



Joint IOUs Program Highlights

Low Income Energy Assistance Programs (LIEAP) Subcommittee Meeting

January 16, 2025

PG&E 2024 Program Summary– As of September 2024



CARE	FERA	ESA Portfolio	
Enrollments: 1,380,345 New Enrollments: 234,518 Enrollment Rate: 96% Discounts: \$851,646,033 % Adm. Expenditure: 44%	Enrollments: 39,170 New Enrollments: 10,151 Enrollment Rate: 25% Discounts: \$16,539,207 % Adm. Expenditure: 50%	ESA Main kW Saved: 8,255 (281% Goal) KWh Saved: 22,313,953 (65% Goal) Therms Saved: 1,010,032 (72% Goal) Homes Treated: 39,404 (72% Goal) Expenditure: 73% authorized budget	N.MFWB Program Continuing ramp-up <ul style="list-style-type: none"> • Treated: 12,855 in-units • Enrolled: 267 MF properties • Audited 234 WB projects

Additional Q3 Highlights

N. Multi-Family Whole Building Program

- Three whole building projects completed construction in September, with 23 whole building projects planned for completion by the end of 2024.

ESA Whole Home (Pilot Plus/Deep) Partnerships & Leveraging

- PP/PD is partnering with GRID Alternatives for 2-3 demonstration projects, planned for Q1 2025. These projects will showcase combining three programs for the benefit of the household: (1) energy efficiency and electrification measures by the ESA Whole Home pilot (2) PV-solar through DAC-SASH (3) battery storage through SGIP.
- PP/PD is partnering with the City/County of San Francisco. The partnership will assist PP/PD by identifying households interested in electrification, socializing PP/PD, and help leverage external funding sources (TECH, IRA, etc.) to buy down project cost. There is a goal of completing 5-10 collaborations through end of Q1 2025.

CARE/FERA Post Enrollment Verification (PEV) Video development

- PG&E completed customer research with a panel of customers who provided input on the PEV video; PG&E anticipates video completion in Q1 2025

REACH Program achievements for 2024

- PG&E made an unprecedented \$55M contribution to REACH in 2024 to support customers with past-due balances. REACH has expended all of the 2024 funds and the program plans to reopen in Q1 2025.
 - In 2024, REACH served over 57,000 customers with an average bill payment of ~\$700 per household, with the highest participation in the Central Valley

SCE 2024 Program Summary – As of September 2024

CARE

- Customers Enrolled: 1,360,030
- Enrollment Rate: 104%
- New Enrollments: 236,710
- Discounts: 657,365,264
- Admin Expenditures: 60%

FERA

- Customers Enrolled: 31,945
- Enrollment Rate: 15%
- New Enrollments: 6,772
- Discounts: 11,508,426
- Admin Expenditures: 26%

ESA Portfolio

ESA Main:

- Homes Treated: 29,876 (46% YTD)
- kWh Saved: 14,547,918 (46% YTD)
- kW Saved: 2,757 (22% YTD)
- Budget: 61% YTD

ESA Main, PPPD, and BE

Homes Treated: 29,963

ESA Main, PPPD and BE

Energy Savings: 15,132,647 kWh*

* Includes 584,729 Claimable Savings for BE

MFWB

- SDGE will be providing the update for Southern MFWB on behalf of SCE.

Additional Highlights

Tribal

- As of October 2024, the SCE Tribal team participated in 30 events, fostering partnerships and collaboration with tribal communities. They regularly engage with tribes to promote SCE products and services.

AMP

- As of October 2024, AMP had 208,611 customers enrolled in the program, with a total of \$131M forgiven since program launch.

ESA

- ESA Main contractors are continuing to ramp up to be able to enroll more customers and install more measures.

SDG&E 2024 Program Summary – As of September 2024

CARE	FERA	ESA Main	ESA S. MFWB
<ul style="list-style-type: none"> Customers Enrolled: 317,952 Enrollment Rate: 110% New enrollments: 57,075 Admin Expenditures: 63% 	<ul style="list-style-type: none"> Customers Enrolled: 10,539 Enrollment Rate: 25% Newly Enrolled: 4,637 Admin Expenditures: 54% 	<ul style="list-style-type: none"> Homes Treated: 4,181 (105% YTD) kWh Saved: 708,994 (47% YTD) Therms Saved: 21,681 (51% YTD) Budget: 62% 	<ul style="list-style-type: none"> WB Treated: 4 (2% YTD) In-Units: 2,524 (5% YTD) kWh Saved: 324,238 (3% YTD) Therms Saved: 28,077 (4% YTD) Budget: 11%

Additional Highlights

The Southern Multifamily Whole Building (MFWB) (SDG&E, SCE & SoCalGas): As of September, the Southern MFWB Program has successfully enrolled 292 whole buildings, representing a total of 29,310 potential in-units eligible for treatment. Furthermore, the program has conducted 243 property assessments. It is also actively developing a strong pipeline of 1,642 qualified whole building leads within the service territories of the southern IOUs.

Pilot Plus/ Pilot Deep: As of September, there are 92 leads, 35 customers enrolled and 10 went through assessment. The goal is to treat 30 homes as noted by implementer.

Tribal Grants/Outreach: SDG&E has offered mini-grants to 7 tribes. Three have successfully completed financial documents and have received the grants. As of September, the remaining 4 tribes have not responded or provided the necessary financial documents. SDG&E is continuing to find ways to engage and promote the mini-grant opportunity. To date, SDG&E has participated in 25 Tribal events including community resource fairs, earth fairs, health, and safety fairs where we provided program education, resources, one-on-one customer support, and direct program enrollment support.

Arrearage Forgiveness: As of September 2024, there are 22,614 AMP customers with total arrearages of \$49.7M. 12,595 customers have successfully completed the program with a total of \$52.3M forgiven. In 2024, SDG&E's Neighbor-to-Neighbor program assisted 1,077 customers with pledge dollar totals of \$322,794 to assist customers with arrearages.

SoCalGas Program Summary – As of September 2024



CARE

- Customers Enrolled: 1,757,619
- Enrollment Rate: 107%
- Newly Enrolled Customers: 205,910

Main ESA Program

- Therms Saved : 978,583; 69% YTD
Compared to Oct 2023 YTD: 588,501
(41%) therms saved
- % Expenditure: 59% YTD
- Homes Treated: 34,1902; 49% YTD

MFWB/PPPD

- SDGE will provide the update on Southern MFWB on behalf of SoCalGas.
- SCE will provide the update on PP/PD on behalf of SoCalGas

Additional Highlights

Main ESA Program

- Overall therm savings is at 69% compared to 41% same time last year; the main ESA Program is at 82% of its therm savings goal.
- 100% of contractor network hit their therm savings goal to earn one of two Performance Based Incentives (second award period ends on December 13, 2024).
- Health, Comfort, and Safety (HCS) measures reporting changes have resulted in their installation at a higher rate.
 - Furnace Repair/Replacement monthly average before change = 44; after change = 75
 - Furnace Clean and Tune monthly average before change = 203; after change = 266

Disconnections/AMP

- 102,640 customers enrolled in AMP (January – September 2024)
- Missed bill payment reminder via email, letter, and text deployed on September 24 to help improve customer retention.

Tribal

- Through September 30, SoCalGas has met with 7 Tribes (5 Federally Recognized and 2 Non-Federally Recognized) and established a point of contact for the Low-Income programs.
- Continue to enhance outreach strategy to help navigate and increase engagement within Tribal communities. Continue to work with community-based organizations working in Tribal communities and participation in events that serve Tribal communities. Continue scheduling meetings to provide information on Customer Assistance Programs.



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.caeccc.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.
- Recent updates includes an ADA compliant format.
- 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.

Energy Savings Assistance Program Solicitations Schedule ALL DATES ARE SUBJECT TO CHANGE*		2024				
		Q3				
		June	July	Aug	Sept	Oct
	NEW: ESA Single Family Core Program - Outreach and Marketing	Evaluation and Scoring, Contract Negotiations				
SoCalGas	Main ESA (BasicPlus) Program (delivery of core single-family in-home services)					
	Customer Experience Technology Platform and Customer Online Audit					
PG&E (1,2,3)	Main ESA (BasicPlus) Program					
	Multifamily Whole Building Program					
	Statewide Multifamily Central Portal					
	Bulk Materials					
	ESA Pilot Plus/Pilot Deep					
	Evaluation for ESA Pilot Plus/Pilot Deep			Contract Negotiations		Contract Awards/ Issuance (10/2/24) ⁽³⁾
SDG&E	Main ESA (BasicPlus) Program					
	Main ESA (BasicPlus) Program HVAC and Water Heater Repair and Replacement***	Scoring/Interviews	No bids move forward			
	ESA Plus/Deep Pilot					

Last revised November 1, 2024



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 – September 2024 CARE Program Updates*

Authorized 2024 Program Budgets and Expenditures				
Utility	2024 Admin Budget	Expenditures	%	Discounts
PG&E	\$14,070,600	\$6,201,045	44%	\$851,646,033
SCE	\$9,002,553	\$5,392,599	60%	\$657,365,264
SDG&E	\$7,013,368	\$4,434,623	63%	\$163,943,451
SoCalGas	\$10,465,069	\$6,248,707	60%	\$132,174,637
Total	\$40,551,590	\$22,276,974		\$1,805,129,385

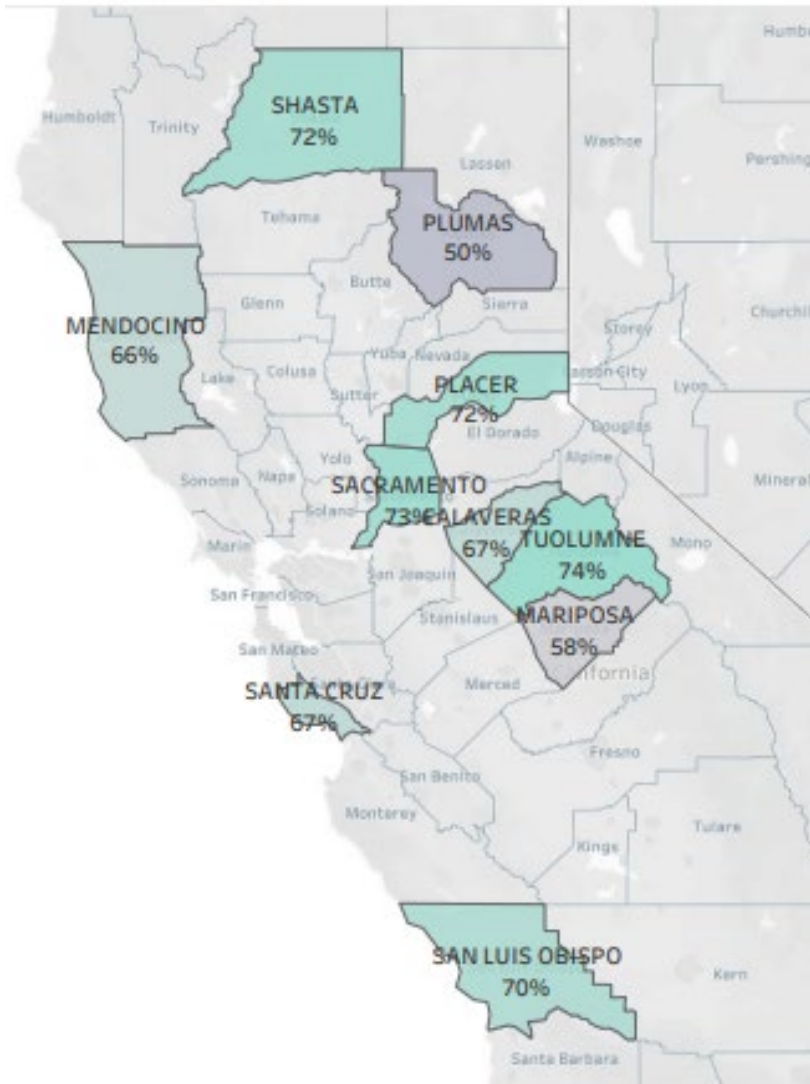
2024 Enrollment						
Utility	Total Residential Customers	Estimated Eligible Customers	Eligible Rate	Customers Enrolled**	Enrollment Rate	Newly Enrolled Customers
PG&E	5,703,458	1,436,345	25%	1,380,345	96%	234,518
SCE	4,624,647	1,302,665	28%	1,360,030	104%	236,710
SDG&E	1,423,237	289,930	20%	317,952	110%	57,075
SoCalGas	5,777,418	1,639,673	28%	1,757,619	107%	205,910
Total	17,528,760	4,668,613		4,815,946		734,213

*Authorized budgets pursuant to Decision (D.)21-06-015. January – Sep 2024 activity as reported in the IOU ESA-CARE-FERA Monthly Reports filed on October 21, 2024

** Total households enrolled includes sub-metered households.



CARE Program PG&E Enrollment Map



PG&E Counties With Lowest Enrollment Rates	
County	Enrollment Rate*
PLUMAS	50%
MARIPOSA	58%
MENDOCINO	66%
CALAVERAS	67%
SANTA CRUZ	67%
SAN LUIS OBISPO	70%
PLACER	72%
SHASTA	72%
SACRAMENTO	73%
TUOLUMNE	74%

*Represents PG&E counties with the lowest enrollment rates, as of September 30, 2024.

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

CARE Program *SCE Enrollment map*



County	Enrollment Rate*
Kings	124%
San Bernardino	114%
Riverside	113%
Tulare	113%
Los Angeles	107%
Kern	91%
Orange	90%
Ventura	86%
Inyo	66%
Santa Barbara	51%
Mono	37%

*Represents the enrollment rates for all SCE counties effective September 30, 2024, and excludes counties with less than 1,000 estimated eligible households

CARE Program *SDG&E Enrollment Map*

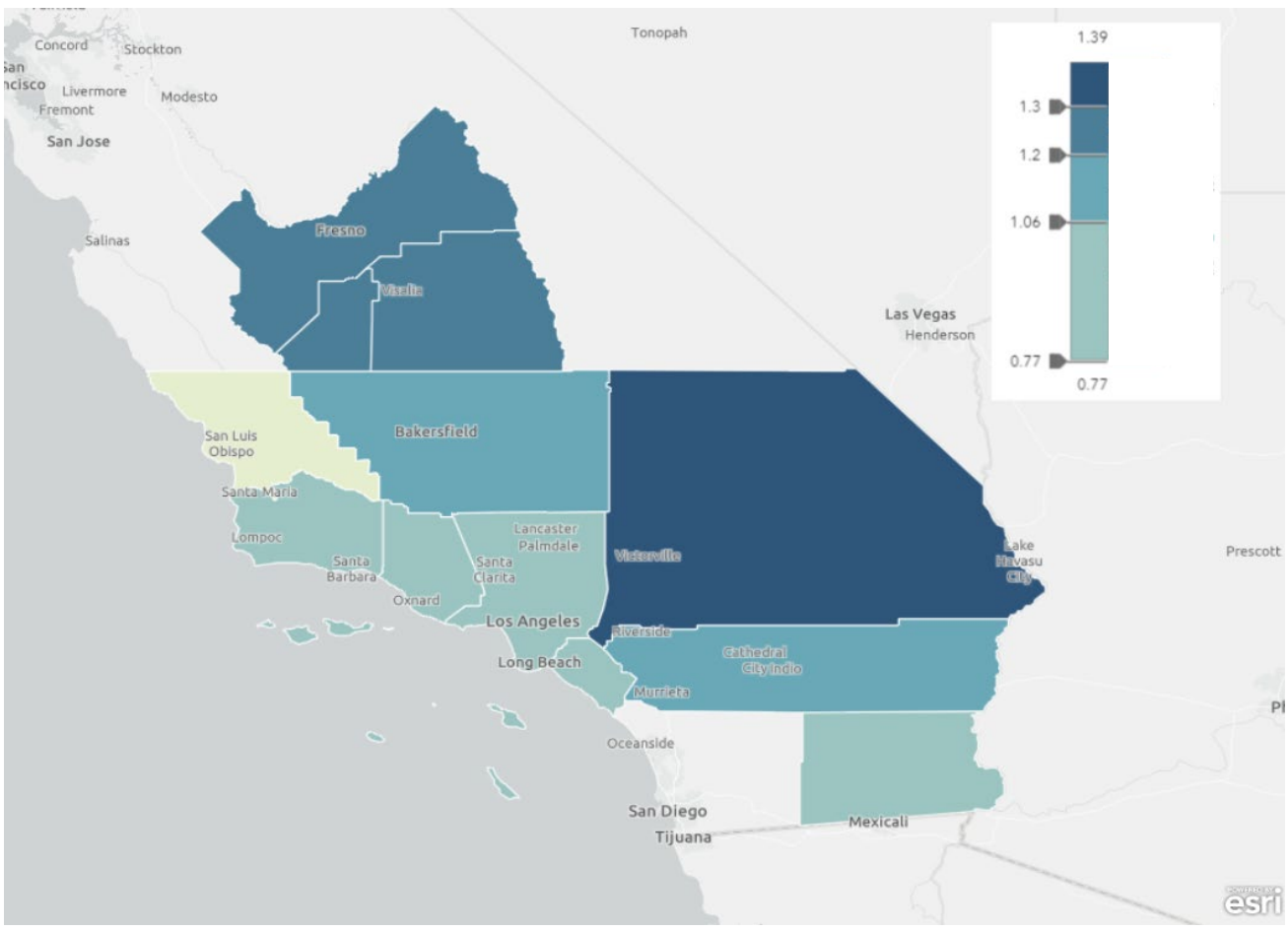


Zip codes with lowest enrollment rates

City	Enrollment Rate*
Rancho Santa Fe	17%
Coronado	36%
La Jolla	42%
Del Mar	44%
Solana Beach	46%
Cardiff	53%

*Represents SDG&E zip codes with the lowest enrollment rates according to the eligible population as of September 30, 2024.

CARE Program *SoCalGas Enrollment map*



County	Enrollment Rate *
San Bernardino	131%
Tulare	131%
Kings	130%
Fresno	127%
Kern	126%
Riverside	114%
Los Angeles	103%
Ventura	98%
Orange	96%
Imperial	93%
Santa Barbara	91%
San Luis Obispo	74%

*Represents the enrollment rates for all SoCalGas counties Jan-Sept 2024, as reported in the IOU ESA-CARE Monthly Report (Filed October 21, 2024).

FERA Program Budgets and Enrollment

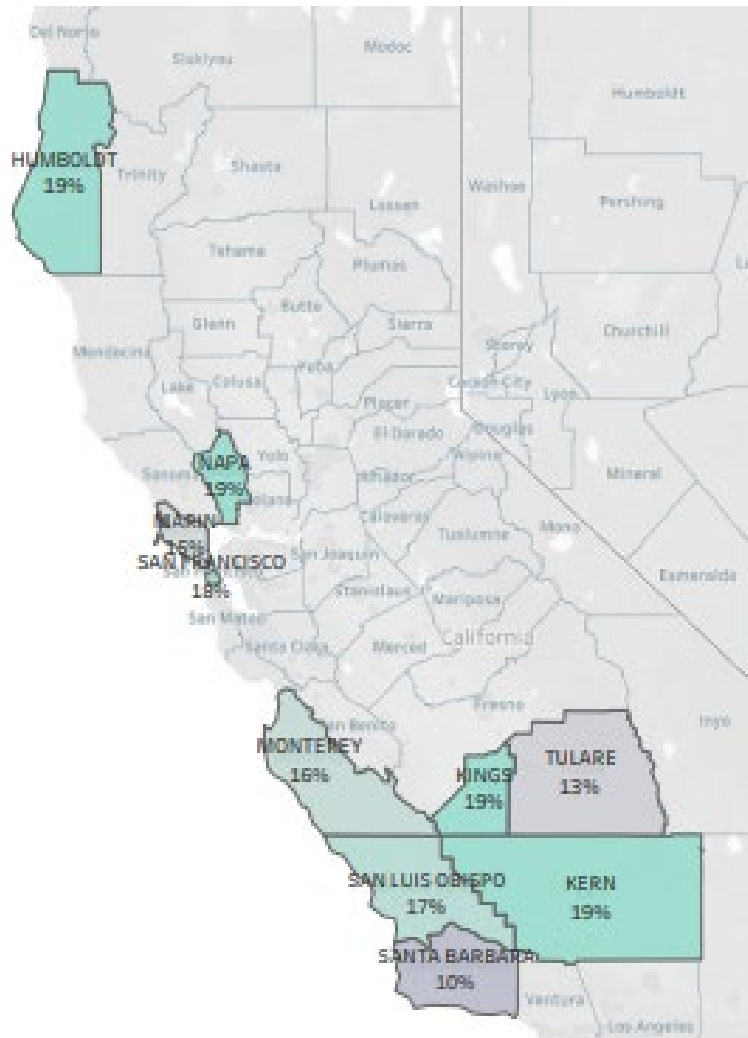
January – September 2024 FERA Program Updates*

Authorized 2024 Program Budgets Expenditures				
Utility	2024 Budget	Expenditures	%	Rate Discounts
PG&E	\$2,929,000	\$1,686,955	58%	\$16,539,207
SCE	\$1,451,640	\$372,221	26%	\$11,508,426
SDG&E	\$621,815	\$334,481	54%	\$2,920,911
Total	\$5,002,455	\$2,393,656		\$30,968,544

2024 Enrollment						
Utility	Total Residential Electric Customers	Estimated Eligible Customers	Eligible Rate	Customers Enrolled	Enrollment Rate	Newly Enrolled Customers
PG&E	4,843,613	156,547	3%	39,170	25%	10,151
SCE	4,624,647	211,756	5%	31,945	15%	6,772
SDG&E	1,423,237	41,374	3%	10,539	25%	4,637
Total	10,891,497	409,677		81,654		21,560

*Authorized budgets pursuant to D.21-06-015. Activity through September 30, 2024, as reported in the IOU ESA-CARE-FERA Monthly Reports filed October 21, 2024.

FERA Program *PG&E Enrollment Map*



PG&E Counties With Lowest Enrollment Rates	
County	Enrollment Rate*
SANTA BARBARA	10%
TULARE	13%
MARIN	15%
MONTEREY	16%
SAN LUIS OBISPO	17%
SAN FRANCISCO	18%
KINGS	19%
NAPA	19%
HUMBOLDT	19%
KERN	19%

*Represents PG&E counties with the lowest enrollment rates, as of September 30, 2024.

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

FERA Program *SCE Enrollment map*



County	Enrollment Rate*
Riverside	19%
Orange	16%
San Bernardino	16%
Ventura	15%
Tulare	15%
Kings	15%
Los Angeles	14%
Kern	14%
Santa Barbara	9 %

*Represents the enrollment rates for all SCE counties effective September 30, 2024, and excludes counties with less than 1,000 estimated eligible households

FERA Program *SDG&E Enrollment Map*



Zip codes with lowest enrollment	
City	Enrollment Rate*
La Jolla	11%
Coronado	13%
Bonsall	13%
Dana Point	13%
Fallbrook	13%
Julian	16%
Pala	16%
Laguna Beach	18%

*Represents SDG&E zip codes with the lowest enrollment rates according to the eligible population as of September 30, 2024.

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.

2024 ESA Program Budget Updates January – September 2024*

Utility	Authorized Budget ¹	YTD Expenditures ²	%
PG&E	\$223,985,307	\$109,273,577	49%
SCE ³	\$96,282,711	\$40,059,088	42%
SDG&E ⁴	\$30,210,203	\$14,779,579	49%
SoCalGas	\$122,814,843	\$57,885,342	47%
Total	\$473,293,064	\$221,997,585	47%

* Activity through September 30, 2024, as reported in the IOU ESA-CARE-FERA Monthly Reports filed October 21, 2024.

¹ Authorized budgets are the sum as shown in each IOU’s ESA-CARE-FERA Monthly Report, ESA Summary Table.

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

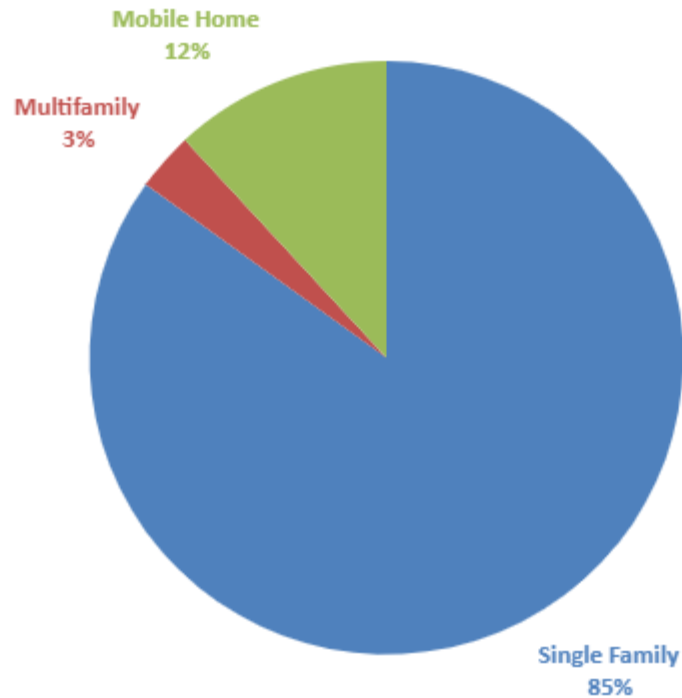
³ Includes Single Family Affordable Solar Homes (SASH) and Multifamily Affordable Solar Housing (MASH) Unspent Funds, Per SCE AL 5106-E.

⁴ Includes Single Family Affordable Solar Homes (SASH) and Multifamily Affordable Solar Housing (MASH) Unspent Funds, Per SDG&E AL 4285-E.



Energy Savings Assistance Program – Program Participation Update

STATEWIDE PARTICIPATION
(% TOTAL BY HOUSING TYPE)



2024 Households Treated
January – September 2024

2024 Households Treated ¹				
Utility	Est. HH Treated Target	Total	Total as % of 2024 Treated	Total as % of Eligible ESA HH
PG&E	54,876	39,404	72%	2.12%
SCE	64,922	30,950	48%	1.83%
SDG&E	14,188	5,259	37%	1.81%
SoCalGas	69,837	35,628	51%	1.69%
Total	203,823	111,241		

¹ Activity through September 30, 2024, as reported in the IOU ESA-CARE-FERA Monthly Reports filed October 21, 2024.



Energy Savings Assistance Program Energy Savings Update

2024 Energy Savings Targets January – September 2024

2024 Annual Savings for YTD Treatment ¹			Estimated Annual HH Usage for HH Treated YTD ²		Savings as % of Average HH Usage		Annual Program Savings Goals ³	
Utility	ESA kWh	ESA Therms	kWh	therms	kWh	therms	kWh	therms
PG&E	25,289,624	1,161,830	221,765,712	13,712,592	11%	8%	34,253,799	1,393,298
SCE ⁴	15,387,099	N/A	191,271,000	N/A	4%	N/A	31,762,240	383,213
SDG&E	778,780	35,400	22,340,232	1,363,133	3%	2.6%	2,769,999	115,389
SoCalGas ⁵	N/A	992,940	N/A	11,919,704	N/A	8.3%	N/A	1,435,220
TOTAL	41,455,503	2,190,170	611,049,144	26,995,428			68,786,038	3,327,120

¹ Activity through September 30, as reported in the IOU ESA-CARE-FERA Monthly Reports filed October 21, 2024.

² Derived from average CARE Customers Usage for PY 2023 (Annual Report CARE Table 9) multiplied by January 1- July 2024 homes treated and annualized.

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

⁴ Values include ESA Core, MFWB, and Building Electrification claimable savings.

