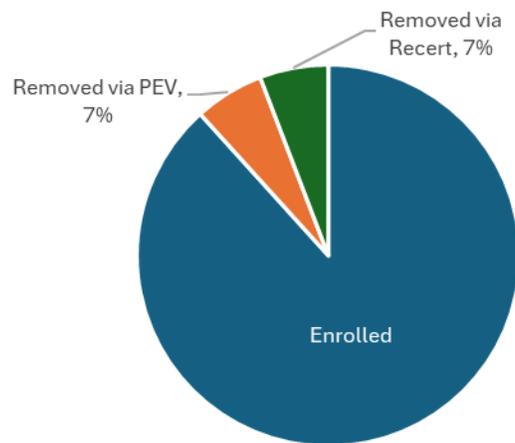


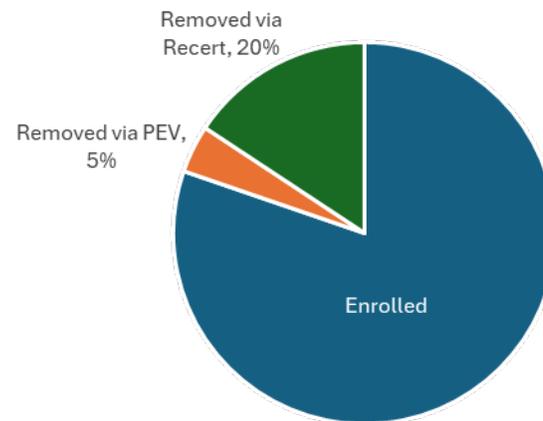
CARE/FERA: Impact of PEV/Recert on Enrollments

PY 2023			Post Enrollment Verification (PEV)				Recertification			
Program	Enrollment	% CARE Eligible	PEV Requests	% Requested to Verify	Removed via PEV	% Removed via PEV	Recert Requests	% Requested to Recertify	Removed via Recert	% Removed via Recert
CARE	1,402,942	100%	126,254	9%	93,439	7%	207,826	15%	92,199	7%
FERA	163,489	23%	2,212	6%	1,925	5%	8,201	21%	7,487	20%

Source: PG&E Income-Qualified Programs Annual Report (2023)



CARE (PY 2023)



FERA (PY 2023)

Notes on PEV and Recertification:

- PEV requests include high usage (HU)¹ customers. HU customers are subject to PEV as required by PUC 739.1 (i)(1) and D.21-06-015.
- Customers in affected counties where a state of emergency proclamation was issued are exempt from PEV
- Recertification figures do not include the approximate 280K or 20% of enrolled customers that were automatically recertified based on the propensity model
- Recertification does not require proof of eligibility

¹ HU customers are households that exceed 400 percent of baseline usage three times in a 12-month period.

Initiatives to Enhance PEV Support to Customers

PG&E's investments in comprehensive PEV/Recertification initiatives are showing incremental improvement; PG&E is committed to exploring any additional modifications that could increase the percentage of qualified households who benefit from the program

Initiatives

- **Revamped customer communication** (improved for clarity, tone) and implemented **real-time PEV/Recertification status notifications** (via email/text) in Q2 2024
- Continued **outbound PEV calls to customers** who started the process but submitted incomplete documents
- Customer-facing tools **including a How-to PEV video** will deploy in Q1 2025

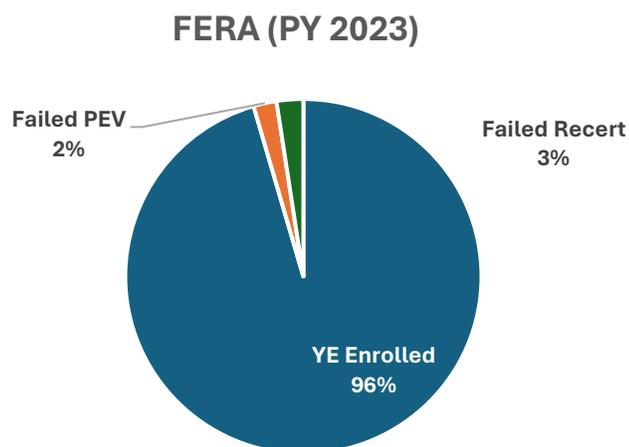
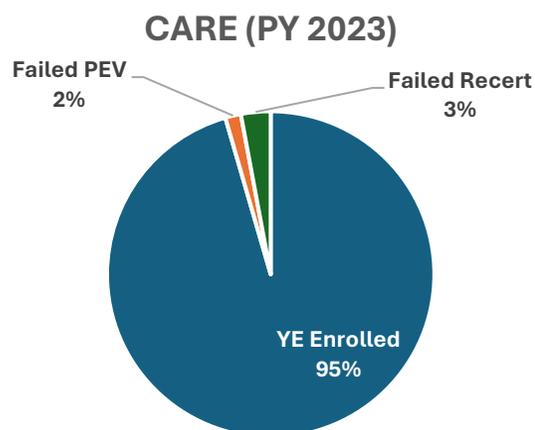
Results

