energy Services Inc	112	40	8	0	64
Redwood Community Action Agency	2	1	0	0	1
Rising Sun Energy Center	1	1	0	0	0
Sacred Heart Community Service	63	23	2	0	38
Tri-County Independent Living	2	0	0	0	2
UpValley Family Centers	1	1	0	0	0
Valley Clean Air Now	3	2	0	0	1
Yolo Family Resource Center (Empower Yolo)	1	0	0	0	1
Total	**1,969**	**578**	**183**	**0**	**1,208**

[1] Includes sub-metered customers.
[2] Includes new enrollments only.

CARE Table 12 - CARE Expansion Program
Pacific Gas and Electric Company
Program Year 2021

Participating Facilities by Month

2021	Gas			Electric		
	CARE Residential Facilities	CARE Commercial Facilities	Total Gas	CARE Residential Facilities	CARE Commercial Facilities	Total Electric
January	3,305	554	3,859	4,016	976	4,992
February	3,301	554	3,855	3,956	973	4,929
March	3,298	550	3,848	3,835	971	4,806
April	3,291	552	3,843	3,128	972	4,100
May	3,300	556	3,856	2,826	978	3,804
June	3,334	556	3,890	2,895	984	3,879
July	3,324	556	3,880	2,890	984	3,874
August	3,319	556	3,875	2,936	980	3,916
September	3,318	558	3,876	2,932	977	3,909
October	3,312	555	3,867	2,932	975	3,907
November	3,318	559	3,877	2,994	986	3,980
December	3,343	564	3,907	2,931	1,008	3,939

Average Monthly Gas / Electric Usage[1]

Customer	Gas	Electric
	Therms	KWh
Residential Facilities	42	488
Commercial Facilities	695	7,989

CARE Expansion Self-Certification and Self-Recertification Applications

	Received	Approved	Denied	Pending/Never Completed	Duplicates
Total	205	178	0	26	1
Percentage		87%	0%	13%	1%

[1] Excludes master meter usage.

CARE Table 13 - CARE High Usage Verification Results[5]
Pacific Gas and Electric Company
Program Year 2021

Stage 1 - IRS Documentation and ESA Agreement				Stage 2 - ESA Participation [6]			Stage 3 - Usage Monitoring		
Households Requested to Verify	Removed (No Response)	Removed (Verified Ineligible)[1]	Income Verified and Referred to ESA	Failed and Removed[2]	Ineligible[3]	Completed	Removed[4]	Appeals Denied	Appeals Approved
35,054	28,774	1,423	4,857	0	717	681	63	0	0

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

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

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

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

5 High usage is defined as a customer that exceeds 400% of baseline in three or more monthly billing cycles in the previous year. Results as of March 31, 2022.

6 Does not include 3,459 customers still pending ESA participation.

CARE Table 13A - CARE Customer Usage and ESA Program Treatment
Pacific Gas and Electric Company
Program Year 2021

# of CARE customers at or above 90th Percentile of Usage not subject to High Usage PEV[1]	Percent of those CARE customers not served by ESA Program[2]	# of Enrollments led to ESA Program measure Installations	# of Long-Term tenancy CARE customers who have not applied for ESA Program[3]	Energy Usage of Long-Term Tenancy CARE Customers who Accept ESA Program Treatment[4]				Energy Usage of CARE customers who do not accept ESA Program treatment[4]
				Energy Usage before ESA Program treatment	Energy Usage within 3-months of ESA Program treatment	Energy Usage within 6-months of ESA Program treatment	Energy Usage within 12-months of ESA Program treatment	
23,534	66%	7,965	15,569	1,180	1,182	1,171	1,197	1,263

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

	A	B
1	**CARE Table 14 - Categorical Enrollment**	
2	**Pacific Gas and Electric Company**	
3	**Program Year 2021**	
4	**Type of Enrollment**	**Number of Customer Enrollments[1]**
5	Bureau of Indian Affairs General Assistance	170
6	CalFresh/Supplemental Nutrition Assistance Program - Food Stamps	52,161
7	CalWORKs/Temporary Assistance for Needy Families (TANF) [2]	7,084
8	Head Start Income Eligible - (Tribal Only)	560
9	Healthy Families A&B	43,360
10	Low-income Home Energy Assistance Program (LIHEAP)	16,293
11	Medicaid/Medi-Cal	62,913
12	National School Lunch Program (NSLP) - Free Lunch	15,427
13	Supplemental Security Income (SSI)	27,066
14	Tribal TANF [2]	7,084
15	Women, Infants, and Children Program (WIC)	17,677
16		
17	[1] Number of customers enrolled reflects categorical programs selected by customer. Customers may select more than one eligible program for a single account.	
18	[2] CalWORKS and Tribal TANF are combined categorical programs with no distinction between the two programs.	

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

Project: Cottonwood Creek

- **Location:** Solano County
- **Characteristics:** 5 buildings, 94 units
- **Resident Type:** Special Needs

Measure Type	Incentive
Lighting	$ 52,758.25
Water Heating	$ 230,481.52
Water Heating Loop	$ 16,164.00
Low Flow Fixtures	$ 118.03
Heating & Cooling	$ 64,846.31
Pool Pumps	$ 4,488.72
Total	**$368,856.83**

Est. 1st Year Bill Savings	$6,356.62
Est. Lifecycle Bill Savings	$38,259.84
Est. Lifecycle kWh Savings	854,688.15
Est. Lifecycle Therms Savings	170872.56

Pre-Installation – Exterior lighting

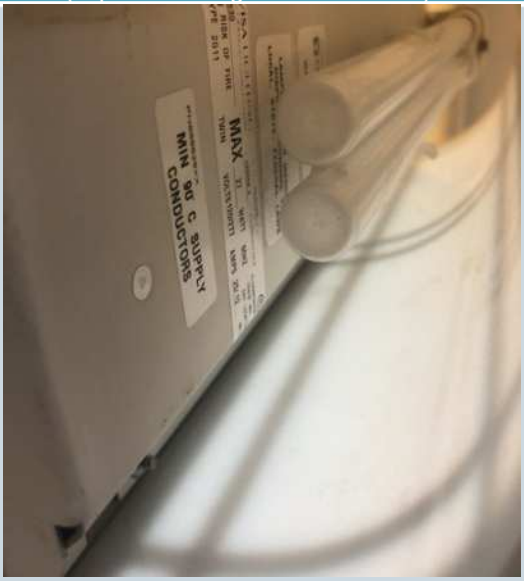
(captured during ESA CAM Audit)

