



Joint IOUs Program Highlights

Low Income Oversight Board Meeting
October 13, 2023

Hybrid Format

PG&E 2023 Program Summary– As of August 2023



ESA Main

Homes treated: 47,286

- 78% YTD

Energy Savings:

- 19,614,842 kWh
 - 55% YTD
- 908,160 therms
 - 62% YTD

% Expenditure: 65% YTD

CARE

Enrollment: 1,432,409

Enrollment Rate: 102%

Discounts: \$685,166,475

% Adm. Expenditure: 44%

FERA

Enrollment: 38,402

Enrollment Rate: 23%

Discounts: \$11,430,568

% Adm. Expenditure: 69%

Additional Q3 Highlights

- **Northern Multifamily Whole Building Program (N. MFWB):** Program fully launched in July 2023 and has treated 380 in-unit properties, enrolled one whole building project, and is conducting eligibility on 182 whole building leads. The SPOC program has referred 212 projects to other programs through August, and 16 referrals were converted to applications.
- **Pilot Plus/Pilot Deep:** 25 projects completed through August, with 43 additional projects in the scheduling/installation process. Ongoing contractor cross-training on advanced energy assessments and customer qualification.
- **ESA Tribal Outreach Grant Program:** PG&E has met with 13 tribes with three new two-year grants launched in July 2023.
- **FERA:** Scope of Work finalized for 3rd FERA Enrollment Barriers study – study to run Q4 2023 – Q1 2025 in PG&E’s service territory; implementation of a new Customer Billing System FERA alert for CSRs to notify customers if they are potentially eligible for FERA.
- **AMP/Disconnections:** Since AMP program launch in February 2021, 357k customers have enrolled with a total of \$173M in arrears forgiven. 46k customers completed their AMP enrollment, resulting in the elimination of their arrearages (includes customers that received CAPP funding). Implementation of additional customer financial assistance touchpoints to help provide support to customers with outstanding arrearages, in addition to staying within the 3.5% annual disconnection rate.

SCE 2023 Program Summary – As of August 2023

CARE

- Customers Enrolled: 1,242,056
- Enrollment Rate: 94%
- Newly Enrolled Customers: 238,961

FERA

- Customers Enrolled: 28,749
- Enrollment Rate: 13%
- Newly Enrolled Customers: 7,447

ESA

- Homes Treated: 3,223
- Energy Savings: 2,581,174 kWh

MF CAM

- Properties Treated: 38
- Energy Savings: 756,677 kWh

The Southern MFWB launched on July 1, 2023. SCE has continued collaborating with the implementer on program related tasks and lead referrals. The Southern MFWB implementer is currently engaging with a pipeline of 880 potential leads.

Additional Highlights

Tribal

- SCE continues to correspond with Tribal leaders to discuss opportunities available to their communities. In August, SCE sponsored the 2023 statewide Tribal Leaders Clean Energy Summit, a statewide conference designed to educate and bring awareness about clean energy projects available to tribes. Forty-five federally-recognized tribes attended the summit at Pala Casino.

Disconnections/AMP

- In October 2022, SCE's Residential credit collection efforts resumed
- As of August 2023, AMP had 155,493 customers enrolled in the program, with a total of \$45M forgiven since program launch.

SDG&E 2023 Program Summary– As of August 2023

CARE	FERA	ESA	MF CAM
<ul style="list-style-type: none"> Customers Enrolled: 344,753 Newly Enrolled: 46,654 Enrollment Rate: 114% 	<ul style="list-style-type: none"> Customers Enrolled: 11,188 Newly Enrolled: 1,928 Enrollment Rate: 26% 	<ul style="list-style-type: none"> Homes Treated: 2,697 <ul style="list-style-type: none"> 32% YTD kWh Saved: 447,803 <ul style="list-style-type: none"> 22% YTD Therms Saved: 2,949 <ul style="list-style-type: none"> 4% YTD 	<ul style="list-style-type: none"> # of Properties: 17 <ul style="list-style-type: none"> 121% YTD kWh Saved: 203,993 <ul style="list-style-type: none"> 102% YTD Therms Saved: 19,612 <ul style="list-style-type: none"> 545% YTD

Additional Highlights

The Southern Multifamily Whole Building (MFWB): Program fully launched on July 3, 2023, and has enrolled two whole building projects, and maintains an active pipeline of 880 leads. Additionally, the Implementer is addressing 26 referrals received from Southern IOU SPOCs.

Tribal Grants/Outreach: Through August 2023, SDG&E has offered mini grants to 7 tribes. Two have completed financial documents and are pending payment. Tribal Training was provided in August on Customer Assistance Programs, Bill Assistance, and Emergency Preparedness. Upcoming Community Resource Fairs will be hosted where we will provide one-on-one customer support and program enrollment.

SDG&E participated in community events such as Intertribal Earth Day Water is Life, Tribal TANF Summertime Family Gathering, and Annual Safety Expo.

Arrearage Forgiveness/Disconnections - As of August 31, there are 11,583 AMP customers with total arrearages at \$16.2M

There are 6,229 customers who have successfully completed with a total of \$20.6M forgiven.

SDG&E, Neighbor-to-Neighbor program has assisted 6,715 customers with pledge dollar totals of \$3.6M to assist customers with arrearages

SoCalGas Program Summary – As of August 2023



CARE

- Customers Enrolled: 1,856,845
- Enrollment Rate: 111%
- Newly Enrolled Customers: 237,570

ESA Program

- Homes Treated: 32,355
- Therms Saved: 578,475

MF CAM

- Central Boiler Projects: 8
- Impact: 17 bldgs, 619 units, 831+ tenants
- Therms Saved: 36,370

Additional Highlights

Tribal

- Through August 31, SoCalGas has met with 18 tribes and established a point of contact for the Low-Income programs
- Enhancing outreach strategy to help navigate and increase engagement within tribal communities

Disconnections/AMP

- 209,975 customers enrolled in AMP (as of 8/31/23). Residential credit collections efforts resumed in Q3 2023.

ESA Program

- Restructured agreements and compensation for 2023 to align with the new focus on achieving therm savings by offering quarterly performance-based incentives for meeting therm savings goal.
- Awarded incentives to 3 contractors in Q1 and 4 contractors in Q2; preparing to award Q3 incentives soon.
 - Reallocated unawarded Q1 and Q2 performance-based incentive amounts to higher performing contractors.
- Increased Outreach Compensation Schedule Fees by over 33%; increased High Efficiency Wall Furnace Fee by 28%.
- Added high therm savings Tankless Water Heater to current measure offerings on 9/15.
 - Q4 Marketing push behind new tankless water heater offering to drive leads to contractors.
- Adding another high therm savings measure, Smart Fan Controller in October.
- Meeting with all contractors to adjust contract amounts to maximize capacity and production.
- Improved Program Representative internal onboarding process to better support Contractor workforce hiring and retention timing.



Joint IOUs Energy Savings Assistance Program Contractor Funding & Solicitations

ESA Programs Joint IOUs Solicitations Schedule

- A Joint IOU Energy Savings Assistance (ESA) Program Solicitation Schedule has been developed and posted to the California Energy Efficiency Coordinating Committee (CAEECC) website and the ESA Program Solicitation landing pages of each IOU.

CAEECC-ESA Program: www.caecc.org/energy-savings-assist-programs

SCE: <https://www.sce.com/partners/ESA-solicitations>

SoCalGas: <https://www.socalgas.com/regulatory/energy-savings-assistance-program>

PG&E: [Solicitations for PG&E Energy Savings Assistance Programs](#)

SDG&E: <https://www.sdge.com/energy-savings-assistance-programs-solicitations>

- The schedule includes key milestones across all IOUs ESA Program solicitations.
- Please use the links to check for monthly updates to help facilitate transparency and assist with bidder workload management.
- The Joint IOUs Solicitations Schedule is updated/posted on or by the 1st of every month. Any date changes are noted at the bottom of the schedule.

Last revised September 1, 2023

Program Name	2023												2024											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
PG&E	<p>Key Milestones for PG&E:</p> <ul style="list-style-type: none"> Mid-Year Review: Jan 2023 Request for Proposals (RFP) for Energy Efficiency Programs: Feb 2023 Final Bidder Selection: Mar 2023 Program Start: Apr 2023 Annual Review: Dec 2023 																							
SCE	<p>Key Milestones for SCE:</p> <ul style="list-style-type: none"> Request for Proposals (RFP) for Energy Efficiency Programs: Feb 2023 Final Bidder Selection: Mar 2023 Program Start: Apr 2023 Annual Review: Dec 2023 																							
SoCalGas	<p>Key Milestones for SoCalGas:</p> <ul style="list-style-type: none"> Request for Proposals (RFP) for Energy Efficiency Programs: Feb 2023 Final Bidder Selection: Mar 2023 Program Start: Apr 2023 Annual Review: Dec 2023 																							
SDG&E	<p>Key Milestones for SDG&E:</p> <ul style="list-style-type: none"> Request for Proposals (RFP) for Energy Efficiency Programs: Feb 2023 Final Bidder Selection: Mar 2023 Program Start: Apr 2023 Annual Review: Dec 2023 																							

ESA Update On Contractor Funding

(Jan-August 2023)

Utility	Funding Issue	Impact
PG&E	No issues to report. PG&E spent 65% of the ESA Main authorized budget through August 2023.	N/A
SCE	SCE spent 23% of the ESA Main authorized budget through August 2023, and forecast to increase spend to 45% for PY 2023.	Slow ramp up of new program will mean budget is unspent at the end of 2023; however, SCE plans to commit all possible unspent funds from PY 2023 to PY 2024.
SDG&E	No contractor funding issues	None
SoCalGas	No contractor funding issues	None





Joint IOUs Report of the CARE, FERA and ESA Programs

CARE Program Budgets and Enrollment

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

January – August CARE Program Updates*

Authorized 2023 Program Budgets and Expenditures				
Utility	2023 Budget	Expenditures	%	Rate Discounts
PG&E	\$13,961,600	\$6,169,326	44%	\$685,166,475
SCE	\$9,128,227	\$4,533,390	50%	\$469,454,647
SDG&E	\$6,922,453	\$3,842,538	56%	\$174,017,567
SoCalGas	\$10,181,364	\$5,544,883	54%	\$206,802,860
Total	\$40,193,644	\$20,090,137		\$1,235,441,549

Jan-Aug 2023 Enrollment						
Utility	Total Residential Customers	Estimated Eligible Customers	Eligible Rate	Customers Enrolled**	Enrollment Rate	Newly Enrolled Customers
PG&E	5,480,468	1,402,162	26%	1,432,409	102%	194,848
SCE	4,578,855	1,315,495	29%	1,242,056	94%	238,961
SDG&E	1,398,680	301,966	22%	344,753	114%	46,654
SoCalGas	5,749,741	1,674,060	29%	1,856,845	111%	237,570
Total	17,207,774	4,693,683		4,876,063		709,196

* Authorized budgets pursuant to Decision (D.)21-06-015. Jan-August 2023 activity as reported in the IOU ESA-CARE-FERA Monthly Reports filed September 21, 2023.