⁵ Values include Main ESA Program and MFWB



Energy Savings Assistance Program Multifamily Update

January – September 2024 MULTIFAMILY UPDATES

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

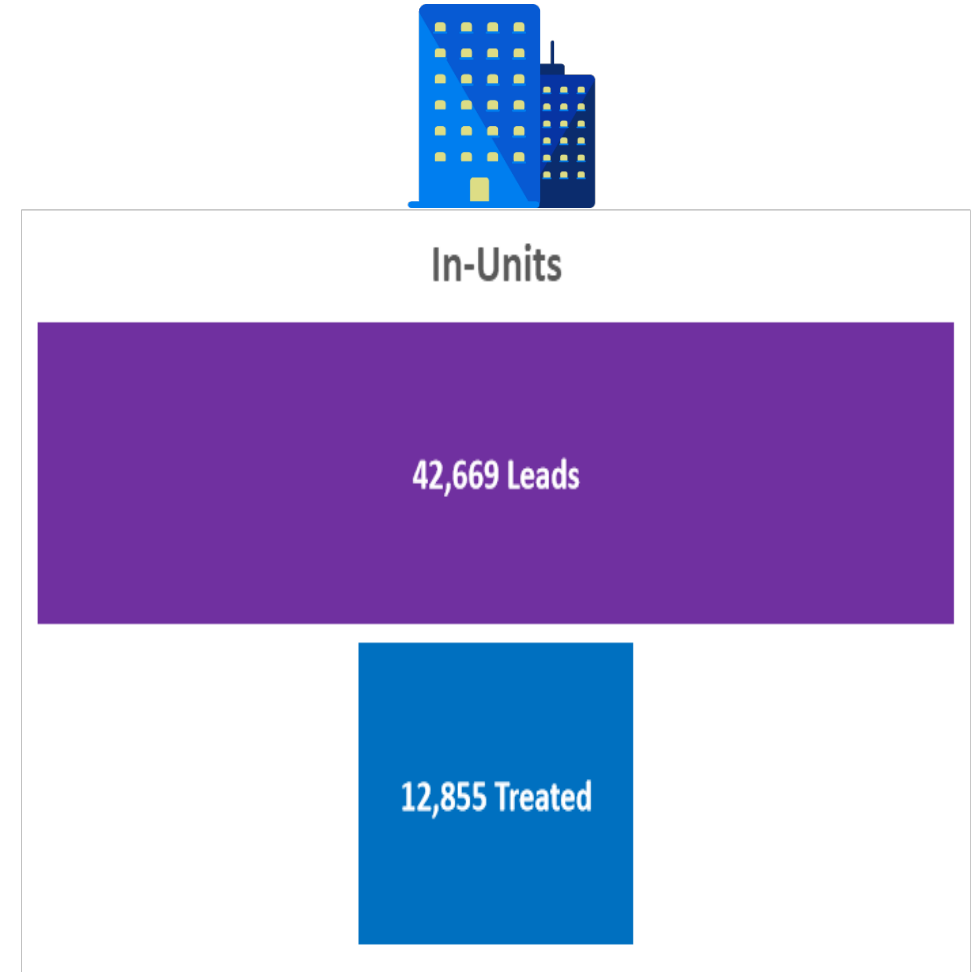
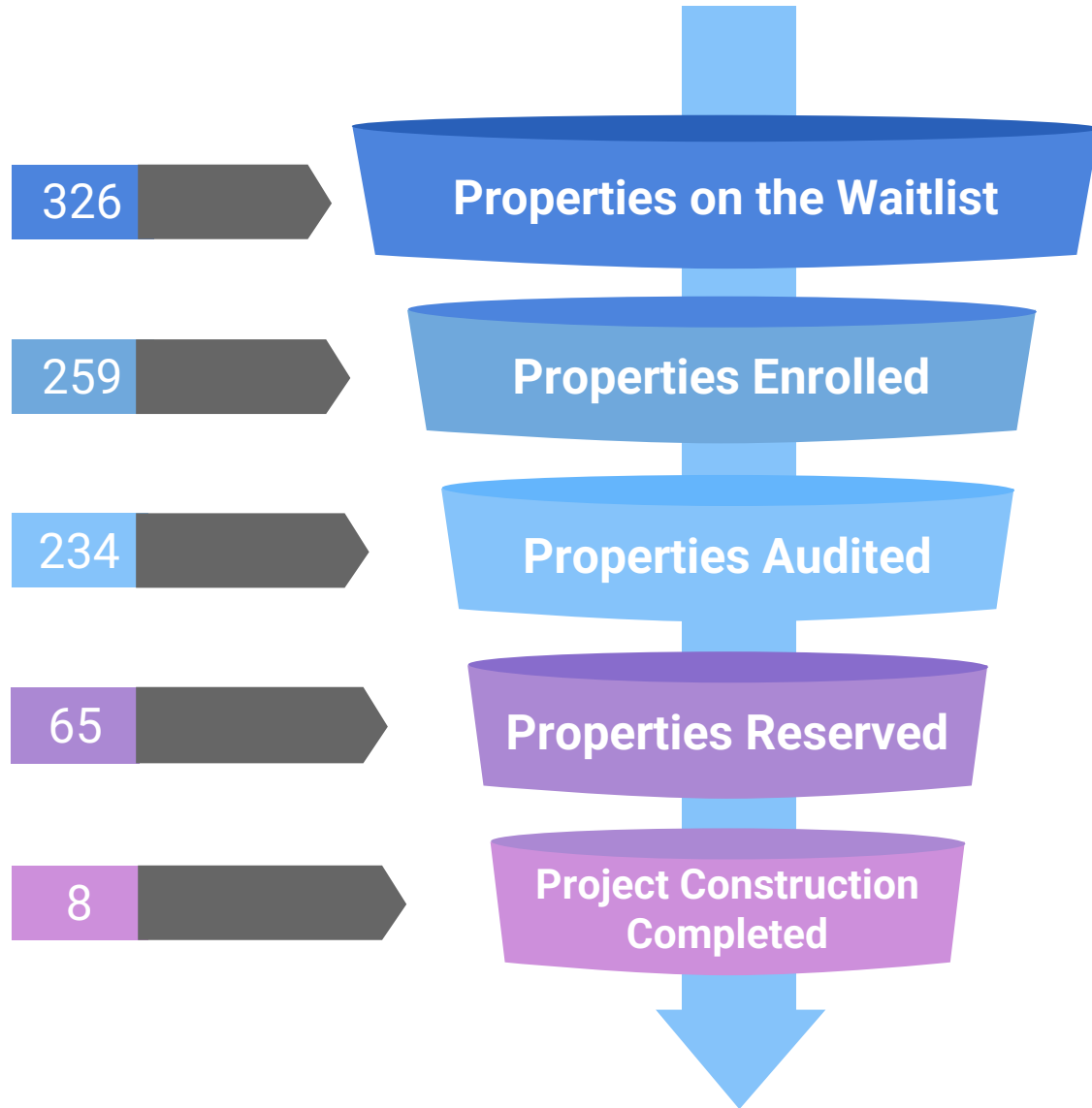
- **PG&E:** As of September 2024, PG&E's SPOC program has referred 634 properties to 46 programs including LIWP, SOMAH, BayREN BAMBE, TECH, local water district programs, etc; and 53 referrals were converted to applications. PG&E's SPOC web tool had referred 536 customers to other program websites as of September 2024. PG&E's SPOC continues to engage with other MF programs to stay up to date on latest program updates and offerings.
- **SCE:** By the end of September, SCE SPOC provided RHA 232 property leads comprising of 2,180 units and 16 SOMAH leads for possible participation in MFWB. SCE's SPOC referred 220 properties who refused or were ineligible for participation in MFWB to other programs. This includes providing program information and providing direct links for the following programs: SOMAH, Charge Ready, SoCalRen, SGIP, LIWP, etc.
- **SDG&E:** By end of September, SDG&E's SPOC referred 425 MF properties to the ESA MFWB program and facilitated 46 MFWB referrals to SOMAH and 7 SOMAH referrals to MFWB. SPOC continues to leverage programs including but not limited to LIWP, RZNET, TECH, SGIP, EV charging infrastructure program, and water district programs. SPOC continues to outreach to local and nonprofit community organizations to engage with hard-to-reach communities and the affordable housing community. SPOC continues to attend housing events to outreach to property owners and the community.
- **SoCalGas:** SoCalGas SPOCs have delivered 523 properties and 47,667 in-unit leads, representing 60% and 93% of the total, respectively. SoCalGas continues to provide quality leads along with enrollment documentation and customer support. SoCalGas SPOCs provide assessment feedback and works with RHA and the customer to assist when requested. However, the implementer continues to struggle with completing projects with timelines exceeding twelve to eighteen months.

MFWB Program:

- **Northern MFWB (PG&E):** As of September 2024, PG&E has treated 12,855 in-units and enrolled 259 MF properties and audited 234 whole building projects. PG&E has reserved 65 whole building projects as of September, and eight (8) projects have completed construction as of September. Three projects are in expected to receive incentive payment in October.
- **Southern MFWB (SDG&E, SCE & SoCalGas):** As of September, The Southern MFWB Program has completed four Whole Building Projects and treated 2,524 in-unit, resulting in 324,238 kWh and 28,077 Therms saved. Additionally, the program completed 292 whole building enrollments and completed 243 property assessments. The 292 enrolled properties account for a total 29,310 potential in-units enrolled for treatment. The Program continues to build a robust pipeline of 1,642 qualified whole building leads across the southern IOUs service territories. The Program's lead-to-enrollment conversion rate is 18%, with 83% enrolled properties progressing to an assessment.

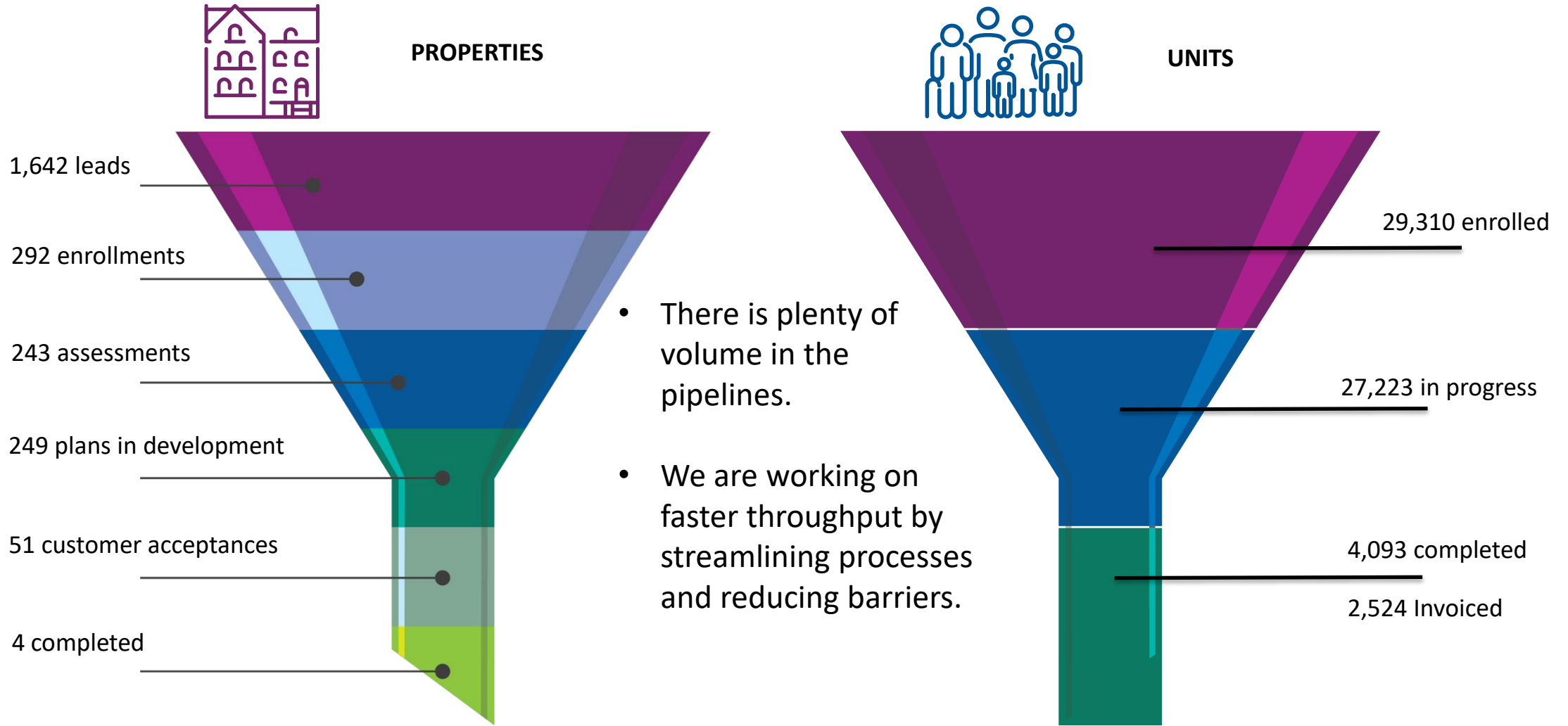
ESA MFWB Pipeline Results – Northern MFWB: PG&E

(Jul 2023 – September 2024)



ESA MFWB Pipeline Results - SDG&E, SCE & SoCalGas

(Jul 2023 – September 2024)



Tribal Community Outreach Update – PG&E



Compliance/Outreach Activities as of September 2024

PG&E continued its efforts in implementing the 2023/2024 Tribal Outreach Grant program.

The grant program ended on June 2024 and this period has been used to revise the 2nd Tribal Grant Program. We meet with Tribal Grantees to get input on changes that could be made in the 2nd year grant program. Some of the changes included in the 2nd Year Grant program included using \$5,000 on gift cards for tribal members who participate in the ESA program, direct contact between Tribal Liaisons and ESA contractors, and encouraging ESA contractors to attend Tribal events to set up appointments with Tribal members. The 2nd year grant program will be from 10/31/24 through 10/31/25.

The 2024-2025 grantee program information was sent to the two tribes working with PG&E. However, one of the tribes decided not to continue in the second year of the grant program because of staffing challenges. PG&E will be working with one tribe for this grant period and is planning to open the 2025 grant program to other tribes with an announcement planned for November.

PG&E's and ESA tribal outreach efforts included:

- PG&E received two requests for staffing at events; however, because of the location and because there was no staffing available, we were not able to support those efforts. Materials were sent to the tribes for their events.

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 across the service territory on a variety of topics related to energy use, resiliency, safety, and community initiatives.

Successes/Challenges

Challenges: ESA contractors continue their efforts to reach tribal members; however, this continues to be a challenge.

Successes: Some of the challenges were specifically how we wanted to change the 2024/25 grant program. We received feedback from the two tribes in the grant program and incorporated those changes in our 2024/2025 grant program.

PG&E Tribal Community Outreach Update



Outreach Activities	Number of Participating Tribes*
Tribes completed ESA Meet & Confer**	17
Tribes requested outreach materials or applications	3
Federally Recognized 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	2
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	1

* 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.

** This represents tribes participating in the ESA program's specific outreach; and does not include tribes who participate in PG&E's centralized tribal outreach efforts.

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 September 30, 2024

ESA Main (SF, MH)											
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][21]	Avg. Energy Savings (kWh) Per Treated Households (Energy Saving Measures only) [5][21]	Avg. Peak Demand Savings (kW) Per Treated Household [21]	Avg. Energy Savings (Therms) Per Treated Households (Energy Saving and HCS Measures) [4][21]	Avg. Energy Savings (Therms) Per Treated Households (Energy Saving Measures only) [5][21]	Avg. Cost Per Treated Households [21]
Demographic											
Tribal [20]	1,911	109	6%	148	74%	492.53	492.53	0	19.34	20.24	\$ 1,408

SCE Tribal Community Outreach Update

Outreach Activities

- **Ongoing Outreach:**
 - SCE continues to collaborate with Tribal leaders in service territory, offering mini grants & supporting tribal activities. The goal is to empower Tribal leaders to disseminate information and increase enrollments and installations within their communities.
 - Maintained at least two tribal contacts per tribe
- **Q3 Outreach:**
 - The SCE Tribal team attends monthly Morongo Confab and Southern California's Tribal Emergency Managers' meetings.
 - On August 27-28—SCE, SDG&E, PG&E, the Pechanga Tribe of Indians, and CALSTART collaborated to host the 2024 CA Tribal Leaders Energy Summit. The event featured informative discussions on topics such as energy efficiency and all-hazards planning. 14 exhibitors showcased their resources, and attendees engaged in consultations and networking.

Successes and Challenges

- **Successes:**
 - Bridgeport Indian Colony and Soboba Band of Luiseno Indians have signed mini-grant agreements.
 - As of October 2024, the SCE tribal team actively engaged in 30 events.
- **Challenges:**
 - Identifying and building relationships with non-federally recognized 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 September 2024

ESA Main (SF, MH)

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	124	1.40%	40	310%	482	506	0.080	8.47	3.55	\$ 988

*As reported in SCE's Low-Income Monthly Report filed on September 2024.

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 exchange information. <ul style="list-style-type: none"> • In 2024, SDG&E has met with 17 tribal nations. • Seven tribes were awarded mini-grants. Three tribes have completed their financial documents. Three received payment as of September 2024. Two additional tribes have expressed interest in grants and are working on gathering financial documents. • Hosted 25 Community Resource Fairs in 2024 and promoted low income programs, discussed topics such as Bill Assistance, Medical Baseline, Wildfire Safety, PSPS, AFN, provided direct enrollment support, and provided 1x1 customer assistance. • 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: 7 • Total Reach: 10,100 • Southern California American Indian Resource Center (SCAIR) <ul style="list-style-type: none"> • Total Outreach Activities YTD: 36 • Total Reach: 22,700 	<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 serving 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 it's important to meet them where they are at. • Challenge: Mini-grants require Tribes to complete tax paperwork before payment can be issued. SDG&E has established streamlined 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.

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
Ewiiapaayp 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	Iipay 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 Tribal Segment Reporting*



Energy Savings Assistance Program Table 7 - Customer Segments/Needs State by Demographic, Financial, Location, and Health Conditions *											
San Diego Gas & Electric Company											
September 2024											
ESA Main (SF, MH)											
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) [4]	Avg. Energy Savings (kWh) Per Treated Households (Energy Saving Measures only) [5]	Avg. Peak Demand Savings (kW) Per Treated Household	Avg. Energy Savings (Therms) Per Treated Households (Energy Saving and HCS Measures) [4]	Avg. Energy Savings (Therms) Per Treated Households (Energy Saving Measures only) [5]	Avg. Cost Per Treated Households
Tribal [18]	21,716	3	0%	210	1%	134.00	134.00	-	-	-	\$ 532

[18] This data captures tribal households located on federally-recognized tribes whose trust lands are identified in the Bureau of Indian Affairs and also includes ESA participants from non federally-recognized tribes or households that self-identified as Native American.

*As reported in SDG&E's Low-Income Monthly Report filed on September 2024.

SoCalGas Tribal Community Outreach Update

Outreach Activities	Successes & 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 area.<ul style="list-style-type: none">• SoCalGas reaches out to federally-recognized and non-federally recognized Tribes in its service area 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 area.• SoCalGas is enhancing its outreach strategy to help navigate and increase engagement within Tribal communities<ul style="list-style-type: none">• Through September 30, SoCalGas has completed meetings with 7 Tribes in service area. SoCalGas continues to schedule meetings with each tribe and establishing a point of contact for Low Income decision programs.	<ul style="list-style-type: none">• Success: Through September 30, SoCalGas participated in 133 events in Tribal Communities, impacting 10,963 people.• Working with Success: Continuing to work with Tribes, as well as Community Based Organizations specific to Tribal communities. Planning for strategy for Q4 and Q1 2025 to establish memos of understanding to assist in providing information on programs to the community.• Challenge: Identifying non-federally recognized Tribes.

SoCalGas Tribal Community Landscape

- SoCalGas has 19 federally-recognized Tribes in its service territory.
 - Of the 19 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	San Manuel Band of Serrano Mission Indians of the San Manuel Reservation
Augustine Band of Cahuilla Indians	Santa Rosa Band of Cahuilla Indians
Cabazon Band of Mission Indians	Santa Ynez Band of Chumash Mission Indians of the Santa Ynez Reservation
Cahuilla Band of Mission Indians of the Cahuilla Reservation	Soboba Band of Luiseño Indians
Chemehuevi Indian Tribe of the Chemehuevi Reservation	Tachi Yokut Tribe of Indians
Fort Mojave Indian Tribe	Tejon Indian Tribe
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
Ramona Band of Cahuilla Indians	

- SoCalGas has established a point of contact with 3 non-federally-recognized Tribes in its service territory.

Fernandeno Tataviam Band of Mission Indians	Gabrieleno (Tongva) Band of Mission Indians
Juaneno Band of Mission Indians	

*Tribes 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
September 2024

ESA Main (SF, MH)											
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]	4,445	28	57%	156	15.9%				16.6	16.6	\$573.44

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





Overview

In 2024, PG&E activated its Emergency Response Center (EOC) for PSPS events on July 2*, July 20, September 30 and October 17 due to weather conditions that could have potentially caused a wildfire.



**Customers
Impacted**

~28,600



**Community Resource
Centers Opened**

48 with over 6,100
customer visits

** 3 CRCs opened for the 7/02/24 PSPS event were located in counties not deenergized. We have included those figures for reference but would like to note those locations were likely opened to support extreme heat. CRCs in impacted counties received 1,250 visitors.*

Community Resource Centers (CRCs)

During Public Safety Power Shutoffs, Community Resource Centers provide resources and up-to-date information.

Customer Resources:

- Personal and medical device charging
- Mobile battery chargers
- ADA-accessible restroom
- Cooling/heating*
- Bottled water/snacks
- Seating
- Ice*

**Indoor locations only*

Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.




 Customers can learn more at pge.com/crc.

Resources for Customers with Access and Functional Needs

We provide support options for **customers with Access and Functional Needs**, through our Medical Baseline and Self Identified Vulnerable Customer Status programs.


Medical Baseline (MBL) Program

- ✓ A monthly **discount or additional monthly allotment of power** based on rates.
- ✓ **Additional notifications** ahead of Public Safety Power Shutoffs.
- ✓ Participants **qualify through medical device or medical condition needs**.
- ✓ Potential to qualify for **additional resources** including the generator rebate, portable battery or a Backup Power Transfer Meter.

 Customers can learn more at pge.com/mbi.

Self Identified Vulnerable Program

- ✓ Various **financial support programs** available for customers who have fallen behind on bills or additional programs to help customers save.
- ✓ **Additional notifications** ahead of Public Safety Power Shutoffs.
- ✓ **Service disconnection notifications** 48 hours prior or at the time of disconnection due to nonpayment.
- ✓ Potential to qualify for **additional resources**, including portable batteries.

 Customers can learn more at pge.com/vulnerable.

We provide additional notifications to our most vulnerable customers.

- We will notify Medical Baseline or Self-Identified Vulnerable customers before a Public Safety Power Shutoff via **phone call, text or email**.
- If the customer does not respond to these notifications, we will make additional attempts to reach them by **ringing their doorbell or leaving a doorhanger**.

i Apply to the Medical Baseline Program at: pge.com/medicalbaseline.

i Self-certify for Vulnerable Customer status at: pge.com/vulnerable.



2024 SCE PSPS OVERVIEW



Jan – Sep 2024

Statistics	Activations	Customer Interruptions	Circuit Interruptions	Customer Minutes of Interruption
Jan – Sep 2024	7*	513	9	402,026

*Includes PSPS and High Threat events. High Threat are events where SCE does not de-energize any customers.

MITIGATING IMPACTS OF PSPS -SCE

Customer Care Programs Update as of September

2024 COMMUNITY CARE RESOURCES

68 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

9 RESILIENT CRCs

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

The CCBB program offers eligible MBL customers in High Fire Risk Areas (HFRA) a free portable battery and solar panel to power medical devices during PSPS events and emergencies. Since its launch in July 2020, close to 17k batteries have been delivered to customers. Customers in HFTDs can receive a \$150 rebate for portable batteries, a \$200 rebate for portable generators, and a \$600 rebate for portable generators if enrolled in CARE/FERA or Medical Baseline Allowance. The Statewide Self-Generation Incentive Program (SGIP) is also available.

- Hosted 301 educational events through the Disability Disaster Access and Resources to date in collaboration with the California Foundation of Independent Living Centers (CFILC) to provide comprehensive assistance to customers with disabilities. This support extends before, during, and after PSPS.
- Since the last Self ID campaign, we have identified 147,317 new HFRA residential customers. A new campaign targeting these newly identified customers was launched on November 18th
- Re-launched the Prepare for Power Down Website which is a Joint IOU website built to streamline and centralize PSPS resources for customers statewide.
- More than 70 Community Based Organizations (CBO's) onboarded to support customers with AFN.
- Launched the Accessible Hazards Alert System that hosts notifications and program information in American Sign Language and other accessible formats.
- To date 2024, CCBB has deployed 2,477 batteries and distributed 16,834 free portable backup batteries since program inception.
- The In-Event Battery Loan Pilot was implemented in June 2023 and has assisted over 50 eligible AFN customers during PSPS events with a battery loan.
- To date 2024, Granted 1,819 Portable Power Station Rebates and 251 Portable Generator Rebates. Year to date 2,070 rebates issued.

MITIGATION OF IMPACTS FOR INDIVIDUALS WITH AFN



Data automation tool using **BOT** system that captures customer data with unique AFN identifiers



AFN Webform to **encourage self-identification** and expand awareness of SDG&E's customer-base and their unique needs



AFN Heat Map to identify where individuals with AFN reside within SDG&E's service territory



Dedicated AFN marketing campaigns through direct mail and email

~31%

Total AFN customers throughout SDG&E service territory

~11%

Total AFN customers in HFTD

15

Unique AFN identifiers

~9,900

Total AFN identified through Self-ID

PSPS CUSTOMER SUPPORT AND RESOURCES



Community Resource Centers

- 11 facilities in the HFTD
- Provides a local center for impacted customers to receive support and resiliency items, with a focus on AFN



Transportation

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



Tribal Partnerships

- Partnerships with Southern Indian Health Council (SIHC) and Indian Health Council (IHC)
- Provides resiliency items and resources



Hotel Stays

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



Centralized Resource Hub

- Partnerships with 211 San Diego/OC United Way
- Connects customers to resources and direct support from 1,000+ orgs, 24/7/365, over 200 languages



Wellness Checks

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



Pantry & Warm Food

- Partnership with SD Food Bank & Feeding SD to provide mobile food pantries at rural, tribal and PSPS sites
- Warm Food vendors to provide additional options, as needed



Community Engagement

- ~50 CBOs within SDG&E's Energy Solutions Partner Network
- Amplified PSPS notifications to expand reach in HFTD



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, 2023 ^{[1][2]}	\$84.70
2024 Revenues Collected (Jan - Sep)	+ \$115.54
2024 Expenses (Jan - Sep)	- \$115.50
2024 Accrued Interest (Jan - Sep)	<u>+ \$3.60</u>
Total remaining unspent funds as of September 30, 2024 ^[3]	\$88.34

1. Committed unspent fund carry forward to 2024 according to fund shifting rules for MF CAM, SPOC, Pilots, Studies, Pilot Plus and Pilot Deep, and SASH/MASH. \$26M of unspent fund is being used to off-set 2024 budget revenue requirement.
2. Includes \$9.6M of remaining SASH and MASH Unused Administrative and Incentive Program Funds in the CSIBA was authorized to transfer to fund ESA programs per AL 7028-E, approved 11/02/23.
3. \$52.2M in unspent fund is carried forward from 2023 to 2024 for MFWB, SPOC, Pilots, Studies, Pilot Plus and Pilot Deep, and SASH/MASH. Remaining \$36.1M will either carry forward and/or being used to off-set future collection according to fund shifting rules.

SCE's Unspent Funds for ESA Program

Total Remaining Unspent Funds (\$M)	
Unspent Funds through 12/31/23 ^{[1][2]}	\$62.97
2024 Revenue Collected (Jan – Sep)	\$68.25
2024 Expenses (Jan – Sep)	\$(55.11)
2024 Accrued Interest (Jan- Sep)	\$2.89
Total Unspent Funds through 09/30/2024	\$79.00

1. This is the remaining Unspent Funds amount from 2009-2023 program cycles through December 31, 2023.
2. Includes \$6.16M transfer of unspent MASH and SASH program funds from California Solar Initiative Program Balancing Account (CSIPBA) per AL 5106-E, approved 10/20/23.