Post-Installation – Exterior lighting

(captured during contractor installation)

Pre-Installation – Interior lighting

(captured during ESA CAM Audit)



Post-Installation – Interior lighting

(captured during contractor installation)

Pre-Installation – Central DHW

(captured during ESA CAM Audit)

Post-Installation – Central DHW

(captured during contractor installation)

Pre-Installation – Interior lighting

(captured during ESA CAM Audit)

Post-Installation – Interior lighting

(captured during contractor installation)

Pre-Installation – DHW Storage Tank

(captured during ESA CAM Audit)

Post-Installation – DHW Storage Tank

(captured during contractor installation)

Pre-Installation – Water Heating Loop

Post-Installation – Loop Controls

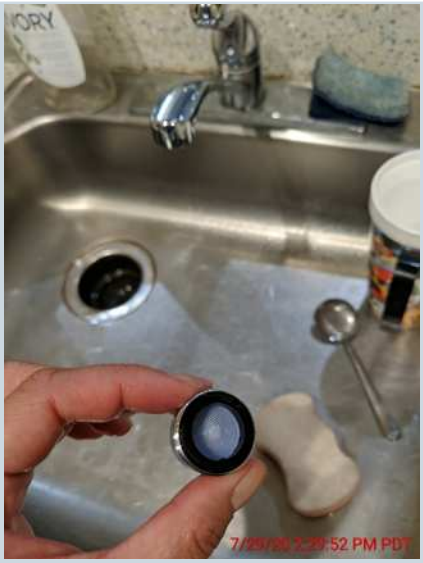
(captured during contractor installation)

Pre-Installation – Low Flow Fixtures

(captured during ESA CAM Audit)

Post-Installation – Low Flow Fixtures

Fixtures(captured during contractor installation)



Pre-Installation – Low Flow Fixtures

(captured during ESA CAM Audit)

Post-Installation – Low Flow Fixtures

Fixtures(captured during contractor installation)

Pre-Installation – HVAC
(captured during ESA CAM Audit)

Post-Installation – HVAC
(captured during contractor installation)

Pre-Installation – Thermostat

(captured during ESA CAM Audit)

Post-Installation – Smart Thermostat

(captured during contractor installation)

Pre-Installation – Pool Pump

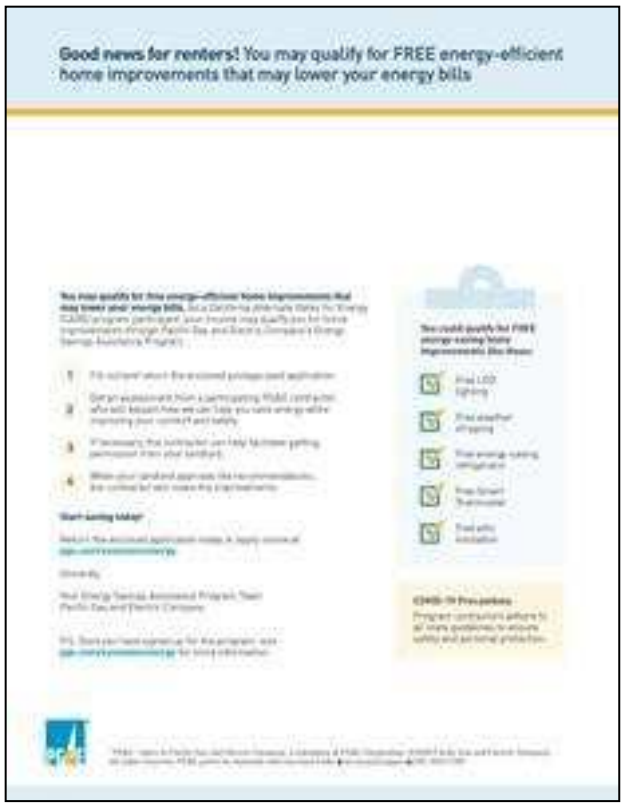
(captured during ESA CAM Audit)

Post-Installation – Pool Pump

(captured during contractor installation)

9. Appendix D: PG&E's ESA Marketing Collateral

2021 PG&E's 2021 Direct Mail Examples



PG&E's 2021 Email Creative to Promote ESA Participation Examples

PG&E's 2021 ESA Digital Media Examples

PG&E's 2021 ESA Bill Insert Examples

Save with our Energy Savings Assistance Program

Pacific Gas and Electric Company's (PG&E) Energy Savings Assistance Program provides home improvements to help keep your home more energy efficient, safe and comfortable at no cost to you.

Home improvements may include:

- New appliances to replace your old refrigerator, furnace or water heater*
- Attic insulation and weatherproofing services to keep your home cooler in summer and warmer in winter

To apply now, visit pge.com/energysaver.

*Furnace and water heater repair or replacement may be available to eligible homeowners only when PG&E determines existing natural gas units are inoperative or unsafe.

Energy Savings Assistance Program*

Ahorre con nuestro Programa Energy Savings Assistance

El Programa Energy Savings Assistance de Pacific Gas and Electric Company (PG&E, por sus siglas en inglés), le brinda mejoras gratuitas que reducen el consumo de energía en su hogar para ayudar a mantenerlo más eficiente, seguro y cómodo.

Las mejoras en el hogar pueden incluir:

- Aparatos de gas y electrodomésticos nuevos que reemplacen su viejo refrigerador, caldera o calentador de agua*
- Aislamiento y servicios de impermeabilización para ayudar a mantener su hogar fresco durante el verano y cálido durante el invierno

Para inscribirse ahora, visite pge.com/ahorreenergia.

*La reparación o el reemplazo de la calefactor y el calentador de agua podría ofrecerse solo a propietarios de viviendas elegibles cuando PG&E determine que las unidades de gas natural existentes no funcionan o no son seguras.

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PG&E's 2021 ESA Tribal E-Newsletter Example

PG&E's Income Qualified Programs

Tribal E-Newsletter

December 2021

In this issue:

- **There's No Place Like a Smart Home for the Holidays**
- **PG&E ESA Tribal Partnership**
- **Grants for Local Climate Change Resilience Planning**

Grants

PG&E will be providing grants to tribes to promote Customer Assistance Programs with Tribe members. If your Tribe is interested and would like to be placed on the list to receive information, please send an email to Perla.Barrientos@pge.com

Tribe Assistance

Are you interested in helping your Tribe's members to save energy and money?