** Total households enrolled includes sub-metered households.



CARE Program PG&E Enrollment Map

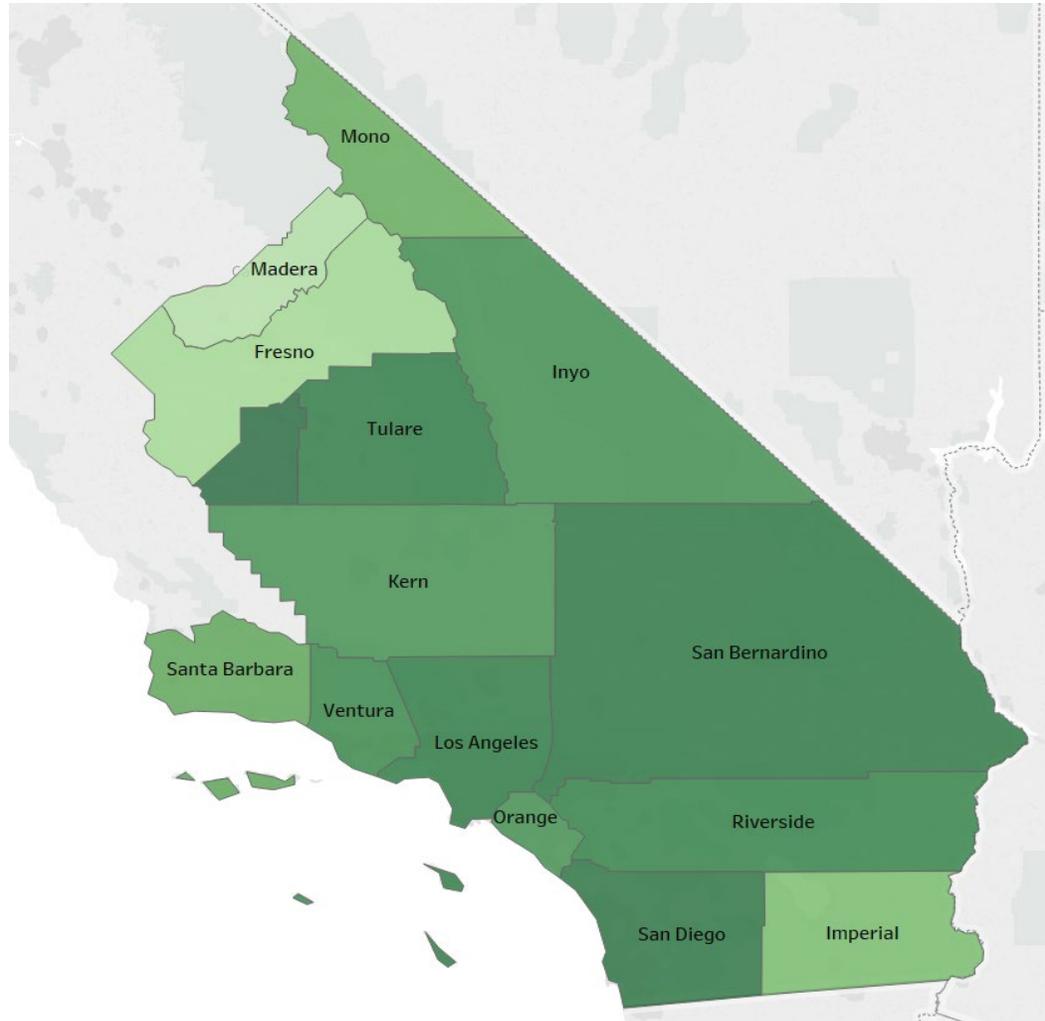


PG&E Counties With Lowest Enrollment Rates	
County	Enrollment Rate*
MARIPOSA	57%
PLUMAS	60%
CALAVERAS	65%
MENDOCINO	72%
SAN LUIS OBISPO	73%
TUOLUMNE	74%
NEVADA	75%
MARIN	77%
SHASTA	77%
PLACER	77%

*Represents PG&E counties with the lowest enrollment rates, as of August 31, 2023.

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

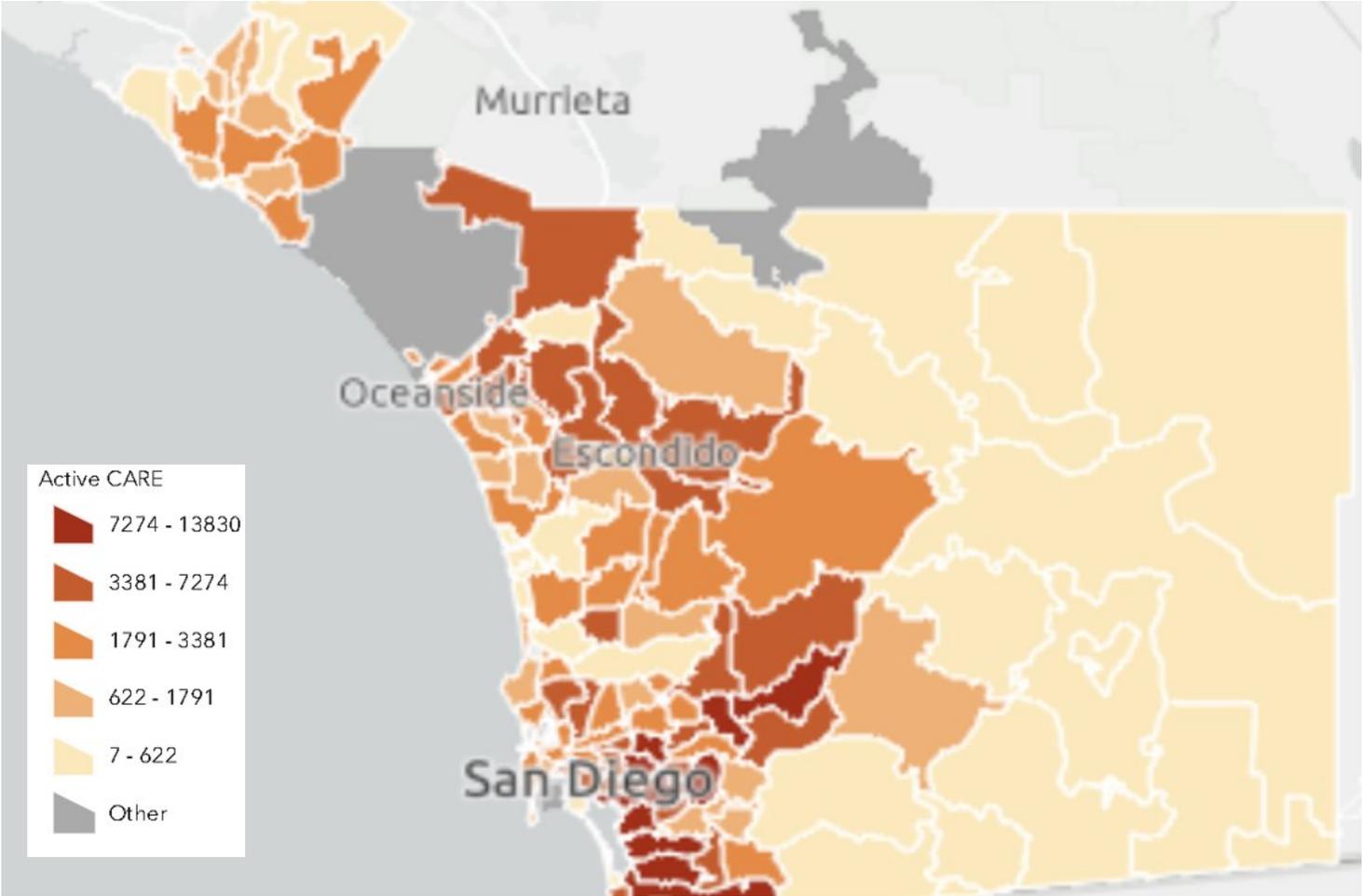
CARE Program *SCE Enrollment map*



County	Enrollment Rate*
San Bernardino	107%
Kings	105%
Riverside	102%
Tulare	99%
Los Angeles	95%
Orange	82%
Ventura	81%
Kern	78%
Inyo	64%
Santa Barbara	55%
Mono	39%

*Represents the enrollment rates for all SCE counties effective August 31, 2023 and excludes counties with less than 1,000 estimated eligible households

