

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Application of Pacific Gas and Electric Company
for Approval of Energy Savings Assistance and
California Alternate Rates for Energy Programs
and Budgets for 2021-2026 Program Years
(U39M).

Application 19-11-003

And Related Matters.

Application 19-11-004

Application 19-11-005

Application 19-11-006

Application 19-11-007

**ANNUAL REPORT ACTIVITY OF SAN DIEGO GAS & ELECTRIC COMPANY
(U 902 M) ON ENERGY SAVINGS ASSISTANCE, CALIFORNIA ALTERNATE RATES
FOR ENERGY, AND FAMILY ELECTRIC RATE ASSISTANCE PROGRAMS FOR 2025**

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This report presents the 2025 program year results and expenditures for San Diego Gas & Electric Company's (SDG&E) Energy Savings Assistance (ESA), California Alternate Rates for Energy (CARE), and Family Electric Rate Assistance (FERA) Programs.¹ SDG&E submitted its FERA Annual Report on March 1, 2026, pursuant to Senate Bill (SB) 1130.²

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¹ In accordance with D.21-06-015.

² Public Utilities Code Section 739.12 as amended by SB 1130 effective January 1, 2025. California Code, PUC 739.12.



SAN DIEGO GAS & ELECTRIC COMPANY

ANNUAL REPORT ACTIVITY ON ENERGY SAVINGS ASSISTANCE (ESA), CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE), AND FAMILY ELECTRIC RATE ASSISTANCE (FERA) PROGRAMS

2025 RESULTS

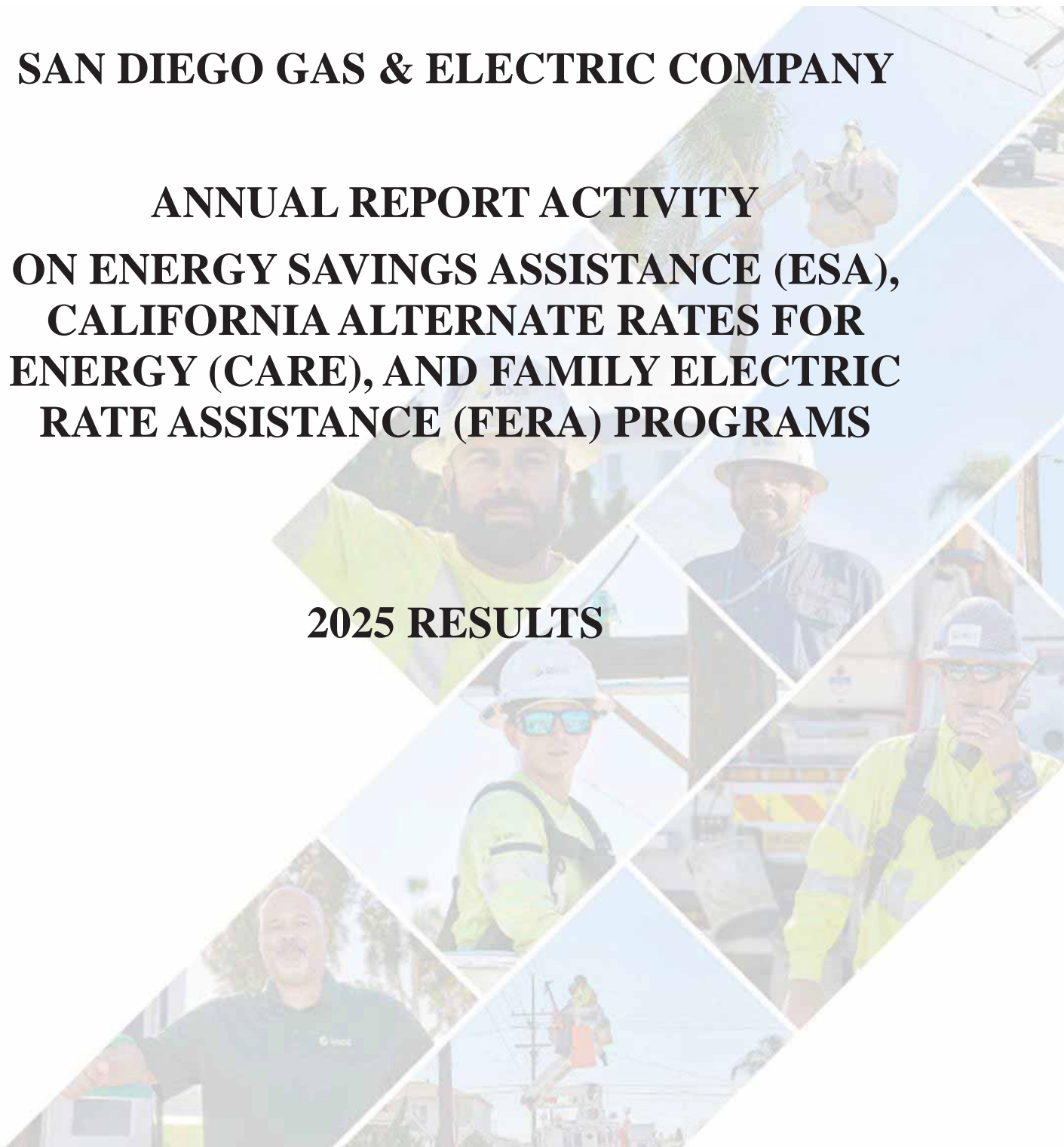


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2025 ENERGY SAVINGS ASSISTANCE (ESA), CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE), AND FAMILY ELECTRIC RATE ASSISTANCE (FERA) PROGRAMS ANNUAL REPORT

0 ESA, CARE, & FERA Program Overview

The ESA, CARE, and FERA Programs continue to serve as essential components of customer support within SDG&E's service territory. These long-standing initiatives are designed to provide meaningful benefits to income-qualified households providing essential bill relief mechanisms to help mitigate energy cost burdens for customers most vulnerable to rising expenses by reducing energy consumption, lowering monthly energy bills, and improving overall household comfort, health, and safety.