Contact us to meet and learn about the residential programs that can help tribal members. To schedule a meeting, contact Perla.Barrientos@pge.com

There's No Place Like a Smart Home for the Holidays

Smart Home Devices Keep Your Home Safe and Reduce Energy Use

PG&E recommends checking out smart home devices to add a little technology to your tinsel this holiday season.

"Convenience is touted as the biggest advantage of smart homes, when in fact many of these devices also help reduce energy use and enhance safety, especially during the holidays. We encourage customers to put one or more of these devices on their holiday list this year," said PG&E's Marlene Santos, executive vice president and chief customer officer.

Here are some smart home products to enhance your holidays:

- **Install smart thermostats** to change the thermostat remotely and modify schedules to save energy. Customers can also use room sensors which connect to thermostats to set and maintain different temperatures in particular rooms.
    - For a limited time, PG&E customers are eligible for up to $120 in rebates when they purchase an eligible model and sign up for a Time-of-Use rate plan. Click here for more information.
- **Control holiday lights** with smart plugs that can be programed to turn on automatically based on the time of day or set to follow a custom schedule. The smart plugs can be connected to a smart speaker to turn the cheer on and off with a simple voice command.
- **Use a smart smoke alarm** to decrease the fire risk during the holidays. Unlike a standard smoke alarm, a smart type will alert you even when you're not home. Connected to other smart devices, some alarms can even automatically turn off the HVAC system to prevent the spread of smoke throughout the home.
- **Upgrade to smart bulbs** for the ability to control lighting from your phone or automate holiday lights.

These devices are designed to make life easier, more efficient and enhance security. PG&E offers rebates on qualified energy-efficient products and home improvements. Learn more at pge.com/rebates or call the Smarter Energy Line at 800-933-9555. Customers can also visit PG&E's Marketplace, an online resource for customers shopping for energy-saving appliances and electronics.

PG&E's 2021 ESA Demand Response Collateral Example

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

PG&E
Water-Energy Coordination Program

Submitted to:

Pacific Gas & Electric Company
77 Beale St
San Francisco, CA 94105

Submitted by:

Richard Heath & Associates, Inc.
rhainc.com

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1. EXECUTIVE SUMMARY

In 2021, PG&E's Water-Energy Coordination Program (WCP) completed a third full year of production. The program, which is offered in collaboration with water agencies and delivered through Pacific Gas and Electric Company's (PG&E) Energy Savings Assistance (ESA) Program, provides water conservation assessments and measures to ESA customers in individual water agency territories within PG&E's service area. Each water agency contract is customized to meet specific agency budgets and water conservation goals.

Program services include:

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

The WCP is administered by Richard Heath & Associates, Inc. (RHA). As the current implementer of PG&E's ESA program in three of four PG&E ESA regions, RHA is well-suited to oversee the coordination efforts between PG&E, water agencies partners and ESA contractors.

Overall, production in the PG&E Water-Energy Coordination Program (WCP) experienced a drop-off in 2021. Customer concerns about the Delta and Omicron variants of the COVID-19 virus caused many customers to be cautious about scheduling appointments and allowing field staff into their homes. To address these concerns, RHA ensured that COVID-19 protocols were utilized in all water coordination programs. Contractors used telephone screenings to qualify customers, minimizing in-person contact. They also wore masks and face shields, used hand sanitizer between homes, never entered a customer home if they were sick or feverish, and always ensured the customers were not ill prior to entry.

RHA also continued to work with program contractors to implement ways to minimize customer contact time while still delivering water conservation services. In 2021, contractors served customers in all four regions of PG&E's service territory. In these homes, qualifying toilets were replaced with new ultra-efficient 0.8 gpf models.

WATER AGENCY PARTNERS

Listed below are the eight water agency partners from 2021:

1. Alameda County Water District
2. California American Water – Merced
3. California American Water – Monterey

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4. California American Water – Sacramento
5. California American Water – Santa Rosa
6. City of Santa Cruz Water Department
7. Solano County Water Agency
8. Sonoma Water

Combined, the service areas covered the following seven counties: Alameda, Merced, Monterey, Sacramento, Santa Cruz, Solano and Sonoma.

CONTRACT(S) RENEWED IN THE SECOND QUARTER OF 2021

- City of Santa Cruz Water Department

CONTRACT(S) RENEWED IN THE THIRD QUARTER OF 2021

- Alameda County Water District
- California American Water – Merced
- California American Water – Monterey
- California American Water – Sacramento
- California American Water – Santa Rosa
- Solano County Water Agency

CONTRACT(S) RENEWED IN THE FOURTH QUARTER OF 2021

- Sonoma Water

SUCCESSES AND LESSONS LEARNED

Despite the pandemic-related challenges that lingered into 2021, the WCP remained productive.

Program achievements included:

1. **554 homes received WCP measures:**
   Collectively, these measures will achieve approximately 13,240,572 gallons in annual water savings and 13,260 kWh of embedded energy savings. In comparison, the WCP served 1,420 homes in 2020 and 3,347 in 2019.

2. **The program continued to achieve high customer satisfaction rates.**
   100 percent of customers surveyed through telephone quality assurance calls were very satisfied with program services.

LESSONS LEARNED INCLUDED:

1. **Many complexities and variables exist in the process of contracting with water partners.**

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Part of RHA's to role as the WCP administrator is to develop relationships with water agencies and establish collaborative water programs. Due to the different types encountered (municipal water retailers, water wholesalers, wastewater agencies, and water IOUs), the process to develop programs and execute contracts was in many cases complex and protracted. Some contracts required multiple layers of review and ultimately could not be launched until approved by a supervising board or council. The cycle time varied from a few months to as much as an entire year due to water agency staffing shortages, budget reductions and prioritization of other drought-related projects. Additionally, prospective partners has to overcome concerns regarding sole sourcing for large budget programs, identifying and obtaining program funding, and meeting prevailing wage criteria for publicly funded agencies.

2. **Water agency service territories do not necessarily align with PG&E ESA boundaries.**
   As expressed in 2020, this resulted in significant research, planning and mapping to identify which water agency served each customer.