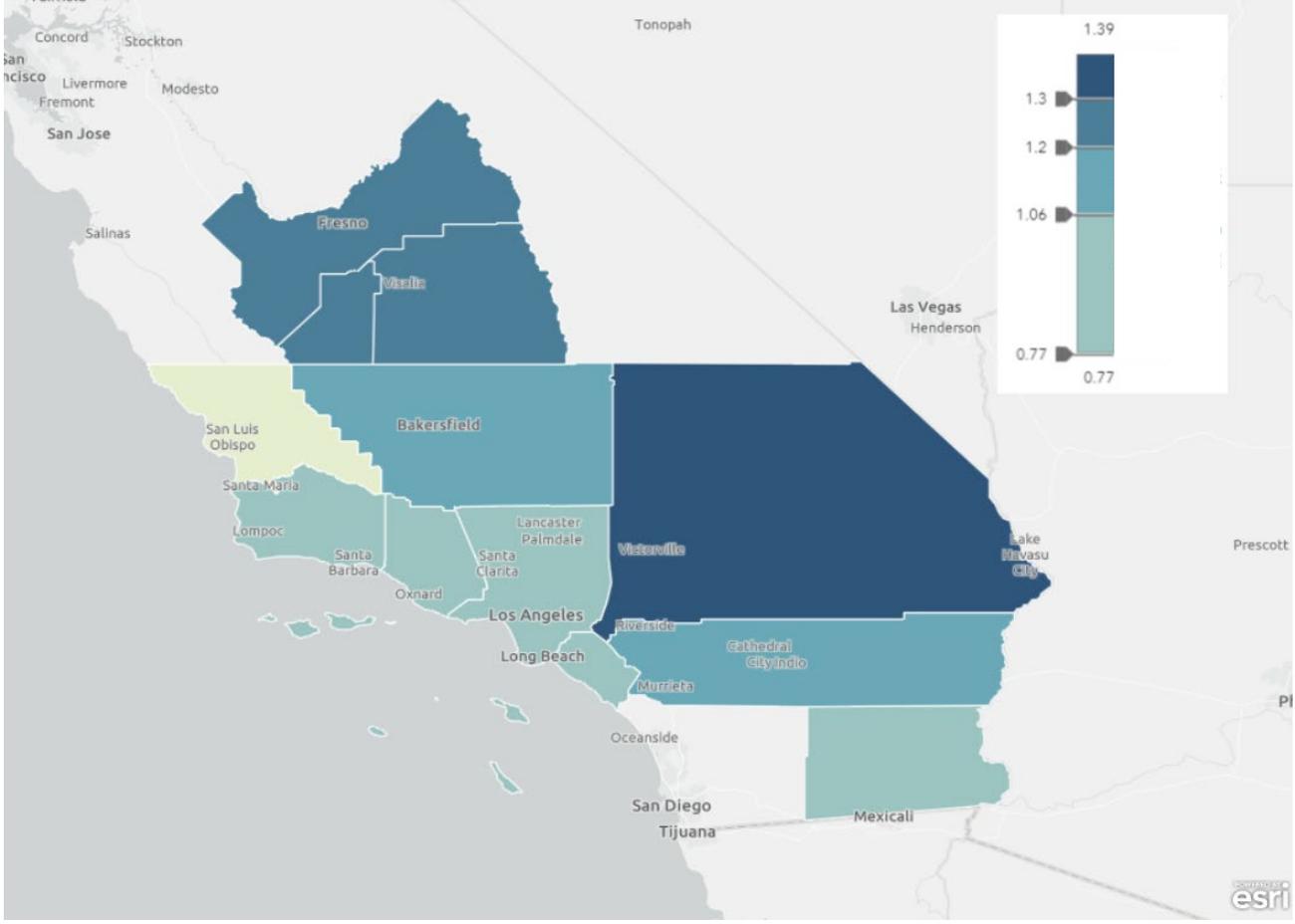
CARE Program *SDG&E Enrollment Map*



Zip codes with lowest enrollment (overall)	
City	Enrollment Rate*
Rancho Santa Fe	13%
Miramar	15%
Mount Laguna	22%
Coronado	33%
Laguna Beach	36%
La Jolla	36%

*Represents SDG&E city zip codes with the lowest enrollment rates as of August 31, 2023.

CARE Program *SoCalGas Enrollment map*



County	Enrollment Rate *
San Bernardino	139%
Kings	129%
Tulare	130%
Fresno	125%
Kern	120%
Riverside	119%
Los Angeles	106%
Ventura	105%
Santa Barbara	102%
Orange	103%
Imperial	95%
San Luis Obispo	77%

*Represents the enrollment rates for all SoCalGas counties Jan-Aug 2023, as reported in the IOU ESA-CARE Monthly Report (Filed Sept. 21, 2023).

FERA Program Budgets and Enrollment

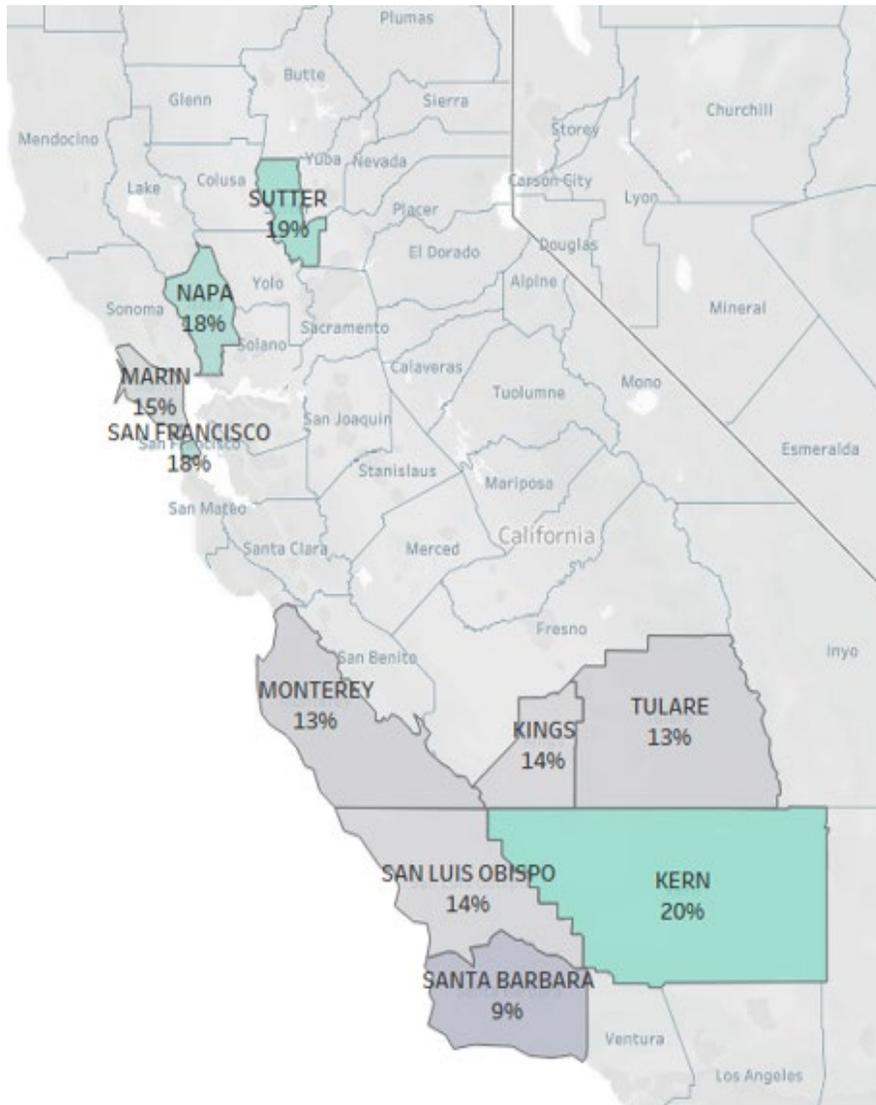
January – August 2023 FERA Program Updates*

Authorized 2023 Program Budgets Expenditures				
Utility	2023 Budget	Expenditures	%	Rate Discounts
PG&E	\$2,846,400	\$1,962,337	69%	\$11,430,568
SCE	\$1,398,444	\$367,923	26%	\$7,725,800
SDG&E	\$612,393	\$184,164	30%	\$3,143,976
Total	\$4,857,237	\$2,514,424		\$22,300,344

January – August 2023 Enrollment						
Utility	Total Residential Electric Customers	Estimated Eligible Customers	Eligible Rate	Customers Enrolled	Enrollment Rate	Newly Enrolled Customers
PG&E	4,631,472	163,489	4%	38,402	23%	10,751
SCE	4,578,855	223,982	5%	28,749	13%	7,447
SDG&E	1,398,680	42,980	3%	11,188	26%	1,928
Total	10,096,007	430,451		78,339		20,126

*Authorized budgets pursuant to D.21-06-015. Jan-Aug 2023 activity as reported in the IOU ESA-CARE-FERA Monthly Reports filed September 21, 2023.