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]	
Unspent funds available in Balancing Account as of December 31, 2023 [2]	\$ 27.53
Remaining unspent & uncommitted funds used to offset 2024 revenue requirement [3]	\$ (3.75)
Revenues collected through YTD September 2024	\$ 10.61
Expenses incurred through YTD September 2024	\$ (14.51)
Total remaining unspent funds as of September 30, 2024	\$ 19.88
Remaining committed funds as of September 30, 2024 [4]	\$ (11.40)
Total remaining unspent & uncommitted funds as of September 30, 2024 [5]	\$ 8.48

1. Unspent funds are only available for ESA activities.

2. The amount shown is SDG&E's unspent funds available in the balancing account as of December 31, 2023, net of SCE & SCG funding for ESA MFWB.

3. In accordance with D.21-06-015, OP 114, SDG&E is using pre-2023 unspent and uncommitted funds recorded in LIEEBA and PGLIEEBA of \$8.5 million and \$6.5 million, respectively, to offset the 2024 authorized budget in the 2024 Public Purpose Program electric and gas rates. This is reflected in SDG&E AL 4291-E and AL 3247-G submitted on September 29, 2023, and October 31, 2023, respectively.

4. Remaining committed funds consist of \$2.15 million for ESA Main, \$5.11 million for ESA MFWB, \$2.82 million for ESA Pilot Plus & Pilot Deep, \$1.0 million to offset 2025 electric PPP rates, and \$0.32 million in SASH/MASH funds. SDG&E filed Advice Letter 4285-E for disposal of unspent funds from the SASH and MASH programs to the ESA Program on October 31, 2023. The AL was approved on November 30, 2023.

5. Does not include YTD interest income recorded in the ESA balancing accounts.

SoCalGas Unspent/Uncommitted Funds for ESA



SoCalGas Remaining Unspent Funds through September 2024

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 – 2023 Revenues Collected	\$84.09
2021 – 2023 Total Expenses [2]	\$304.16
Total Remaining Unspent Funds through PY 2023 [1]	\$2.15
2024 Revenues Collected	\$83.34
2024 Total Expenses [3]	\$57.89
Total Remaining Unspent Funds as of 9/30/2024 [1]	\$27.60
<u>Footnotes</u>	

[1] Unspent Funds related to Revenues Collected

[2] Total Expenses from Annual Reports

[3] Total Expenses from September 2024'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)

PG&E Disconnections Status and AMP

Arrearage Management Plan (AMP) ^[1]

- Number of customers enrolled since launch : 443k
 - Gross percentage of eligible households enrolled: 90%
 - Number successfully completed 12-month enrollment since program launched in Feb. 2021: 66k
 - Percentage of total enrollments since launch that have successfully completed AMP: 17%^[2]
- In 2024 the average length of participation for customers who do not finish the 12 months is six months.
- Total amount forgiven since program launch : \$315M

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 90% of its total eligible population.

Disconnections

PG&E has resumed normal collection and disconnection practices for all residential customers, within the 3.5% annual disconnection rate for specific volumes. For additional information, please refer to the October 2024 Monthly Disconnect Data Report.^[3]

Throughout 2024, PG&E continues to engage with customers through the following collection touchpoints:

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

REACH

REACH YTD

- PG&E contributed \$55M for 2024 into REACH, a program that assists customers with past due balances, and expanded eligibility requirements mid-year to increase the pool of eligible customers and the maximum pledge amount (up to \$2K)
- REACH expended all of the 2024 funds and the program plans to reopen in Q1 2025.
 - In 2024, REACH served over 57,000 customers with an average bill payment of ~\$700 per household, with the highest participation in the Central Valley (Fresno, San Joaquin, and Kern Counties).

^[1] Data as of 10/31/2024

^[2] Number updated to remove customers who received CAPP funding that covered the remaining AMP balance

^[3] R.18-07-005 [Pacific Gas and Electric Company's July 2024 Monthly Disconnect Data Report](#), reporting 2024 activity through October, last accessed on November 20, 2024.

SCE Disconnections Status and AMP – Through Oct. 2024

Arrearage Management Plan (AMP)

- Number of customers enrolled: 208,611
 - Percentage of eligible households enrolled: 15%
 - Number successfully completed 12-month program launched since Feb. 2021: 31,098
 - 15% 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 6 months
- Total arrearages: \$391M
- Total amount forgiven: \$131M

Disconnections/Reconnections

Residential disconnections 2024 ¹ :	64,823
Residential Customers reconnected:	44,854

¹January to October 2024

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 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)

- 2024 (YTD)* – 637 calls completed



AMP Delayed Billing outreach

- 2024 (YTD)* – 479 letters mailed



SDG&E Disconnections Status and AMP – Through September 2024

Arrearage Management Plan (AMP)

- Number of customers enrolled: 22,614
- Percentage of eligible households enrolled: 63%
- Number of customers successfully completed 12-month program since Feb. 2021 launch: 12,595
 - 21% 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: \$49.7M
- Total amount forgiven: \$52.3M

Disconnections

Number of disconnections: 26,914

Resumption of residential disconnections for non-payment started in Q3 2023.

AMP Marketing

Targeted Communications

- Included AMP messaging in CARE-eligible monthly bill comparison email
 - Targeted outbound calls and emails to eligible customers
- ### 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: 1,077

Total Amount Spent: \$322,794

*SDG&E shareholder funded utility assistance program

SoCalGas Disconnections Status and AMP – Through September 2024

Arrearage Management Plan (AMP)*

- Number of customers enrolled (1/1/2024- 9/30/24): 102,640
- Total arrearages (1/1/2024 - 9/30/24): \$101.5M
- Total amount forgiven (1/1/2024 - 9/30/24): \$28.0M
- Average length of participation for customers who did not complete the 12-month program
 - For those enrolled between 1/1/2024 - 9/30/2024 the average length of enrollment in the program was 5 months
- Number of customers who have successfully completed 12- month program since Feb 2021 launch until Sept 30, 2024: 73,137
- Percentage of eligible households enrolled since Feb 2021 (launch) until Sept 30, 2024: 69%

*Data through 9/30/2024, updated on 11/19/2024

Disconnections

Number of disconnections, Jan 1, 2024 – Sept 30, 2024:
757 residential disconnections have occurred during this time frame.

AMP Case Management

Missed bill payment reminder via email, letter, and text deployed on September 24 to help improve customer retention.



ESA and Demand Response

ESA - Demand Response 5-Year Recap

The table below conveys ESA customers who received smart thermostats and opted into Smart AC Demand Response (DR) program.

	2020	2021	2022	2023	YTD 2024*
SCE For additional DR program information, please visit: Demand Response Programs for Homes (sce.com)	218	294	285	215	241
SDG&E ^[1] For additional DR program information, please visit: Demand Response for Your Home (sdge.com)	5	30	8	29	3
PG&E For additional DR program information, please visit: Energy incentive programs (pge.com)	360	514	1,168	943	0 ^[2]

*January – September 2024

^[1] Based on current data. Actual opt-in may have occurred in subsequent year.

^[2] PG&E's SmartAC Smart Thermostat program has closed enrollment for 2024.



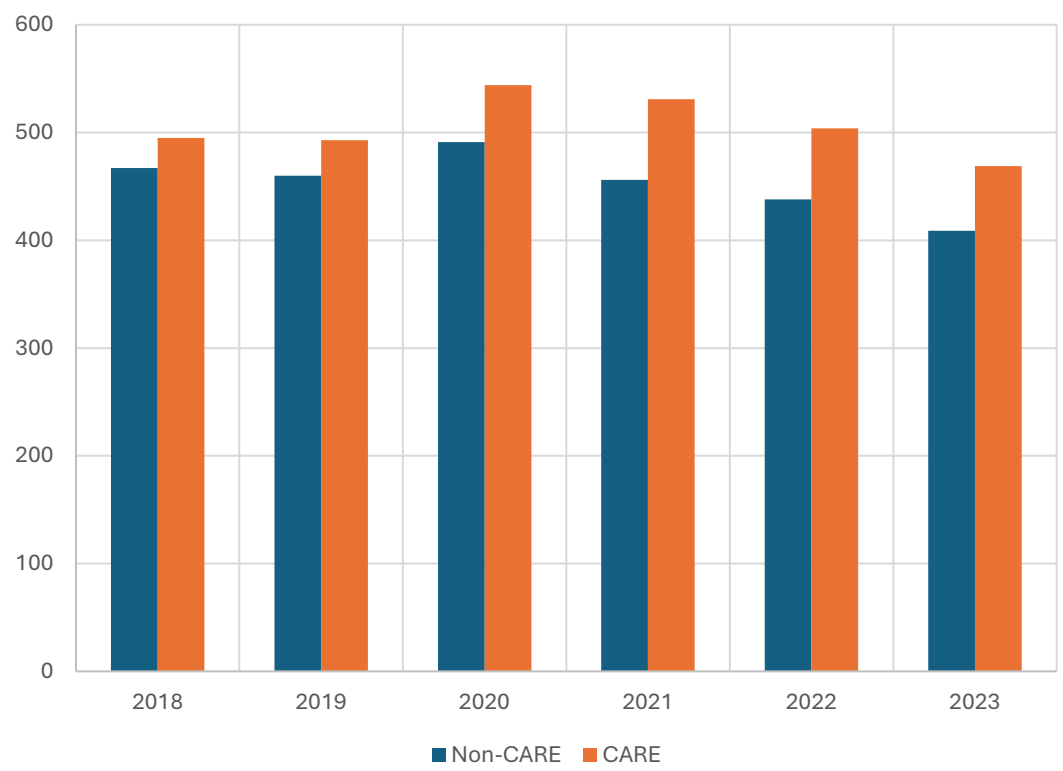
IQP Energy and Bill Savings

IQP Energy and Bill Savings

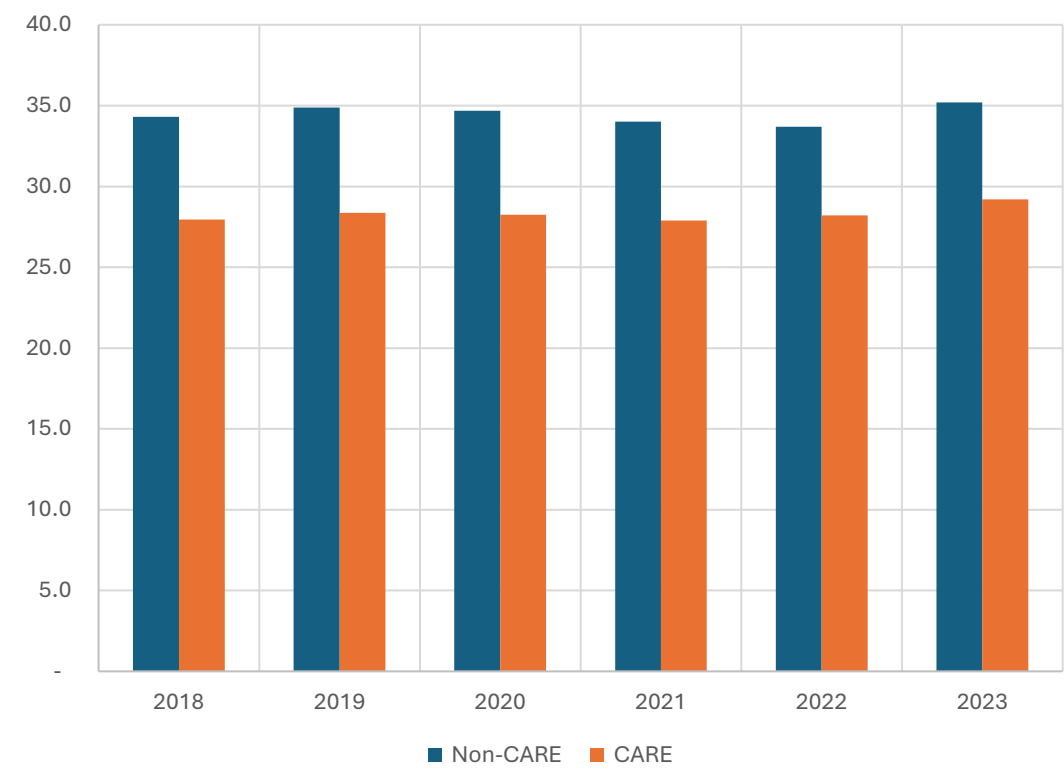
PG&E

Average Monthly Energy Usage (CARE, 2018-2023)

Average Monthly Energy Usage (Electric)
CARE vs Non-CARE Households



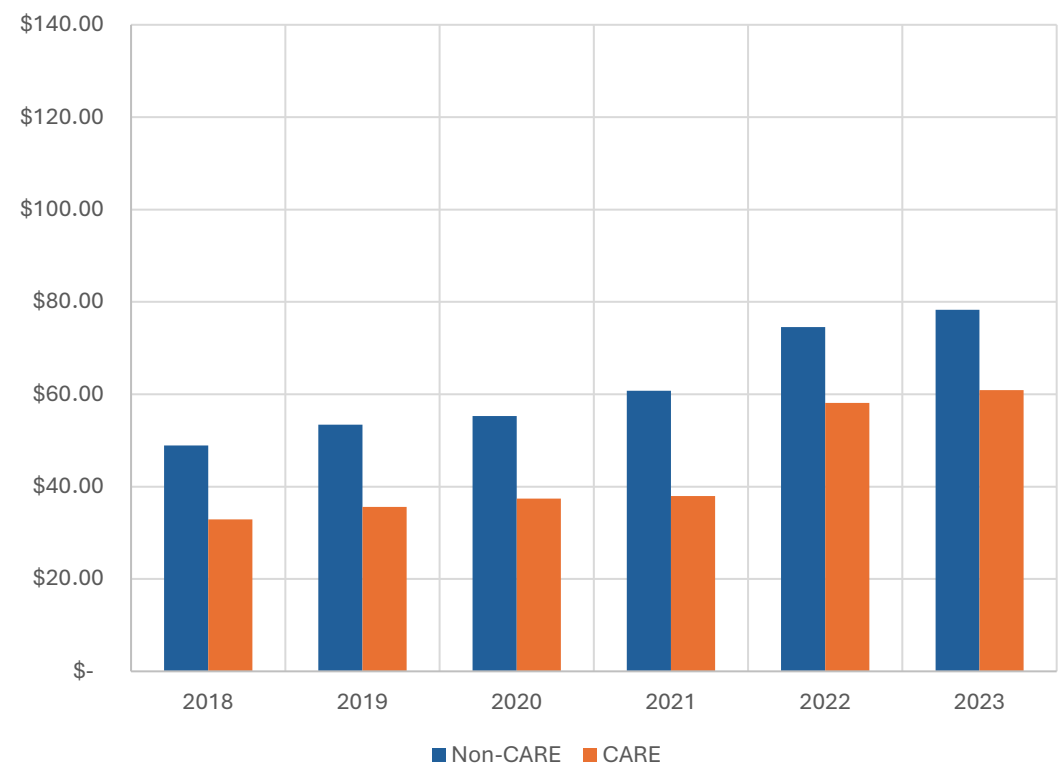
Average Monthly Energy Usage (Gas)
CARE vs Non-CARE Households



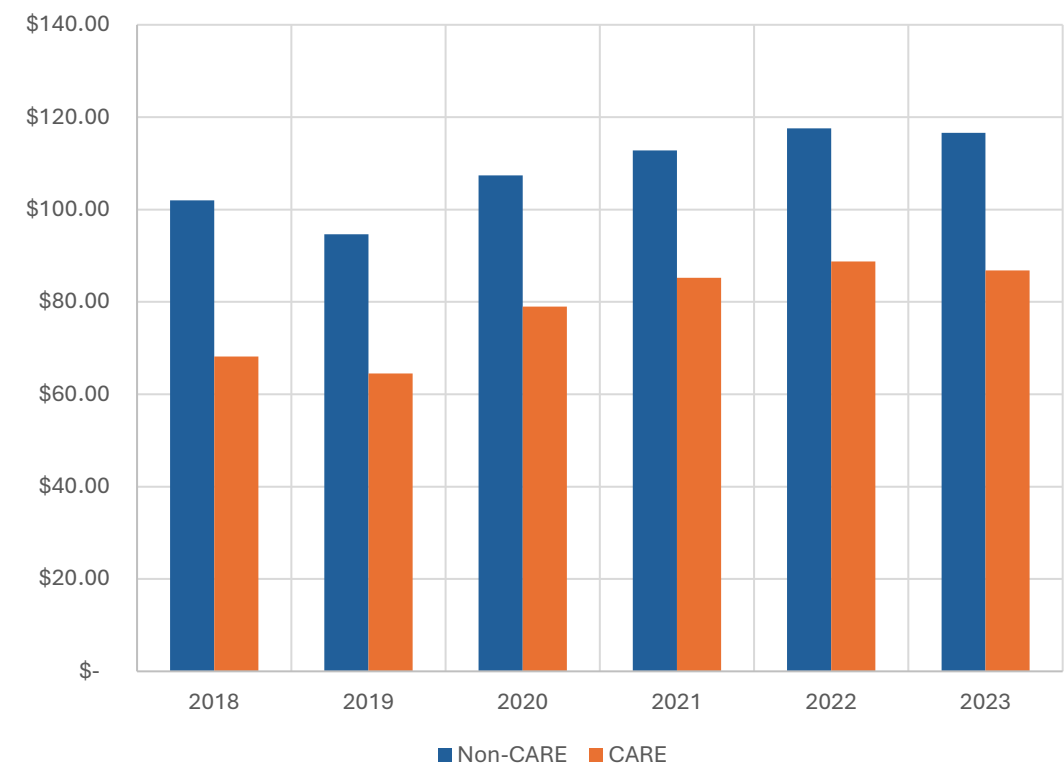
Source: PG&E's Income-Qualified Programs Annual Report, CARE Table 9

Average Monthly Energy Bill (CARE, 2018-2023)

Average Monthly Gas Bill
CARE vs Non-CARE Households



Average Monthly Electric Bill
CARE vs Non-CARE Households

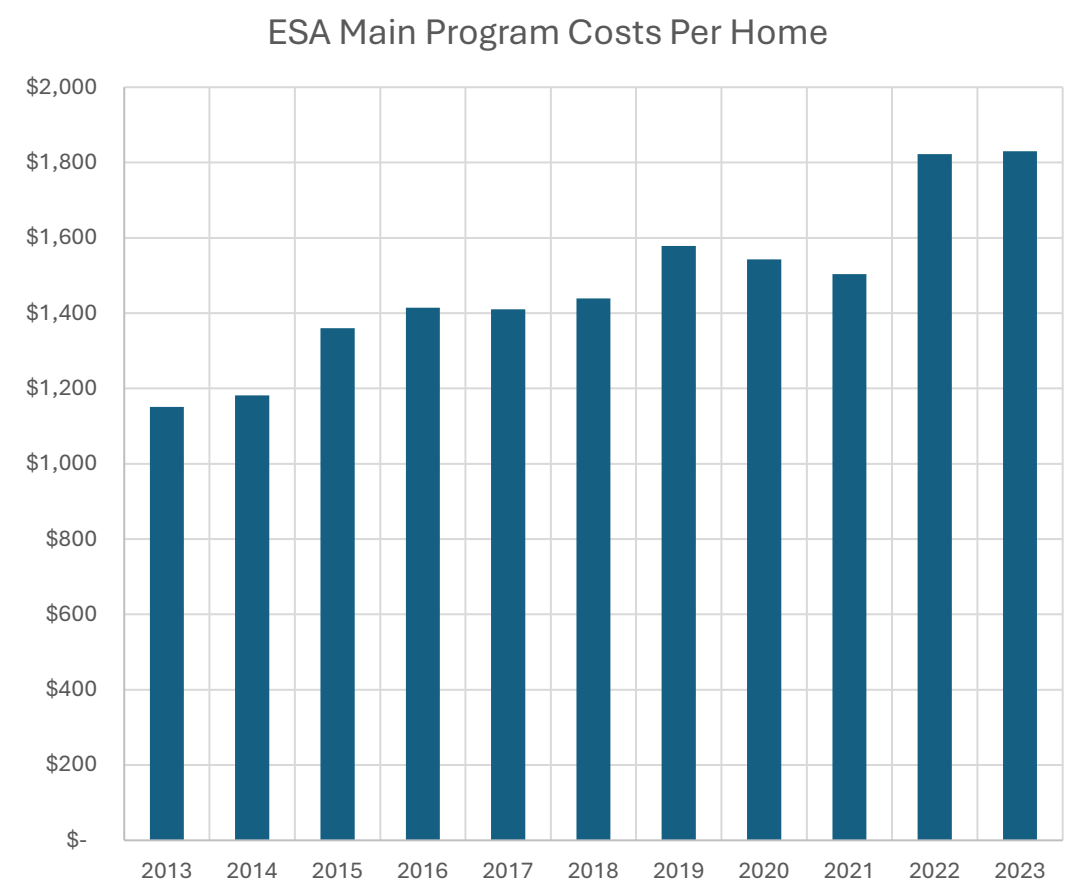
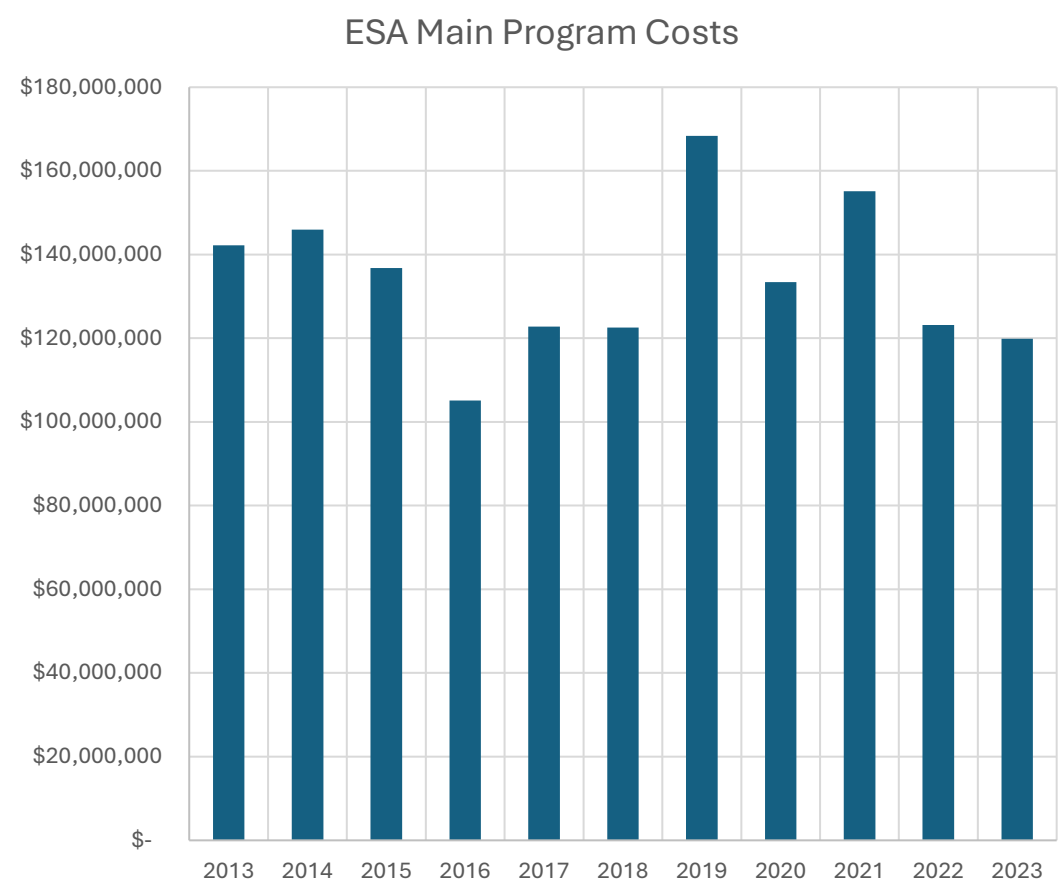


Source: PG&E's Income-Qualified Programs Annual Report, CARE Table 9

Key Insights and Notes

- In general, PG&E customers experienced a temporary increase in electric energy usage during the COVID-19 Pandemic.
- Both CARE and non-CARE households have experienced increases in energy bills resulting from approved rate increases.