The ESA Programs, in compliance with Public Utilities (P.U.) Code Section 2790, provide no-cost energy efficiency, weatherization, and health, comfort, and safety (HCS) upgrades to income-qualified households. In Decision (D.) 21-06-015, the Commission approved a redesigned ESA framework for Program Years (PY) 2021-2026 that shifts the program to a customer-centered, needs-based model. The updated design prioritizes households with higher energy burden and vulnerability, maintains eligibility at or below 250 % of the Federal Poverty Guidelines (FPG), and serves renters and owners across single family, multifamily and mobile homes. The programs emphasize deeper energy savings, tiered treatment packages, expanded performance metrics, and improved coordination with multifamily, Tribal, and other low income programs, reinforcing ESA's role in reducing energy burden and advancing equity and affordability goals. Additionally, D.21-06-015 approved a new model for multifamily properties, establishing the Southern Multifamily Whole Building (SMFWB) program for Deed and non-Deed Restricted properties and the Pilot Plus Pilot Deep

(PPPD) Program, focused on providing deeper energy savings to single family and mobile homes.

The CARE Program, mandated under California (P.U.) Code Sections 739.1 and 739.2, provides income-qualified households with a monthly discount on natural gas and electric rates. Currently, CARE recipients receive a 20% discount on natural gas and a 35% discount on electric rates.

The FERA Program, mandated by California P.U. Code Section 739.12, assists low- to middle-income-eligible households earning between 200% (plus \$1) and 250% of the Federal Poverty Guideline (FPG) level. The FERA Program currently provides an effective 18% discount on monthly electric bills. The FERA Program offers rate relief to customers who may not qualify for CARE but still experience significant energy-related financial strain.

Collectively, the ESA, CARE and FERA Programs continue to play a critical role in alleviating the energy burden for households with the greatest financial need.

Procedural Background

On June 7, 2021, the Commission issued Decision (D.) 21-06-015 approving the applications of the IOUs and authorized program budgets and requirements for the administration of the ESA, CARE, and FERA Programs for program years PY 2021-2026. Most significantly, the Decision approved programmatic changes, including the implementation of the Southern Multifamily Whole Building (SMFWB) Program to be administered by SDG&E on behalf of Southern California Gas (SoCalGas) and Southern California Edison (SCE), and Pilot Plus Pilot Deep (PPPD), a redesign concept of the ESA Programs on a pilot basis. The Decision also approved a new measure mix for the program that focused on deeper energy savings with a tiered level of service delivery.

In addition, the Decision provided the IOUs with greater flexibility in managing their portfolios by allowing updates to measure mixes through monthly and annual reporting, and established cost-effectiveness guidelines. Further, it approved and directed tailored marketing and outreach efforts, including broadband outreach, and directed targeted leveraging efforts with local, state, and federal agencies, as well as water and telecommunications agencies, to support the achievement of program goals.

Senate Bill 1130 (SB 1130), approved in September 2024, introduced significant changes to the FERA Program to enhance accessibility and promote customer participation. Key impacts of SB 1130 on the FERA Program are as follows:

(1) Expanded Eligibility: Previously, FERA was limited to households of three or more individuals with total annual household gross income between 200% (plus \$1) and 250% of the Federal Poverty Guidelines (FPG). SB 1130 removes the household size limitation, allowing households of any size to qualify, provided they meet the income criteria of 200% (plus \$1) to 250% FPG; and

(2) Enhanced Oversight and Reporting: The bill requires that by March 1, 2025, and annually thereafter, the IOUs must report their efforts to enroll customers in the FERA Program. The Commission is required to review these reports by June 1st each year to ensure reasonable enrollment efforts are made to enroll eligible households commensurate with the proportion of eligible households within the IOU's territory. If the Commission determines that an IOU has not made reasonable efforts to enroll eligible households in the FERA Program, the Commission will require the IOU to develop a

strategy and plan to sufficiently enroll eligible households within three years of the adoption of the strategy and plan.⁴

⁴ *Annual Report of San Diego Gas & Electric Company on Family Electric Rate Assistance Program for 2025* (March 2, 2026) available at [A.19-11-003 2024 FERA Annual Report 3 3 2025.pdf](#)

PY 2025 ENERGY SAVINGS ASSISTANCE (ESA) PROGRAM ANNUAL REPORT

1 ESA PROGRAM EXECUTIVE SUMMARY

In 2025, SDG&E's ESA Programs continued to provide critical support to low income households by reducing energy consumption, lowering utility bills, and improving comfort, health, and safety. These programs remain central to SDG&E's efforts to support low income customers.