FERA Program *PG&E Enrollment Map*

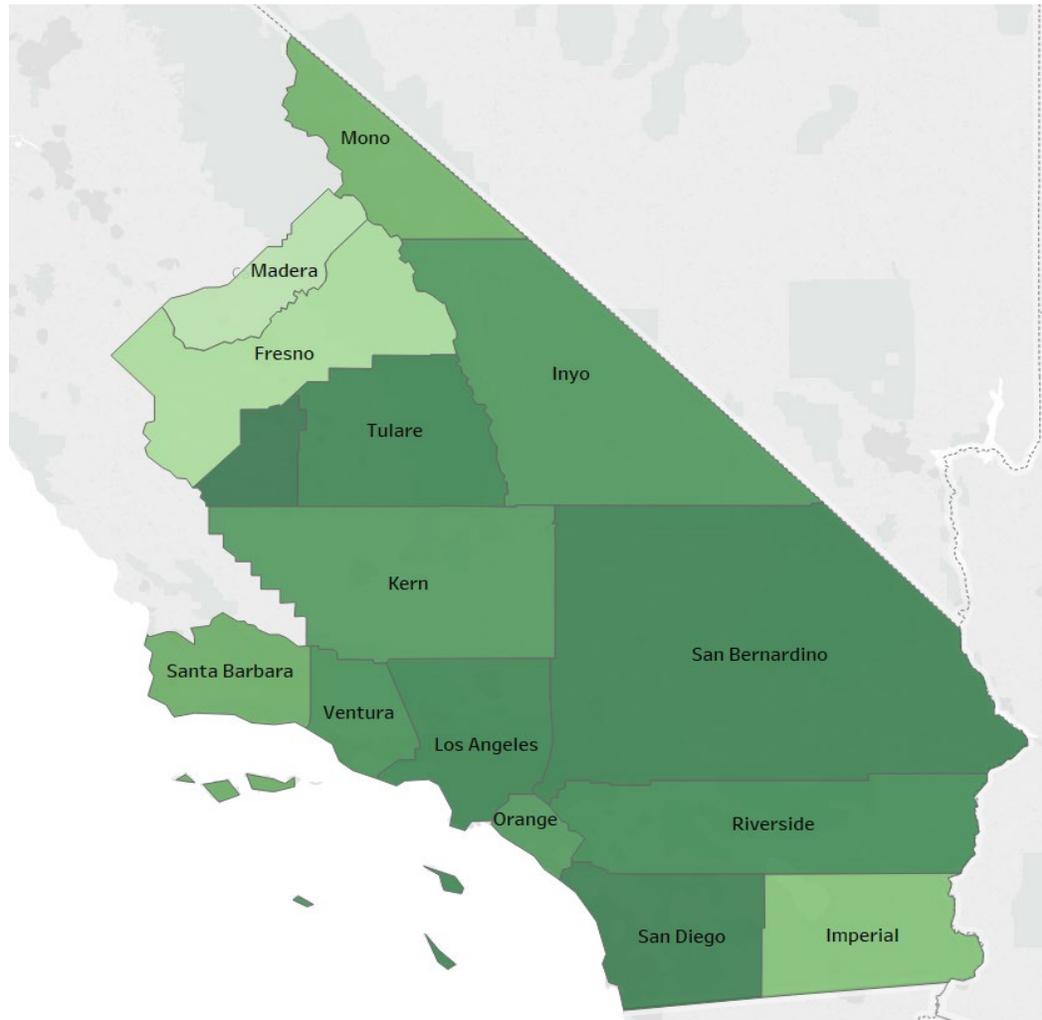


PG&E Counties With Lowest Enrollment Rates	
County	Enrollment Rate*
SANTA BARBARA	9%
MONTEREY	13%
TULARE	13%
SAN LUIS OBISPO	14%
KINGS	14%
MARIN	15%
NAPA	18%
SAN FRANCISCO	18%
SUTTER	19%
KERN	20%

*Represents PG&E counties with the lowest enrollment rates, as of August 31, 2023.

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

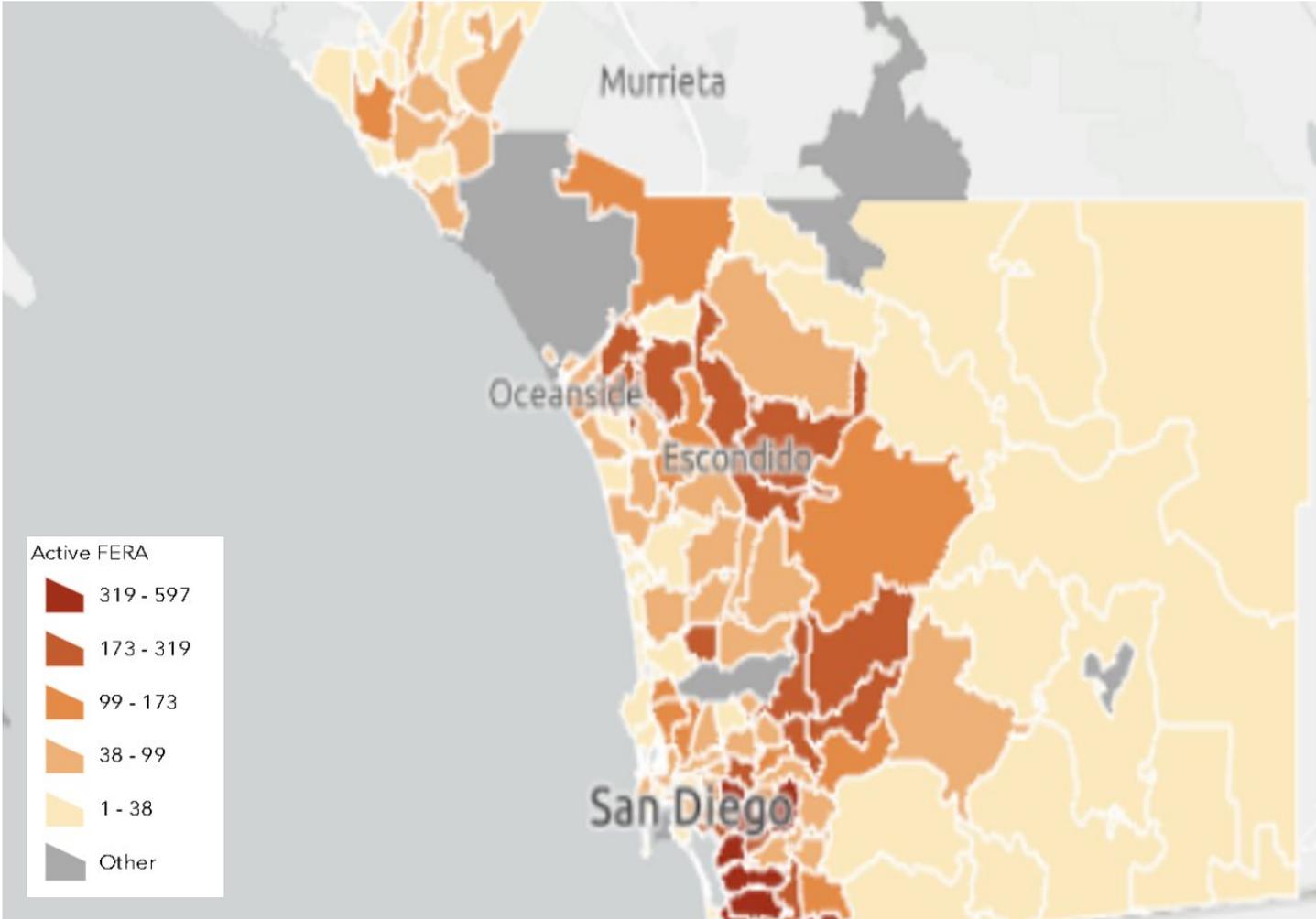
FERA Program *SCE Enrollment map*



County	Enrollment Rate*
Riverside	16%
Orange	14%
Kern	14%
Ventura	13%
San Bernardino	13%
Los Angeles	12%
Tulare	11%
Kings	9%
Santa Barbara	8%

*Represents the enrollment rates for all SCE counties effective August 31, 2023, and excludes counties with less than 1,000 estimated eligible households

FERA Program *SDG&E Enrollment Map*



Zip codes with lowest enrollment (overall)

City	Enrollment Rate*
San Diego (Southbay)	20%
San Ysidro	23%
National City	31%
Spring Valley	33%
Santee	34%
Chula Vista (North)	35%
El Cajon	39%
San Diego (Southeast)	39%
Chula Vista	45%

*Represents SDG&E city zip codes with the lowest enrollment rates as of August 31, 2023.

Energy Savings Assistance Program Budget Update

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

2023 ESA Program Budget Updates (Jan-Aug 2023) *

Utility	Authorized Budget ¹	YTD Expenditures ²	%
PG&E ³	\$219,981,838	\$ 88,861,739	40%
SCE	\$69,127,408	\$ 15,763,572	23%
SDG&E	\$29,852,008	\$ 12,669,870	42%
SoCalGas	\$94,836,846	\$ 44,994,987	44%
Total	\$413,798,100	\$ 159,290,168	38%

* Jan-Aug 2023 activity as reported in the IOU ESA-CARE-FERA Monthly Reports filed September 21, 2023.

¹ Authorized budgets are the sum as shown in each IOU’s ESA-CARE-FERA Monthly Report, ESA Table 1, Table 1A and/or Table 2B.

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

³ ESA Pilot Plus/Deep: PG&E plans to shift approximately \$7.8M in unspent 2022 pilot funds into program years 2023, 2024 and 2025.



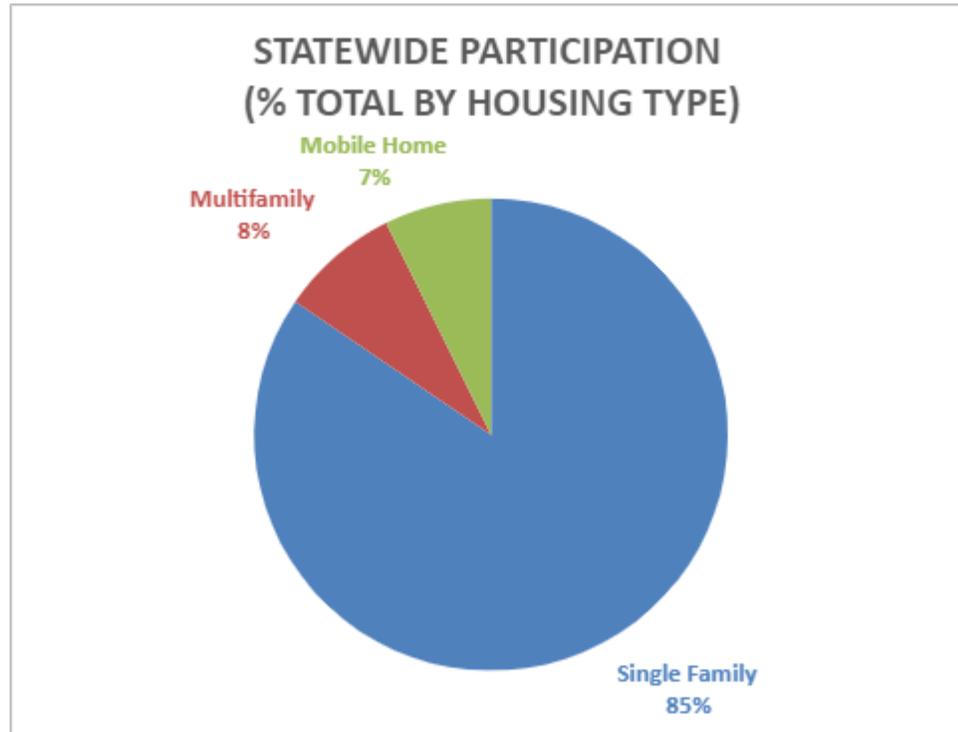
Energy Savings Assistance Program – Program Participation Update

2023 Households Treated (Jan-Aug 2023)

2023 Households Treated ¹				
Utility	Est. HH Treated Target	Total	Total as % of 2022 Treated	Total as % of Eligible ESA HH ²
PG&E	60,437	47,286	78%	2.51%
SCE	37,871	3,223	9%	0.19%
SDG&E	11,711	2,697	23%	0.70%
SoCalGas	69,837	32,355	46%	1.38%
Total	179,856	85,561		

¹ Jan-Aug 2023 activity as reported in the IOU ESA-CARE-FERA Monthly Reports filed September 21, 2023.