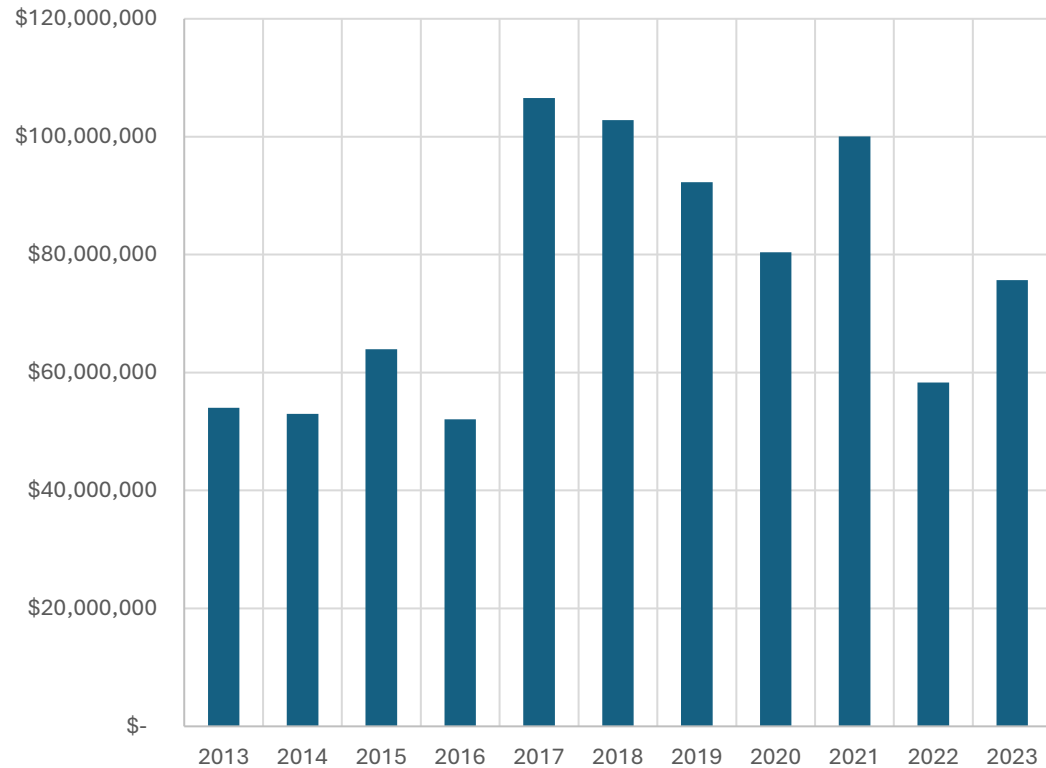
ESA Program Costs (2013-2023)



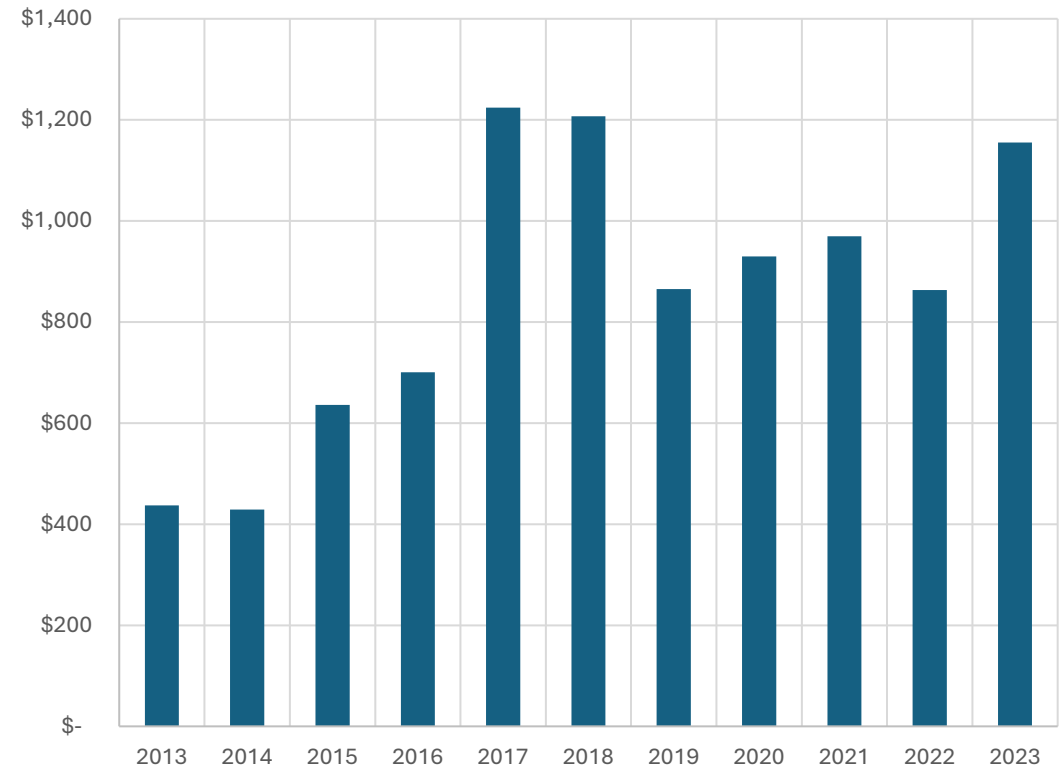
Source: PG&E's Income-Qualified Programs Annual Report (2023), ESA Table 10

ESA Program Average Lifecycle Bills Savings (2013-2023)

Average Lifecycle Bill Savings
ESA Main

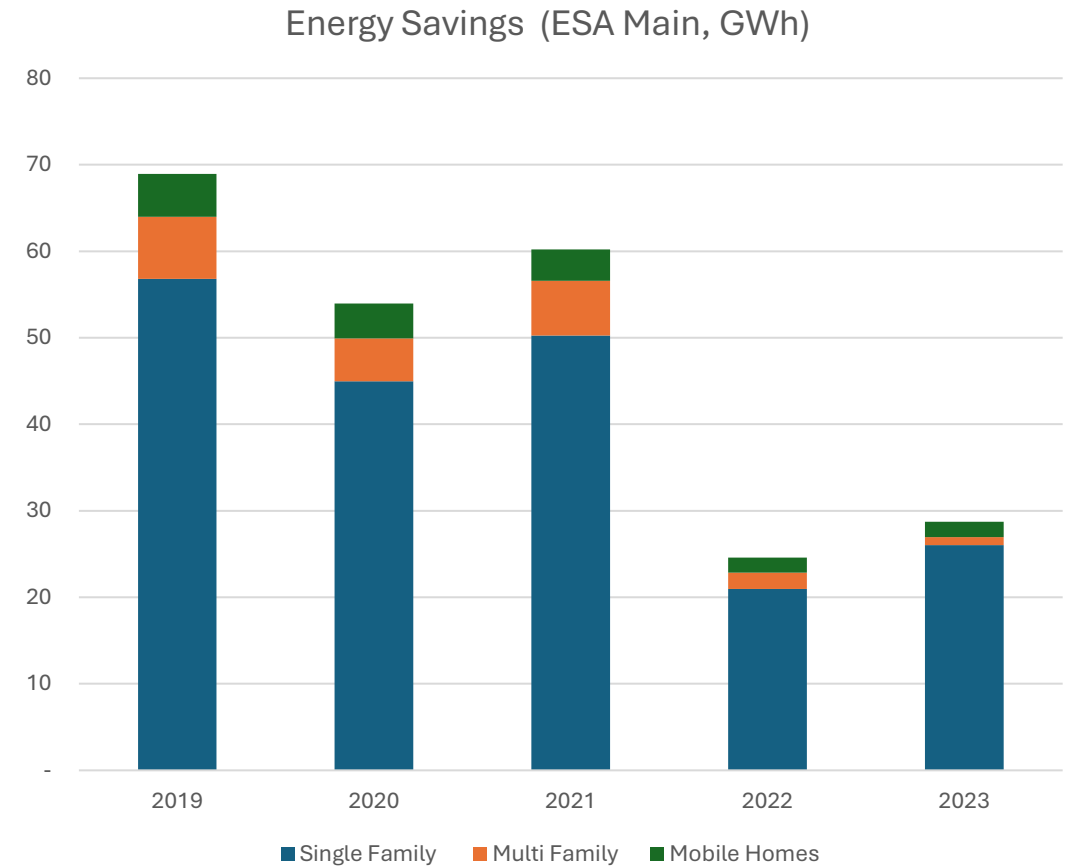
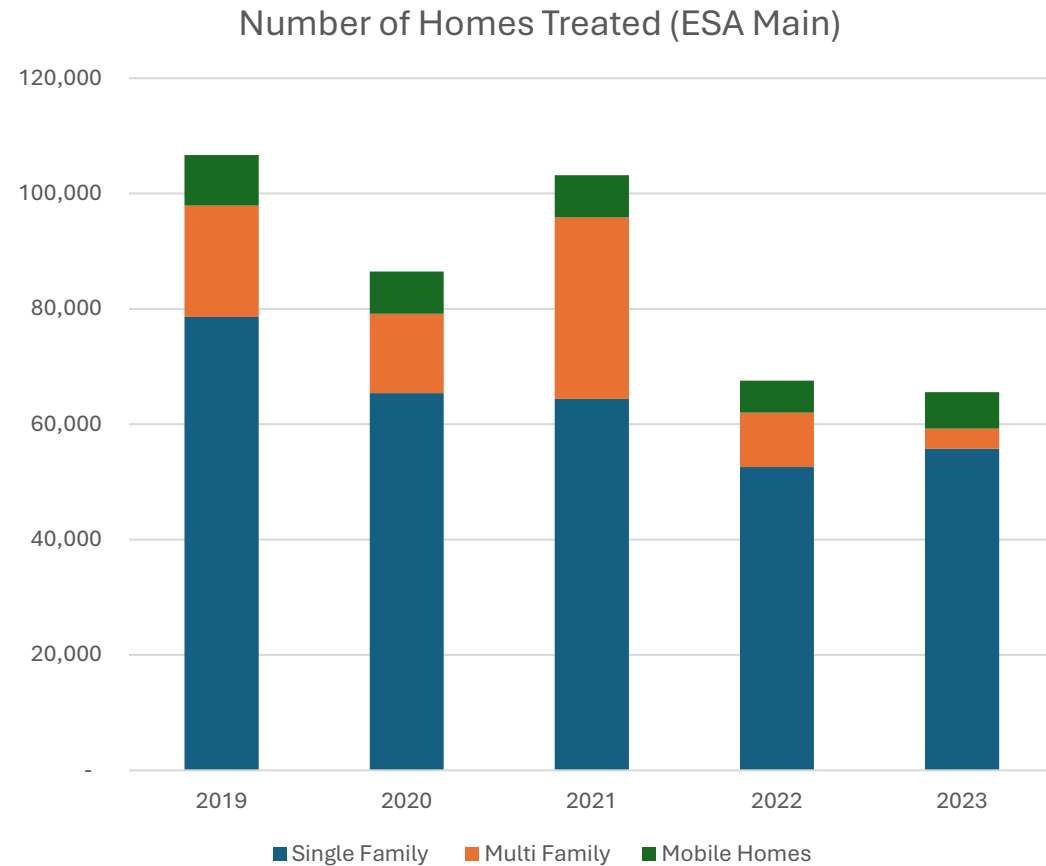


Average Lifecycle Bill Savings Per Home
ESA Main



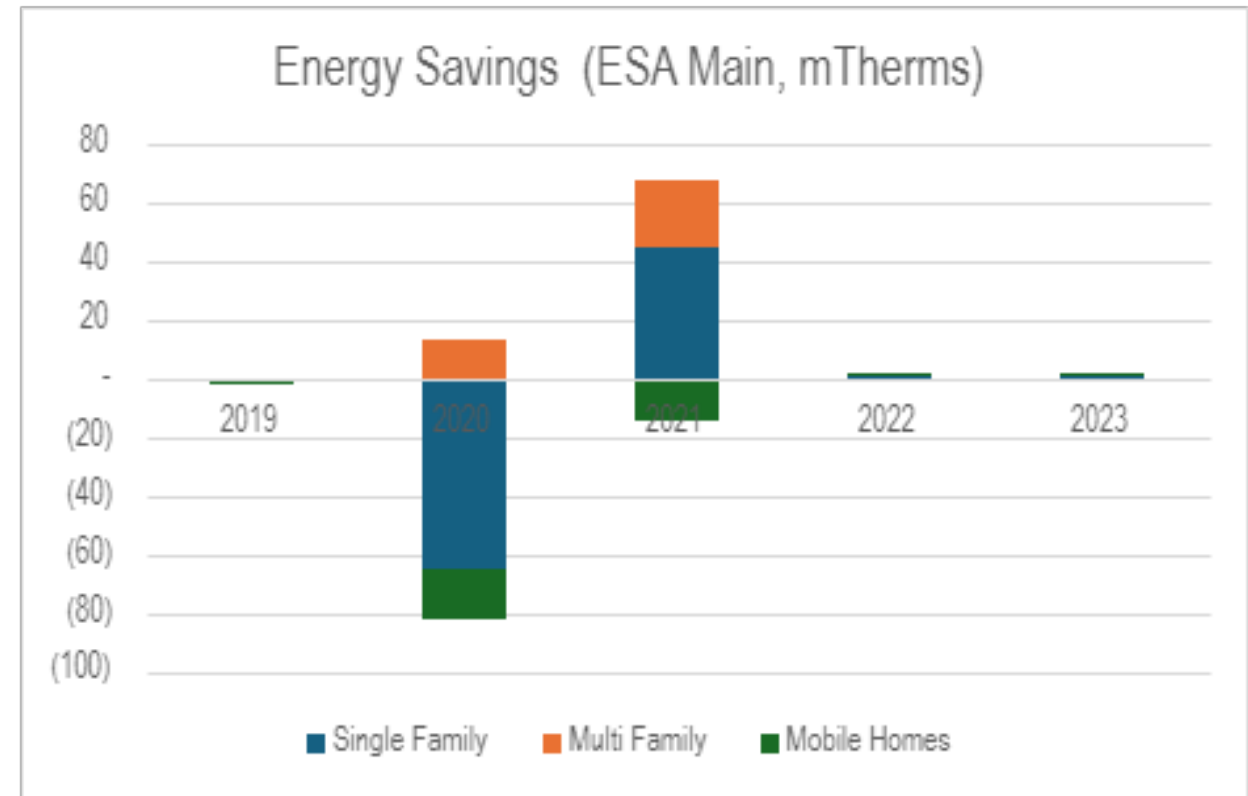
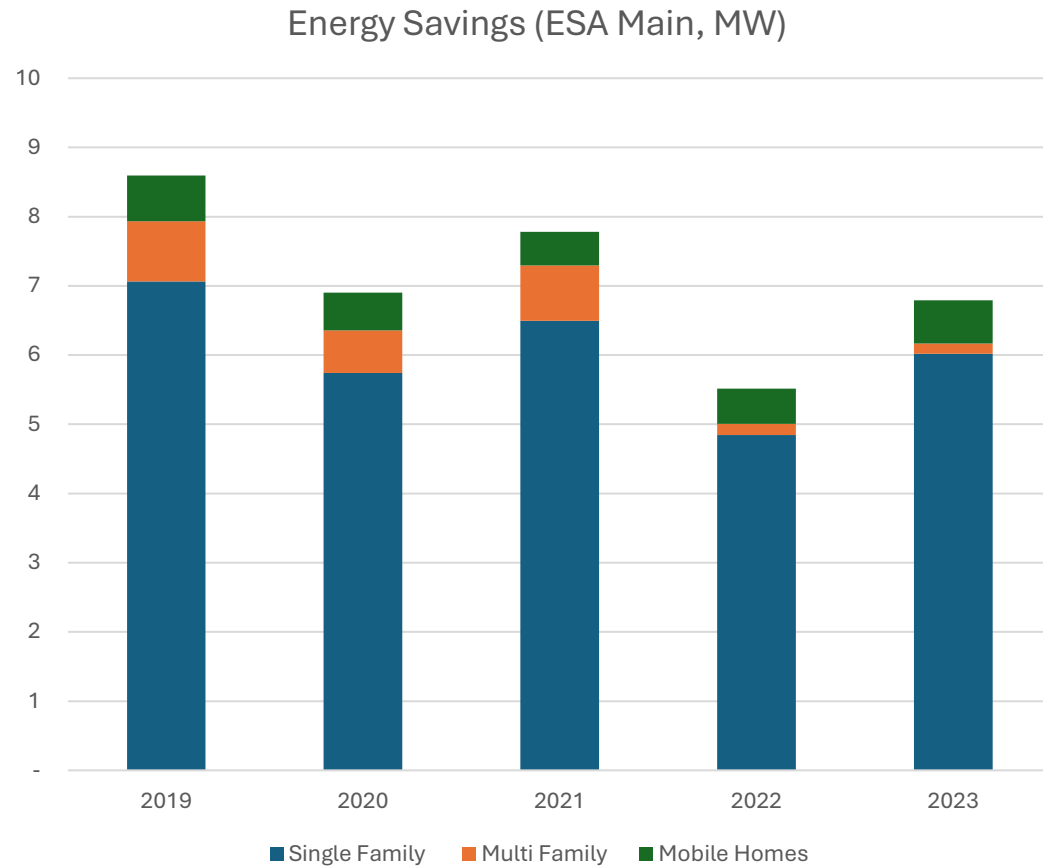
Source: PG&E's Income-Qualified Programs Annual Report (2023), ESA Table 10

ESA Main Program Metrics by Housing Type



Source: PG&E's Income-Qualified Programs Annual Report, ESA Table 4

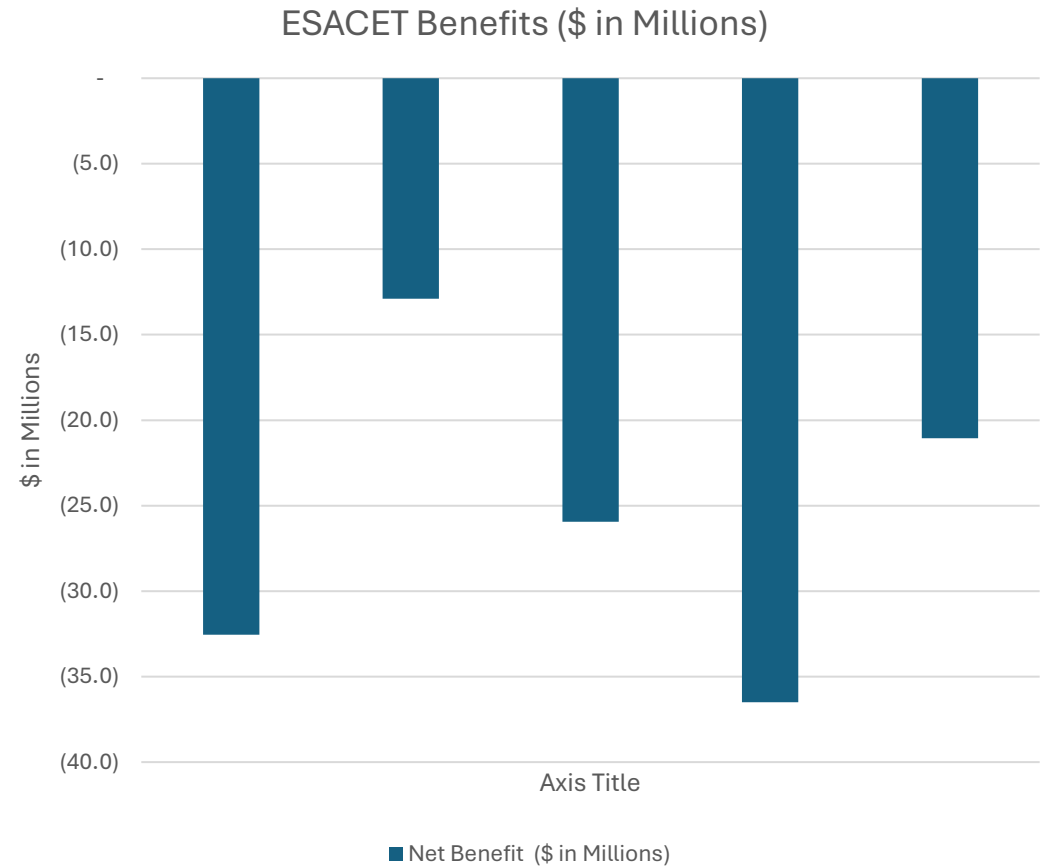
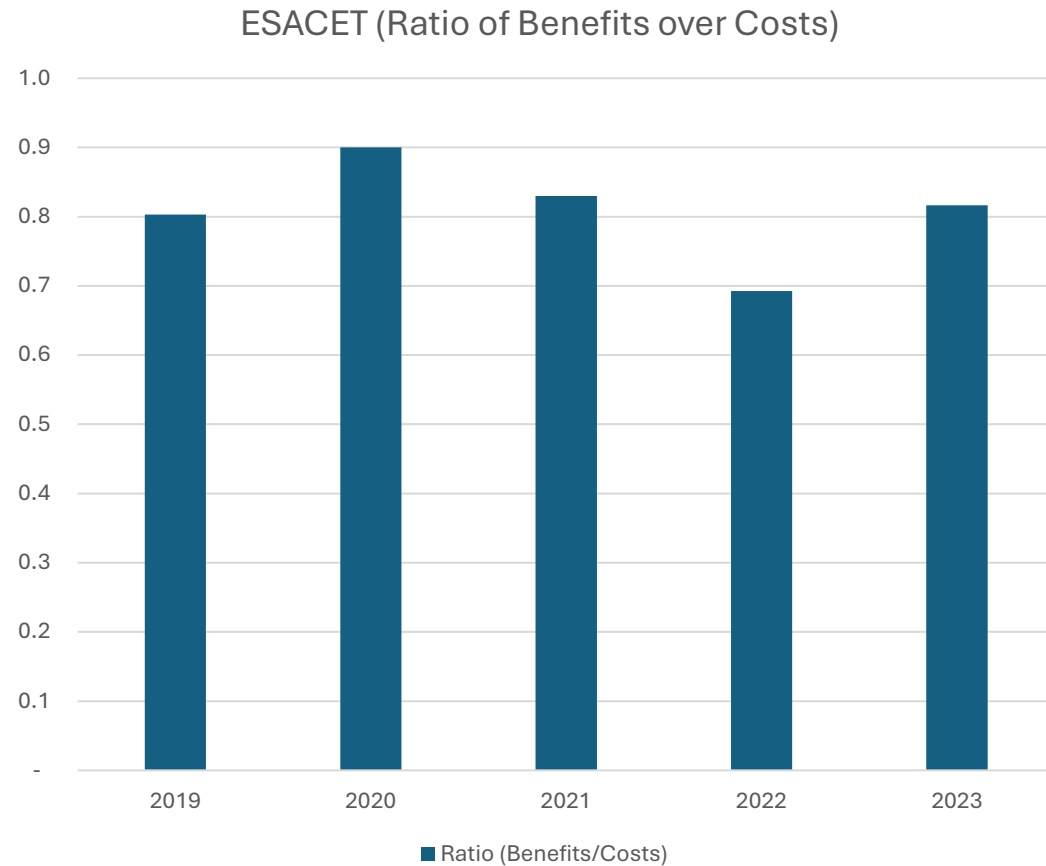
ESA Main Program Metrics by Housing Type [Updated]



Source: PG&E's Income-Qualified Programs Annual Report, ESA Table 4

*The increase in 2022 was driven by the change in LED lighting savings.

ESA Main Cost Effectiveness



Source: PG&E's Income-Qualified Programs Annual Report, ESA Table 3

Key Insights and Notes

- ESA program costs per home have steadily increased between 2013 and 2023.
- Since 2017, there has been downward average lifecycle bill savings for the ESA program (as a whole) despite an increase in the average lifecycle bill savings on a per home basis.
 - In the current program cycle, the ESA program has treated fewer homes per year, reflecting the shift away from all-eligible homes to saving-driven program design. However, the gains in energy savings have not been definitive thus far.
- The decrease in multifamily treatments in ESA Main reflected the diversion of multifamily properties into the Multifamily Family Whole Building (MFWB) program per D.21-06-015.
- Per ESACET, the benefits provided through the ESA program remained less than its costs.

High Energy Savings Measures by Portfolio Contribution and Per-Unit Savings

Top 5 Energy Savings Measures by Cumulative Portfolio Contribution (YTD through Sept 2024)

Measure	Quantity Installed	kWh [2] (Annual)	kW [2] (Annual)	Therms [2] (Annual)	Expenses (\$)
Smart Thermostat	12,066	2,329,894	419	310,989	2,915,323
New - Prescriptive Duct Sealing	20,747	2,656,847	1,922	205,412	10,250,278
Energy Efficient Fan Control	10,463	1,924,950	2,713	180,432	2,145,596
Refrigerator	10,830	6,048,168	847	-	12,503,248
Other Domestic Hot Water	24,162	126,636	18	115,698	2,147,915

Some reasons that high per/unit energy savings measures are installed at current volumes.

- Low concentration of measure necessity in ESA customer base (Pool Pumps)
- Narrow/limited feasibility (HPWH, Attic Insulation)
- Low cost-effectiveness (HE FAU)

Top 5 Energy Savings Measures per Unit* (YTD through Sept 2024)

Measure	Quantity Installed	kWh [2] (Annual)	kW [2] (Annual)	Therms [2] (Annual)	Expenses (\$)
Heat Pump Water Heater	87	143,104	59	-	320,683
Pool Pumps	218	238,259	33	-	399,604
Attic Insulation	654	133,067	24	27,549	962,139
Smart Thermostat	12,066	2,329,894	419	310,989	2,915,323
High Efficiency Forced Air Unit (HE FAU)	34	-	-	1,058	274,995

*5 highlighted measures per unit include both high Therms and high kWh savings-measures

IQP Energy and Bill Savings

Southern California Edison Company

Energy Savings Assistance Program

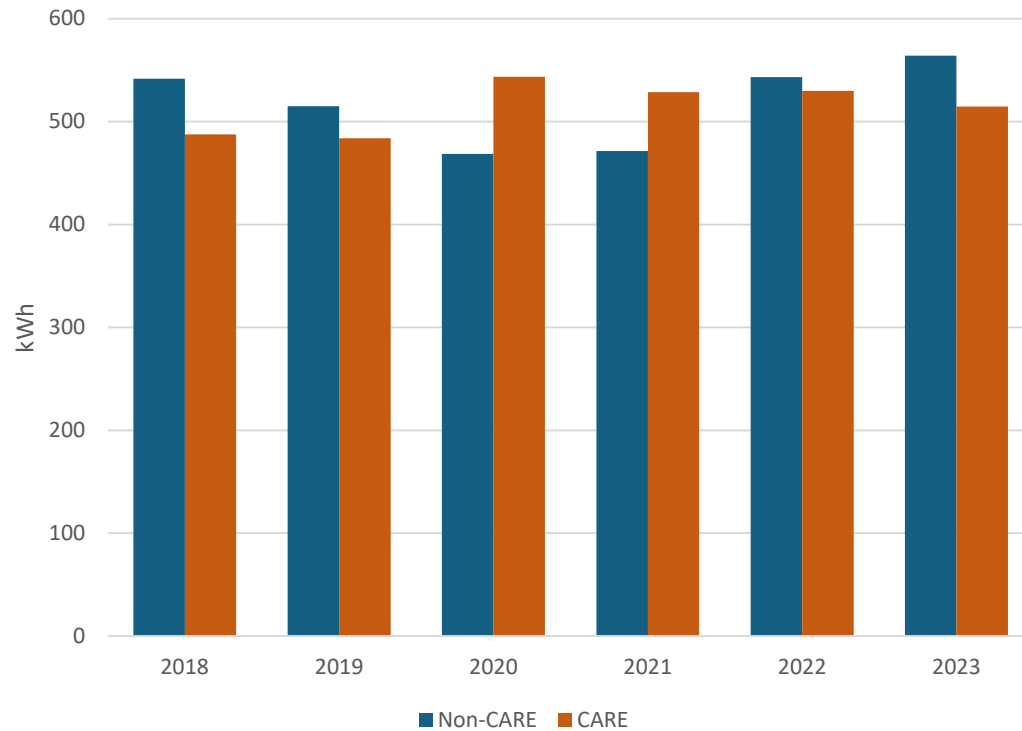
2024

Key Insights and Notes

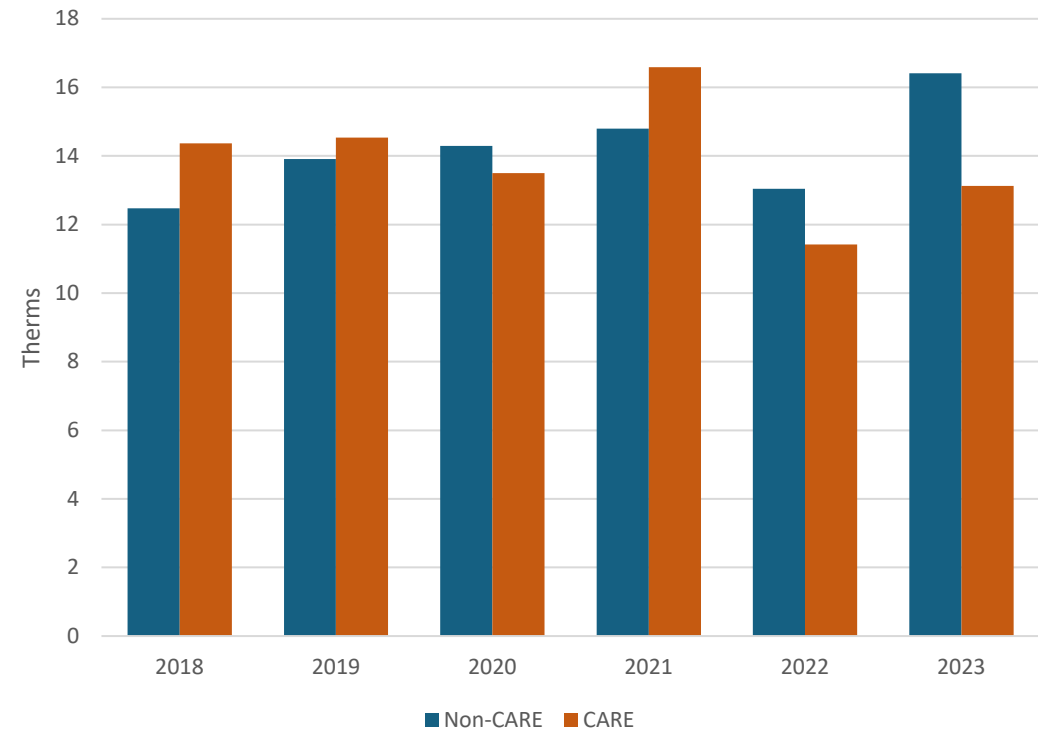
- In general, SCE's CARE customers also experienced a temporary increase in electric energy usage during the COVID-19 Pandemic.
- Fluctuations in usage are primarily a function of weather patterns.
- Both CARE and non-CARE households have experienced increases in energy bills resulting from approved rate increases.