- Increased # of customers successfully **completing PEV** through May 2024 vs PY 2023 (19% CARE, 16% FERA)
- Reduced # of customers who started the process but submitted **incomplete documents** (22% CARE, 18% FERA)
- **88% satisfaction rate** from real-time survey of customer satisfaction with a PEV-interaction (up from 85% in 2023)

Impact of PEV/Recert on Enrollments (CARE/FERA)

PY 2023			Post Enrollment Verification (PEV)				Recertification			
Program	Enrollments	Enrollment Rate %	PEV Requests	% Requested to Verify	Removed via PEV	% Removed via PEV	Recert Requests	% Requested to Recertify	Removed via Recert	% Removed via Recert
CARE	1,289,493	98%	29,174	2%	20,915	2%	70,351	5%	39,468	3%
FERA	30,397	14%	829	3%	665	2%	1,270	4%	771	3%

Source: SCE Income-Qualified Programs Annual Report (2023)



- Post Enrollment Verification include Traditional* and High Usage* request
- D.19-07-015 mandates utilities to implement emergency disaster customer protection measures during declared emergencies. In response, SCE has paused CARE post-enrollment verification and recertification for low-income customers affected by California emergencies for one year from the Governor’s emergency proclamation date. From April 2023, reporting excludes requests from customers exempted due to these protections. **458 out of 771 Residential zip codes impacted by EPO.**

*High Usage requests target households exceeding 400% of baseline usage three times in a year. Traditional requests randomly select households using propensity modeling tools

Initiatives to Enhance PEV Support to Customers

Outbound Call Reminders

Introduced an automated call reminder tool aimed at reducing non-response rates to verification and recertification requests. This innovative strategy is **designed to prevent unnecessary de-enrollment** from the CARE/FERA program. Additional benefits include improved customer engagement, increased program retention, and enhanced overall customer satisfaction.

Website Redesign

Revamped website to **enhance user experience**, making it significantly easier for customers to locate verification and recertification links, simplifying instructions, new design that is user-friendly and intuitive and ensuring seamless navigation. This update aims to **improve accessibility, reduce customer frustration, and streamline the verification and recertification process.**



Training Customer Touchpoints

- **Training Energy Advisors:** Training Energy Advisors with the necessary skills to support customers in the verification and recertification processes. Ensures they can effectively guide customers through each step, providing clear and helpful assistance.
- **Educating Capitation Agencies:** Informing Capitation Agencies about the verification and recertification procedures. Enables them to better assist customers by directing them to the appropriate information and resources.