² As of July 1, 2022, Athens estimate of IOU residential customers estimated eligible for ESA at 250% of FPL; updated annually in February.



Energy Savings Assistance Program Energy Savings Update

2023 Energy Savings Targets (Jan-Aug 2023)

2023 Annual Savings for YTD Treatment ¹			Estimated Annual HH Usage for HH Treated YTD ²		Savings as % of Average HH Usage		Annual Program Savings Goal ³	
Utility	ESA kWh	ESA Therms	kWh	therms	kWh	therms	kWh	therms
PG&E	19,614,842	908,160	285,985,728	16,001,582	7%	6%	35,773,079	1,458,655
SCE	2,581,174	N/A	20,500,242	N/A	13%	N/A	22,416,302	244,348
SDG&E	651,796	22,561	11,521,584	601,970	6%	4%	2,593,606	108,790
SoCalGas	N/A	578,475	N/A	10,230,651	N/A	5.7%	N/A	1,435,220
TOTAL	22,847,812	1,5,109,196	318,007,554	26,834,204			60,782,987	3,247,013

¹ Jan-Aug 2023 activity as reported in the IOU ESA-CARE-FERA Monthly Reports filed September 21, 2023.

² Derived from average CARE Customers Usage for PY 2022 (Annual Report CARE Table 9) multiplied by January 1- July 2023 homes treated and annualized.

³ Per Attachment 1 of D.21-06-015. Includes ESA Program (SF, MH, MF In unit) and MF CAM.



Energy Savings Assistance Program Multifamily Update

Jan-Aug 2023 MULTIFAMILY UPDATES

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

- **PG&E:** PG&E closed its MF CAM program in 2022. All MF CAM projects will be transferred/treated under the N. MFWB Program, which launched in July 2023. As of August 31, 2023, PG&E's SPOC has referred 212 multifamily customers to 40 programs including, but not limited to, SMUD, CSD LIWP, 3CE, BUILD, TECH, and BayREN; and 16 referrals have been converted to program applications. PG&E also launched a SPOC web tool to refer customers to the eligible program for their property using the zip code. The web tool has made 35 referrals to other programs.
- **SCE:** To date, SCE has received 10 referrals from SOMAH, these leads were forwarded to the Southern MFWB implementer for possible participation. SCE's SPOC will continue to work with multifamily customers to identify additional opportunities for program layering.
- **SDG&E:** SDG&E's SPOC referred 298 MF properties to the new ESA MFWB program and continues to leverage programs including but not limited to SOMAH and SGIP. Since July 2023, monthly IOU SPOC meetings have been organized to enhance cooperation and synchronize SPOC-related efforts between the Utilities.
- **SoCalGas:** SoCalGas has completed eight (8) Multifamily Common Area Measure (MF CAM) projects in 2023 and there are nine (9) projects in progress to be completed by the end of October. SoCalGas will be completing all current projects in 2023 with the transition to the Multifamily Whole Building Program (MFWB) beginning on July 1, 2023.

Common Areas: IOU CAM plans for 2023 are listed below

- **PG&E:** PG&E started MF in-unit treatment in June and officially launched the MFWB program in July 2023. As of August 31, 2023, PG&E has completed 380 MF in-unit projects, and reported savings of 75,442 kWh, 6.15 kW, and 6,135.6 therms. The program also enrolled one whole building project and is currently conducting eligibility screening on 182 whole building project leads.
- **SCE:** In August, SCE closed the MF CAM initiative, completing 38 projects with a reported savings of 756,677 kWh for 2023. The Southern MFWB launched July 1st and SCE continues to collaborate with the implementer on various program related tasks as well as lead referrals. The implementer is currently engaging with a pipeline of 880 potential leads.
- **SDG&E:** As of August 2023, the SDG&E ESA MF CAM implementer is in the process of reducing the Program's operations and redirecting new leads to the Southern Multifamily Whole Building (MFWB) Program, which became open for customer enrollment on July 1, 2023. In 2023, the ESA CAM Program has completed seventeen projects, resulting in savings of 203,993 kWh and 19,612 therms. The Southern MFWB Program since launch, has generated significant enthusiasm, with robust engagement through the Implementer's call center and online platforms. As of August, the Southern MFWB Implementer has reported two whole building enrollments and maintains an active pipeline of 880 leads. Additionally, the Implementer is addressing 26 referrals received from Southern IOU SPOCs. Overall, the Southern MFWB Implementer is committed to expanding and engaging with potential program participants.
- **SoCalGas:** As of August 31, 2023, SoCalGas has completed eight (8) central boiler projects. These projects have impacted 619 units, 17 buildings, and improved the health, safety, and comfort of over 831 tenants. These projects have annual therm savings of 36,370. In addition, there are currently nine (9) active CAM projects in various stages to be completed in 2023.

ENERGY EDUCATION

The IOUs will collectively work on developing utility neutral online education. The existing Energy Education Resource Guide will be used until revised materials are approved and implemented in 2023.



Tribal Community Outreach Update – PG&E



Compliance/Outreach Activities as of August 2023	Successes/Challenges
<p>PG&E continued its efforts in implementing the 2023 Tribal Outreach Grant program.</p> <p>The first grantee meeting between Tribes and ESA implementers took place on July 20, 2023. The purpose of this meeting was to discuss expectations and align the timing of ESA implementation, tribal needs, and processes for the ESA program. As an outcome of the meeting, the Tribes will work towards conducting outreach during a targeted time frame to have ESA contractors start making home visits and installing measures for tribal members. The Tribes are anticipating the following timing for ESA consultations and work:</p> <ul style="list-style-type: none">• Trinidad Rancheria – December 2023• Lone Band of Miwok Indians – November 2023• North Fork Rancheria – March 2024 <p>PG&E’s general tribal outreach efforts included opportunities to present assistance programs to tribes. In July, PG&E attended a Mechoopda Indian Tribal Council meeting. During the meeting, PG&E provided information on assistance programs with an emphasis on the ESA program, and provided materials to be distributed to tribal members at upcoming meetings. In August, information regarding possible employment/training opportunities was sent to the Washoe Tribe of California and Nevada upon their request.</p> <p>Beyond the ESA program’s tribal outreach efforts, PG&E’s centralized tribal team, which coordinates all of PG&E’s tribal communications, continued their ongoing outreach efforts to tribes on a variety of topics related to energy use, resiliency, safety, and community initiatives. Through August, they have met with 63 tribes.</p>	<ul style="list-style-type: none">• Challenges: PG&E continues to see no participation in meetings from Non-Federally Recognized Tribes. We are working to better understand the varying needs of these tribal communities in order to increase participation.• Successes:<ul style="list-style-type: none">• 2023 Outreach Grant participants are starting outreach efforts to their members.• 63 tribes have met and conferred with PG&E staff, and have been provided information about PG&E Assistance Programs, energy use, resiliency, safety, and other community initiatives.

PG&E Tribal Community Outreach Update



Outreach Activities	Number of Participating Tribes*
Tribes completed ESA Meet & Confer	13
Tribes requested outreach materials or applications	6
Tribes who have not accepted offer to Meet and Confer	0
Non-Federally Recognized Tribes who participated in Meet & Confer	0
Tribes and Housing Authority sites involved in Focused Project/ESA	4
Partnership offer on Tribal Lands	102
Housing Authority and Tribal Temporary Assistance for Needy Families (TANF) office who received outreach (this includes email, U.S. mail, and/or phone calls)	38
Housing Authority and TANF offices who participated in Meet and Confer	6

* A list of tribes and tribal organizations are identified in ESA Table 9 of PG&E’s monthly program report. The information is aggregated for this presentation for readability.

PG&E Tribal Community Outreach Update



Energy Savings Assistance Program Table 7 - Customer Segments/Needs State by Demographic, Financial, Location, and Health Conditions *											
Pacific Gas and Electric Company											
Through August 31, 2023											
ESA Main (SF, MH, MF in-unit)											
Customer Segments	# of Households Eligible [1]	# of Households Treated [2]	Enrollment Rate = (C/B)	# of Households Contacted [3]	Rate of Uptake = (C/E) [19]	Avg. Energy Savings (kWh) Per Treated Households (Energy Saving and HCS Measures) [4][22]	Avg. Energy Savings (kWh) Per Treated Households (Energy Saving Measures only) [5][22]	Avg. Peak Demand Savings (kW) Per Treated Household [22]	Avg. Energy Savings (Therms) Per Treated Households (Energy Saving and HCS Measures) [4][22]	Avg. Energy Savings (Therms) Per Treated Households (Energy Saving Measures only) [5][22]	Avg. Cost Per Treated Households [22]
Location											
Tribal [20]	1,967	9	0%	12	0%	380.88	380.88	0	21.32	21.32	1,130

- Historically, PG&E has only included tribal households located on federally-recognized tribes whose trust lands are identified in the Bureau of Indian Affairs; PG&E identifies these properties as tribal at the premise level.
- Starting in the September 2023 monthly report, PG&E expects to also include ESA participating households that self-identify as Native American on the enrollment form (aligning with other IOUs’ inclusion of these households in reporting).