The ESA Main Program delivered no-cost weatherization, energy efficient appliances, lighting, and customer education across diverse housing types to include single family homes, mobile homes and multifamily dwelling units for duplexes, triplexes and fourplexes. Despite lower participation, average savings per household grew, driven by a greater share of high-impact installations such as refrigerators, water heaters, insulation, and smart thermostats. Customer satisfaction remained strong with 85% of customers rating the program excellent, very good, or good throughout the year. Additional improvements included updated savings methodology and expanded multilingual and digital outreach.

The SMFWB Program experienced early-year delays caused by system configuration issues that affected invoicing and contractor payments. Corrective actions, such as payment process adjustments and temporary implementer advances, helped stabilize operations and resulted in substantial activity growth in the latter half of 2025. Customer satisfaction remained high at 84%. The pipeline developed in 2025 was robust, with growing Common Area Measure (CAM) projects, increased in-unit enrollments, and enhanced collaboration with partners including the Solar on Multifamily Affordable Housing (SOMAH) and Technology and Equipment for Clean Heating (TECH) programs. This momentum will carry into 2026, supporting increased project completions.

The ESA PPPD Program advanced through strengthened outreach, expanded assessments, and targeted installations while resolving early-year operational challenges related to Energy Efficiency Collaboration Platform (EECP) system configuration, documentation gaps, and invoicing delays. Enrollment increased throughout the year, resulting in 23 completed projects achieving deep energy savings and using 65% of the authorized budget.

1.1 Energy Savings Assistance Programs Overview

1.1.1 Provide a summary of the Energy Savings Assistance Program elements as approved in D.21-06-015.

1.1.1.1 ESA Main PY 2025 Summary

ESA Main provides services to single family and mobile homeowners and renters. The program design is focused on achieving energy savings through targeted outreach efforts, while continuing to offer benefits of HCS to low income customers. Richard Heath and Associates (RHA) as the ESA Main implementer delivers ESA Main services including Outreach and Assessment, Weatherization, Appliance Installation, Natural Gas Appliance Testing (NGAT), and Inspections of gas appliance installation. Services under Heating Ventilation and Air Conditioning (HVAC) and Water Heater Repair and Replacement (R&R) are contracted with THA Heating Air & Plumbing Inc. and Staples Energy.

ESA Table 1.1.1.1 shows the total 2025 authorized budget, actual expenditures and percentage of spend for ESA Main.

ESA Table 1.1.1.1 2025 ESA Main Summary			
	2025 Authorized Budget / Forecasted Planning Assumptions ^[a]	2025 Actual	%
Budget	\$20,365,971	\$15,836,879	78%
Administrative Budget ^[b]	\$4,926,951	\$3,695,125	75%
Homes Treated	8,023	5,807	72%
KWh Saved ^[c]	1,632,718	1,128,869	69%
kW Demand Reduced	319	150	47%
Therms Saved	46,867	114,222	244%
GHG Emissions Reduced (Metric Tons of Carbon Dioxide equivalent) ^[d]	N/A	1,173	N/A

[a] Pursuant to D.21-06-015 Attachment 1, Tables 5 and 6 planning assumptions for savings goals and homes treated target are based on annual ESA Main allocation of the overall Program Cycle Goals and Targets.

[b] "Administrative Budget" include all 'below-the-line' activities, which differ from 'administrative costs' subject to the 10% cap. ESA administration expenses subject to the 10% administrative cap are consistent with the definition and categorization of Administrative Costs used in the Energy Efficiency program, as authorized in Section 6.15.7.7 of D.21-06-015. Refer to ESA Annual Report Appendix A ESA Table 1 for SDG&E's Admin Cap calculation.

[c] Pursuant to Table 5 of Attachment 1, D.21-06-015, the 2025 goals for kWh, kW, and therms include ESA Main, CAM, and SMFWB. However, Table 1.1.1.1 reports forecasts and results associated for the ESA Main Program only.

[d] Derived by utilizing the United States Environmental Protection Agency Greenhouse Gas Equivalencies Calculator.

In 2025, while the number of homes treated and associated electric savings did not fully achieve the forecasted planning assumptions, therms savings exceeded the forecasted goal. Although the homes treated were below target, SDG&E made progress towards delivering deeper energy savings and HCS benefits to ESA Main participants, as demonstrated by the increase in average household savings shown in ESA Table 1.1.1.3. This outcome reflects SDG&E's and the ESA Main implementers' more targeted implementation strategy, which prioritized the identification of homes where more comprehensive and meaningful program

services can be provided to participating customers. Additionally, consistent with D.21-06-015, the ESA administrative costs remained within the authorized 10% spending cap, as demonstrated in ESA Table 1.1.1.1.

Beginning in June 2025, SDG&E began receiving feedback from the ESA Main implementer regarding the impacts of increased U.S. Immigration and Customs Enforcement (ICE) activities within ESA Main targeted communities.⁵ ESA Main Residential Outreach Specialists (ROS) reported higher rates of no-shows and non-responses during both scheduled visits and general canvassing efforts. Enrollment activity declined over the course of the year, with the average number of enrollments per quarter decreasing by 20% between the first and fourth quarter as shown in ESA Table 1.1.1.2.

ESA Table 1.1.1.2 ESA Main Enrollments by Quarter, 2025					
	Q1	Q2	Q3	Q4	Q1 - Q4 Percent Change
Number of Enrollments Per Quarter	1,802	1,586	1,575	1,441	-20%

Key areas of progress in 2025 included:

Strong Operational Position at Year-End and Clear Progress Over 2024

ESA Main demonstrated clear progress compared to PY 2024, supported by higher average energy savings, HCS benefits, and bill savings per participant as shown in ESA Table 1.1.1.3.