3. **COVID-19 concerns continues to create challenges to program production.**
   In 2021, concerns regarding emerging strains of the COVID-19 virus hindered production. Many customers remained hesitant to allow contractor field staff into their homes to complete assessments. Some agencies have delayed WCP agreements due to strict protocols implemented in their respective counties and concerns about having contractors in customer homes. For these reasons, Valley Water has held the launch of their pilot programs until 2022.

2. BACKGROUND

HOW THE WCP STARTED

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

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

LAUNCHING A FULL-SCALE PROGRAM

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

- Best practices and lessons learned from the test program

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

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

3. WATER AGENCY CONTRACTS

Each water agency contract is fully customized to deliver the services and measures that are in alignment with the agency's budget and water conservation goals. Please see the contract summaries in Table 1 below for a description of each current contract within the program.

Table 1. Summary of WCP Contracts for 2021

Contract Description	Alameda County Water District	California American Water	City of Santa Cruz Public Works	Solano County Water Agency	Sonoma Water
Estimated Number of ESA Homes to be Served During Current Contract Period	215	1,000	250	300	250
Homes Treated Goal for 2021*	259.5	519	162.5	425	166.4
Current Contract Period	9/29/2021 - 6/30/2022	8/16/2021- 12/31/2023	7/28/2020 - 6/30/2022	7/1/2021 - 6/30/2022	7/1/2020 - 12/1/2022
Territory Served	Cities of Fremont, Newark, and Union City	Four areas in Merced, Monterey, Sacramento and Santa Rosa	City of Santa Cruz only	Solano County	6 Sanitation Districts in Sonoma County
Organization Type	Retailer	Investor-Owned Utility	Retailer	Wholesaler	Wastewater / Wholesaler
Program Type	Full-Scale Direct Install Program	Full-Scale Direct Install Program	Full-Scale Direct Install Program	Full-Scale Direct Install Program	Full-Scale Direct Install Program
Number of ESA Contractors Assigned	1	1	1	1	1
Program Measures Offered					
Toilet Dye Tab Test & Toilet Retrofit Assessment	**X**	**X**	**X**	**X**	**X**

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Contract Description	Alameda County Water District	California American Water	City of Santa Cruz Public Works	Solano County Water Agency	Sonoma Water
Basic Outdoor Assessment / Meter Check / Leak Location - Observe all water structures, hose bibs, and yard for leaking issues.	X	X			
Water Agency Supplied Education	X		X		
High-Efficiency Toilet Installation	X	X	X	X	X
Shower Timer		X			
Hose Nozzle		X			
Distribution of Water Agency Information / Materials	X	X	X		X
Flange Repair	X	X		X	
Angle Stop Replacement	X	X		X	
Flapper Replacement	X	X		X	

**The 2021 goal for homes served for each water partner agency was determined using the number of anticipated customers served from each contract. Some contracts carried over from 2020 and were renewed in 2021 with a change to the number of anticipated customers served. This explains the variance in the estimated number of customers served for the current contract period and the 2021 goal for homes served.*

SOLANO COUNTY WATER AGENCY

The current twelve-month contract launched in July of 2021. Due to expenses associated with COVID-19 and the drought, the water wholesaler reduced their water conservation budget from the previous year and set a goal of serving approximately 300 customers. Bottom Line Utility Solutions (BLUS) serves as the installation contractor for this scope of work. BLUS brings an excellent track record in the WCP, having installed over 950 toilets since April of 2019 with a 100 percent customer satisfaction rating. in early 2021, Quality Conservation Services (QCS) served as the ESA contractor that provided the toilet assessments and referrals for the program.

ALAMEDA COUNTY WATER DISTRICT

The third quarter of 2021 was the final quarter of Alameda County Water District's initial full-scale program. The full-scale program had two primary goals: offer more low-income customers water saving measures to help reduce their water bills and conserve water for the district. Immediately after the previous contract expired, the current iteration of their full-scale program launched in October, adding leak assessment and repair measures and an expanded budget. In 2022, RHA will onboard QCS, a current ESA contractor in Alameda County, to provide assessment services.

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CITY OF SANTA CRUZ WATER DEPARTMENT

The City of Santa Cruz Water Department launched their third, twelve-month contract in July of 2021. Their program is identical to the previous programs; however, the current iteration has expanded its focus to include single-family homes. Their previous contracts focused on multifamily properties, which are generally master-metered, with the property owner holding the water account and paying the bill. In early 2021, the City of Santa Cruz provided lists of targeted apartment complexes in disadvantaged areas. BLUS and the participating ESA contractor, Staples, used the lists to identify and qualify ESA customers for water program services. This program currently offers toilet assessments, toilet installation and water conservation giveaway items.

SONOMA WATER

Sonoma Water is the water wholesaler for the majority of Sonoma County. There are six water retailers within the County. Sonoma Water also fully funds wastewater treatment through six sanitation districts throughout the County. Sonoma Water has full discretion of the funding for the sanitation districts, and they have funded a direct install toilet pilot program that targets approximately 300 customers in these sanitation districts. Throughout 2021, the program experienced limited production. This was primarily due to the difficulty that contractors had in identifying eligible customers. Sonoma Water has provided a specific list of eligible sites that can be served through this program. As a water wholesaler comprised of sanitation zones, Sonoma Water can only provide a list of sites with street addresses and Assessor's Parcel Numbers, as this is the only information available. All customers must be vetted against this list prior to offering program services. For 2022, RHA and Sonoma Water have developed a strategy to leverage participating ESA contractors more efficiently to help increase production in this program.

CALIFORNIA AMERICAN WATER

California American Water's previous WCP budget was consumed by the third quarter of 2021. After the contract expired in June, a new agreement for an expanded single-family program was executed in late August. For this reason, no production occurred in the third quarter of 2021. The single-family program launched the first week of October and is scheduled through December 31, 2023. Program services include toilet assessments, toilet retrofits, flange and angle stop replacements and flapper installation. Additionally, outdoor leak assessments, meter checks and giveaway items are provided for each participating customer. Collectively, this program serves four of California American Water's districts in PG&E territory: Merced, Monterey, Sacramento and Santa Rosa.

4. BUDGET

PG&E provided RHA with a budget of $100,000 in 2021 to continue the water partner recruitment and program contract process. The strategy for program year 2021 was to front load water agency outreach, proposals, and contract negotiations in the first half of the year. This approach is especially helpful when working with municipal water agencies, many of whom operate on a July – June fiscal year, making first and second quarter engagement critical.