SCE Tribal Community Outreach Update

Outreach Activities

- Ongoing Outreach:
 - SCE's tribal liaisons meet with all 13 tribes twice annually, discussing available programs & services
 - Maintained at least two tribal contacts per tribe
- Q3 Outreach:
 - SCE continues to correspond with Tribal leaders to discuss opportunities available to their communities. In July, SCE participated in the ConFab Meeting and the American Indian Chamber of Commerce Expo where CARE/FERA, Medical Baseline, Critical Care Backup and SCE Marketplace were promoted.
 - In August, SCE sponsored the 2023 statewide Tribal Leaders Clean Energy Summit, a statewide conference designed to educate and bring awareness about clean energy projects available to tribes. Forty-five federally-recognized tribes attended the summit at Pala Casino.

SUCCESSES & CHALLENGES

- Successes:
 - SCE secured one-on-one meetings with eight (8) Tribes.
 - The following five (5) Tribes have signed mini-grant agreements: Benton Paiute, Bridgeport Indian Colony, Timbisha Shoshone, Tule River Indian Tribe, and Soboba Band of Luiseño Indians.
 - Receptive to accepting and distributing program information
- Challenges:
 - Identifying non-federally recognized tribes & receiving updates from tribes

SCE Tribal Community Landscape

- Southern California Edison has 13 federally-recognized Tribes in its service territory.

Agua Caliente Band of Cahuilla Indians	Pechanga Band of Luiseño Mission Indians of the Pechanga Reservation
Benton Paiute	San Manuel Band of Serrano Mission Indians of the San Manuel Reservation
Bishop Paiute	Soboba Band of Luiseño Indians
Bridgeport Indian Colony	Timbisha Shoshone
Chemehuevi Indian Tribe of the Chemehuevi Reservation	Tule River Indian Tribe of the Tule River Reservation
Colorado River Indian Tribes	Twenty-Nine Palms Band of Mission Indians of California
Morongo Band of Cahuilla Mission Indians	

SCE Tribal Segment Reporting

Energy Savings Assistance Program Table - 7 Customer Segments/Needs State by Demographic, Financial, Location, and Health Conditions											
Southern California Edison											
Through August 2023											
ESA Main (SF, MH, MF in-unit)											
Customer Segments	# of Households Eligible ^[1]	# of Households Treated ^[2]	Enrollment Rate = (C/B)	# of Households Contacted ^[3]	Rate of Uptake = (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 Households	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
Tribal	8,832	18	0.20%	5	360%	331.5	331.5	0.050	(0.800)	(0.800)	\$ 670

SDG&E Tribal Community Outreach Update

OUTREACH ACTIVITIES (in accordance with D.21-06-015)	SUCCESSSES & CHALLENGES
<ul style="list-style-type: none"> • Tribal Relations Manager has contacted all Tribes SDG&E serves to conduct listening sessions. <ul style="list-style-type: none"> • In 2023, has held eight (8) meetings. • SDG&E partnered with Campo Kumeyaay Nation to conduct a survey at their July 2023 Stargathering event. • Seven tribes were awarded mini-grants. Two tribes have completed their financial documents and are being processed. Two additional tribes have expressed interest in grants and are working on gathering financial documents. • Tribal Training completed in August 2023 on Customer Assistance Programs and Emergency Preparedness with upcoming Community Resource Fairs for multiple tribal communities. • Continued partnerships with two Tribal CBOs: <ul style="list-style-type: none"> • Southern California Tribal Chairmen’s Association (SCTCA) <ul style="list-style-type: none"> • Total Outreach Activities YTD: 14 • Total Reach: 12,800 • Southern California American Indian Resource Center (SCAIR) <ul style="list-style-type: none"> • Total Outreach Activities YTD:48 • Total Reach: 66,500 	<ul style="list-style-type: none"> • Success: SDG&E continues to be proactive in promoting low-income programs by increasing its reach beyond Tribal elected leaders and working with staff as well as organizations on reservations such health and emergency services. • Success: Through ongoing CBO partnerships, SDG&E staff has been invited to participate in SCAIR and SCTCA outreach events to promote CARE, FERA, and ESA. • Success: Partnership with Southern Indian Health Council and Indian Health Council has increased SDG&E presence at smaller family events such as SDG&E's participation in the Healthy Families series hosted by various remote tribal nations.. • Challenge: Engaging non-federally recognized tribes. • Challenge: Tribes are overwhelmed with requests and have limited resources, so they don’t always respond. • Challenge: Mini-grants require Tribes to complete tax paperwork before payment can be issued. SDG&E is currently working with internal teams to streamline process.

SDG&E Tribal Community Landscape

- SDG&E has 17 Federally recognized and 3 non-Federally recognized Tribes in its service territory.
 - Of the 17 Federally recognized Tribes, **16 receive service*** provided by SDG&E.
 - These 16 tribes have approximately 2,900 meters** that receive electric service from SDG&E.

Federally Recognized Tribes in SDG&E's Service Territory	
Barona Band of Mission Indians	Mesa Grande Band of Mission Indians
Campo Kumeyaay Nation	Pala Band of Mission Indians
Ewiiaapaayp Band of Kumeyaay Indians (Cuyapaipe Reservation)	Pauma Band of Luiseno Indians
Inaja & Cosmit Band of Indians	Rincon Band of Luiseno Indians
Jamul Indian Village	San Pasqual Band of Mission Indians
La Jolla Band of Mission Indians	lipay Nation of Santa Ysabel (Santa Ysabel Reservation)
La Posta Band of Mission Indians	Sycuan Band of Kumeyaay Nation
Los Coyotes Band of Mission Indians	Viejas Band of Kumeyaay Indians
Manzanita Band of Kumeyaay Nation	(row intentionally left blank)
Non-Federally Recognized Tribes in SDG&E's Service Territory	
Juaneno Band of Mission Indians	San Luis Rey Band of Mission Indian
Kwaaymii	(row intentionally left blank)

* Tribal communities in bold are those that receive service from SDG&E.

** SDG&E does not maintain tribal nation boundary data and is reliant on geographic boundary data provided by the San Diego Association of Governments (SANDAG.) Data is based on location of SDG&E transformers and does not reflect actual meters within the geographic boundaries of tribal land. Actual customers may fall inside or outside of those boundaries.

SDG&E Tribal Segment Reporting

Energy Savings Assistance Program Table - 7 Customer Segments/Needs State by Demographic, Financial, Location, and Health Conditions
 San Diego Gas & Electric
 August 2023

ESA Main (SF, MH, MF in-unit)											
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)	Avg. Energy Savings (kWh) Per Treated Households (Energy Saving Measures only)	Avg. Energy Savings (kW) Per Treated Households	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
Demographic											
Tribal	21,716	12	0%	1,215	1%	154	154	0	1	1	737

SoCalGas Tribal Community Outreach Update

Outreach Activities	SUCSESSES & CHALLENGES
<p>Activities are in accordance with D.21-06-015</p> <ul style="list-style-type: none"> • SoCalGas continues communication with Tribes within SoCalGas’ service territory <ul style="list-style-type: none"> • SoCalGas reaches out to federally-recognized and non-federally recognized Tribes in its service territory via in person meetings, emails, phone calls and at community events • SoCalGas is continuing to build relationships with Tribes and establishing and/or maintaining a Tribal contact for each Tribe in its service territory • SoCalGas is enhancing its outreach strategy to help navigate and increase engagement within tribal communities. <ul style="list-style-type: none"> • Through August 30, SoCalGas has met with 18 tribes in service territory and established a point of contact for Low Income decision programs. 	<ul style="list-style-type: none"> • Success: Continuing to work with Community Based Organizations specific to Tribal communities to assist in providing information on programs to the community through their organization and at Tribal events such as Pow Wows • Success: Participated in Pechanga Pow-Wow, Indian Gaming Tradeshow Convention, Soboba Earth Day Event • Working with Success: Working on four SoCalGas Memos of Understandings with one federally recognized tribe, one non-federally recognized tribe, and two community organizations • Challenge: SoCalGas provides service to 10 of the 18 tribes in service territory and only 16,689 residential meters of which 93% are on leased land – providing limited opportunities for program participation • Challenge: Identifying non-federally recognized tribes

SoCalGas Tribal Community Landscape

- SoCalGas has 18 federally-recognized Tribes in its service territory.
 - Of the 18 Tribes, **10 have natural gas service*** provided by SoCalGas.
 - These 10 tribes have a total of 16,689 natural gas meters of which 93% are on leased land – with no certainty that the land occupant is a Tribal member.

Agua Caliente Band of Cahuilla Indians	Ramona Band of Cahuilla Indians
Augustine Band of Cahuilla Indians	San Manuel Band of Serrano Mission Indians of the San Manuel Reservation
Cabazon Band of Mission Indians	Santa Rosa Band of Cahuilla Indians
Cahuilla Band of Mission Indians of the Cahuilla Reservation	Santa Ynez Band of Chumash Mission Indians of the Santa Ynez Reservation
Chemehuevi Indian Tribe of the Chemehuevi Reservation	Soboba Band of Luiseño Indians
Fort Mojave Indian Tribe	Tachi Yokut Tribe of Indians
Los Coyotes Band of Cahuilla and Cupeno Indians	Torres-Martinez Desert Cahuilla Indians
Morongo Band of Cahuilla Mission Indians	Tule River Indian Tribe of the Tule River Reservation
Pechanga Band of Luiseño Mission Indians of the Pechanga Reservation	Twenty-Nine Palms Band of Mission Indians of California

*Tribe communities written in bold are the 10 that have natural gas service.