⁵ Monthly Report of SDG&E on Low Income Assistance Programs for June 2025.

**ESA Table 1.1.1.3
ESA Main Program Delivery Metrics (2024 and 2025)**

	2024	2025	2024 - 2025 Percent Change	Reference Appendix A Table
Avg. Energy Savings (Therms) Per Treated Household (Energy Savings & HCS) – Single Family Homes	6	13	117%	ESA Table 16
Avg. Energy Savings (kWh) Per Treated Household (Energy Savings & HCS) – Single Family Homes	152	157	3%	ESA Table 16
Avg. Lifecycle Bill Savings Per Home	\$765	\$1,206	58%	ESA Table 10

ESA Main increased the delivery of the following measures in 2025 compared to 2024:

Whole House Fans, Pool Pumps, Water Heater Repair/Replacement, Attic Insulation, Smart Thermostats, Refrigerators, Air Purifiers, and Clothes Washers as shown in ESA Table 1.1.1.4.

**ESA Table 1.1.1.4
ESA Main Measures that increased between 2024 and 2025**

Measures	2024	2025	2024 - 2025 Percent Change
Whole House Fan	0	7	100%
Pool Pump	0	61	100%
Water Heater Repair/Replacement	331	592	79%
Attic Insulation (sq.ft)	93,488	139,362	49%
Smart Thermostat	469	641	37%
Refrigerators	823	1,035	26%
Air Purifier	1,248	1,556	25%
Clothes Washers	175	193	10%

Strengthening of Program Stability

Throughout the year, SDG&E conducted customer satisfaction surveys to evaluate customers’ experiences and satisfaction with participation in ESA Main. In PY 2025, SDG&E

increased the review frequency of these survey results to twice monthly, enabling the team to identify and address issues more quickly. This enhanced review process supports SDG&E's commitment to continuously identify, develop, and track process improvements throughout the year.

In September and October, SDG&E conducted English and Spanish focus groups with low income ESA Main participants and targeted non-participants. These sessions helped SDG&E better understand customer preferences for ESA Main services to assess effective engagement strategies, and gauge overall receptiveness to electrification. The insights gathered will inform the ongoing design and delivery of ESA Main services in the coming years. For example, focus group participants highlighted social media messaging as an effective engagement strategy that will continue to be enhanced in the coming year. Regarding electrification, focus group participants said they would consider switching to an electric cooktop if the new appliance was high quality, all installation costs were covered, and they were convinced it would lower bills.

In the third quarter, contracts were amended with ESA Main's two R&R providers to align with new air quality requirements for furnaces in the region.⁶ San Diego Air Pollution Control District Rule 69.6 requires new natural gas-fired, fan-type central furnaces to meet strict nitrogen oxide (NOx) emissions limits. The ESA Main HVAC R&R providers now install low NOx furnaces when Rule 69.6 applies. The new furnaces are more expensive than the previous models installed, resulting in increased costs for the program.

⁶ San Diego Air Pollution Control District; Rule 69.6, May 14, 2025.

In preparation for PY 2026, SDG&E executed a contract amendment to increase pricing for some ESA Main measures and services impacted by inflation. These changes will ensure contractors are appropriately compensated in 2026.

Development of Foundational Program Guidance and Tools

In January, SDG&E developed a workpaper updating the energy savings assumptions for Furnace Repair and Replacement.^{7,8} This update allows for distinct savings to be attributed to Furnace Repairs and Furnace Replacements with similar or higher efficiency units for income-qualified residents.

EECP System Migration and Continuous Improvement

In February 2025, EECP and its related databases were migrated from the vendor-host to SDG&E's internal data center. To mitigate the impacts in advance of the week-long migration, SDG&E worked with ESA contractors to prepare work assignments and processed payments with net-zero terms. The migration effort was a success and ensured data was maintained in a secure environment.

Throughout the year, SDG&E coordinated with its Information Technology (IT) vendor to prioritize configuration activities, conduct enhancement testing, and resolve system tickets.

⁷ SDG&E, Work Paper ESA LIHC001-01 Furnace Repair or Replace, January 24, 2025.

⁸ In 2024, SDG&E implemented a new measure savings methodology that relies more heavily on workpapers rather than the 2015-2017 ESA Impact Evaluation for individual measure savings. This new methodology was approved by the ESA Policies & Procedures Sub Working Group and shared with the ESA WG on June 27, 2024.

Strengthened Marketing & Outreach

SDG&E increased ESA Main program visibility in 2025 through greater use of existing digital, community based, and high visibility channels, resulting in nearly double the number of impressions compared to 2024.

Multilingual placements, particularly in Spanish and Vietnamese, continued to outperform English engagement benchmarks, supporting improved access to program information for limited English and multicultural communities.

SDG&E partnered with the ESA Main implementer to deliver targeted email communications to CARE and FERA eligible customers most likely to benefit from ESA Main, generating strong engagement metrics and reinforcing program awareness among priority customer segments.

Detailed Marketing & Outreach information can be found in Section 1.2.