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WATER AGENCY CONTRIBUTION

The growth in the WCP from its launch in August of 2018 has been substantial. Many programs began as small pilots and later evolved into larger, full-scale programs with substantially larger investments once program success was proven. In 2021, water agencies contributed $206,685 for the delivery of WCP water coordination services, accounting for just over a 2:1 funding ratio, with water agencies contributing two dollars for every one dollar of PG&E's annual program contribution. In 2022, it is anticipated that this ratio will increase to 4:1.

5. PRODUCTION

HOMES SERVED

In 2021, services funded by the five water agency partners were delivered to 554 homes through eight programs. Contractors continued to encounter ongoing challenges from the previous year in gaining customer trust due to concerns about COVID-19. Additionally, contractors reported that they avoided serving elderly customers when COVID-19 surges occurred or when variants emerged. Program production was also affected by turnover among the remaining ESA contractors. From the second quarter through the end of the calendar year, BLUS was the sole remaining contractor serving all eight programs.

A summary of homes served by agency in illustrated in Table 2.

Table 2. Total Homes Served in 2021

Agency	Total Homes Served
Alameda County Water District	130
California American Water, Merced	12
California American Water, Monterey	27
California American Water, Sacramento	84
California American Water, Santa Rosa	25
City of Santa Cruz	87
Solano County Water Agency	180
Sonoma Water	9
Total Homes Served	**554**

HOME TYPE

Four different types of homes were served by WCP contractors in 2021, as shown below in Table 3 and Figure 1.

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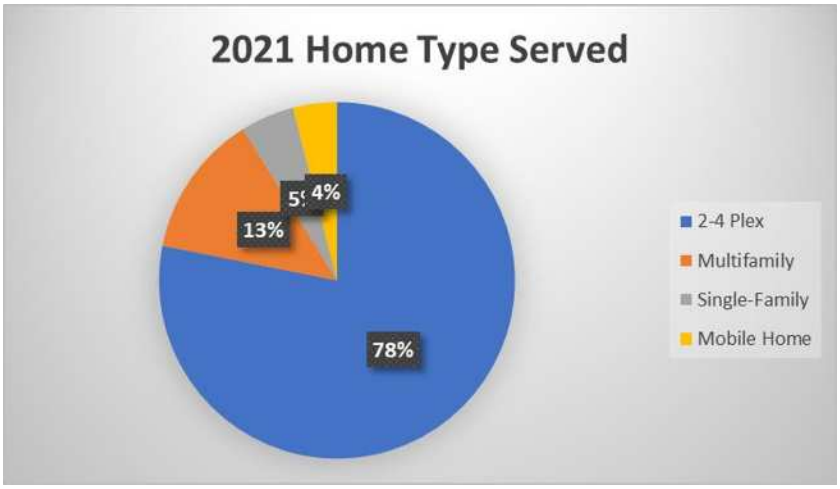
Table 3. WCP Home Types Served by Agency in 2021

	Single Family	Multifamily	Mobile Home	2-4 Plex
Alameda County Water District	164	3	0	12
California American Water (all four districts)	108	17	2	3
City of Santa Cruz	9	0	0	0
Solano County Water Agency	15	41	25	6
Sonoma Water	136	11	0	1
Totals	432	72	27	22

Figure 1. Homes Served by Type in 2021



RENTER VS. OWNER

Figure 2 below shows the percentages of renter occupied versus owner occupied homes served in 2021.

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Figure 2. Renters Vs. Owners in 2021

MEASURES SERVED

A summary of WCP measures served in 2021 is illustrated below in Table 4.

Table 4. WCP Measures Served by Agency in 2021

Measures Served	Alameda County Water District	California American Water - Merced	California American Water - Monterey	California American Water - Sacramento	California American Water - Santa Rosa	City of Santa Cruz	Solano County Water Agency	Sonoma Water	Total
Toilet Assessment	256	25	48	343	42	120	269	17	**1120**
Toilet Retrofits	151	14	42	94	27	82	172	13	**595**
Outdoor Assessments / Meter Checks	86	11	23	75	14	0	0	0	**209**
Shower Timers	0	24	52	166	50	0	0	0	**292**
Hose Nozzles	0	12	26	83	25	0	0	0	**146**
Other Giveaway Items	0	24	52	166	50	85	0	8	**385**
Angle Stop Replacements	11	0	0	8	0	1	6	0	**26**

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Measures Served	Alameda County Water District	California American Water - Merced	California American Water - Monterey	California American Water - Sacramento	California American Water - Santa Rosa	City of Santa Cruz	Solano County Water Agency	Sonoma Water	Total
Flange Repairs	5	0	5	2	4	4	9	0	**29**
Flapper Replacements	0	0	1	3	0	0	2	0	**6**
Water Education	119	0	0	0	0	0	0	8	**127**
Referral to Agency for Toilet Retrofit	0	0	0	0	0	0	74	0	**74**

PRODUCTION BY CONTRACTOR

The three contractors listed below provided WCP services in 2021:

- BLUS
- Staples
- QCS

Contractors received detailed training prior to program launch and additional support through monthly meetings with RHA. Monthly meetings included production check-ins, discussions about successes and challenges, and forecasting for the upcoming month.

Each contractor received a program-specific calendar-year goal for homes served. In total, the program contractors collectively met 34% of their total homes-served goal. Contractors continued conduct telephone pre-screenings to help identify which customers qualified for both ESA and water measures. WCP customers that did not qualify for toilet retrofits, were still offered all other available program measures and services. This strategy was implemented in 2020 and resulted in more toilet retrofits than previous years. As indicated in 2020, toilet retrofits are a high dollar measure, so the more installed, the fewer overall homes could be served within each program budget.

Table 5 below provides a summary of the 2021 contractor goals and results for homes served.