SoCalGas Tribal Segment Reporting

Energy Savings Assistance Program Table - 7 Customer Segments/Needs State by Demographic, Financial, Location, and Health Conditions

Southern California Gas Company
August 2023

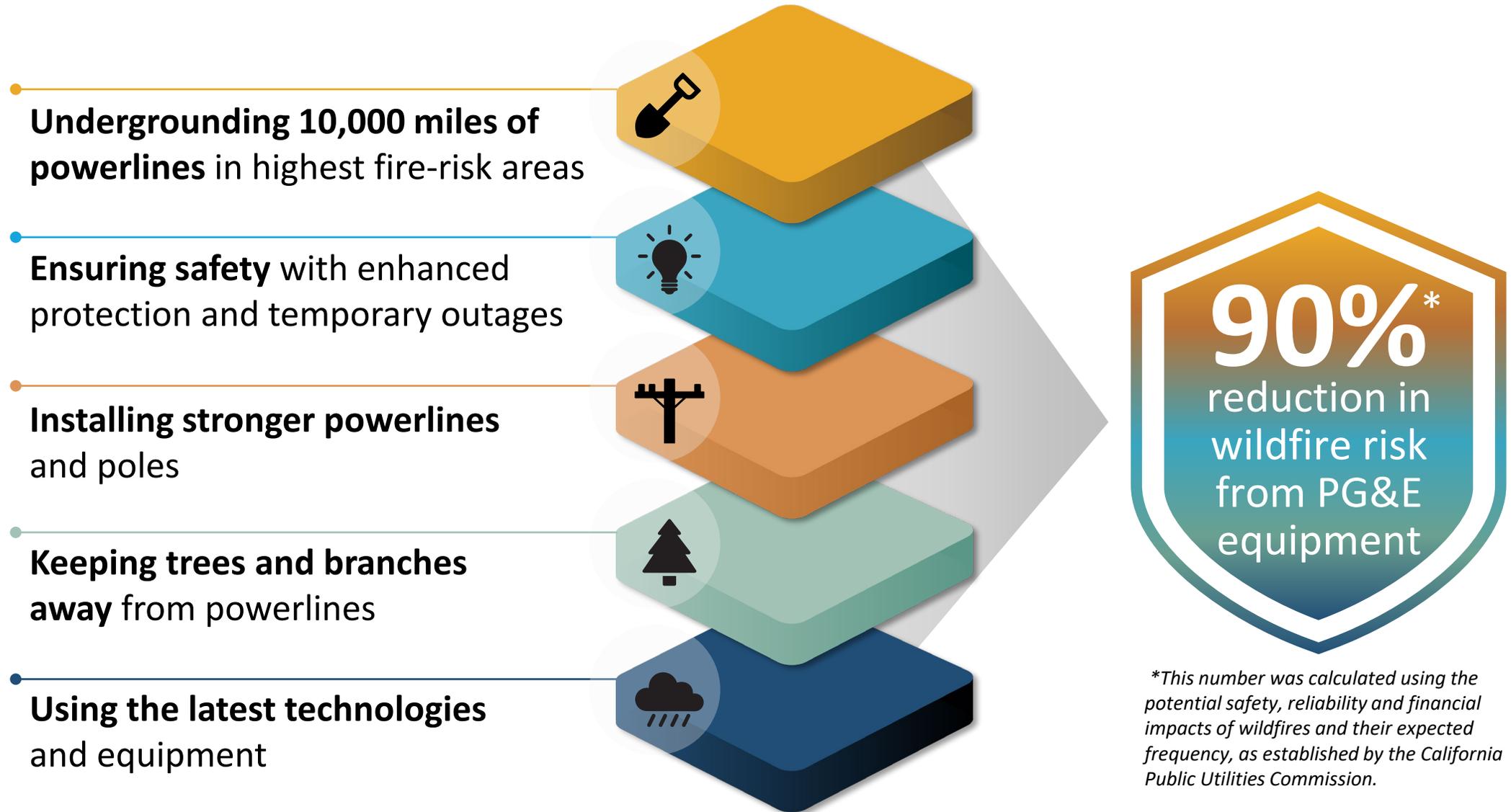
ESA Main (SF, MH, MF in-unit)											
Customer Segments	# of Households Eligible* [1]	# of Households Treated [17]	Enrollment Rate = (C/B)	# of Households Contacted	Rate of Uptake = (C/E)	Avg. Energy Savings (kWh) Per Treated Household (Energy Saving and HCS Measures)	Avg. Energy Savings (kWh) Per Treated Household (Energy Saving Measures Only)	Avg. Peak Demand Energy Savings (kW) Per Treated Household	Avg. Energy Savings (Therms) Per Treated Household (Energy Saving and HCS Measures)	Avg. Energy Savings (Therms) Per Treated Household (Energy Saving Measures Only)	Avg. Cost Per Treated Household
Location											
Tribal [8]	35	8	23%	104	7.7%				5.5	13.1	\$ 964

SoCalGas uses geographic boundary information to identify federally recognized tribal areas in conjunction with an augment to the ESA application to allow for customer to self-identify as a member of a tribal community.

PSPS Ongoing Activities



Layers of Safety Protect Customers From Wildfires



**This number was calculated using the potential safety, reliability and financial impacts of wildfires and their expected frequency, as established by the California Public Utilities Commission.*

How Are Customers Notified for a PSPS?

When We'll Notify

- Watch** ✓ 48-24 hours before power is turned off
- Warning** ✓ 4-1 hours before power is turned off
- ✓ When power is turned off
- ✓ After weather has passed
- ✓ If estimated restoration time changes
- ✓ Daily until power has been restored

How We'll Notify

Automated calls, texts and emails (available in 16 languages).

We will also use pge.com, social media and will inform local news and radio.

@pacificgasandelectric

@pacificgasandelectric

@PGE4Me

How To Receive Notifications For Any Address

Anyone can sign up for **address alerts in 16 languages** to receive PSPS notifications for any location, such as their work or child's school.

Enroll at: pge.com/addressalerts

Annual registration is required.

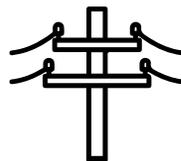
2023 Public Safety Power Shutoff (PSPS) Overview

From August 30-31, PG&E enacted a PSPS due to weather conditions that could potentially cause a wildfire.



**Customers
Impacted**

3,928



**Circuits
De-energized**

18



**Average Outage
Duration**

6.7 hrs

Following the August 30-31 PSPS, there was an additional PSPS activation. Data from that activations will be reflected in our PSPS Post-Event Reports once finalized.



Customer Resources and Support for PSPS Outages and EPSS

Portable Battery Program **EXPANDED ACCESS**

Supporting eligible customers with fully subsidized portable battery solutions

 pge.com/portablebattery

Generator and Battery Rebate Program **EXPANDED ACCESS**

Rebates for eligible customers to purchase a qualified generator or battery

 pge.com/backupper

Self-Generation Incentive Program

Rebates to help customers save on energy storage systems for their business

 pge.com/sgip

Disability Disaster Access and Resources

Emergency preparedness planning, portable batteries, and support for customers requiring additional accommodations

 pge.com/ddar

Fixed Power Solutions

Permanent, long-term backup power solutions for the most impacted customers

 pge.com/residentialstorageinitiative

2023 SCE PSPS OVERVIEW



**January - August
2023**

Statistics	Activations	Customer Interruptions	Circuit Interruptions	Customer Minutes of Interruption
2023 Fire Season	2	5	1	~11k

MITIGATING IMPACTS OF PSPS -SCE

Customer Care Programs Update as of August

2023 COMMUNITY CARE RESOURCES

66 COMMUNITY RESOURCE CENTERS (CRC)

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

8 COMMUNITY CREW VEHICLES (CCV)

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

8 RESILIENCY ZONE SITES

Enables backup power generation at certain essential sites in remote communities



Thanksgiving Day, 2021

9 RESILIENT CRCs

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

BACKUP POWER SUPPORT

- Critical Care Battery Back-up (CCBB) program provides eligible customers with a free portable back-up battery and solar panel to power medical device during a PSPS event. Expanded program in September 2022 to reach additional customers Since program inception, over 13k batteries have been delivered through the program.
- **\$150 rebate** for portable batteries for customers in HFTDs to power devices and appliances.
- **\$200 rebate** for portable generators for customers in HFTDs
- **\$600 rebate** for portable generators for customers in HFTDs and enrolled in CARE/FERA or Medical Baseline Allowance.
- Statewide Self-Generation Incentive .Program (SGIP)

2023 ACHIEVEMENTS

- *New CRC Enhancements, including "leave behind" device charging, privacy screens for medical device use or nursing, and backup manual wheelchair.
- *New Tribal Mini-Grant Program
- *Launch of **Access & Functional Needs (AFN) Self-Identification Pilot**
- *New partnerships with local food banks
- Dedicated **AFN Liaison** on the PSPS Incident Management Team
- In 2023 YTD deployed 3,312 batteries and **13,518** free portable backup batteries since program inception (CCBB)
- Provided 1,644 Portable Power Station Rebates
- Provided 373 Portable Generator Rebates

SDG&E PSPS Support Services

Support for customers with access and functional needs or households dependent on uninterrupted power during PSPS events

- 11 facilities in the HFTD
- Provide a local center for impacted customers to receive support and resiliency items. Video Remote Interpreting in language and ASL

Community Resource Centers



- Partnering with Southern Indian Health Council (SIHC) & Indian Health Council (IHC)
- Provide resiliency items, and other needs to tribal communities

Tribal Communities



- Partnerships with 211 San Diego/Orange County United Way
- Direct support from 1,000+ orgs, 24/7/365, over 200 languages

Centralized Resource Hub



- Partner with SD Food Bank & Feeding SD to provide mobile food pantries at rural, tribal and PSPS sites
- Adding Terra Bistro for warm food support at CRCs as needed

Pantry & Warm Food



- Partnership with FACT paratransit
- Provides accessible transportation to customers' location of choice including CRCs

Transportation



- Partnership with Salvation Army
- Provides no-cost hotel stays if staying in place is not an option. (SDG&E may provide an emergency battery)

Hotel Stays



- Partnerships with local CERTS and YANA
- Provide wellness checks to individuals with AFN who may need additional support

Wellness Checks



- ~50 CBOs within SDG&E's Energy Solutions Partner Network
- Amplified PSPS notifications (including ASL) to reach AFN customers in HFTD

CBO Engagement



2023 AFN Enhancements

New and continued enhancements to support individuals with Access & Functional Needs



AFN Self-Identification

- Implemented AFN Self-ID Webform with dedicated banner on SDG&E homepage
- 2 new identifiers added to expand awareness of AFN population
- 34% total AFN with ~8,000 through self-ID