Average Monthly Energy Usage (2018-2023)

Average Monthly Energy Usage (Electric)
CARE vs Non-CARE Households



Average Monthly Energy Usage (Gas)
CARE vs Non-CARE Households *

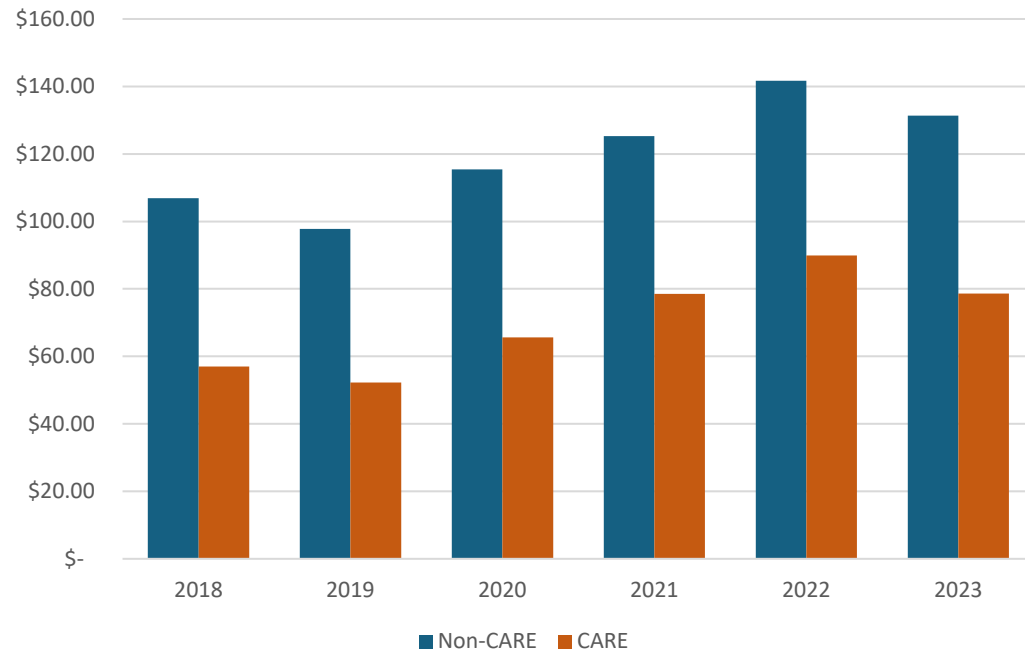


Note: SCE provides gas services on Catalina Island only

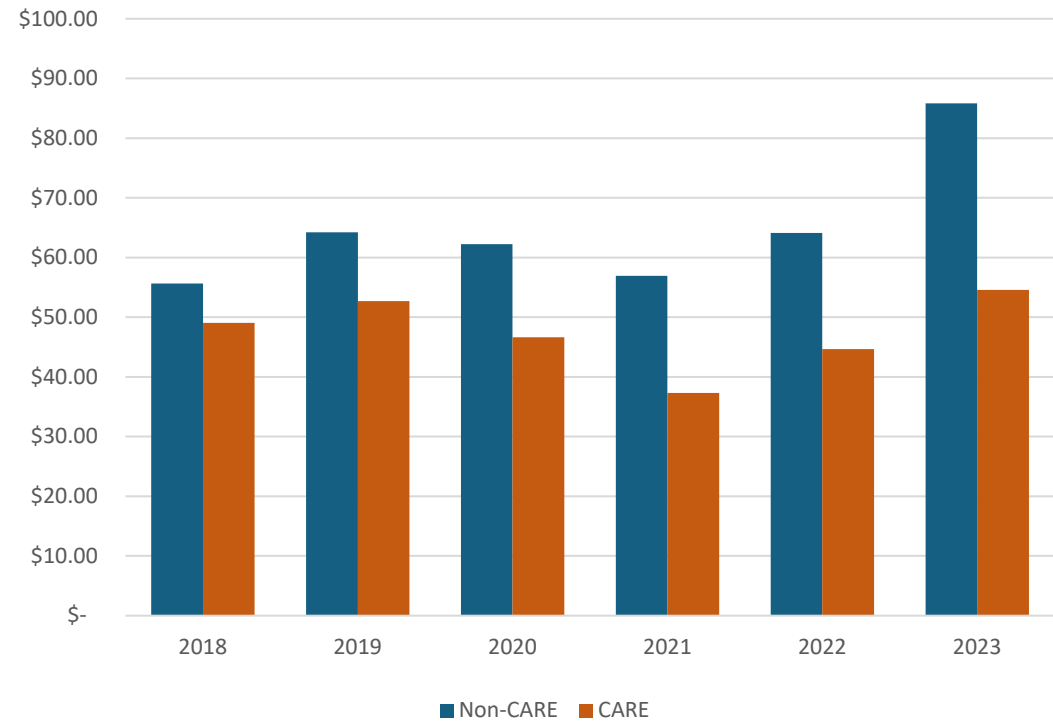
Source: SCE's Income-Qualified Programs Annual Report, CARE Table 9

Average Monthly Energy Bill (2018-2023)

Average Monthly Electric Bill
CARE vs Non-CARE Households



Average Monthly Gas Bill
CARE vs Non-CARE Households*



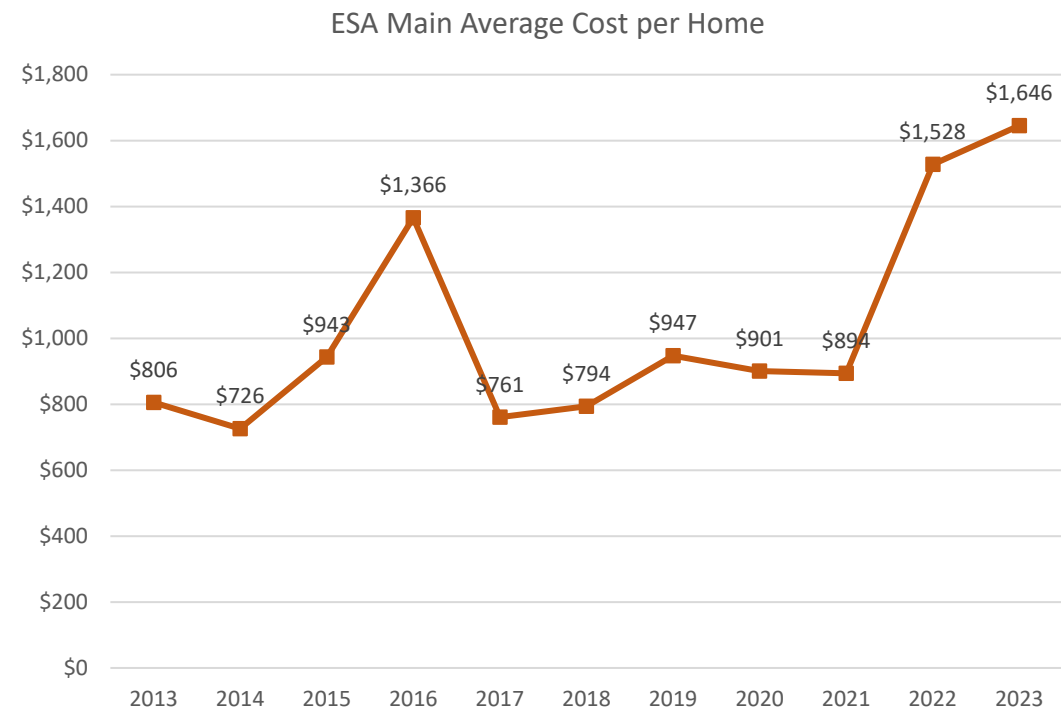
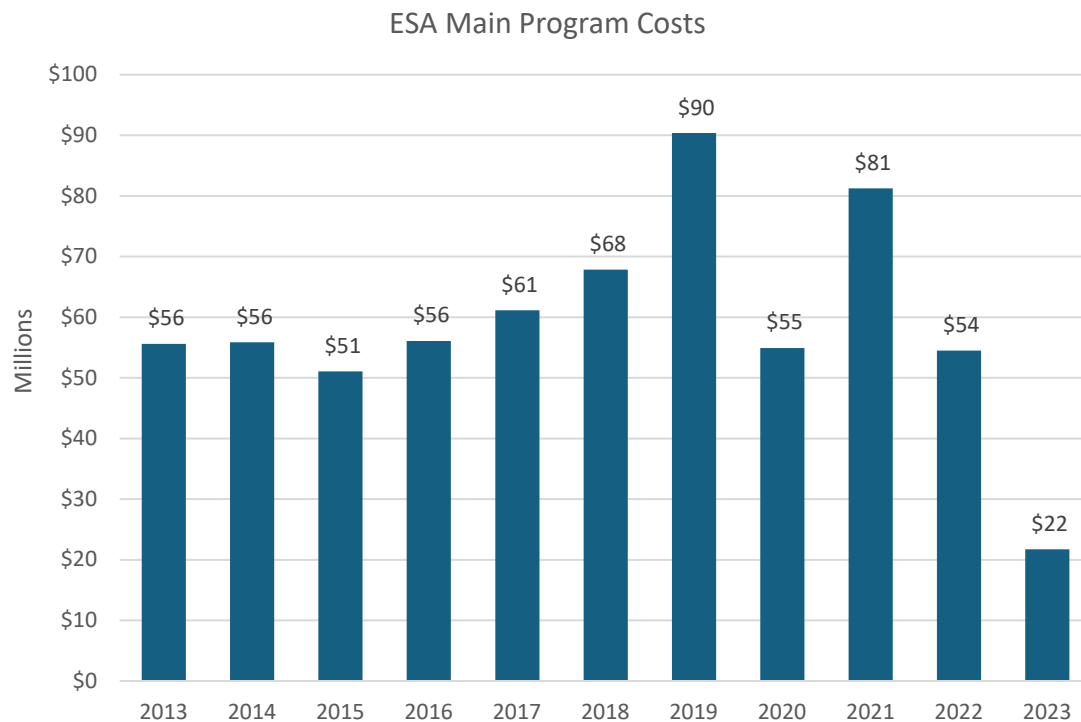
Note: SCE provides gas services on Catalina Island only

Source: SCE's Income-Qualified Programs Annual Report, CARE Table 9

Key Insights and Notes

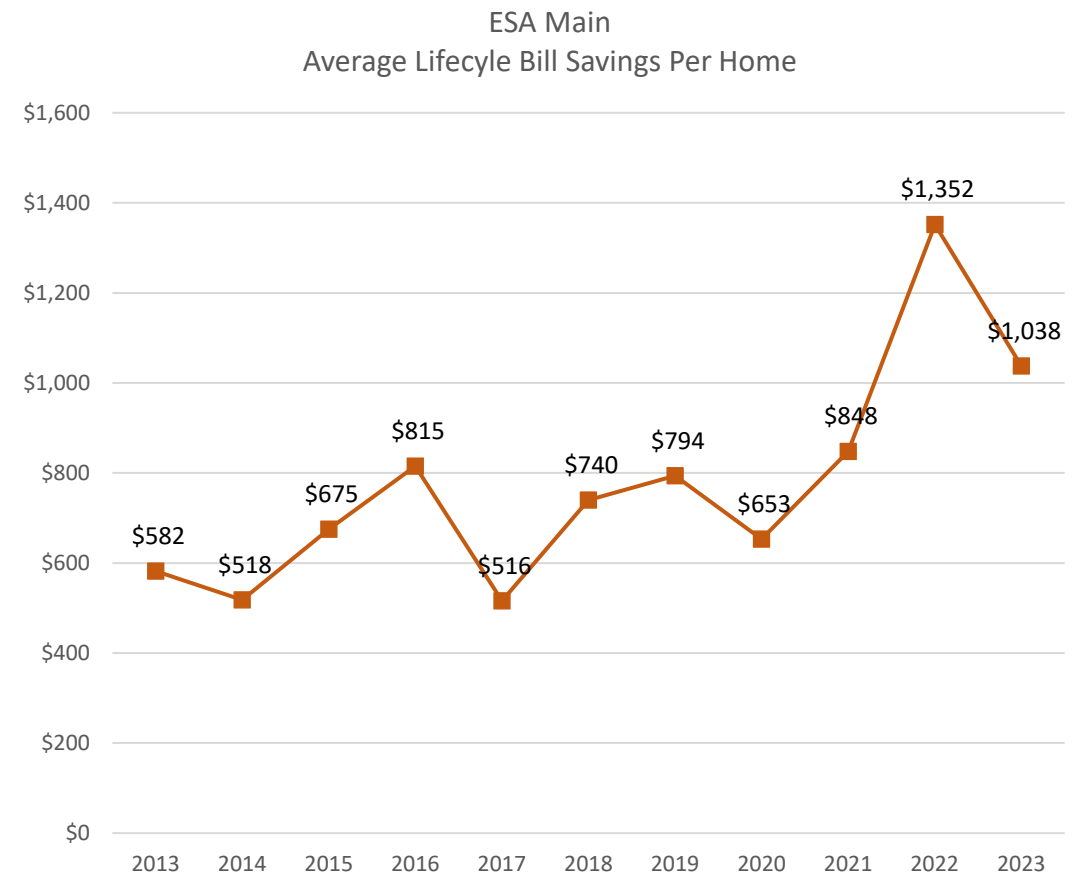
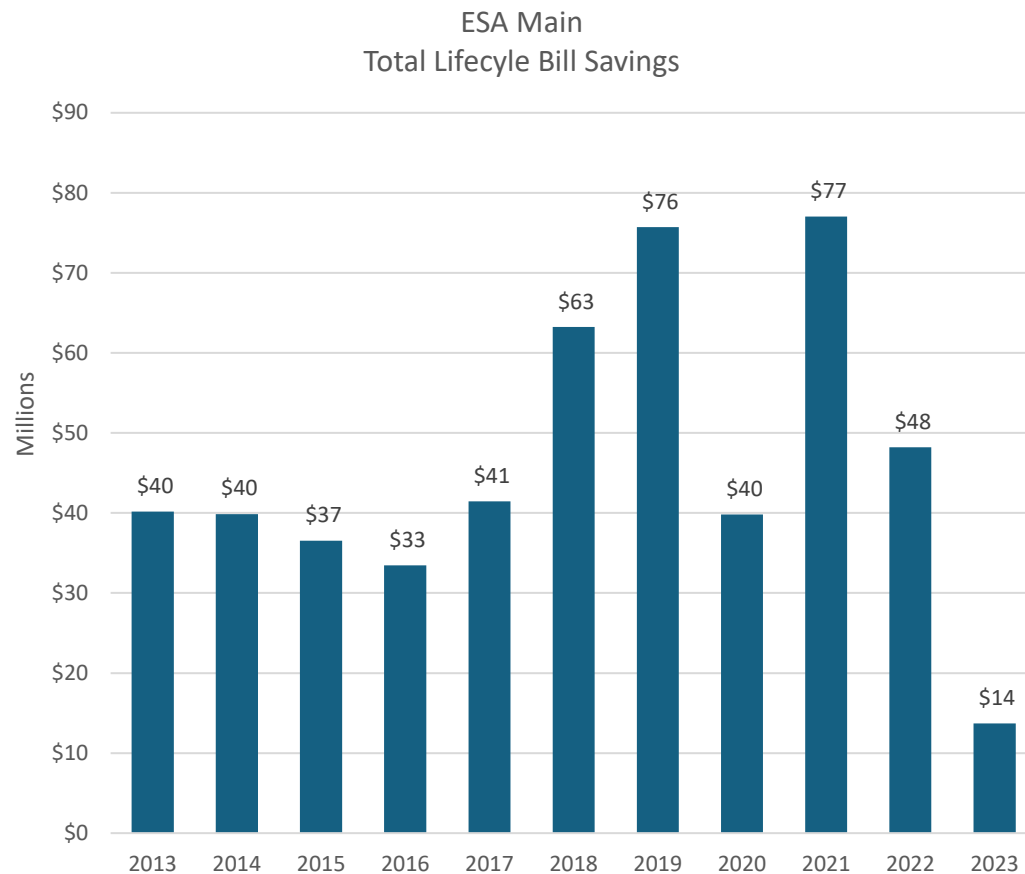
- **Energy Savings and Bill Savings:** The average lifecycle bill savings per home have generally increased, with a peak observed in 2022 which reflects the deep energy savings strategy implemented in the new cycle.
- **Cost and Savings Trends Depend on the Authorized Budget and Program Performance:** The ESA program costs have fluctuated, with a significant increase in 2019 to treat more than 98,000 homes, aiming to achieve the California Energy Efficiency Strategic Plan (CEESP) goal of providing all cost-effective measures to 100% of eligible and willing low-income households by 2020. There was a notable decrease in 2023, with only approximately 13,000 homes treated in the year the new program design was launched. Despite this, the average cost per home has generally risen.
- **Declining Cost-Effectiveness:** The cost-effectiveness of the ESA program has declined over the years, with negative net benefits observed from 2019 to 2023. The ratio of benefits over costs has been below 1 since 2019, indicating that costs have outweighed benefits. Aside from the overall decline in savings delivered, this could be due to the smaller number of households served and the mix of measures offered in this current cycle.

ESA Program Costs (2013-2023)



Source: SCE's Income-Qualified Programs Annual Report (2023), ESA Table 10

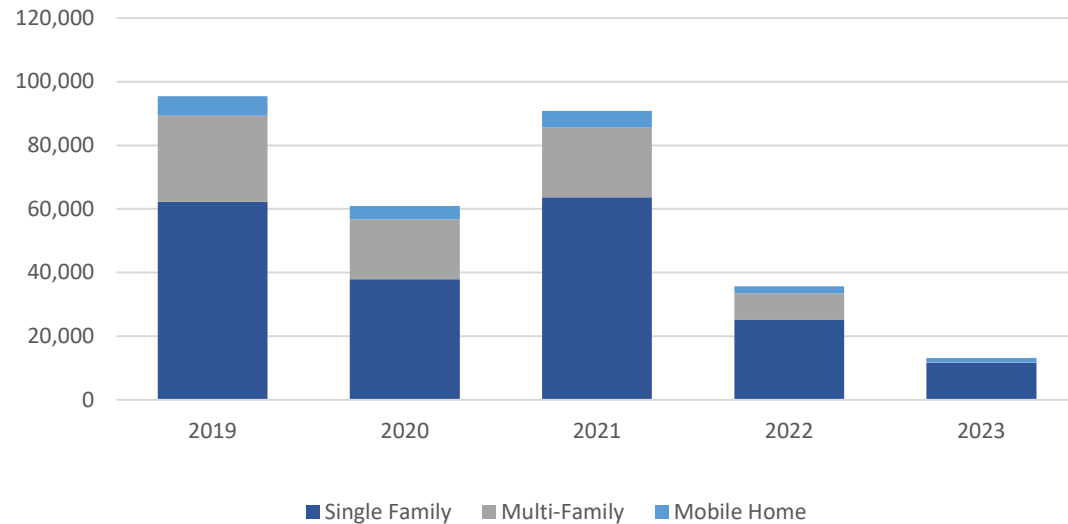
ESA Program Lifecycle Bills Savings (2013-2023)



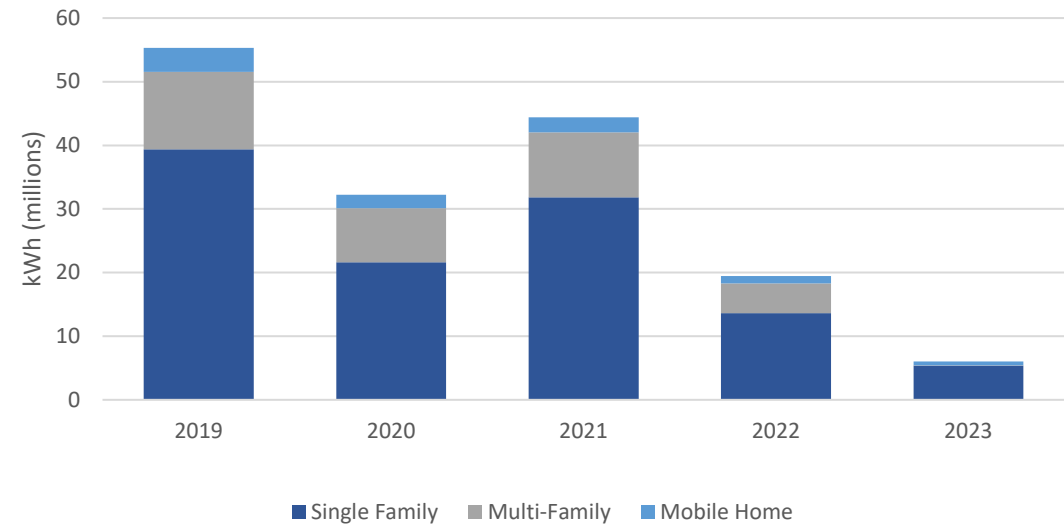
Source: SCE's Income-Qualified Programs Annual Report (2023), ESA Table 10

ESA Main Program Metrics by Housing Type(2019-2023)

ESA Main
Numbers of Homes Treated by Housing Type

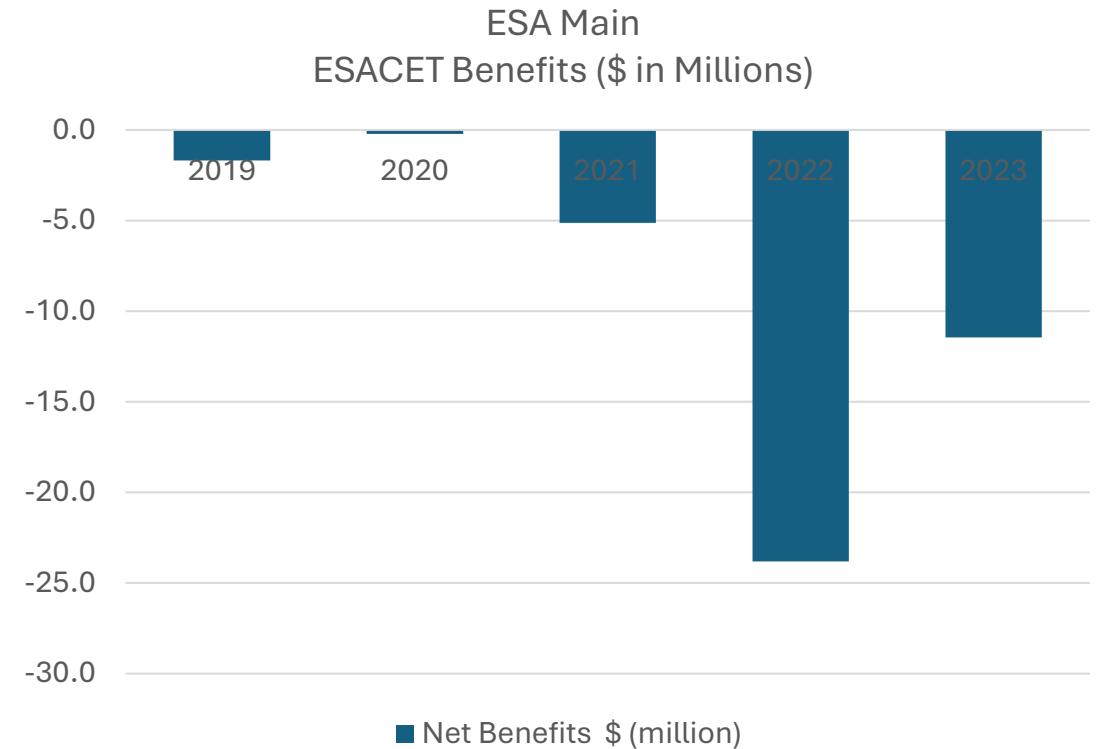
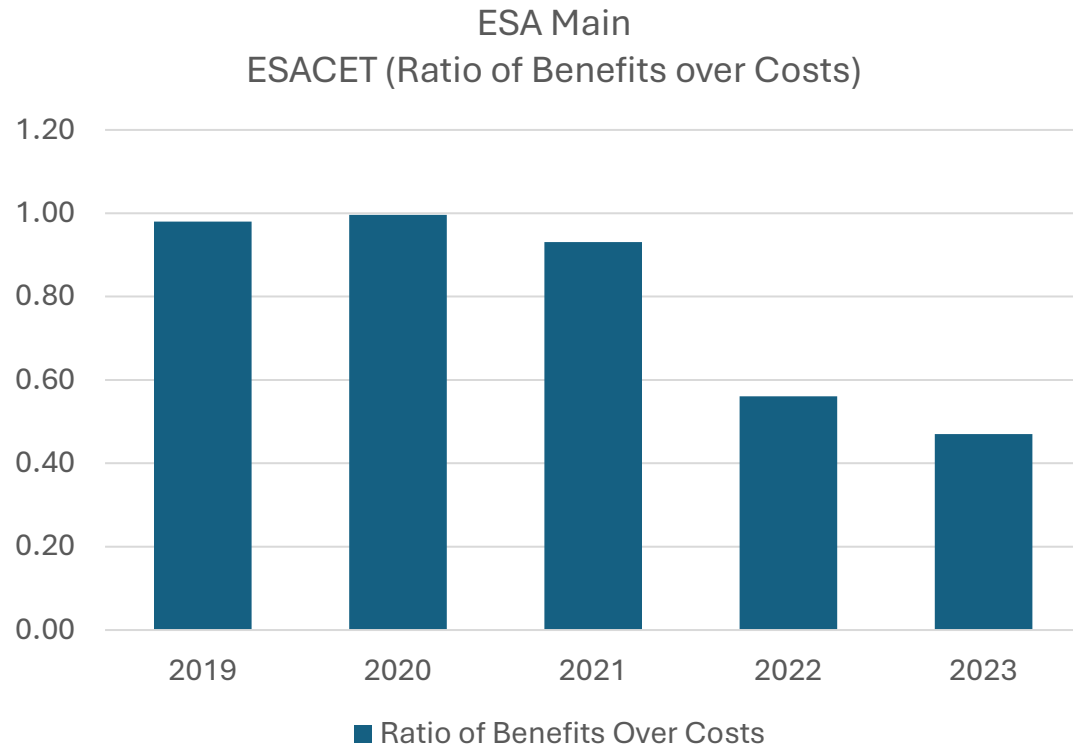


ESA Main
Energy Savings by Housing Type (kWh)



Source: SCE's Income-Qualified Programs Annual Report, ESA Table 4

ESA Main Cost Effectiveness



Source: SCE's Income-Qualified Programs Annual Report, ESA Table 3

Measures: Opportunities (Portfolio)

- Top 5 energy savings: Ranking of 1) Measures which produce the most savings for the portfolio, and 2) Measures which provide the customer the most benefit in savings per unit (installation).

Top 5 Portfolio Measures by Total kWh			Top 5 Portfolio Measures by kWh/Install		
Rank	Measure	Total kWh	Rank	Measure	kWh/Install
1	Refrigerator	1,771,386	1	Heat Pump Replacement	1,201
2	Smart Strip Tier II	1,658,522	2	Pool Pumps	999
3	Evaporative Cooler (Installation)	460,301	3	Freezer	848
4	Smart Thermostat	254,049	4	Refrigerator	579
5	Pool Pumps	200,701	5	Evaporative Cooler (Installation)	553

Source: SCE's Income-Qualified Programs Annual Report (2023 Amended), ESA Table 2 Main.

Note: Lighting measures are excluded from this analysis.

Measures: Opportunities (HCS Measures)

- Top 5 HCS Measures: Ranking of Measures based on installation count.

Top 5 HCS Measures by # of Installs		
Rank	Measure	# Installs
1	Room A/C Replacement	27
2	Portable A/C	26
3	Heat Pump Water Heater - Propane	1
4	Heat Pump Replacement - CAC Propane	-

Source: SCE's Income-Qualified Programs Annual Report (2023 Amended), ESA Table 2 Main.

Note: HCS measures are defined as any measure that does not save at least 1 kWh or Therm.