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Table 5. Contractor WCP Summary for 2021

ESA Contractor	Water Agency	2021 Goal – Homes Served	Q1	Q2	Q3	Q4	Total Homes Served in 2021	% Goal
BLUS	Alameda County Water District	259.5	43	63	15	9	130	48%
	California American Water, Merced	95	0	6	0	6	12	13%
	California American Water, Monterey	97	N/A	0	0	19	19	20%
	California American Water, Sacramento	220	7	4	0	73	84	38%
	California American Water, Santa Rosa	67	7	11	0	7	25	37%
	City of Santa Cruz	130	14	12	53	5	87	65%
	Solano County Water Agency	250	N/A	26	51	28	105	41%
	Sonoma Water	166.4	0	9	0	0	9	5%
QCS	Solano County Water Agency	175	75	N/A	N/A	N/A	75	42%
Staples, Monterey	California American Water – Monterey	40	8	N/A	N/A	N/A	8	20%
	City of Santa Cruz Water	32.5	3	N/A	N/A	N/A	3	9%
Totals		**1,532.4**	**157**	**131**	**119**	**147**	**554**	**36%**

DIFFERENCES IN PRODUCTION FROM 2020 TO 2021

In 2021, the number of homes served and average water agency-leveraged dollars per home was significantly different in comparison to 2020.

Table 6 below shows the variance in data:

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Table 6. Production Variances from 2020 to 2021

	2020	2021
Homes Served	1,419	554
Leveraged Funding	$491,117	$206,685
Average Cost / Home	$346.10	$373.07

Reasons for Variance:

1. **ESA contractor turnover**: In the second quarter of 2021, the two remaining ESA contractors, QCS and Staples did not renew their agreements or elected not to continue serving the program. Staffing issues, concerns about slow-downs in production due to COVID-19, operational costs vs. revenue and prioritization of other contracted work were all key factors in the resulting turnover. In 2022, RHA will focus on recruiting additional ESA contractors to serve the program. This will result in a significant increase in the volume of customers served, returning production to the levels experienced in previous program years.

2. **Total number of water agency partner contracts:** The number of contracted water agency partners with actual production was reduced from nine in 2020 to eight after RHA's contract with Yuba County Water Agency expired in December of 2020. The conclusion of this contract represented the end of a program that served a substantial number of customers (322) in the previous contract year.

6. QUALITY CONTROL

RHA performed two primary quality control activities to ensure positive customer experiences:

Telephone Quality Assurance Calls: A minimum of 5% of customers served were contacted to inquire about their experiences. Customers were asked questions about the contractor representative who provided the service and their professionalism, customer satisfaction with installed measures, and overall satisfaction with the program. In 2021, 32 customers received quality assurance calls. 100 percent of customers surveyed were satisfied with the program.

Installation Photo Review: Contractors serving the WCP are required to take careful "before" photos prior to toilet removal. They must show the date stamp and gallons per flush in the photo and the surrounding subfloor to ensure it qualifies for a program retrofit. Once the new toilet is installed, an "after" photo is taken that will demonstrate installation standards were met. All photos are reviewed by RHA's program management team prior to approval for contractor reimbursement.

Contractor ride-alongs are generally a standard part of the WCP quality control process; however, due to COVID-19 safety issues, no ride-alongs were conducted in 2021.

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7. SAVINGS

The WCP achieved excellent water and embedded energy savings in 2021. Calculated savings can be seen below in Table 8.

Table 7. 2021 Water and Energy Savings

Measure	# of Measures Installed	Water Savings in (gallons / year)	Embedded Energy Savings (kWh)
0.8 gpf High Efficiency Toilet	595	11,900,000	10,734
Shower Timer	292	946,372	2,129
Hose Nozzles	146	394,200	397
Total Savings in 2021		**13,240,572**	**13,260**

Note: The above savings were calculated using data from the CPUC Water / Energy Calculator documented in the Water Energy Nexus workpaper.

8. LOOKING FORWARD TO 2022

As the WCP moves into 2022, there will be several notable changes that will affect program production:

- The contract for the California American Water Statewide Single-Family program was executed at the end of the third quarter and production began in October of 2021. Production in the fourth quarter of 2021 was bolstered by California American Water's mass email campaign to their eligible customers. California American Water's commitment to supporting the WCP through continued outreach efforts will dramatically impact overall production in 2022.

- The City of Fresno contract is expected to fully launch by the end of March 2022. This is a large-scale, six-month pilot that is expected to have a high level of production soon after it is launched.

- Valley Water was slated to launch their toilet retrofit and leak assessment/repair pilot programs in January 2021, but due to continued concerns about COVID-19, reduction in water conservation staff, and an extensive budget allocation for the drought they have decided to hold until the first quarter of 2022.

- The California American Water multifamily pilot program is slated to execute and launch in 2022. With contractors already serving the single- family program, program production is expected to be high for the multifamily pilot.

- Several other contracts with prospective water agency partners are on the horizon in 2022:

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- East Bay Municipal Utility District is expected to execute and launch their program by the second quarter of 2022
- Yuba Water Agency is expected to sign a new calendar year contract in early 2022
- The City of Clovis is expected to execute their contract in the second quarter of 2022
- The City of Sanger is expected to execute their contract in the second quarter of 2022

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11. Appendix F: PG&E's CARE Marketing Collateral

2021 PG&E's CARE Direct Mail Example

Claim your monthly energy discount to save at least 18% on your energy bill today

John G. Sample
Address 1
Address 2
City, State, ZIP

Join the more than 1.4 million Californians who are already saving money

June 7, 2019

Dear (Name),

Did you know that the California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA) programs were created for everyday Californians just like you?

Here's how these discount programs compare:

- **CARE:** If your household meets the current income qualifications or someone in your household participates in any of the public assistance programs listed on the enclosed application, you can **save at least 20%** off monthly energy bills with CARE.
- **FERA:** You can **save at least 18%** on monthly electric bills if your household has three or more people and meets the FERA income guidelines.

Here's how to get started:

It's easy to apply and only takes five minutes. You don't need proof of income to enroll—just the account number. Once your application is approved, you'll see your monthly savings on the first page of your bill.

Complete the enclosed application form.

And mail it back in the the pre-paid envelope. Other ways to apply include:

Online: Go to pge.com/careforasavings for the fastest way to fill out your application.
Phone: Call us at **1-866-743-2273** and we'll walk you through it.

Your account number is: 8123456789-1.
You'll need this for the application.