Strong Customer Satisfaction Results

According to third party conducted surveys by MDC Research, customer feedback remained consistently strong with satisfaction levels of 85% throughout the year. Customers frequently praised bill/energy savings, quality of service, and ease of participation. The following are some examples of verbatim responses to survey questions provided by ESA Main participants throughout the year:

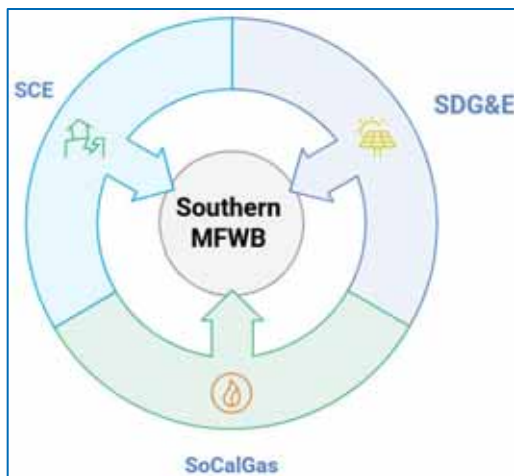
“The program lowered my bill. I was provided with assistance to get my door sealed. It was a big help.”

“The energy savings assistant was very nice and caring. They took their time, explained everything to us, and gave us tips on saving energy.”

“Things were easy and I had no problems when signing up. It was smooth.”

Customer feedback focused on a lack of program communication and/or follow-up. In response, the ESA Main implementer conducted monthly quality assurance surveys to monitor the performance of its subcontractors.

1.1.1.2 ESA Southern Multifamily Whole Building (SMFWB) PY 2025 Summary



The SMFWB Program is designed to better serve the unique situations of low income multifamily building tenants in deed-restricted and non-deed restricted buildings by providing comprehensive energy efficiency measures and services to maximize efficiency of multifamily buildings through in-unit, common area, and whole building services. The

SMFWB Program is also known publicly as the Multifamily Energy Savings Program (MFES).⁹

The SMFWB Program works to maximize a building’s demand response technologies, greenhouse gas reduction, water energy nexus, and the health, comfort, and safety of tenants.¹⁰

⁹ <https://mcp.customerapplication.com/>.

¹⁰ D.21-06-015, OP 118.

SDG&E is the Lead IOU and program administrator. It is implemented by RHA, the third-party implementer.

ESA Table 1.1.1.5 summarizes SDG&E’s share of the SMFWB Program total PY 2025 expenditures, treatment activity and energy savings. Within its service territory, SDG&E completed 21 Common Area Measure (CAM) projects and delivered 3,112 in-unit treatments, serving a total of 70 buildings. Through these efforts, SDG&E exceeded its therm savings goal by achieving 109% of the goal and 89% of its kWh savings goal.

ESA TABLE 1.1.1.5			
2025 SMFWB PROGRAM SUMMARY – SDG&E			
SDG&E	2025 Authorized Budget/ Forecasted Planning Assumptions^[a]	2025 Actual	%
Budget ^[b]	\$9,938,809	\$7,400,426	74%
Administrative Budget ^[c]	\$1,556,801	\$673,645	43%
SPOC Budget	\$632,453	\$263,311	42%
Multifamily CAM Properties Treated ^[d]	54	21	39%
Multifamily Tenant Units w/in Properties Treated	10,155	3,112	31%
kWh Saved	1,273,901	1,128,000	89%
kW Saved	105	171	162%
Therms Saved	73,198	80,090	109%
GHG Emissions Reduced (Metric Tons of Carbon Dioxide equivalent)	N/A	993	N/A

[a] Pursuant to D.21-06-015, planning assumptions for savings goals and homes treated target are based on annual SMFWB Program allocation of the overall Program Cycle Goals as filed in (AL) 4115-E/3144-G.

[b] ESA MFWB authorized budget includes implementation program budget of \$9,014,461 per SDG&E AL 4115-E/3144-G, Table 4 and program administrative budget of \$924,348 per SDG&E AL 4482-E/3324-G, Table 1. Refer to ESA Annual Report Appendix A Table 1A-1 and Table 2A-2 MFWB. In accordance with D.21-06-015 OP 181, SMFWB funds not expended in previous program years will be available for use to the SMFWB Program throughout program cycle 2023-2026. The cumulative pre-2025 unspent committed funds excluded from the budget totaled

\$11,597,510. Refer to Appendix A ESA Table 11 for a breakdown of the unspent committed funds available in the current program cycle.

[c] SDG&E authorized administrative budget of \$924,348 per SDG&E AL 4482-E/3324-G plus \$632,453 for Single Point of Contact (SPOC) per D.21-06-015, Attachment 1, Table 11.

"Administrative Budget" includes all 'below-the-line' activities, which differ from 'administrative costs' subject to the 10% cap. Actual ESA Program expenses subject to the 10% administrative cap follow the same definition and categorization of 'administrative costs' as the energy efficiency programs, as authorized in Section 6.15.7.7 of D.21-06-015.

[d] See Appendix A Table 2A – Totals are classified under Multifamily CAM/WB Treated.

In PY 2025, the SMFWB Program made substantial progress in its second full year of implementation following its mid-2023 launch. Across the Southern IOUs, the program delivered 89 CAM projects and 14,118 in-unit treatments, serving 404 buildings as shown in ESA Table 1.1.1.6 and Appendix A ESA Table 2A-MFWB. In addition, the programs continued to add to the robust project pipeline going into 2026, as noted in ESA Table 1.1.1.6 and Appendix A ESA Table 2A-MFWB.