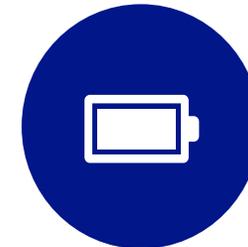
Accessibility

- Video Remote Interpreting (VRI) available for Branch Offices, CRCs and Customer Service Field Staff
- Accessible Hazard Alert System
- Dedicated accessibility web page on sdge.com & email ADAsupport@sdge.com



Medical Baseline

- Grossmont Hospital partnership
- SDG&E Alerts App and contact info. updates
- Targeting Veterans who use qualifying medical devices



Generators

- No cost Portable Power Station for qualifying individuals of MBL & select AFN
- Rebates from \$150 - \$450 available



Joint IOUs Unspent Funds for Energy Savings Assistance Program

PG&E's Unspent ESA Program Funds



Total Remaining Unspent Funds (\$ in millions)	
Remaining unspent funds as of December 31, 2022 ^[1]	\$32.51
Unspent & uncommitted funds used to offset 2023 budget revenue requirement	- \$0
2023 Revenues Collected (Jan - Aug)	+ \$114.82
2023 Expenses (Jan - Aug)	- \$88.86
2023 Accrued Interest (Jan - Aug)	+ <u>\$1.62</u>
Total remaining unspent funds as of August 31, 2023	\$60.09

1. Committed unspent fund carry forward to 2023 according to fund shifting rules for MF CAM, SPOC, Pilots, Studies, and Pilot Plus and Pilot Deep activities.

SCE's Unspent Funds for ESA Program

Total Remaining Unspent Funds (\$M)	
Unspent Funds through 12/31/22 [1]	\$ 25.48
2023 Revenue Collected (Jan – Aug)	\$ 40.75
2023 Expenses from (Jan –Aug)	\$ (12.66)
2023 Accrued Interest (Jan- Aug)	\$ 1.39
Total Unspent Funds through 8/31/2023	\$ 54.95

1. This is the remaining Unspent Funds amount from 2009-2022 program cycles through August 31, 2023.

Note: Unspent funds may only be used for ESA program activities.

SDG&E's Unspent Funds for ESA Program

Total Remaining Unspent Funds (\$ in millions) [1]	
Remaining unspent funds as of December 31, 2022 [2]	\$ 20.66
Remaining unspent & uncommitted funds used to offset 2023 revenue requirement [3]	\$ (0.67)
Revenues collected through YTD August 2023	\$ 15.93
Expenses incurred through YTD August 2023 [4]	\$ (14.01)
Total remaining unspent funds as of August 31, 2023	\$ 21.91
Remaining ESA CAM committed funds as of August 31, 2023	\$ (0.86)
Total remaining unspent & uncommitted funds as of August 31, 2023 [5]	\$ 21.05

1. Unspent funds are only available for ESA activities.

2. As reported in the 2022 Annual Report, the remaining unspent funds as of December 31, 2022 of \$20.66M includes \$2.81M for ESA CAM (Table 1A). D.21-06-015 directs the IOUs to carry-forward all unspent and uncommitted ESA common area measures funding as of June 30, 2021 into the remainder of program year 2021 and 2022.

3. D.21-06-015, OP 114, SDG&E is instructed to use unspent and uncommitted funds before requesting new funds. SDG&E utilized \$2M in unspent and uncommitted PGLIEEBA funds to offset the 2023 authorized funding in the 2023 Public Purpose Program rates.

4. Reflects expenses from ESA Tables 1 + 1A, net of manual adjustments.

5. Does not include YTD interest income recorded in the ESA balancing accounts. In accordance with D.21-06-015, OP 114, SDG&E will use the forecasted unspent and uncommitted LIEEBA and PGLIEEBA as of December 2023 to offset the 2024 authorized budget in the 2024 Public Purpose Program rates.

SoCalGas Unspent/Uncommitted funds for ESA



SoCalGas Remaining Unspent Funds

Total Remaining Unspent Funds (\$M)	
Remaining 2009-2016 Unspent Funds [1]	\$125.15
2017-2020 Revenues Collected	\$491.69
2017-2020 Total Expenses [2]	\$394.62
2017-2020 Unspent Funds [1]	\$97.07
Total Remaining Unspent Funds through PY 2020 [1]	\$222.22
2021 – 2022 Revenues Collected	\$9.12
2021 – 2022 Total Expenses [2]	\$220.03
Total Remaining Unspent Funds through PY 2022 [1]	\$11.31
2023 Revenues Collected	\$55.29
2023 Total Expenses [3]	\$43.23
Total Remaining Unspent Funds as of 8/31/2023 [1]	\$23.37
<u>Footnotes</u>	

[1] Unspent Funds related to Revenues Collected

[2] Total Expenses from Annual Reports

[3] Total Expenses from August 2023's Monthly Report - Summary Table

Notes:

- Unspent funds can only be used for ESA Program activities or returned to ratepayers.



State of Disconnections and Arrearage Management Plans (AMP)

SCE Disconnections Status and AMPs

Arrearage Management Plan (AMP)*

- Number of customers enrolled: 155,493
 - Percentage of eligible households enrolled: 12%
 - Number successfully completed 12-month program launched in Feb. 2021: 6,325
 - 5% of customers enrolled in AMP completed the 12-month enrollment
 - For those that do not complete the 12-months, the average length of enrollment is 5 months
- Total arrearages: \$86M
- Total amount forgiven: \$45M

Disconnections

Number of residential disconnections 2023 (January to August) : 28,830

27,784 Residential Customers reconnected

AMP Case Management

To manage customer satisfaction in AMP, SCE has implemented an outbound calling initiative to customers who have gone on the NEM tariff and no longer eligible to participate in AMP in order to provide those customers with other options to assist with their arrearage balances.

SCE has also begun another initiative to reach out to customers who are experiencing delayed billing and provide accommodations where needed.

AMP NEM outreach (outbound calls)

- 2023 (YTD)* – 452 calls completed



AMP Delayed Billing outreach

- 2023 (YTD)* - 2,575 letters mailed



Arrearage Management Plan (AMP) ^[1]

- Number of customers enrolled since launch : 357k
 - Gross percentage of eligible households enrolled: 87%
 - Number successfully completed 12-month enrollment since program launched in Feb. 2021: 46K
 - Percentage of total enrollments since launch that have successfully completed AMP: 13%^[2]
- Average length of participation for customers who do not finish the 12 months is 3 months.
 - Number of customers unenrolled due to receipt of CAPP funding in 2023: 3K
- Total amount forgiven since program launch : \$173M

Disconnections

PG&E has resumed normal collection and disconnection practices for all residential customers. PG&E is staying within the 3.5% annual disconnection rate for specific volumes, for additional information, please refer to the August 2023 Monthly Disconnect Data Report ^[3].

PG&E has implemented additional collection touchpoints to support customers with outstanding arrearages which includes:

- New customer outreach efforts through e-mail, text, letters, and dialer campaigns,
- Live agent calls to offer customer programs and payment options,
- New field residential posting pilot,
- LIHEAP and AMP marketing campaigns, and
- Qualitative research project on customer payment behaviors.

AMP Case Management

AMP Missed Payment Notifications

- PG&E continues to contact customers upon their first missed payment of current billing charges. PG&E also continues to conduct AMP eligible callout campaigns and includes AMP messaging in CARE/FERA outreach. Note: To date, PG&E has enrolled 89% of it's total eligible population.

^[1] Data as of 8/31/23

^[2] Does not include customers who received CAPP funding that covered the remaining AMP balance

^[3] <https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M520/K471/520471014.PDF>, last accessed on September 27, 2023

SDG&E Disconnections & AMP Status

Arrearage Management Plan (AMP)*

- Number of customers enrolled: 11,583
- Percentage of eligible households enrolled: 26%
- Number of customers successfully completed 12-month program since Feb. 2021 launch: 6,229
 - 18% of customers enrolled in AMP completed the 12-month enrollment
 - For those that do not complete the 12 months, the average length of enrollment is 3 months
- Total arrearages actively enrolled in AMP: \$16.2M
- Total amount forgiven: \$20.6M

Disconnections

Number of disconnections, Jan 2021 – August 31, 2023: 4

Resumption of residential credit collection efforts started in Q3 2023.

AMP Marketing

Targeted Communications

- Included AMP messaging in
 - CARE-eligible monthly bill comparison email

General Outreach

- Organic social media posts (Facebook, Instagram, Nextdoor)
- AMP messaging on sdge.com/assistance
- Bill inserts & bill package
- Continued program education through SDG&E's Energy Solutions Partner Network, comprised of 200+ CBOs.

Neighbor-to-Neighbor*

Number of customers receiving N2N funds: 6,715

Total Amount Spent: \$3,627,578.32

*Jan- August 2023

** SDG&E shareholder funded utility assistance program

SoCalGas Disconnections and AMP Update



Arrearage Management Plan (AMP)*

- Number of customers enrolled (2/1/21 – 8/31/23) : 209,975
 - Percentage of eligible households enrolled : 44%
- Total arrearages: \$145.4M Total amount forgiven: \$35.6M
- Number and percentage of enrolled customers who successfully completed AMP

AMP Numbers	Total Enrolled	Active	Completed	Terminated	% Active	% Completed	% Terminated
Enrollment date 2-1-21 through 12-31-22	116,804	3,073	34,298	79,433	3%	29%	68%
Enrollment Date 1-1-23 8-31-23	93,171	75,754	20	17,397	81%	0%	19%
Total	209,975	78,827	34,318	96,830	38%	16%	46%

- Average length of participation for customers who did not complete the 12-month program
 - For those enrolled between 2/2/21 – 8/31/23, the average length of enrollment in the program was 4 months

*Data through 8/31/23, updated on 09/21/2023

Disconnections

Number of disconnections, Jan 2021 – August 31, 2023: Zero
Resumption of residential credit collection efforts began in Q3 2023

AMP Case Management

SoCalGas is working to implement notifications to customers upon missing payments while enrolled in AMP