Have questions? Just email us at CAREandFERA@pge.com

Sincerely,
Your Partners at PG&E

Together, Building a Better California

Income Guidelines

Household size	CARE	FERA
1-2	$33,820 or less	Not Eligible
3	$42,640 or less	$42,641 - $53,325
4	$51,500 or less	$51,501 - $64,375
5	$60,340 or less	$60,341 - $75,425
6	$69,180 or less	$69,181 - $86,475
7	$78,020 or less	$78,021 - $97,525
8	$86,860 or less	$86,861 - $108,575
9	$95,700 or less	$95,701 - $119,625
10	$104,540 or less	$104,541 - $130,675
For each additional person, add	$8,840	$8,840 - $11,050

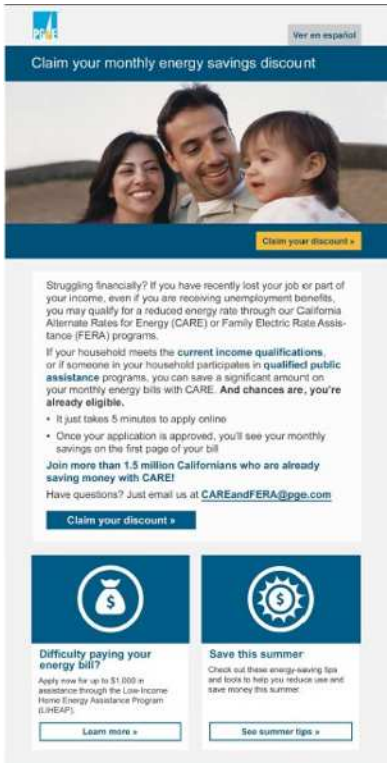
Pacific Gas and Electric Company
Attn: CARE Program
Post Office Box 7979
San Francisco, CA 94120-7979

PRESORTED STANDARD U.S. POSTAGE PAID PERMIT #200 ANAHEIM, CA

Claim your monthly energy discount today

CCA-0619-0978

2021 PG&E's CARE Email with Program Cross-Promotion Example



Ver en español

Claim your monthly energy savings discount

Claim your discount »

Struggling financially? If you have recently lost your job or part of your income, even if you are receiving unemployment benefits, you may qualify for a reduced energy rate through our California Alternate Rates for Energy (CARE) or Family Electric Rate Assistance (FERA) programs.

If your household meets the **current income qualifications**, or if someone in your household participates in **qualified public assistance** programs, you can save a significant amount on your monthly energy bills with CARE. **And chances are, you're already eligible.**

- It just takes 5 minutes to apply online
- Once your application is approved, you'll see your monthly savings on the first page of your bill

Join more than 1.5 million Californians who are already saving money with CARE!

Have questions? Just email us at CAREandFERA@pge.com

Claim your discount »

Difficulty paying your energy bill?

Apply now for up to $1,000 in assistance through the Low-Income Home Energy Assistance Program (LIHEAP).

Learn more »

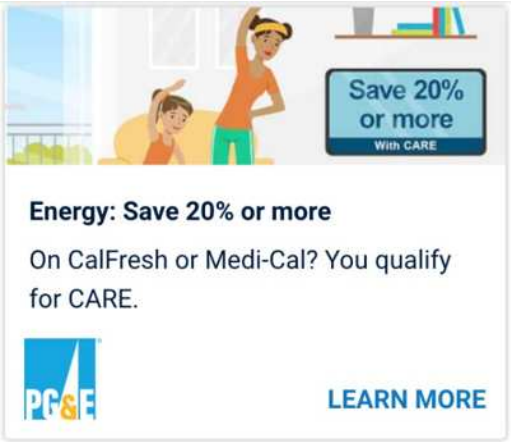
Save this summer

Check out these energy-saving tips and tools to help you reduce use and save money this summer.

See summer tips »

2021 PG&E's CARE Digital Media Ad Examples

Fresh EBT



Native Advertising:

Ad Pacific Gas and Electric Company

It's easy to save 20% or more on home energy bills

Applying for the PG&E CARE program is quick and easy. You can do it in 5 minutes online.

Display/Banner Ads

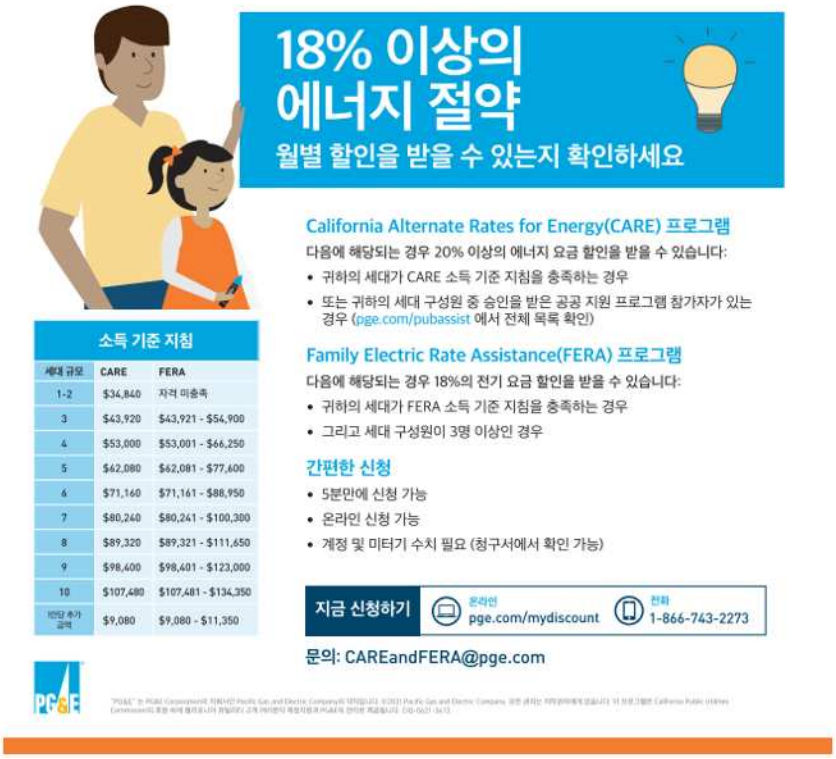
CARE Home Delivered Print Examples

ValPak ~ 5" x 8"