The SMFWB Program continued to advance comprehensive energy-efficiency services for multifamily properties throughout 2025. However, as noted previously, operations were significantly affected by the unavailability of EECF in early 2025. To mitigate this challenge, SDG&E implemented targeted corrective actions, including temporarily modifying payment to a net-zero term, accelerated invoice review processes, and issued \$3.2 million in temporary advance payments to the SMFWB implementer to support subcontractor stability and maintain production capacity. As system functionality improved in the third quarter, program delivery strengthened, with increased contractor throughput, improved documentation quality, and reduced invoicing delays. Key areas of progress in 2025 include the following:

Strengthening of Contractor Financial Stability

- Executed contract amendments enabling front-loaded payments to the SMFWB implementer, allowing the SMFWB implementer to stabilize cash flow and pay subcontractors during system outages;

- Updated CAM incentive values and introduced not-to-exceed (NTE) amounts on select measures to better manage bid variability and support trade ally participation; and
- In December, SDG&E executed a contract amendment revising PY 2026 measure and subcontractor compensation to ensure stable program operations in the upcoming year.

Development of Foundational Program Guidance and Tools

- Advanced development of the SMFWB statewide Policy & Procedures (P&P) Manual and Installation Standards (IS), improving consistency in field practices and program interpretation; and
- Completed the Res-Intel data refresh, enhancing the program's ability to identify, segment, and target multifamily buildings with the highest energy-savings potential.

Enhancements to Systems, IT Integration, and Automation

- Implemented automation enhancements, including application programming interface (API) integration between EECP and RHA's platform, to improve data transfer, reduce manual processing, and streamline program workflows;
- System improvements have been implemented to enhance operational stability, including strengthened controls to identify errors and incomplete data early, expanded system testing procedures, and a more controlled enhancement deployment process; and

- Coordinated with the IT vendor to implement an SMFWB specific support team, operating from September 2025 through March 2026, prioritizing configuration activities, conducting enhancement testing, and resolving system tickets.

Strengthened Engagement with Multifamily Owners, Portfolios, and

External Partners

- Continued active engagement with multifamily property owners and portfolio managers, supported by coordinated SPOC activities;
- Hosted the Multifamily Public Workshop, providing stakeholders with updates on program direction and leveraging opportunities;
- Coordinated customer outreach efforts with the implementers of TECH, SOMAH, and statewide Domestic Hot Water (DHW) Midstream programs; and
- Conducted outreach to external partners such as California Market Transformation Administration (CalMTA) and San Diego County Water Authority (SDCWA) to expand coordination and awareness.

Strong Customer Satisfaction Results

- Customer satisfaction remained consistently positive in PY 2025, with the SMFWB implementer reporting an average score of 4.2 out of 5 (84%), based on feedback related to measure quality, service quality, and likelihood of recommending the SMFWB Program; and
- Customers expressed appreciation for the program’s professionalism, clarity of communication, and the financial benefits associated with installed measures. These responses reflect strong trust, positive service experiences, and meaningful community impact. Examples of customer feedback:

“They were great, and they were total professionals. Everything they did was amazing.”

“We love everything you guys did.”

“The process was very smooth and timely.”

“Keep helping families that are low income.”

Customer Testimonials & Success Stories

- SCE and SoCalGas Affordable Senior Community Project:
 - A 75-unit affordable senior community received extensive whole-building and in-unit upgrades through the SMFWB Program. These improvements revitalized aging infrastructure and enhanced resident comfort and safety.
 - Installed measures, including high-efficiency central boilers, split-system heat pumps, exterior lighting upgrades, pipe insulation, and in-unit water and energy-saving devices that are projected to deliver approximately \$15,600 in annual energy savings, with 98% of project costs covered by program incentives.
 - The upgrades significantly improved building reliability and enhanced the quality of life for senior residents. Property leadership highlighted benefits such as extended boiler life, improved comfort, and immediate access to hot water.

- SoCalGas Retirement Housing Community Project:
 - Completed over \$540,000 in energy-efficiency upgrades, funded through the SMFWB Program.
 - Improvements included replacing aging central hot-water systems, installing high-efficiency boilers, upgrading hot-water storage and recirculation equipment, and implementing in-unit energy- and water-saving measures.

- The project is expected to save over 15,000 therms annually and 150,000 therms over 10 years, improving comfort and system reliability for 412 senior housing units, a critical benefit following recent wildfire-related disruptions in the region.
- Residents and property managers expressed appreciation for the enhanced comfort, improved reliability, and the fact that the upgrades were delivered at no cost to residents.

Strong Operational Position at Year-End and Clear Progress Over 2024

- Although PY 2025 treatment and savings targets were not fully achieved, program delivery reflected a materially stronger operational position than PY 2024, with significant year-over-year gains across all key activity and savings metrics. Improved stability, expanded pipeline engagement, and increased completed CAM and in-unit treatments resulted in clear forward momentum entering PY 2026.
- Key year-over-year performance improvements include:
 - In PY 2025, the program completed 89 CAM projects, representing a 642% increase over PY 2024 (12 projects).
 - In PY 2025, the program completed 14,118 in-unit treatments, a 20% increase compared to PY 2024 (11,803 treatments).
 - PY 2025 gross electric savings totaled 3.60 GWh, reflecting an 89% increase over PY 2024 savings of 1.90 GWh.
 - PY 2025 gross gas savings totaled 495,922 Therms, a 127% increase over PY 2024 savings of 218,498 Therms.