Measure Notes:

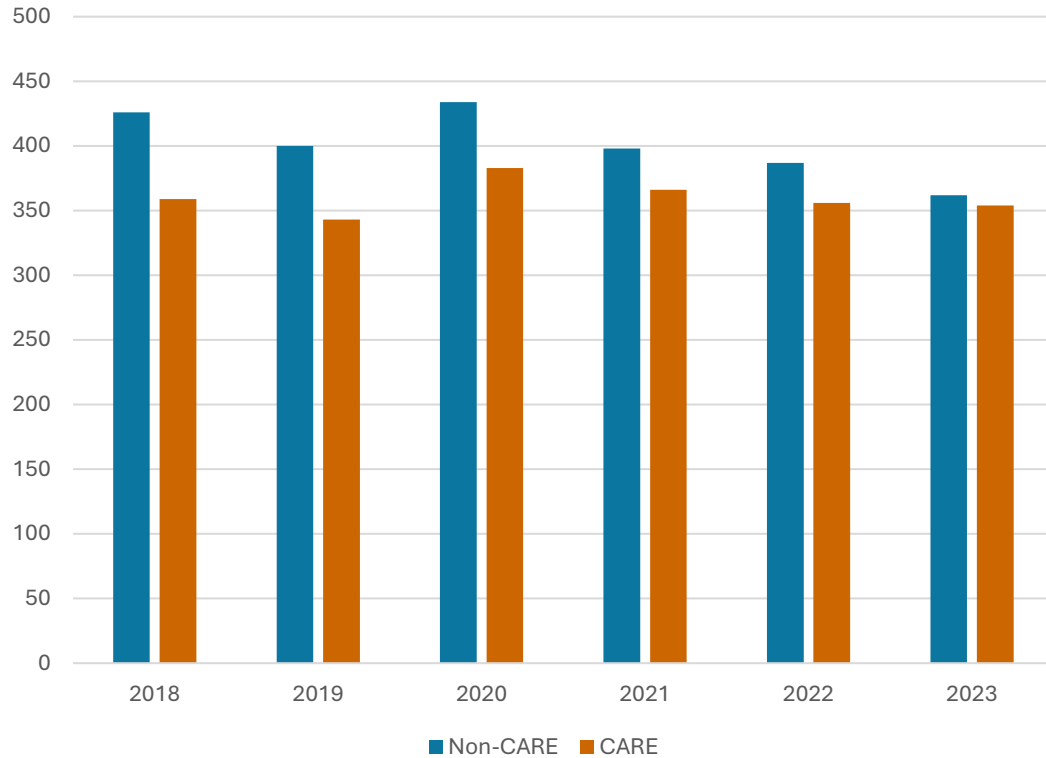
- Room ACs and Portable ACs are limited based on a customer's tier; and therefore, are not offered to all customers
- Heat Pump Water heaters and space heating replacing a propane fuel source are not commonly found
- SCE's current measure offering have mostly a positive savings value.

IQP Energy and Bill Savings

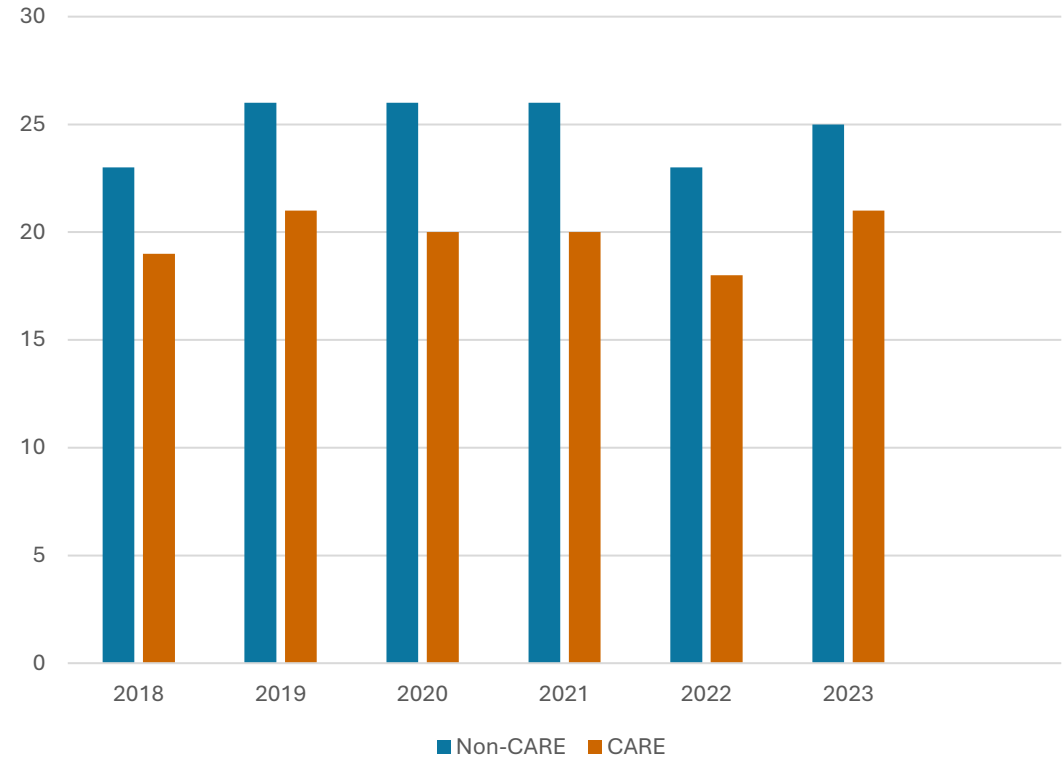
San Diego Gas & Electric

Average Monthly Energy Usage(2018-2023)

Average Monthly Energy Usage (Electric) Non-CARE vs CARE Households



Average Monthly Energy Usage (Gas) Non-CARE vs CARE Households



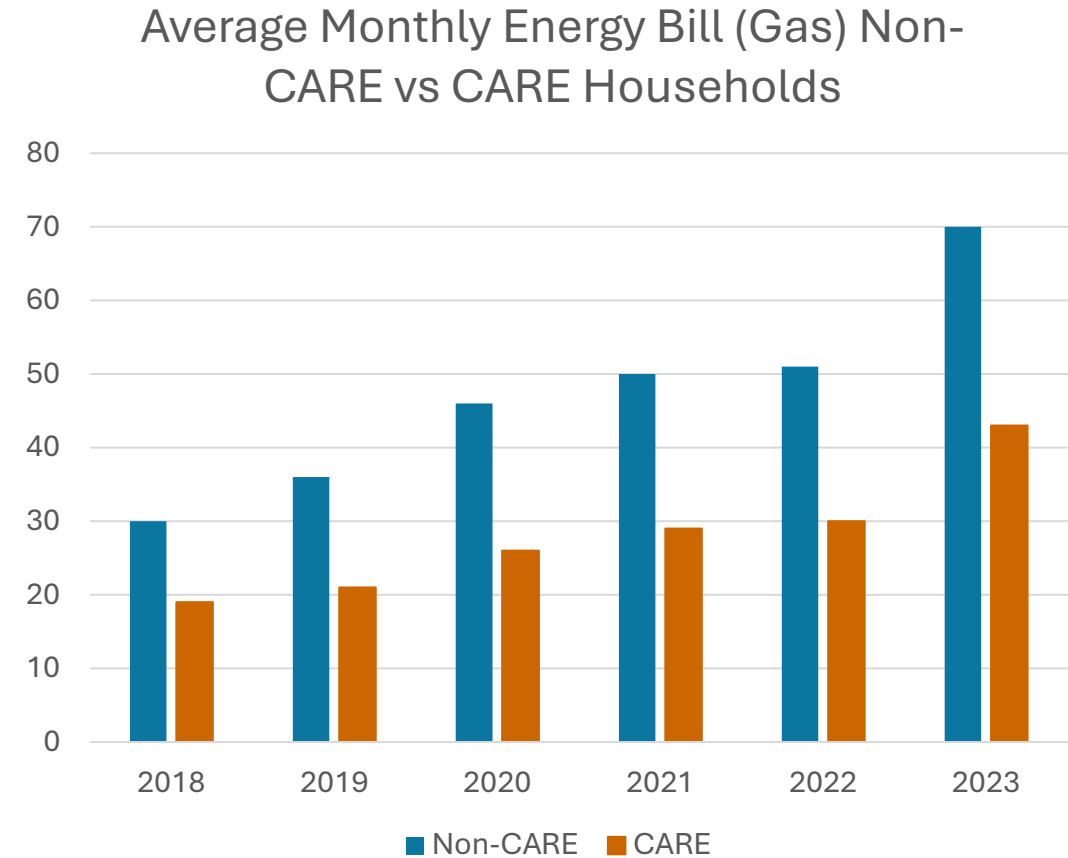
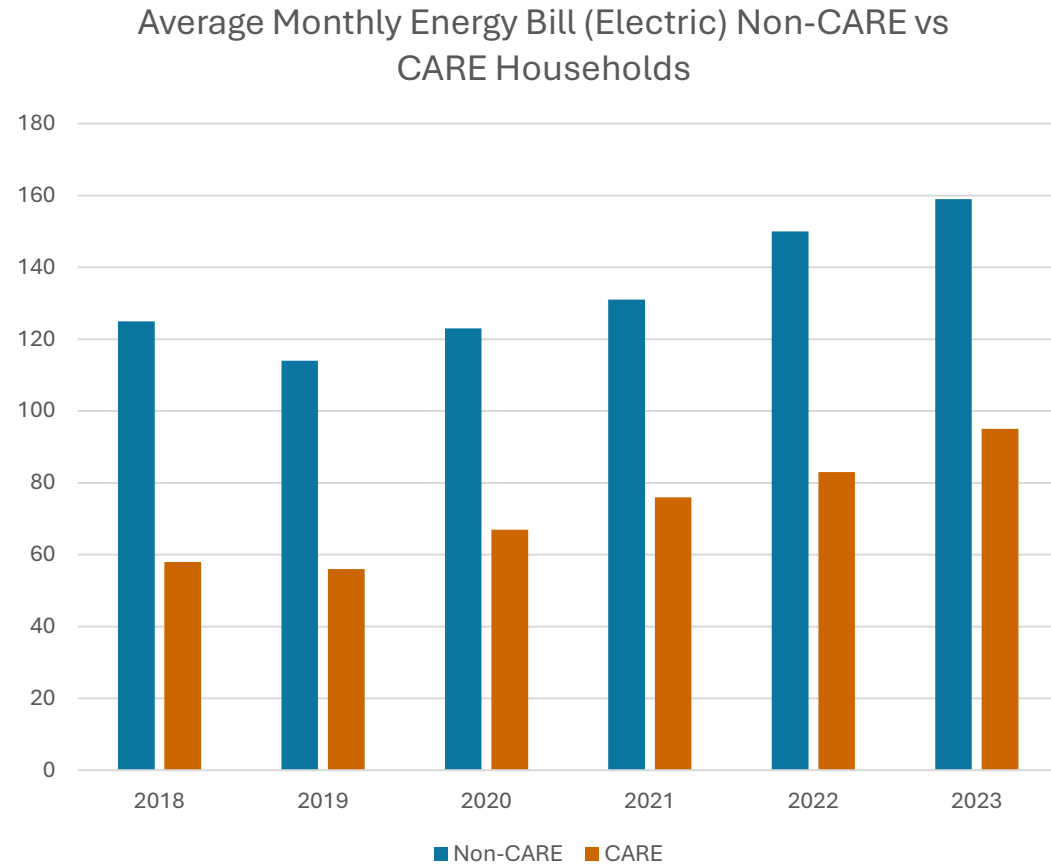
Source: SDG&E's Income-Qualified Programs Annual Report, CARE Table 9

Average Monthly Energy Usage (2018-2023)

Key Insights

- Increase in electric usage in 2020 most likely due to Covid and stay at home order
- Fluctuations in usage are primarily a function of weather patterns
- Increase in gas usage in 2023 due to extreme winter cold in the area

Average Monthly Energy Bill (2018-2023)



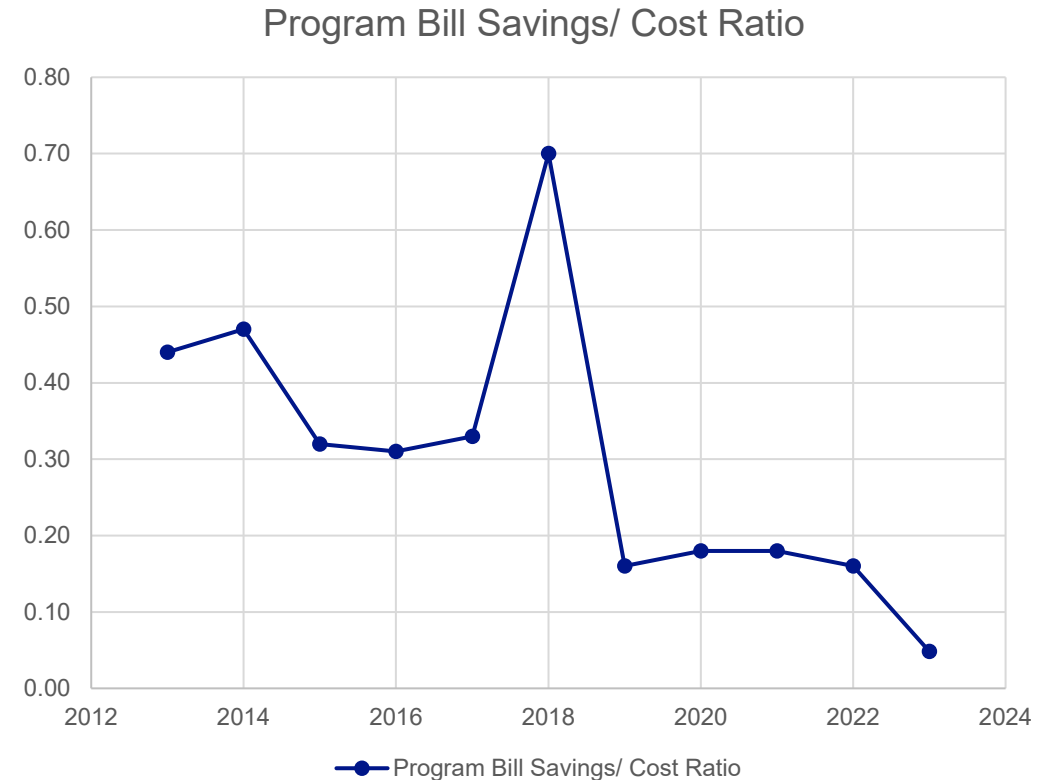
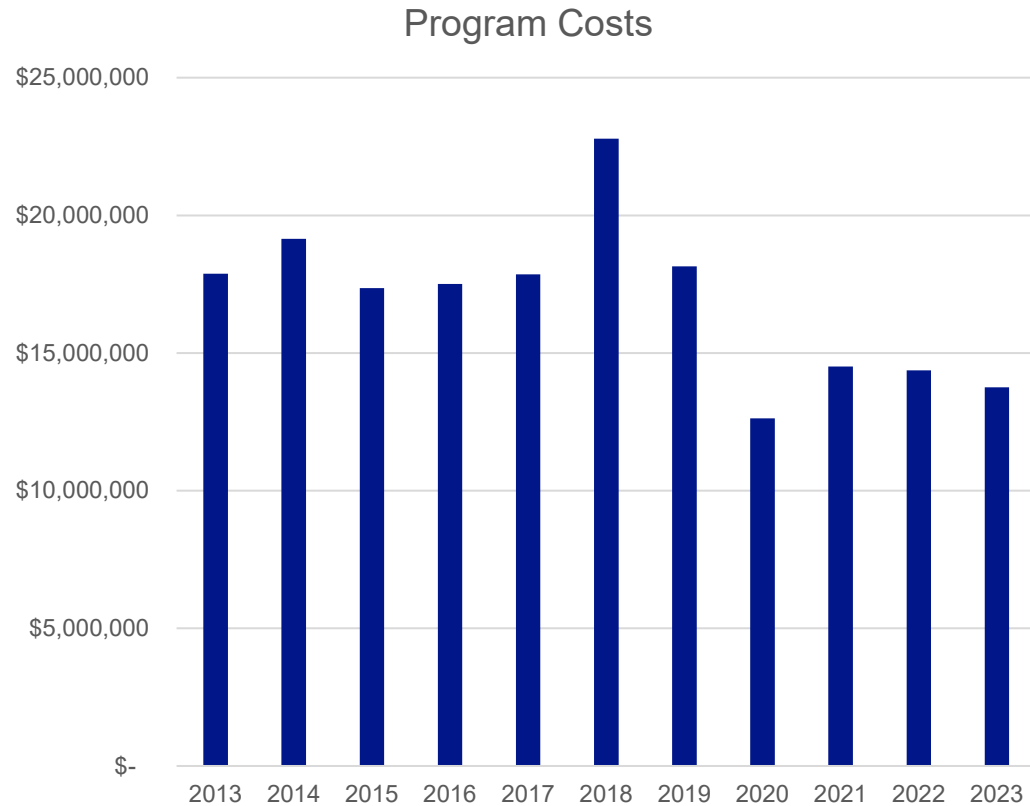
Source: SDG&E's Income-Qualified Programs Annual Report, CARE Table 9

Average Monthly Energy Bill (2018-2023)

Key Insights

- The increase in electric bills reflects electric rate increases
- Gas bill increases in 2023 attributed to shortage and extreme winter weather

SDG&E ESA Program Costs (2013-2023)



Source: SDG&E's Income-Qualified Programs Annual Report (2023), ESA Table 10, 11-11-2024 Amendment

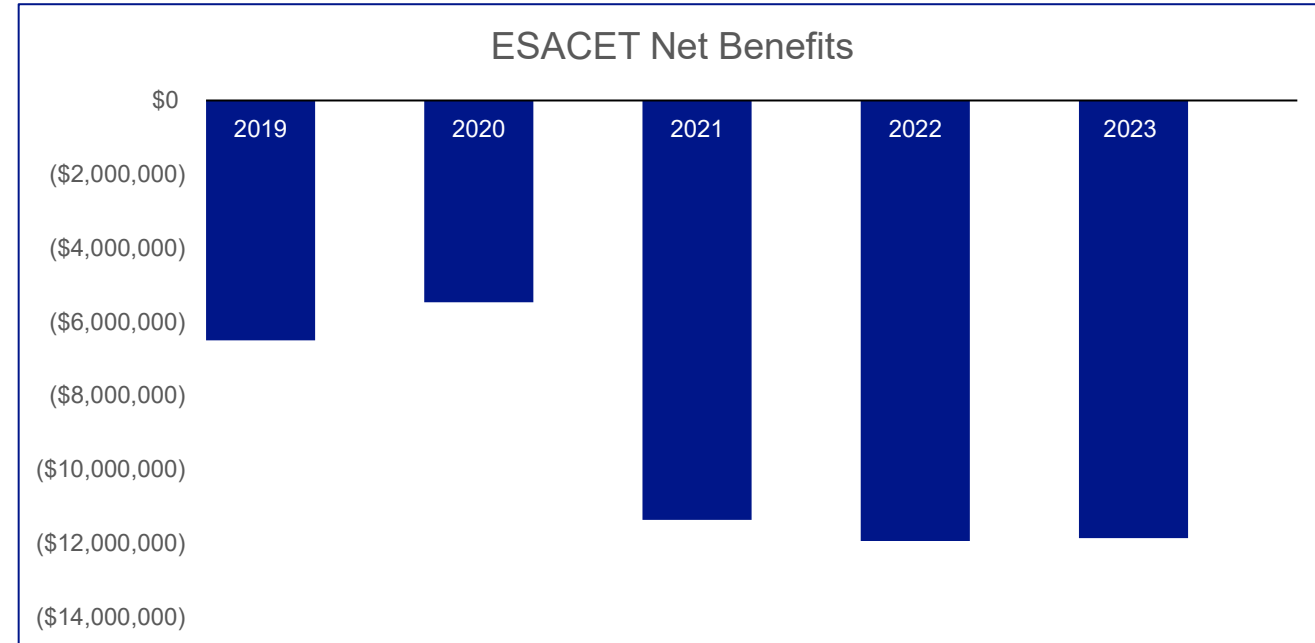
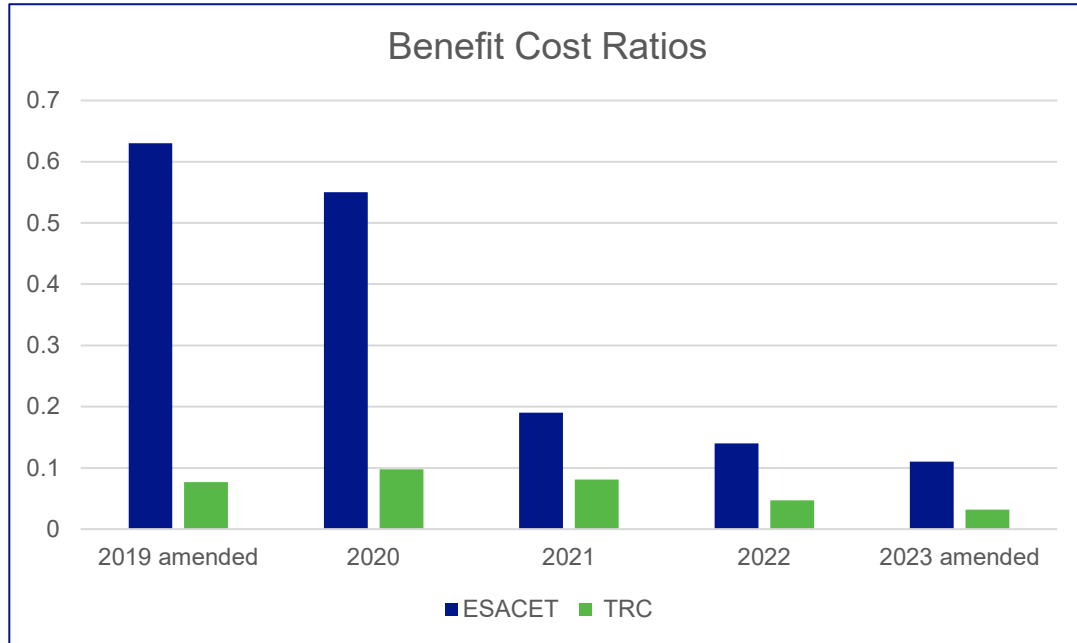
ESA Program Costs (2013-2023)



Key Insights

- Higher costs in 2018 due to increased lighting measure installations
- Drop in program costs in 2020 due to Covid and reduction in program implementation
- Decline in 2023 due to new ESA Program design ramp up with fewer homes treated, measures installed

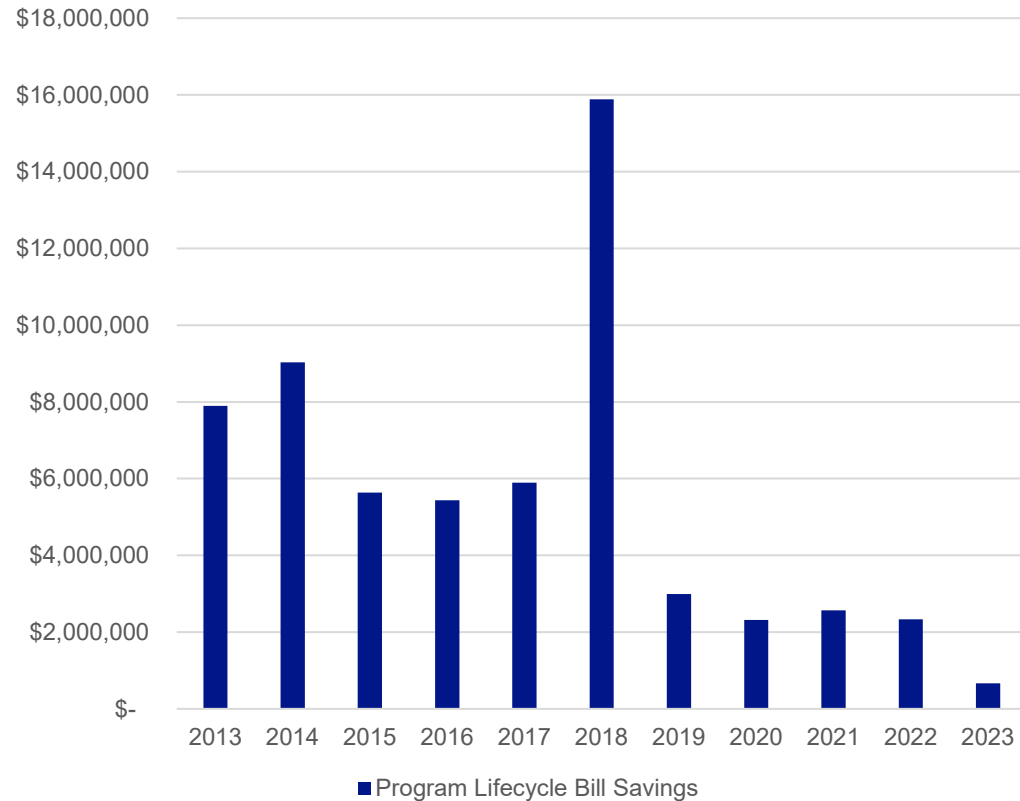
ESA Main Cost Effectiveness



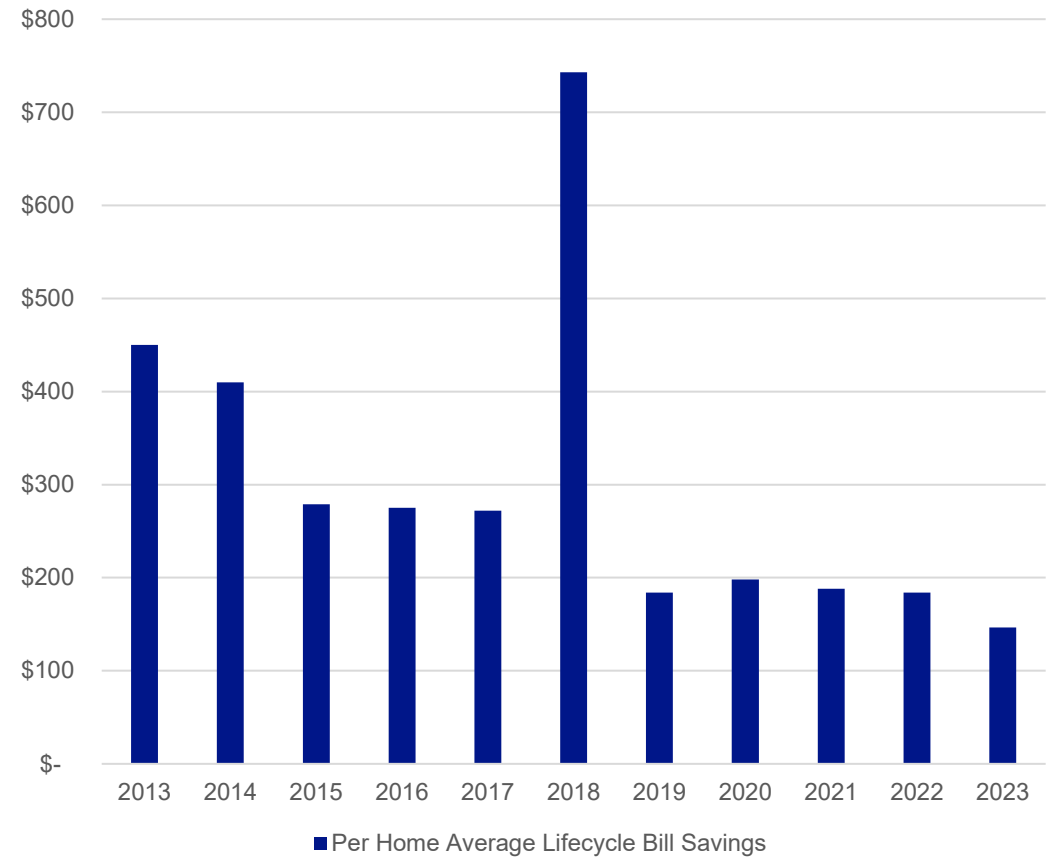
Source: SDG&E's Income-Qualified Programs Annual Report, ESA Table 3