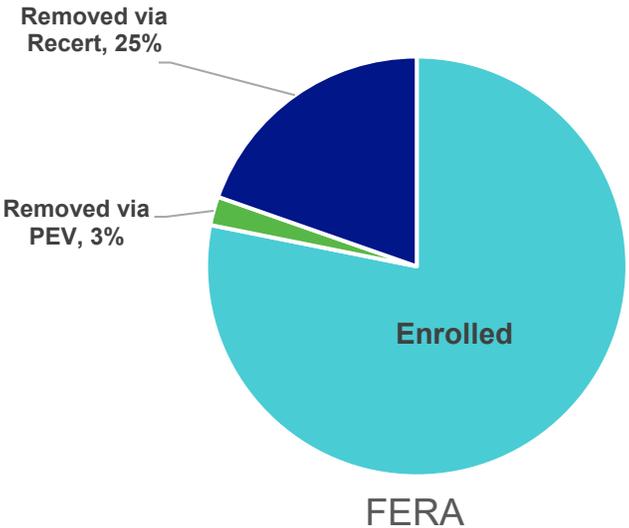
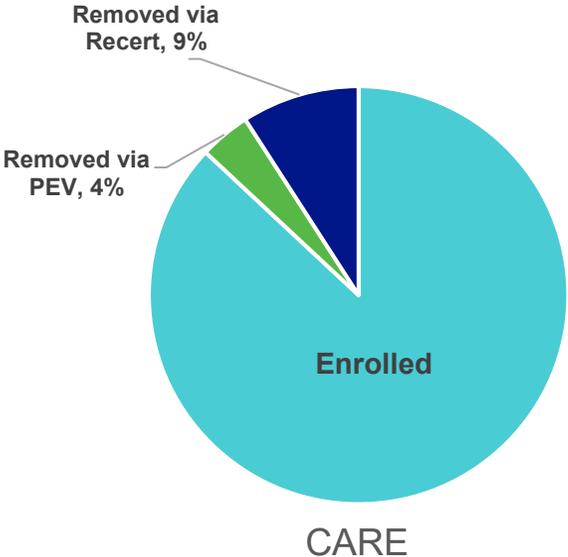
Impact of PEV/Recert on CARE/FERA Enrollment

PY 2023		
Program	Enrollment	% CARE Eligible
CARE	336,819	112%
FERA	10,428	24%

Post Enrollment Verification (PEV)*			
PEV Requests	% Requested to Verify	Removed via PEV	% Removed via PEV
25,639	7%	15,755	4%
448	4%	295	3%

Recertification			
Recert Requests	% Requested to Recertify	Removed via Recert	% Removed via Recert
95,212	28%	30,611	9%
4,189	40%	2,618	25%

Source: SDG&E Income-Qualified Programs Annual Report (2023)
 *CARE PEV includes high usage requests



SDG&E has implemented the following notification reminders:

Recertification

- Customers receive at least 3 notifications via email and mail.
- An outbound call is made to customers at risk of being removed from the program.
- Text notifications are expected to launch in Q4.

PEV

- Customers receive two notifications by mail.
- An outbound call is made to customers who provide incomplete/incorrect documentation.
- Customers affected by emergency disasters are exempt from PEV for one year.
- Developing a how-to-video to assist customers with the PEV process. Expected to launch in Q1 2025.

Impact of PEV/Recert on CARE Enrollment

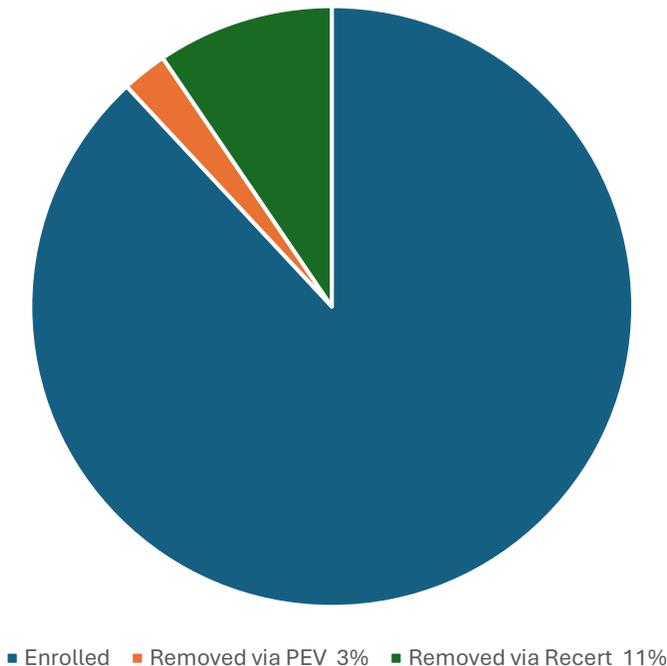
CARE PY 2023	
CARE Enrollment	CARE Participation Rate
1,826,582	110%

Post Enrollment Verification (PEV)			
PEV Requests	% Requested to Verify	Removed via PEV	% Removed via PEV
74,114	4%	50,385	3%

Recertification			
Recert Requests	Requested to Recertify	Removed via Recert	% Removed via Recert
439,116	24%	196,543	11%

Source: SoCalGas Low Income Annual Report (2023)

CARE Program (PY 2023)



Notes on PEV and Recertification:

- SoCalGas employs best practices with multi-channel/language customer communications to retain CARE customers. Status notifications include direct mail, email, SMS, bill message, outbound phone, and My Account 45 and 90 days prior to removal.
- SoCalGas’ supports its most vulnerable CARE customers (i.e. elderly/widowed /disabled):
 - verified 1-2 person households on a fixed income are exempt from recertification and verification processes.
 - Auto-verification for LIHEAP, GAF, and ESA-verified customers
- SoCalGas leverages a CARE probability model to auto-recertify CARE customers most likely to be eligible at the end of the customer’s enrollment cycle and are not included in these figures.
- SoCalGas only selects those customers the CARE probability model deemed least likely to be eligible for PEV once the customer enrolls or recertifies, ensuring those most likely to be eligible customers remain on the program.
- CARE customers in directly impacted ZIP codes where a state of emergency proclamation was issued in the past 12 months are exempt from PEV and recertification processes for the 12 months, which may impact enrollment cycles and timing of recertification/PEV requests.



Joint IOUs CARE/FERA PEV Data July 2024 Monthly Report Table 3

CARE Program Table 3A - Post-Enrollment Verification Results (Model)
Pacific Gas and Electric Company
Through July 31, 2024

Month	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ¹	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
January	1,412,435	8,140	0.6%	5,172	412	5,584	68.6%	0.4%
February	1,420,769	8,088	0.6%	4,736	533	5,269	65.1%	0.4%
March	1,402,743	7,937	0.6%	5,049	390	5,439	68.5%	0.4%
April	1,391,856	7,890	0.6%	4,705	456	5,161	65.4%	0.4%
May	1,379,151	7,910	0.6%	5,120	334	5,454	69.0%	0.4%
June	1,369,149	7,817	0.6%	-	-	-	-	-
July	1,374,810	7,754	0.6%	-	-	-	-	-
YTD Total	1,374,810	55,536	4.0%	24,782	2,125	26,907	67.3%	2.0%

¹ Includes customers verified as over income or who requested to be de-enrolled.

² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.

CARE Table 3B Post-Enrollment Verification Results (Electric only High Usage)
Pacific Gas and Electric Company
Through July 31, 2024

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	% of Total CARE Households De-enrolled
January	1,412,435	781	0.1%	568	35	603	77.2%	0.0%
February	1,420,769	725	0.1%	550	24	574	79.2%	0.0%
March	1,402,743	1,331	0.1%	990	45	1,035	77.8%	0.1%
April	1,391,856	1,880	0.1%	1,401	55	1,456	77.4%	0.1%
May	1,379,151	2,096	0.2%	1,601	61	1,662	79.3%	0.1%
June	1,369,149	902	0.1%	-	-	-	-	-
July	1,374,810	811	0.1%	-	-	-	-	-
YTD Total	1,374,810	8,526	0.6%	5,110	220	5,330	78.2%	0.4%

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. Therefore, verification results may be pending due to the time permitted for a participant to respond. Each utility may have a different de-enrollment date due to billing cycle or other contributing factors.

FERA Program Table 3A - Post-Enrollment Verification Results (Model)
Pacific Gas and Electric Company
Through July 31, 2024

Month	Total FERA Households Enrolled	Households Requested to Verify	% of FERA Enrolled Requested to Verify Total	FERA Households De-enrolled (Due to no response)	FERA Households De-enrolled (Verified as Ineligible) ¹	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total FERA Households De-enrolled
January	38,431	30	0.1%	25	2	27	90.0%	0.1%
February	38,351	30	0.1%	21	3	24	80.0%	0.1%
March	38,013	30	0.1%	23	3	26	86.7%	0.1%
April	38,571	30	0.1%	24	2	26	86.7%	0.1%
May	38,407	30	0.1%	19	4	23	76.7%	0.1%
June	38,148	30	0.1%	-	-	-	-	-
July	38,770	30	0.1%	-	-	-	-	-
YTD Total	38,770	210	0.5%	112	14	126	84.0%	0.3%

¹ Includes customers verified as over income or who requested to be de-enrolled.

² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.