- Total PY 2025 expenditures totaled \$28.6M million, representing a 130% increase over PY 2024 spending levels, consistent with expanded program delivery and treatment volume.

Collectively, these year-over-year gains indicate that while PY 2025 targets were not fully met, the program made substantial progress in rebuilding scale, throughput, and delivery capacity. This strengthened operational foundation positions the program to achieve higher treatment volume and savings performance in PY 2026.

ESA Table 1.1.1.6 SMFWB Program Performance Metrics Comparison: 2024 and 2025			
Metrics	PY 2024 Actuals	PY 2025 Actuals	Year-Over-Year Change
CAM Projects Completed	12	89	▲ 642%
In-Unit Treatments Installed	11,803	14,118	▲ 20%
Gross Electric Savings (GWh)	1.90	3.60	▲ 89%
Gross Gas Savings	218,498	495,922	▲ 127%
Total Program Expenditures	\$12,436,816	\$28,570,186	▲ 130%

ESA Table 1.1.1.7 shows the total PY 2025 authorized budget, expenditure, treatment and savings activity for SMFWB Program.

**ESA Table 1.1.1.7
2025 SMFWB Program Summary**

SDG&E, SCE & SoCalGas	2025 Authorized Budget/ Forecasted Planning Assumptions^[a]	2025 Actual	%
Budget ^[b]	\$47,662,229	\$28,570,186	60%
Administrative Budget ^[c]	\$4,489,523	\$2,016,383	45%
Multifamily CAM Properties Treated ^[d]	260	89	34%
Multifamily Tenant Units w/in Properties Treated	46,783	14,118	30%
kWh Saved	11,834,944	3,602,326	30%
kW Saved	N/A	441	N/A
Therms Saved	723,721	495,922	69%
GHG Emissions Reduced (Metric Tons of Carbon Dioxide equivalent)	N/A	4,441	N/A

[a] Pursuant to D.21-06-015, planning assumptions for savings goals and homes treated target are based on annual SMFWB Program allocation of the overall Program Cycle Goals as filed in AL 4115-E/3144-G.

[b] SMFWB Program budget includes In-Unit, WB, and Implementer administrative budget categories for all three southern IOUs as shown on SDG&E AL 4115-E/3144-G, Table 4. Additionally, the authorized budget includes program administrative budget of \$4,489,523 per SDG&E AL 4482-E/3324-G, Table 1.

[c] Authorized administrative budget per SDG&E AL 4482-E/3324-G, Table 1. Any additional administrative expenditures incurred by SCE and SoCalGas will be reported in their respective annual reports. "Administrative Budget" includes all 'below-the-line' activities, which differ from 'administrative costs' subject to the 10% cap. Actual ESA Program expenses subject to the 10% administrative cap follow the same definition and categorization of 'administrative costs' as the energy efficiency programs, as authorized in Section 6.15.7.7 of D.21-06-015.

[d] See Appendix A Table 2A – Totals are classified under Multifamily CAM/WB Treated.

As the Lead IOU for the SMFWB Program, SDG&E is providing the total aggregate program costs for SDG&E's, SCE's and SoCalGas's service territories.¹¹ The SMFWB Program implementation costs were managed in compliance with the Decision and in accordance with a co-funding agreement amongst the Southern IOUs (SDG&E: 20%, SCE: 31% and SoCalGas: 49%).¹² ESA Table 1.1.1.7 provides an aggregated summary of the three Southern IOUs'

¹¹ Each IOU will report service territory activity in its respective annual report.

¹² D.21-06-015, at OP 151.

Program activities in PY 2025. Funds not expended during the current program year will be available for the SMFWB Program throughout the remainder of the program cycle.¹³

In accordance with Ordering Paragraph 152 of D.21-06-015, SDG&E provides a supplemental statewide savings attribution that allocates SMFWB savings across SDG&E, SCE, and SoCalGas based on proportional budget contribution.¹⁴ This attribution methodology differs from the SMFWB program structure established in AL 4115-E/3144-G, which assigns savings based on actual installations completed within each utility’s respective service territory.

To meet both requirements, SDG&E reports its primary, territory-based results in ESA Table 1.1.1.5 and presents the proportional savings allocation required by OP 152 for SDG&E, SCE and SoCalGas in ESA Table 1.1.1.8. As noted in the table, the OP 152 allocation is provided solely for regulatory compliance and does not represent the actual distribution of completed measures or realized savings within each service territory.

ESA TABLE 1.1.1.8			
SMFWB STATEWIDE SAVINGS CALCULATION^[A]			
IOU	kWh	Therms	%
SDG&E	720,465	99,184	20%
SCE	1,116,721	153,736	31%
SoCalGas	1,765,140	243,002	49%
Total	3,602,326	495,922	100%

[a] D.21-06-015 at OP152

¹³ D. 21-06-015 at OP 181.

¹⁴ Id. at OP 152.

The SMFWB Program’s PY 2025 pipeline reflected steady activity across the core stages of program delivery, with ongoing movement of leads, enrollments, assessments, and project development for both in-unit and common-area tracks. As operations normalized, the program experienced increased late-year in-unit enrollment activity and continued progression of CAM and whole-building projects through assessment and design. The SMFWB Program Pipeline shown in Tables ESA Table 1.1.1.9 and 1.1.1.10 illustrate the program's pipeline activity from previous years and the quarterly activity for PY 2025 for the three Southern IOUs.