SDG&E Program Average Lifecycle Bill Savings (2013-2023)

Average Lifecycle Bill Savings
ESA Main



Average Lifecycle Bill Savings Per Home
ESA Main



Source: SDG&E's Income-Qualified Programs Annual Report (2023), ESA Table 10, 11-11-2024 Amendment

Average Lifecycle Bill Savings (2013-2023)

Key Insights

- Increase in 2018 savings is due to the addition of LED lighting measures
- All savings values declined in 2019 due to implementation of 2015-2017 Impact Evaluation study findings
- Lower savings potential overall due to
 - Updated codes and standards to more efficient appliances resulting in decrease in deemed savings workpaper values
 - Shift away from lighting towards lower saving and non-energy saving measures

Top 5 Measures - ESA Main (2024 YTD - Sept)

Highest Energy Savings by Total Measures Installed (ESA Main)

Measure	Quantity Installed	kWh YTD	Therms YTD
Refrigerator	557	297,562	0
LED A- Lamps	17,433	106,885	(2,389)
Power Strip I and Tier II	813	138,766	0
Air Sealing	1,903	84,448	(3,768)
Domestic Hot Water	1,767	27,672	26,005

Highest Energy Savings per Unit (ESA Main)

Measure	Quantity Installed	kWh/unit max potential	Therms/Unit max potential
Heat Pump Water Heater	0	1,570	0
Pool Pumps	0	1,250	0
Refrigerator	557	812	0
Room A/C Replacement	46	280	0
Tankless Water Heater	0	0	79

Measure Notes:

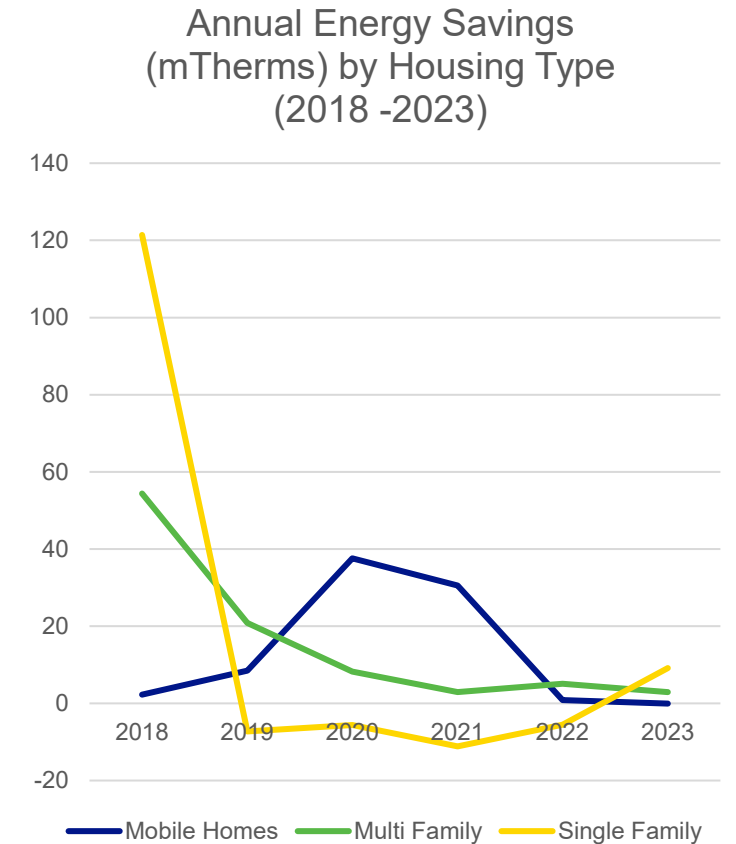
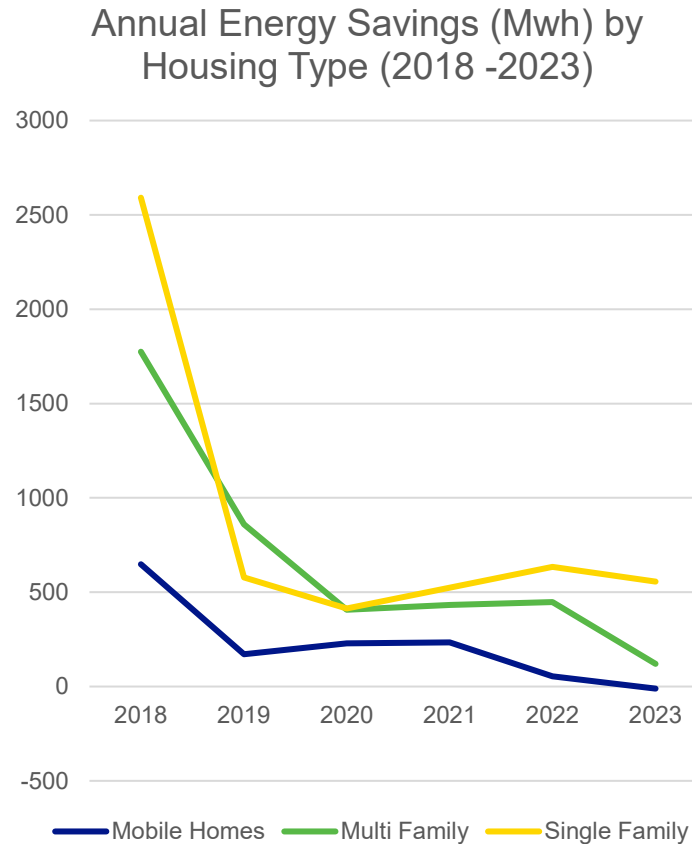
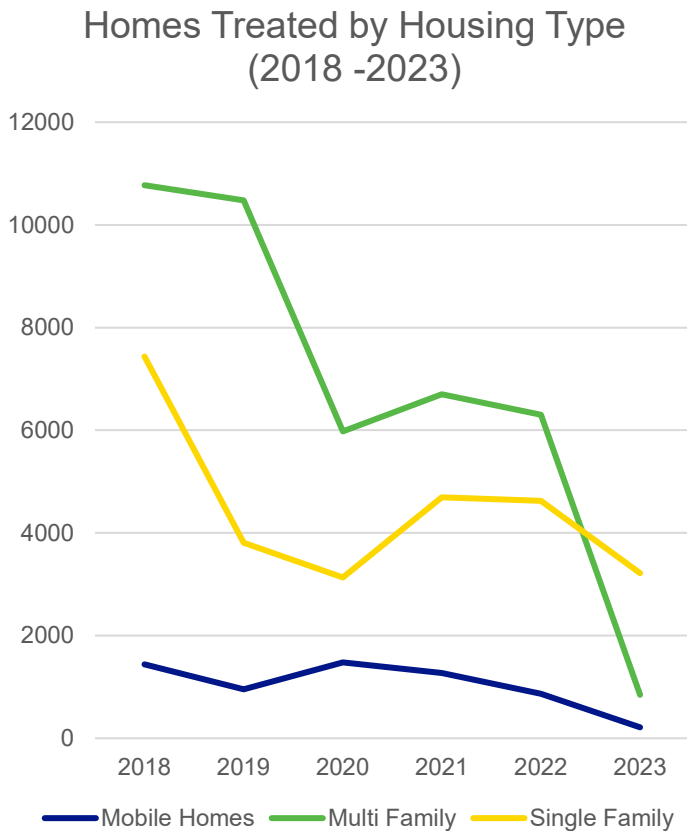
- Heat Pump Water Heater has limited eligibility, it is not a fuel sub measure, requires more contractor training and system integration
- Installation Contractor for Pool Pump will be available in 2025
- Tankless Water Heater has limited eligibility, requires more contractor training, system integration, expect installations in 2025

Top 5 Measures - Savings (2024 YTD - Sept)

Key Insights

- Program savings generated from higher volume, easier to install measures.
- Highest individual savings measures have lower feasibility and/or are not fully rolled out yet. (For example, HPWH, Tankless WH, and Pool Pumps)

Energy Savings by Housing Type (2018 - 2023)



Source: SDG&E's Income-Qualified Programs Annual Reports, ESA Table 4 (2018 – 2023)

Energy Savings by Housing Type (2018-2023)

Key Insights

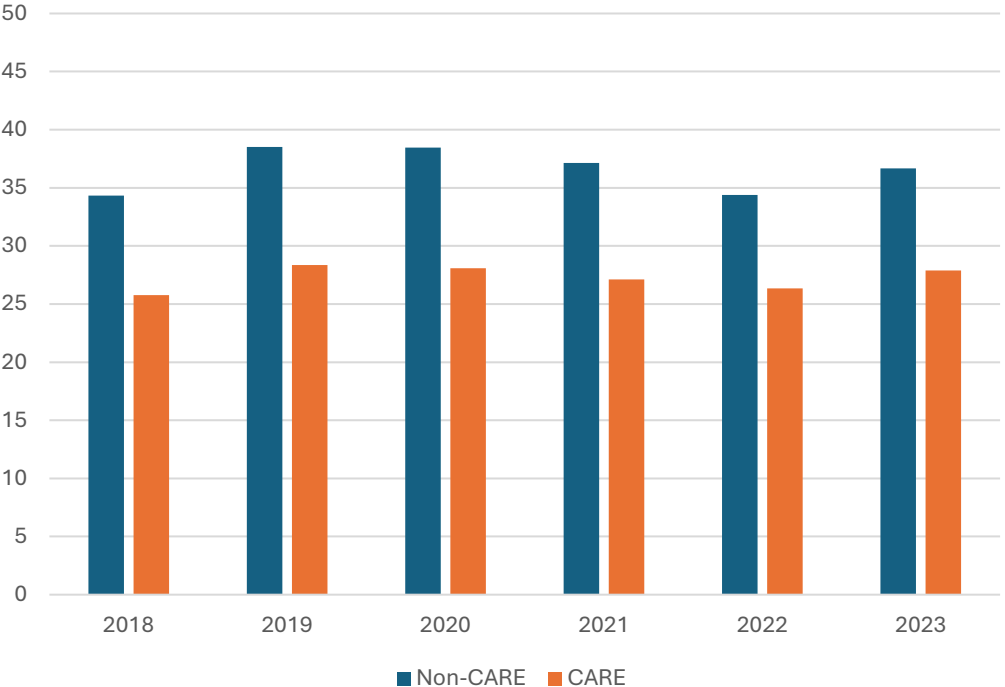
- Homes Treated declined in 2020 due to Covid
 - In 2023, new program design ramp up with focus on fewer homes treated
- Annual kWh energy savings declined in 2019 due to Impact Evaluation
- Annual therms savings increased for Mobile Homes in 2020 due to higher number of treatments and gas measure installations

IQP Energy and Bill Savings

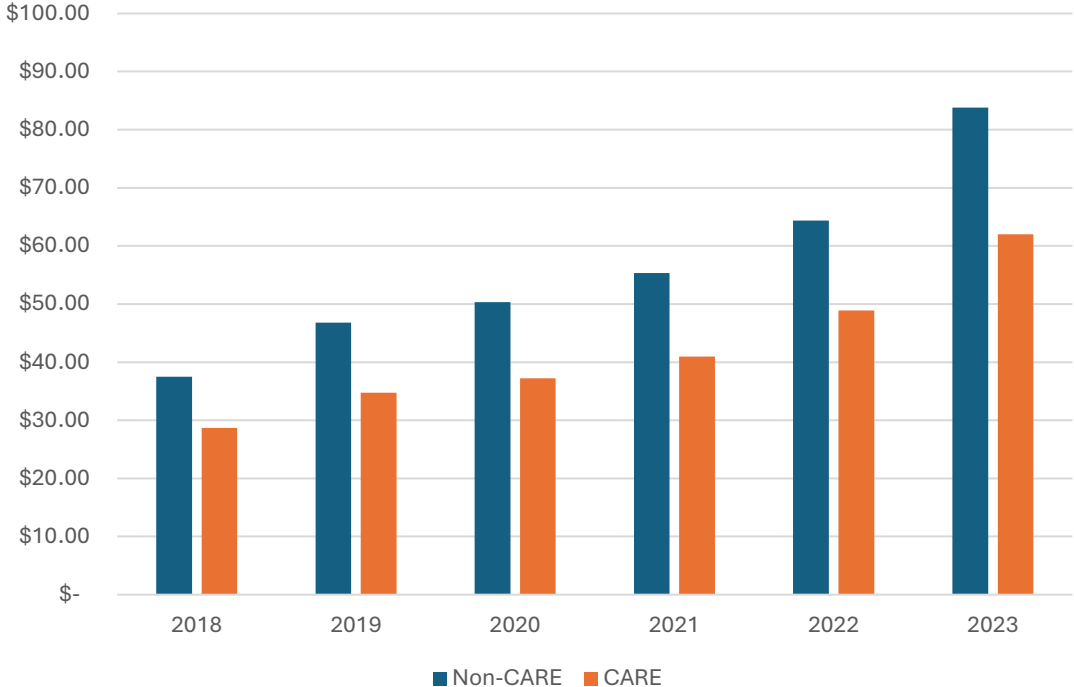
Southern California Gas Company
Energy Savings Assistance Program
2024

Average Monthly Energy Usage and Bill (2018-2023)

Average Monthly Energy Usage (Therms)
CARE vs Non-CARE Households



Average Monthly Gas Bill
CARE vs Non-CARE Households



Source: SoCalGas' Income-Qualified Programs Annual Report, CARE Table 9



Average Monthly Energy Usage and Bill (2018-2023)

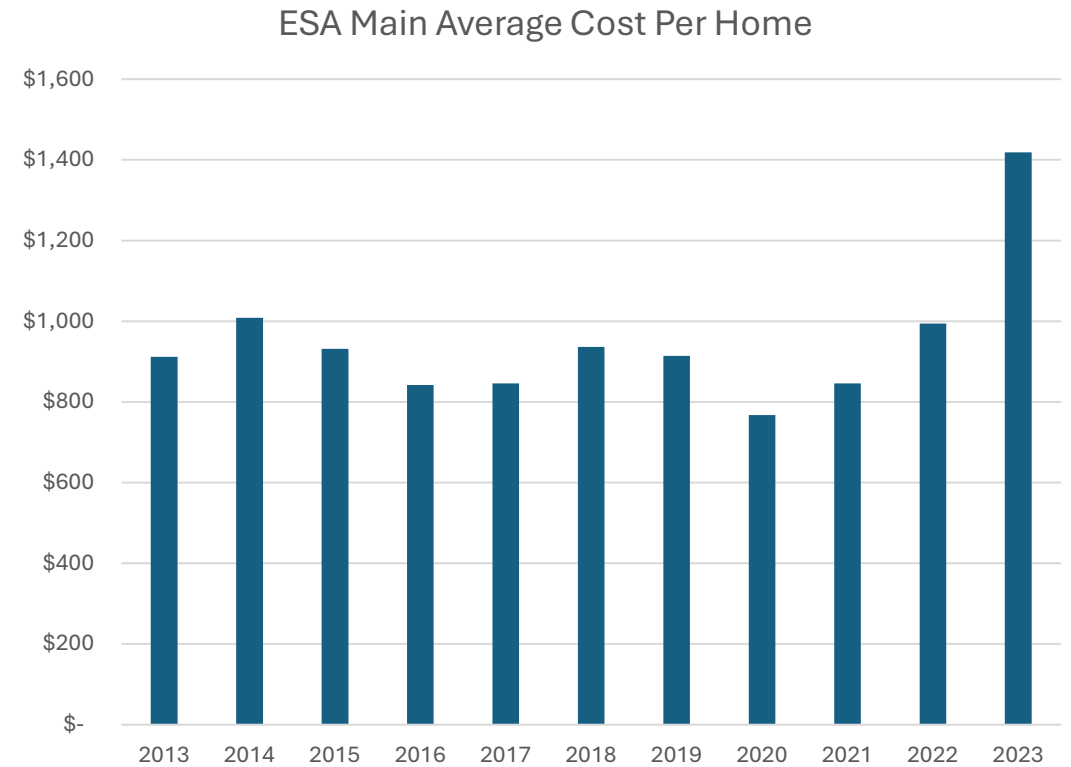
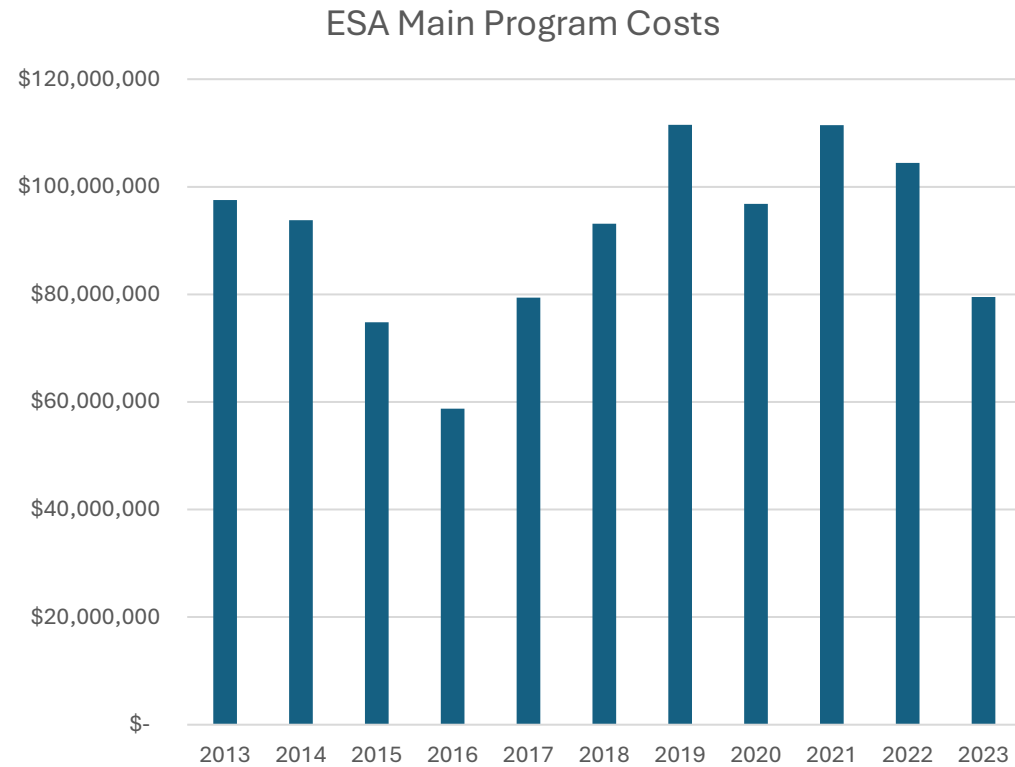
Key Insights

- Slight fluctuations in energy usage vs. steady increase in gas bills
- Fluctuations in energy usage year over year likely due to weather patterns/winter temperatures
- Beginning in 2021 the increase in commodity price also added upward pressure on bills
- High 2023 gas bills partially attributed to winter 2023 shortage
- Even with the discount, CARE customers appear mindful of energy usage

Source: SoCalGas' Income-Qualified Programs Annual Report, CARE Table 9



ESA Program Costs (2013-2023)



Source: SoCalGas' Income-Qualified Programs Annual Report (2023), ESA Table 10

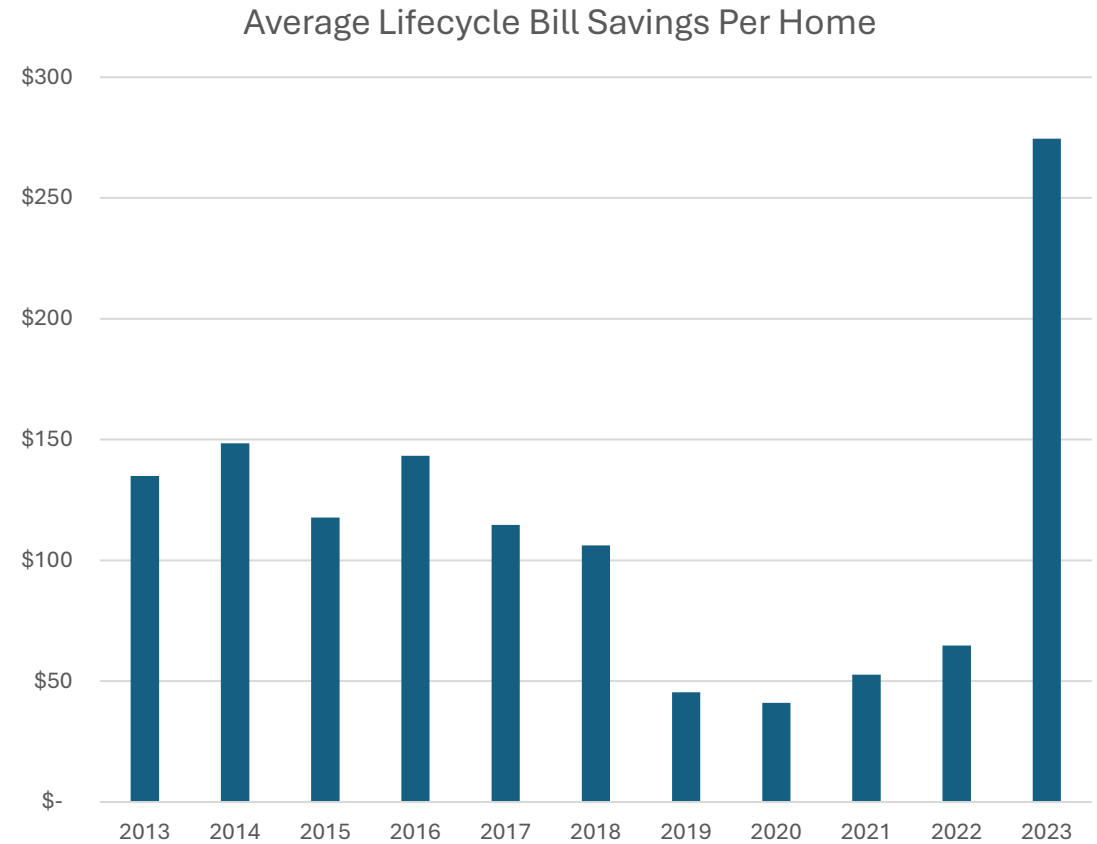
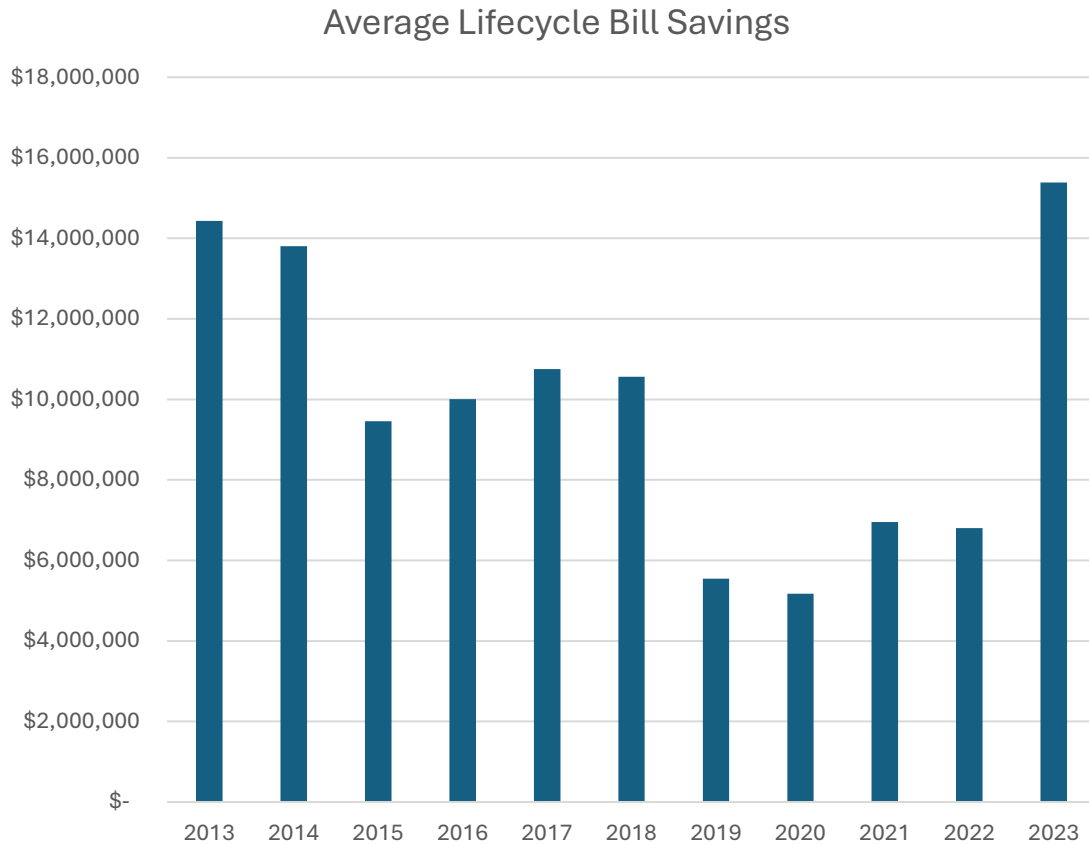


ESA Program Costs (2013-2023)

Key Insights

- Steady increase in costs per home with decreased overall costs from 2020 – 2023 reflect new program cycle ramp-up as well as increased program efficiencies
- Higher costs per home, especially in 2023 reflect change in program focus to fewer homes and deeper energy savings

ESA Program Average Lifecycle Bills Savings (2013-2023)



Source: SoCalGas' Income-Qualified Programs Annual Report (2023), ESA Table 10



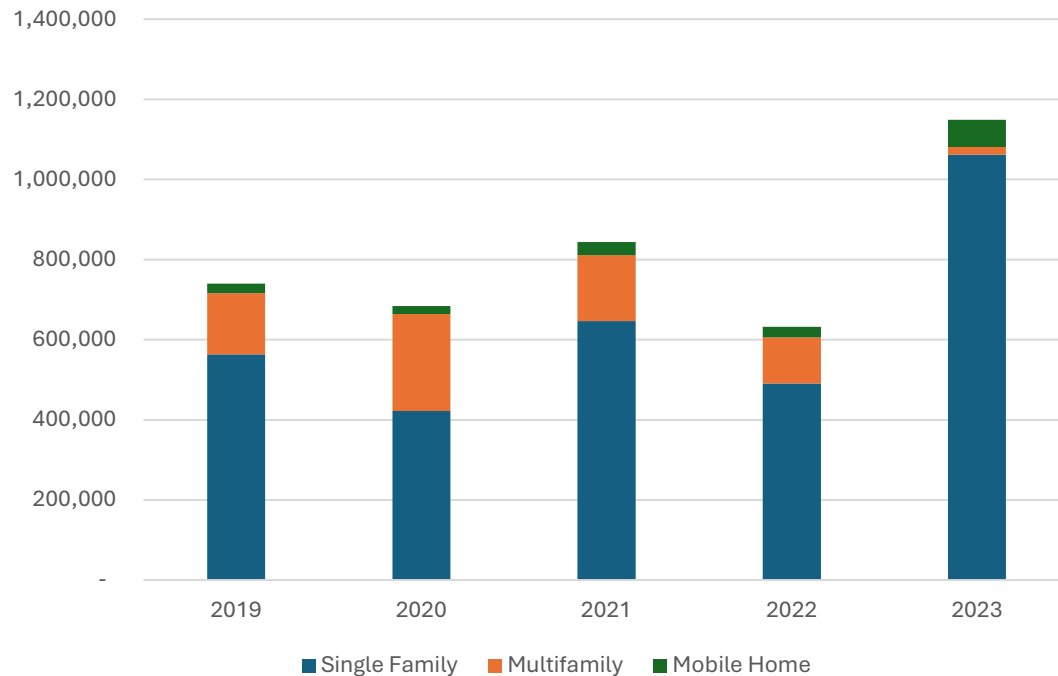
ESA Program Average Lifecycle Bills Savings (2013-2023)

Key Insights

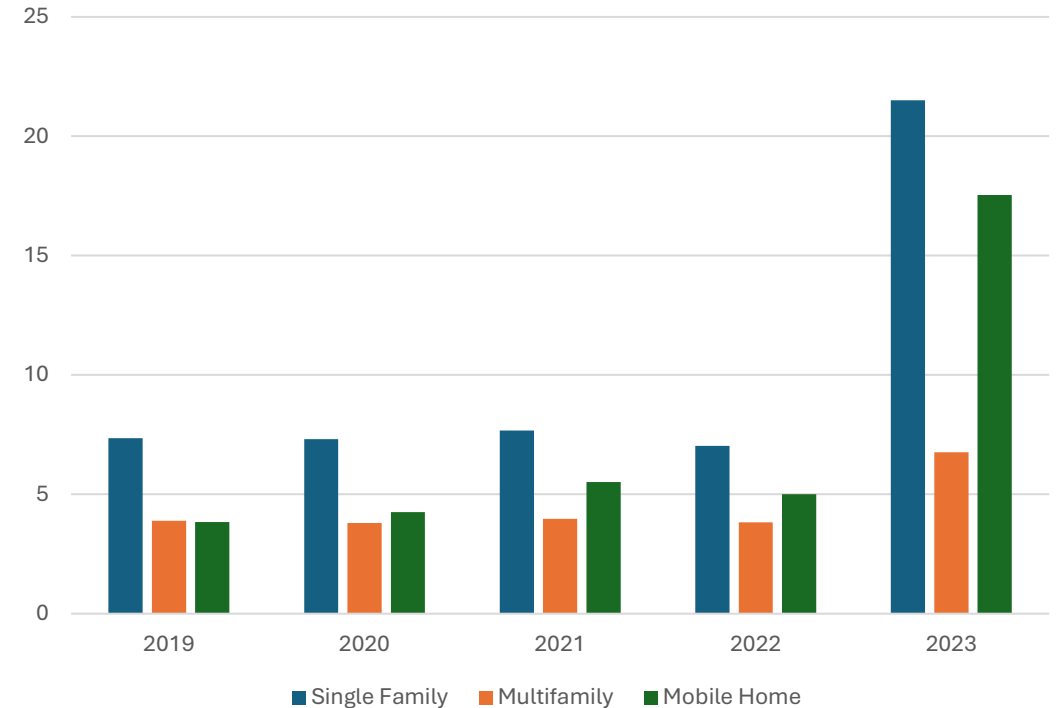
- Results in line with new program cycle focus and ramp-up
- Dramatic increase in lifecycle savings in 2023 demonstrates impact of new program focus.