FERA Table 3B Post-Enrollment Verification Results (Electric only High Usage)
Pacific Gas and Electric Company
Through July 31, 2024

Month	Total FERA Households Enrolled	Households Requested to Verify	% of FERA Enrolled Requested to Verify Total	FERA Households De-enrolled (Due to no response)	FERA Households De-enrolled (Verified as Ineligible) ¹	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total FERA Households De-enrolled
January	38,431	74	0.2%	51	5	56	75.7%	0.1%
February	38,351	124	0.3%	98	8	106	85.5%	0.3%
March	38,013	98	0.3%	81	6	87	88.8%	0.2%
April	38,571	121	0.3%	95	4	99	81.8%	0.3%
May	38,407	71	0.2%	60	4	64	90.1%	0.2%
June	38,148	61	0.2%	-	-	-	-	-
July	38,770	73	0.2%	-	-	-	-	-
YTD Total	38,770	622	1.6%	385	27	412	84.4%	1.1%

¹ Includes customers verified as over income or who requested to be de-enrolled.

² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.

CARE Program Table 3A - Post-Enrollment Verification Results (Model)

Southern California Edison

Through July 2024

Month	Total CARE Households Enrolled	Households Requested to Verify ^[3]	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ^[1]	Total Households De-enrolled ^[2]	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
January	1,307,217	3,982	0.3%	930	24	954	24.0%	0.1%
February	1,314,552	1,530	0.1%	0	3	3	0.2%	0.0%
March	1,320,413	3,107	0.2%	689	9	698	22.5%	0.1%
April	1,322,312	608	0.0%	0	0	0	0.0%	0.0%
May	1,335,896	425	0.0%	1	0	1	0.2%	0.0%
June	1,329,379	251	0.0%	0	0	0	0.0%	0.0%
July	1,344,010	267	0.0%	0	0	0	0.0%	0.0%
YTD Total	1,344,010	10,170	0.8%	1,620	36	1,656	16.3%	0.1%

^[1] Includes customers verified as over income or who requested to be de-enrolled.

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

^[3] D.19-07-015 established a permanent set of emergency disaster customer protection measures that the utilities are mandated to implement in the event of a declared emergency. In response to the mandated customer protections, SCE has implemented a CARE post-enrollment verification (PEV) freeze to low-income customers impacted by the California emergencies / events for a period of one year commencing from the date the Governor of California issued an emergency proclamation due to a disaster. Applicable to April 2023 reporting and beyond. Number of requests updated to exclude customers exempted due to emergency disaster protections.

CARE Program Table 3B Post-Enrollment Verification Results (Electric only High Usage)

Southern California Edison

Through July 2024

Month	Total CARE Households Enrolled	Households Requested to Verify ^[3]	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ^[1]	Total Households De-enrolled ^[2]	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
January	1,307,217	880	0.1%	695	6	701	79.7%	0.1%
February	1,314,552	90	0.0%	72	0	72	80.0%	0.0%
March	1,320,413	216	0.0%	109	0	109	50.5%	0.0%
April	1,322,312	359	0.0%	103	2	105	29.2%	0.0%
May	1,335,896	122	0.0%	0	1	1	0.8%	0.0%
June	1,329,379	111	0.0%	34	1	35	31.5%	0.0%
July	1,344,010	80	0.0%	0	0	0	0.0%	0.0%
YTD Total	1,344,010	1,858	0.1%	1,013	10	1,023	55.1%	0.1%

^[1] Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.

^[2] Verification results are tied to the month initiated. The process allows customers 45 days to respond to the verification request. Results may be pending due to the time permitted for a participant to respond.

^[3] D.19-07-015 established a permanent set of emergency disaster customer protection measures that the utilities are mandated to implement in the event of a declared emergency. In response to the mandated customer protections, SCE has implemented a CARE post-enrollment verification (PEV) freeze to low-income customers impacted by the California emergencies / events for a period of one year commencing from the date the Governor of California issued an emergency proclamation due to a disaster. Applicable to April 2023 reporting and beyond. Number of requests updated to exclude customers exempted due to emergency disaster protections.