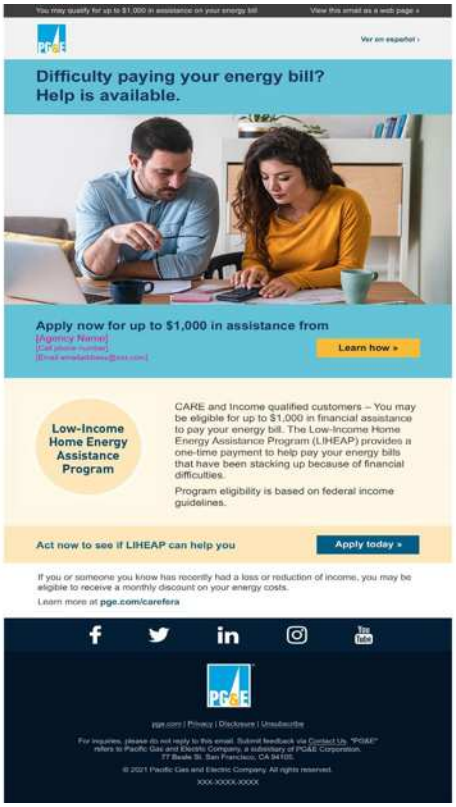
Valassis 'SAVE' 8.5" x 11"
(Formerly Retail Me Not)

Door Hanger

CARE Multicultural Campaign Ad Examples



LIHEAP Email Example



CARE/FERA Bill Insert Cover Panel (English/Spanish) Example

CARE COVID-19 Relief Payment Plan Email Example

CARE/FERA Digital Newsletter Example

ENERGY EFFICIENCY

Claim your monthly discount of 20% or more

See if you qualify for a discount on your monthly electric bill with help from the California Alternate Rates for Energy (CARE) program.

Take 5 minutes to apply »

AMP Insert for eligible CARE Customers Example

Arrearage Management (for past due balances) Plan

The Arrearage Management Plan (AMP) is a new payment plan option from PG&E that can help qualifying residential customers enrolled in CARE or FERA reduce or eliminate their past due balances by making on-time current payments on a going forward basis.

Up to $8,000 of past due balances can be forgiven.

You may qualify if you:

- Owe at least $500 or more on your gas and electric bill or owe at least $250 or more on your gas bill if you are a gas-only customer.
- Are more than 90 days past due.
- Have been a PG&E customer for at least 6 months.
- Have made at least one on-time payment.
- Agree to make 12 on-time payments of your current charges.

To apply for this program, please call 1-800-743-5000 or visit pge.com/AMP to learn more.

CARE Auto-Recertification Email Example

CARE
CALIFORNIA ALTERNATE RATES FOR ENERGY

Ver en español »

Your monthly bill discount has been extended

Dear Name Name,

Congratulations! Your household has been automatically renewed in the California Alternate Rates for Energy (CARE) program.

Committed to helping you save

Your discount has automatically been renewed based on your past participation in the CARE program, and because we estimate that you still qualify.[1]

CARE Program eligibility

CARE eligibility is based on total income of everyone in your home. If your household income level or situation has changed, please review the CARE Program Guidelines to make sure you still qualify.

If you have questions or need to make changes, contact CAREandFERA@pge.com or call 1-866-743-2273.

See guidelines »

Reduce your past due bills

The new Arrearage Management (for past due balances) Plan helps qualifying residential customers enrolled in CARE or FERA reduce unpaid balances on their bills. To apply for this plan, please call 1-800-743-5000.

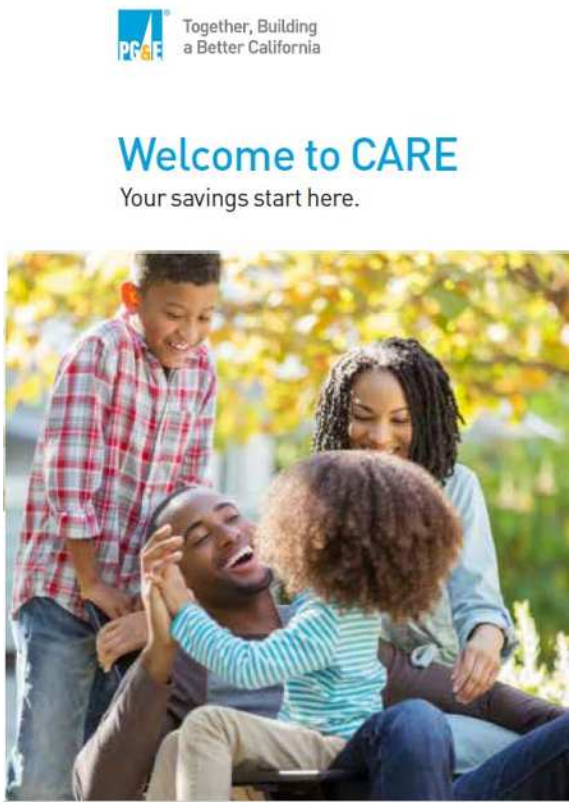
Get help »

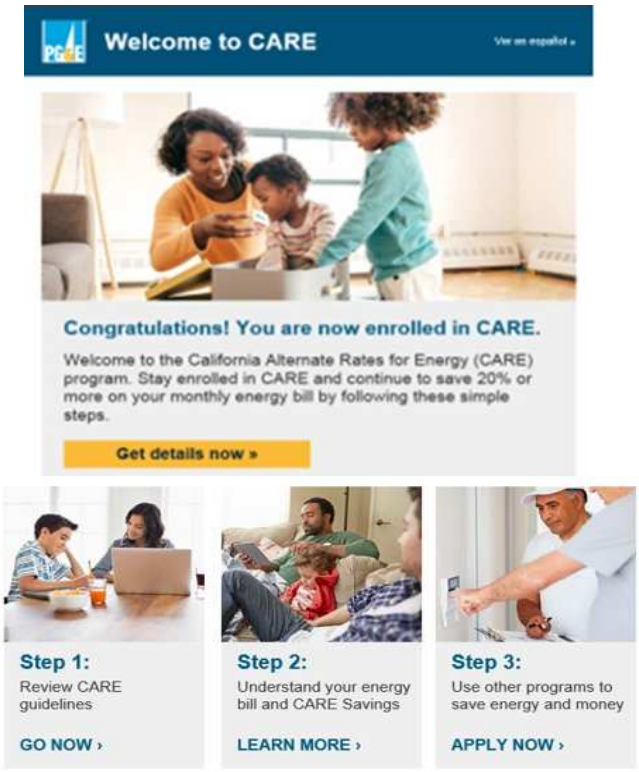
Difficulty paying your energy bill?

Apply now for up to $1,000 in assistance through the Low-Income Home Energy Assistance Program (LIHEAP).

Learn more »

CARE Welcome Email and Print Versions Example





CARE eHER and FERA Print HER Marketing Modules Example