ESA Program Energy Savings by Dwelling Type (2019-2023)

Total Program Energy Savings (Therms)



Average Energy Savings Per Dwelling Type (Therms)



Source: SoCalGas' Income-Qualified Programs Annual Report (2023), ESA Table 4



ESA Program Energy Savings by Dwelling Type (2019-2023)

Key Insights

- Fewer multifamily homes served in 2023, but greater therm savings achieved for all dwelling types.

Measures: Opportunities

Top five energy savings producing measures:

Measure	Units Installed	Therms Saved	Therms Saved Per Unit Installed
Smart Fan Controller	9,457	259,731	27.5
Prescriptive Duct Sealing	16,002	177,782	11.1
Tankless Water Heater	1,225	110,549	90.2
Other Hot Water	30,866	97,537	3.2
Attic Insulation	2,467	70,992	28.8

Measures: Opportunities

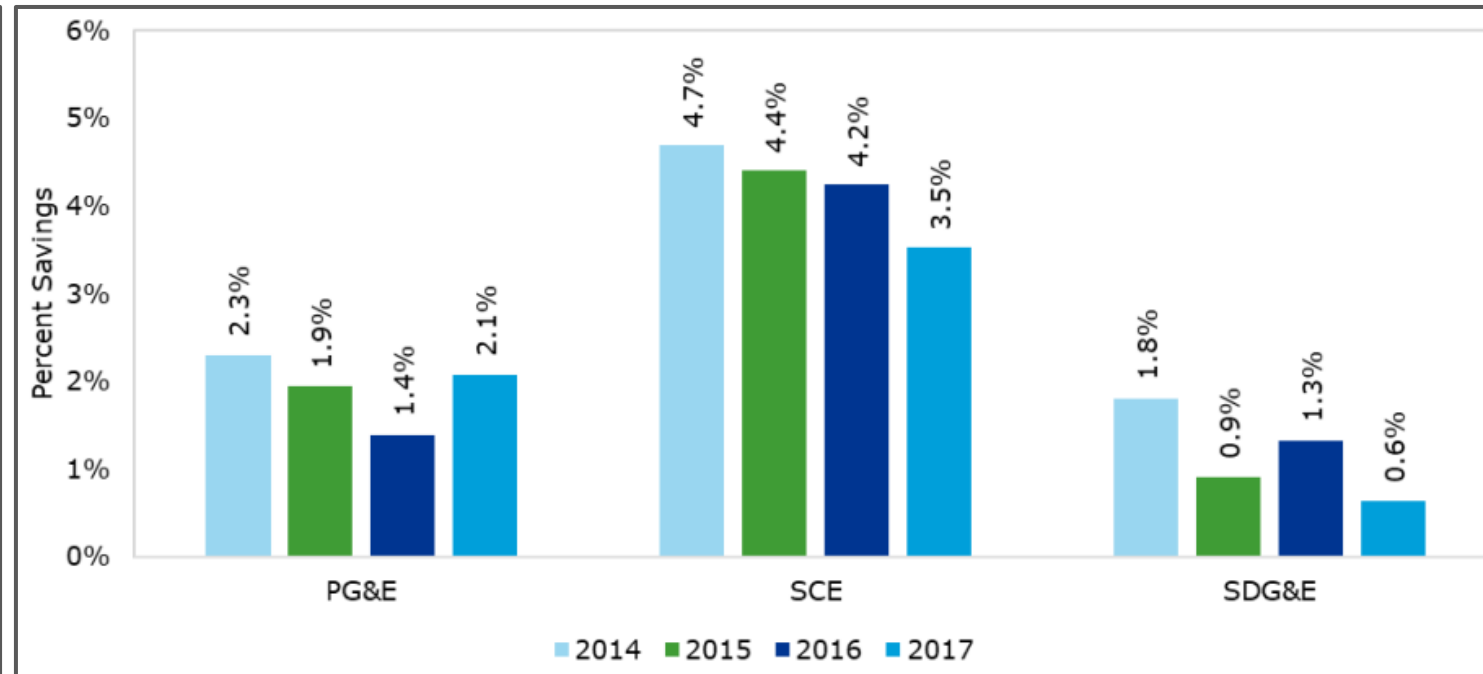
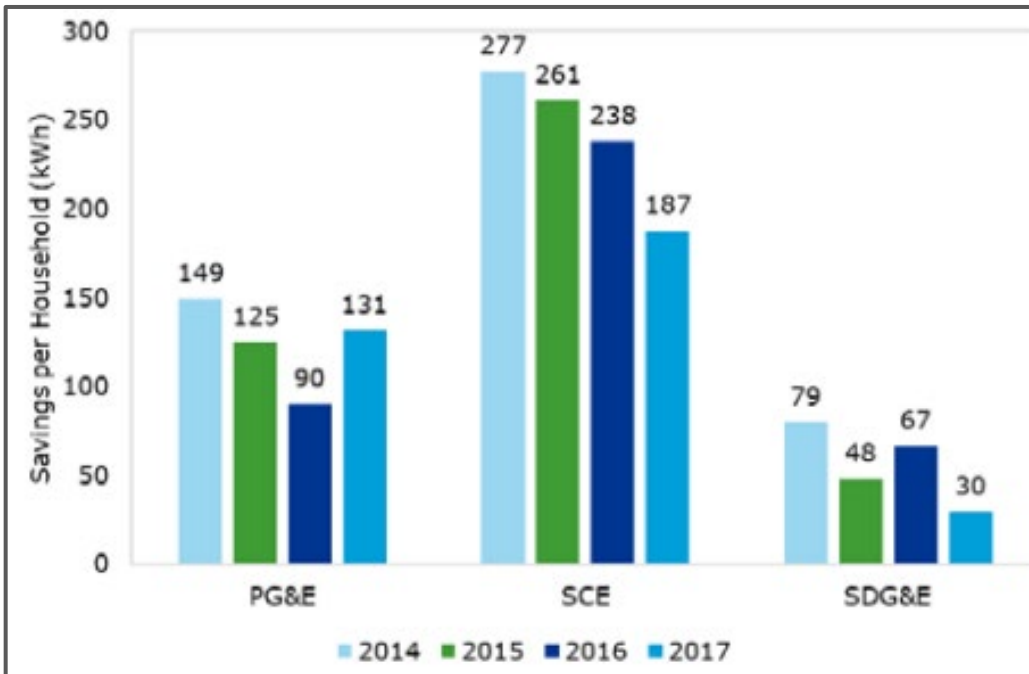
- Highly beneficial Health, Comfort, and Safety measures with zero to nominal therm savings:
 - Furnace Clean and Tune
 - Furnace Repair and Replacement
 - Includes FAUs and Wall
 - CO and Smoke Alarm
 - Comprehensive Home Health and Safety Check-Up
 - Air Sealing/Envelope
- As we get into the colder temperature season these measures need to be installed at a higher rate to ensure the most sensitive customers get through winter with an operative furnace and a more comfortable home.

Appendix

ESA Impact Evaluation Report 2015-2027

ESA Impact Evaluation – Electric Savings

- Electric savings as a percentage of household consumption ranged from 0.6 to 4.7% across the IOUs, over the 2014-17 period.

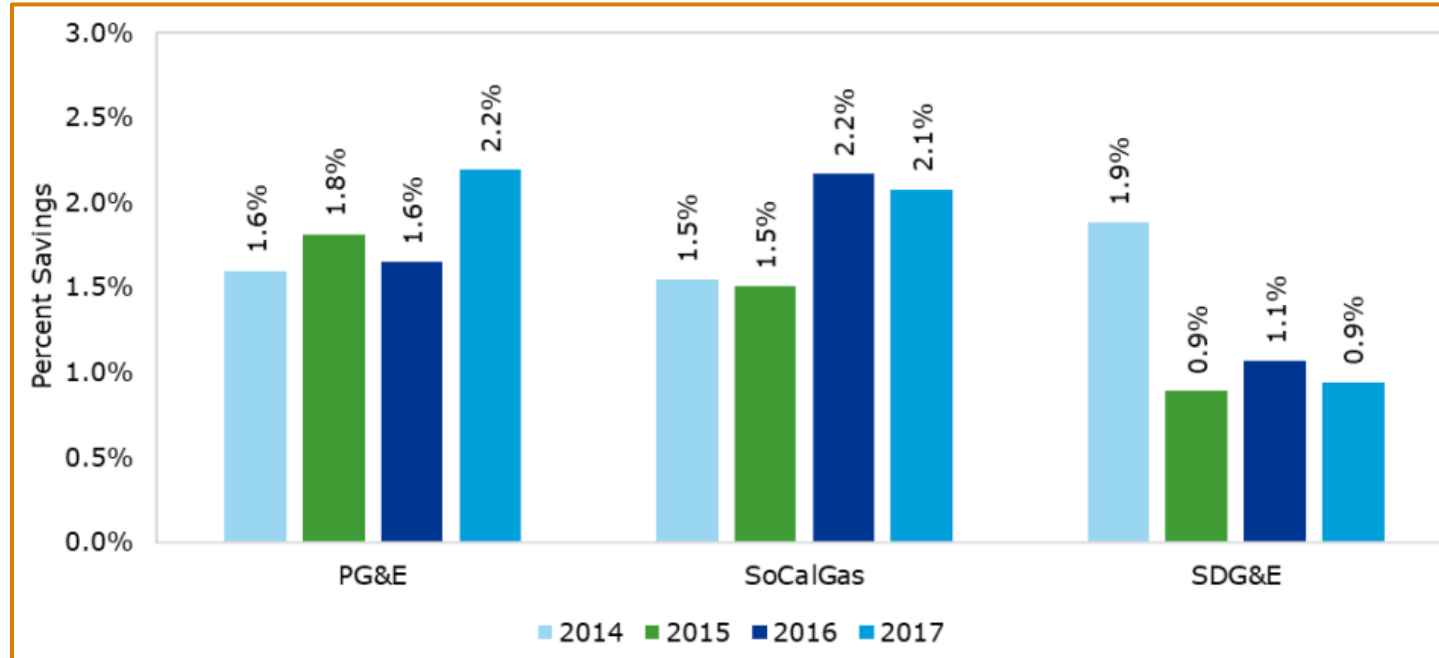
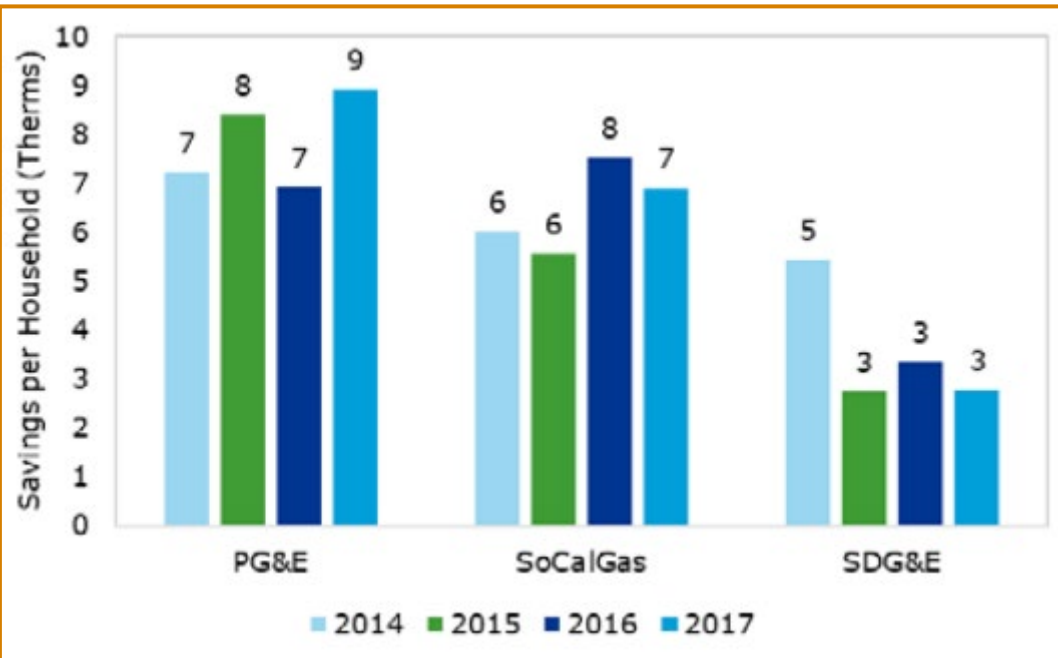


Source: DNV GL (2019) “ESA Impact Evaluation Program years 2015–2017”. Figures 5-1 and 5-2.

https://www.calmac.org/publications/2015-2017_ESA_Impact_Evaluation_-_FINAL_-_CALMAC_Posting.pdf

ESA Impact Evaluation – Gas Savings

- Similar to electric savings, gas savings as a percentage of household consumption ranged from 0.9 to 2.2% across the IOUs, over the 2014-17 period.



Source: DNV GL (2019) “ESA Impact Evaluation Program years 2015–2017”. Figures 5-10 and 5-11.

https://www.calmac.org/publications/2015-2017_ESA_Impact_Evaluation_-_FINAL_-_CALMAC_Posting.pdf

Figure 5-4. Electric savings by housing type

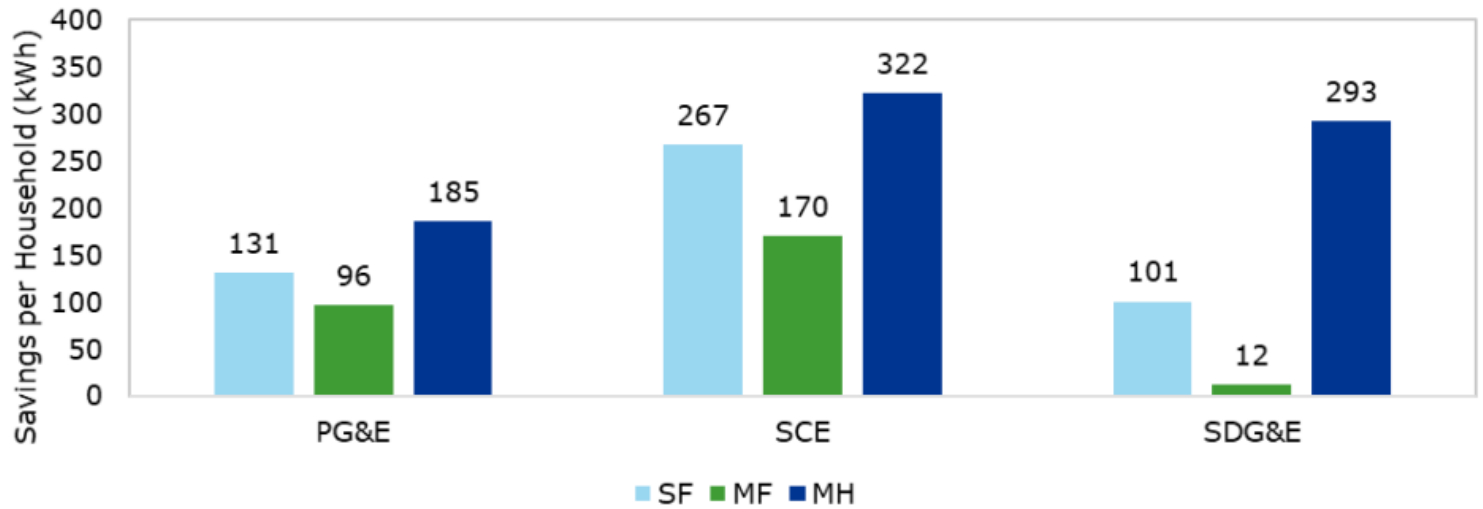
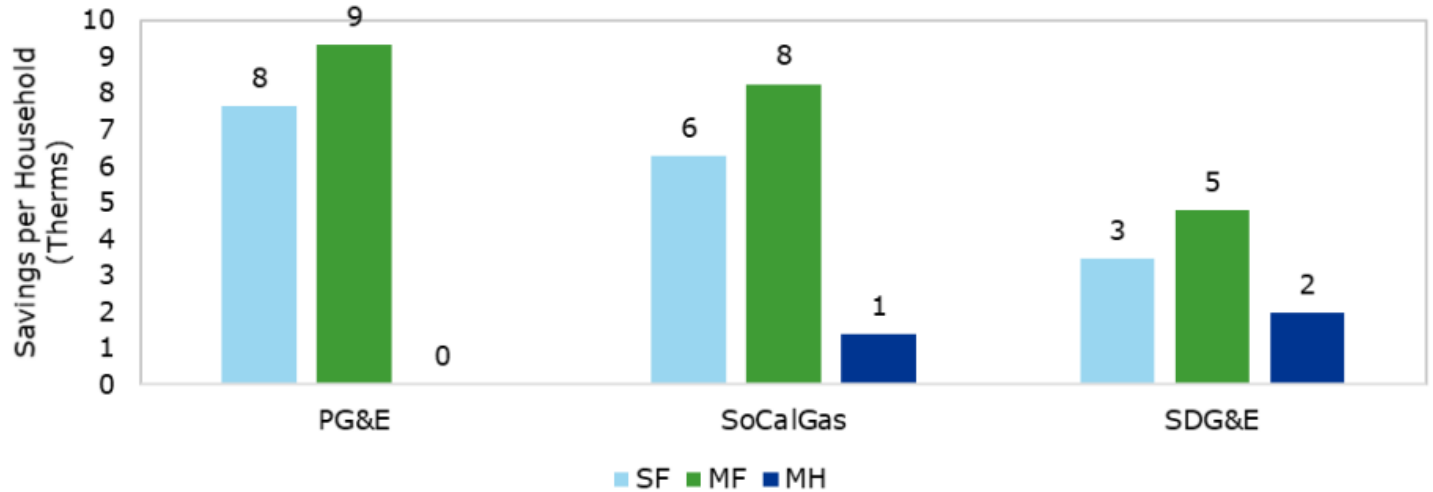


Figure 5-12. Gas savings by housing type



Energy Savings by Housing Type: Single-Family, Multi-Family, and Mobile Homes –

- Mobile homes produced the most electric savings, but little to no gas savings.
- Electric savings was lowest among multi-family homes.

Timing of Next ESA Main and MFWB Impact Evaluations

- 12 months of post-treatment data is required to incorporate usage and seasonality of installed measures.
- For example, if PY 2024 is a representative program year for ESA Main, the impact analysis cannot begin until the beginning of PY 2026.
 - Results would become available in mid-2026 at the earliest.

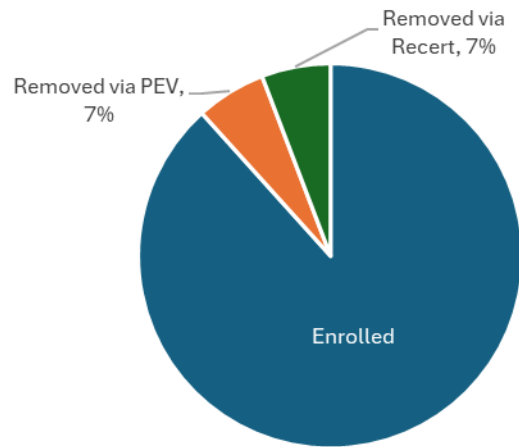


CARE/FERA Recertification and Post-Enrollment Verification (PEV)

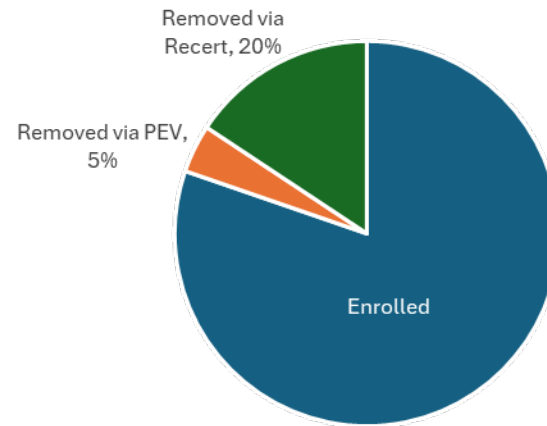
CARE/FERA: Impact of PEV/Recert on Enrollments

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

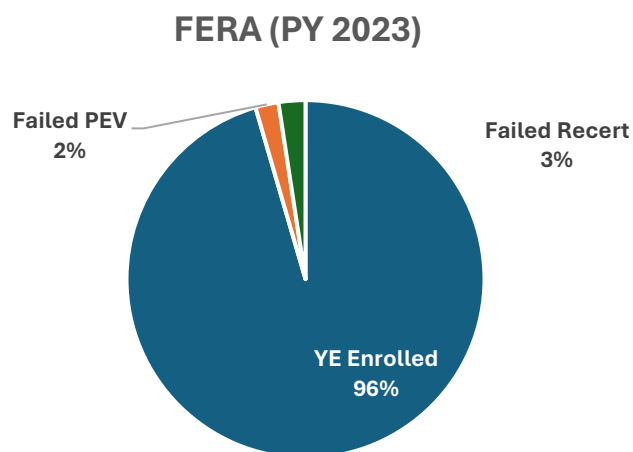
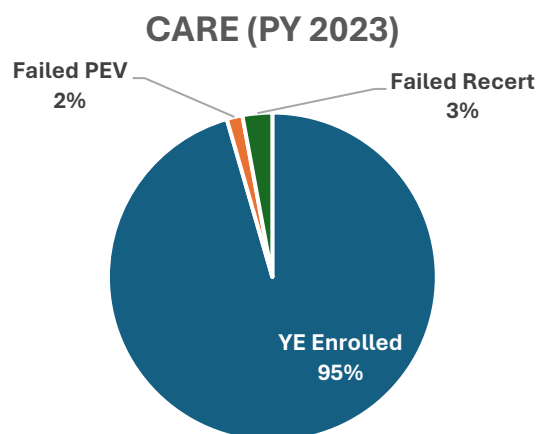
Results

- 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.

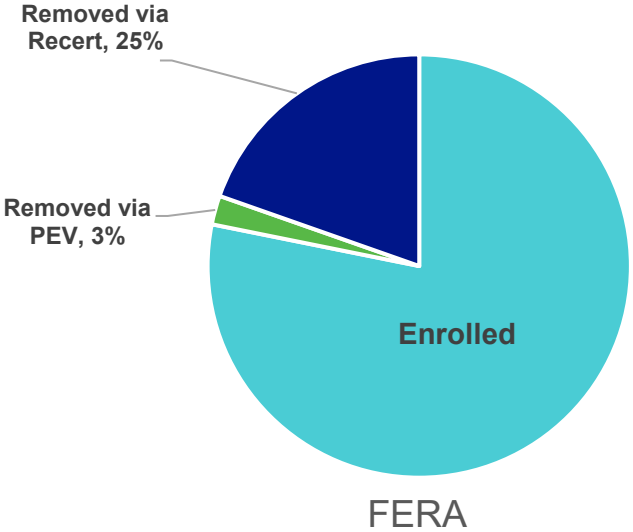
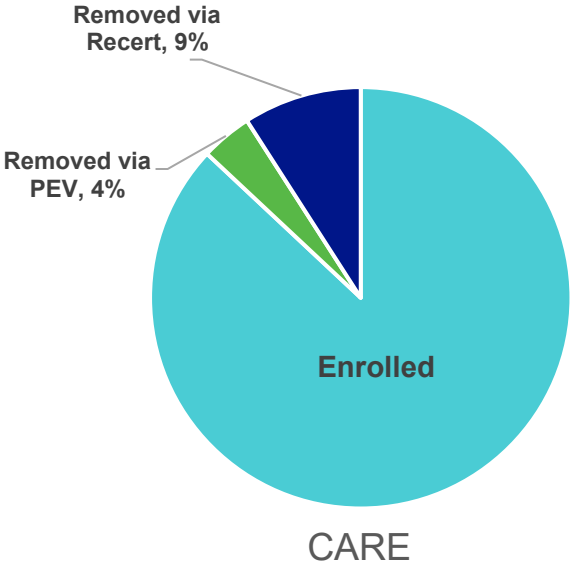
Impact of PEV/Recert on CARE/FERA Enrollment

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

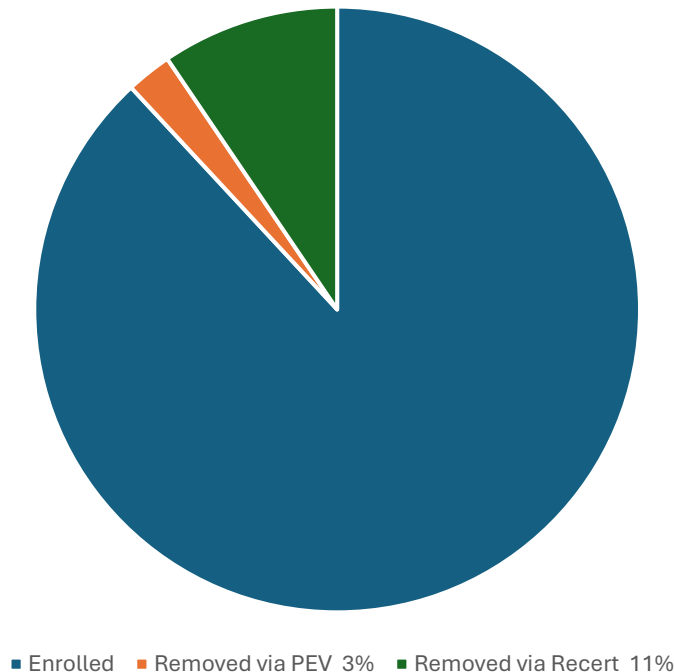
CARE PY 2023	
CARE Enrollment	CARE Participation Rate
1,826,582	110%

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.