FERA Program Table 3A - Post-Enrollment Verification Results (Model)

Southern California Edison

Through July 2024

Month	Total FERA Households Enrolled	Households Requested to Verify ^[3]	% of FERA Enrolled Requested to Verify Total	FERA Households De-enrolled (Due to no response)	FERA Households De-enrolled (Verified as Ineligible) ^[1]	Total Households De-enrolled ^[2]	% De-enrolled through Post Enrollment Verification	% of Total FERA Households De-enrolled
January	30,821	81	0.3%	30	0	30	37.0%	0.1%
February	31,056	50	0.2%	0	0	0	0.0%	0.0%
March	31,244	88	0.3%	37	2	39	44.3%	0.1%
April	31,288	13	0.0%	1	0	1	7.7%	0.0%
May	31,578	10	0.0%	0	0	0	0.0%	0.0%
June	31,376	124	0.4%	0	2	2	1.6%	0.0%
July	31,836	14	0.0%	0	0	0	0.0%	0.0%
YTD Total	31,836	380	1.2%	68	4	72	18.9%	0.2%

^[1] Includes customers verified as over income or who requested to be de-enrolled.

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

^[3] D.19-07-015 established a permanent set of emergency disaster customer protection measures that the utilities are mandated to implement in the event of a declared emergency. In response to the mandated customer protections, SCE has implemented a CARE post-enrollment verification (PEV) freeze to low-income customers impacted by the California emergencies / events for a period of one year commencing from the date the Governor of California issued an emergency proclamation due to a disaster. Applicable to April 2023 reporting and beyond. Number of requests updated to exclude customers exempted due to emergency disaster protections.

FERA Program Table 3B Post-Enrollment Verification Results (Electric only High Usage)

Southern California Edison

Through July 2024

Month	Total FERA Households Enrolled	Households Requested to Verify ^[3]	% of FERA Enrolled Requested to Verify Total	FERA Households De-enrolled (Due to no response)	FERA Households De-enrolled (Verified as Ineligible) ^[1]	Total Households De-enrolled ^[2]	% De-enrolled through Post Enrollment Verification	% of Total FERA Households De-enrolled
January	30,821	3	0.0%	2	0	2	66.7%	0.0%
February	31,056	1	0.0%	1	0	1	100.0%	0.0%
March	31,244	5	0.0%	3	0	3	60.0%	0.0%
April	31,288	3	0.0%	1	0	1	33.3%	0.0%
May	31,578	0	0.0%	0	0	0	0.0%	0.0%
June	31,376	1	0.0%	0	0	0	0.0%	0.0%
July	31,836	1	0.0%	0	0	0	0.0%	0.0%
YTD Total	31,836	14	0.0%	7	0	7	50.0%	0.0%

^[1] Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.

^[2] Verification results are tied to the month initiated. The process allows customers 45 days to respond to the verification request. Results may be pending due to the time permitted for a participant to respond.

^[3] D.19-07-015 established a permanent set of emergency disaster customer protection measures that the utilities are mandated to implement in the event of a declared emergency. In response to the mandated customer protections, SCE has implemented a CARE post-enrollment verification (PEV) freeze to low-income customers impacted by the California emergencies / events for a period of one year commencing from the date the Governor of California issued an emergency proclamation due to a disaster. Applicable to April 2023 reporting and beyond. Number of requests updated to exclude customers exempted due to emergency disaster protections.



CARE Program Table 3A - Post-Enrollment Verification Results (Model)								
San Diego Gas & Electric Company								
July 2024								
Month	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response) ¹	CARE Households De-enrolled (Verified as Ineligible)	Total Households De-enrolled	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
January	337,145	2,105	0.6%	1,199	21	1,220	58.0%	58.0%
February	335,979	2,104	0.6%	1,243	26	1,269	60.3%	60.3%
March	335,391	2,149	0.6%	1,314	26	1,340	62.4%	62.4%
April	333,136	2,664	0.8%	1,316	24	1,340	50.3%	50.3%
May	328,723	2,227	0.7%	108	17	125	5.6%	5.6%
June	324,245	2,218	0.7%	8	16	24	1.1%	1.1%
July	319,269	3,199	1.0%	3	14	17	0.5%	0.5%
YTD Total	319,269	16,666	5.2%	5,191	144	5,335	32.0%	1.7%

¹ Post enrollment verification (PEV) results are tied to the month initiated and the PEV process allows customers 90 days to respond to the PEV request. Results may be pending due to the time permitted for a participant to respond.

CARE Program Table 3B Post-Enrollment Verification Results (Electric only High Usage)								
San Diego Gas & Electric Company								
July 2024								
Month	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response) ¹	CARE Households De-enrolled (Verified as Ineligible)	Total Households De-enrolled	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
January	337,145	246	0.1%	139	2	141	57.3%	0.0%
February	335,979	272	0.1%	201	1	202	74.3%	0.1%
March	335,391	332	0.1%	229	3	232	69.9%	0.1%
April	333,136	259	0.1%	169	3	172	66.4%	0.1%
May	328,723	289	0.1%	165	7	172	59.5%	0.1%
June	324,245	243	0.1%	1	2	3	1.2%	0.0%
July	319,269	727	0.2%	0	3	3	0.4%	0.0%
YTD Total	319,269	2,368	0.7%	904	21	925	39.1%	0.3%

¹ Post enrollment verification (PEV) results are tied to the month initiated and the PEV process allows customers 90 days to respond to the PEV request. Results may be pending due to the time permitted for a participant to respond.

FERA Program Table 3A - Post-Enrollment Verification Results (Model)								
San Diego Gas & Electric Company								
July 2024								
Month	Total FERA Households Enrolled	Households Requested to Verify	% of FERA Enrolled Requested to Verify Total	FERA Households De-enrolled (Due to no response) ¹	FERA Households De-enrolled (Verified as Ineligible)	Total Households De-enrolled	% De-enrolled through Post Enrollment Verification	% of Total FERA Households De-enrolled
January	10,422	68	0.7%	49	1	50	73.5%	0.5%
February	10,220	71	0.7%	55	1	56	78.9%	0.5%
March	10,034	72	0.7%	51	0	51	70.8%	0.5%
April	9,775	92	0.9%	47	3	50	54.3%	0.5%
May	9,373	36	0.4%	4	1	5	13.9%	0.1%
June	9,259	7	0.1%	1	0	1	14.3%	0.0%
July	9,670	1	0.0%	0	0	0	0.0%	0.0%
YTD Total	9,670	347	3.6%	207	6	213	61.4%	2.2%

¹ Post enrollment verification (PEV) results are tied to the month initiated and the PEV process allows customers 90 days to respond to the PEV request. Results may be pending due to the time permitted for a participant to respond.

FERA Program Table 3B Post-Enrollment Verification Results (Electric only High Usage)								
San Diego Gas & Electric Company								
July 2024								
Month	Total FERA Households Enrolled	Households Requested to Verify	% of FERA Enrolled Requested to Verify Total	FERA Households De-enrolled (Due to no response) ¹	FERA Households De-enrolled (Verified as Ineligible)	Total Households De-enrolled	% De-enrolled through Post Enrollment Verification	% of Total FERA Households De-enrolled
January	10,422	0	0.0%	0	0	0	0.0%	0.0%
February	10,220	0	0.0%	0	0	0	0.0%	0.0%
March	10,034	0	0.0%	0	0	0	0.0%	0.0%
April	9,775	0	0.0%	0	0	0	0.0%	0.0%
May	9,373	0	0.0%	0	0	0	0.0%	0.0%
June	9,259	0	0.0%	0	0	0	0.0%	0.0%
July	9,670	0	0.0%	0	0	0	0.0%	0.0%
YTD Total	9,670	0	0.0%	0	0	0	0.0%	0.0%

¹ Post enrollment verification (PEV) results are tied to the month initiated and the PEV process allows customers 90 days to respond to the PEV request. Results may be pending due to the time permitted for a participant to respond.

CARE Program Table 3A - Post-Enrollment Verification Results (Model)

Southern California Gas Company

July 2024

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)	Total Households De-enrolled [2]	% De-enrolled through Post Enrollment Verification [3]	% of Total CARE Households De-enrolled
January	1,813,838	5,853	0.3%	3,512	319	3,831	65.5%	0.2%
February	1,803,697	6,232	0.3%	3,846	323	4,169	66.9%	0.2%
March	1,802,057	2,627	0.1%	1,525	126	1,651	62.8%	0.1%
April	1,802,618	2,431	0.1%	1,030	125	1,155	47.5%	0.1%
May	1,792,204	2,041	0.1%	0	114	114	5.6%	0.0%
June	1,776,865	1,678	0.1%	2	77	79	4.7%	0.0%
July	1,765,889	2,574	0.1%	0	32	32	1.2%	0.0%
YTD Total	1,765,889	23,436	1.3%	9,915	1,116	11,031	47.1%	0.6%

[1] Includes all participants who were selected for high usage verification process. Closed accounts will not be tracked in Ineligible or De-enrolled data.

[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 and the high usage verification process allows customers 90 days to respond to the verification process. Results may be pending