ESA Table 1.1.1.9						
SMFWB Program Common Area Measure Pipeline						
MF CAM	2023 / 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Total
Leads	2,049	101	95	155	55	2,455
CAM Enrollments	364	107	89	110	107	777
CAM Assessments	299	86	120	84	89	678
CAM Project Completed	10	13	7	29	27	86

ESA Table 1.1.1.10						
SMFWB Program In-Unit Pipeline						
MF In-Unit	2023 / 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Total
Enrolled	34,159	5,891	4,955	8,665	9,798	63,484
In-Units Treated	7,411	2,963	4,775	2,069	1,657	18,875

By year-end, the Southern IOUs maintained a substantial number of active projects at various points in the pipeline, providing a foundation for continued throughput entering PY 2026.

1.1.1.3 ESA PPPD PY 2025 Summary

The aim of the PPPD Program is to assist low income customers in achieving energy savings of 5-50%. Additionally, PPPD addresses the following secondary goals:

- *Equity*: Single family, mobile homeowners and renters;
- *Quality*: Spend more on fewer households, increasing the impact of the treatment;
- *Customer-centric*: A seamless program delivery with as many services provided in as few visits as possible; and
- *Optimization*: Reduction in program administration, duplicative costs, and burdens to ratepayers; Maximize total funding to go towards program measures that save energy.

ESA Table 1.1.1.10 shows the total PY 2025 authorized budget, expenditure, treatment and savings activity for PPPD.

ESA Table 1.1.1.10 2025 PPPD Summary			
	2025 Authorized Budget / Forecasted Planning Assumptions ^[a]	2025 Actual ^[b]	%
Budget ^[c]	\$1,526,683	\$986,429	65%
Administrative Budget ^[d]	\$152,668	\$203,984	134%
Homes Treated ^[e]	48	23	48%
kWh Saved (Plus = 5-15 %)	N/A	1,897	N/A
kWh Saved (Deep = 15-50 %)	N/A	60,605	N/A
kW Demand Reduced	N/A	3	N/A
Therms Saved (Plus = 5-15 %)	N/A	108	N/A
Therms Saved (Deep = 15-50 %)	N/A	1,264	N/A
GHG Emissions Reduced (Tons)	N/A	49.3	N/A

[a] Home treatment, energy savings, and Green House Gas (GHG) emissions reduction targets are planning assumptions and not directed in D.21-06-015.

[b] Homes treated, savings and GHG emissions reduction values are reported when projects have been fully closed (i.e., inspected, issues resolved, permits closed, as applicable) and reported by PPPD implementer to SDG&E. Energy savings are estimates provided by energy modeling software.

SDG&E intends to report these estimates as interim savings until meter-based savings estimates are available.

- [c] ESA Pilot Plus and Pilot Deep program budget authorized in D.21-06-015, Attachment 1, Table 11. In accordance with D.21-06-015 OP 181, PPPD funds not expended in previous program years will be available for use to the PPPD Program throughout program cycle 2022-2026. The cumulative pre-2025 unspent committed funds excluded from the budget totaled \$3,545,137. Refer to Appendix A ESA Table 11 for a breakdown of the unspent committed funds available in the current program cycle.
- [d] "Administrative Budget" includes all 'below-the-line' activities, which differ from 'administrative costs' subject to the 10% cap. Actual ESA Program expenses subject to the 10% administrative cap follow the same definition and categorization of 'administrative costs' as the energy efficiency programs, as authorized in Section 6.15.7.7 of D.21-06-015. The PPPD cycle 10% admin budget total is \$763,342.

In PY 2025, SDG&E continued implementation of PPPD, advancing outreach, assessments, installations, and administrative processes. The PPPD Implementer (Maroma) oversaw assessments, installations, customer communications, and invoice submissions. SDG&E provided configuration support, staff training, and process enhancements including weekly coordination meetings to address documentation issues and resolve EECF related delays. Despite challenges, the program treated 23 homes, 20 of which achieved deep energy savings between 15% and 50%. Total expenditure reached \$986,429 representing 65% of the authorized budget. Reported savings included 1,897 kWh and 108 therms for Plus projects and 60,605 kWh and 1,264 therms for Deep projects. Targeted marketing and outreach efforts for the pilot are described in detail in Section 1.2. Marketing, Education, and Outreach (ME&O).

Operational Challenges and Process Improvements

The Pilot experienced several operational challenges in PY 2025, including delays in program configuration, missing documentation from subcontractors, and misclassified project statuses. SDG&E promptly resolved these issues through system updates, additional PPPD implementer training, and corrections to internal reporting processes. These efforts reinforced the importance of the Pilot with early system validation and consistent documentation reviews.

- Program configuration delays prevented timely invoicing early in the year. In March, these issues were fully resolved, and all pending invoices were processed. PY 2025 was configured in EECP, which enabled the PPPD implementer to submit invoices for first quarter activities. SDG&E provided further training between system administrators and program staff to reduce the likelihood of future delays. Due to earlier invoicing and system challenges, the PPPD implementer revised its year-end projection to 48 completed projects.
- SDG&E also identified that many inland homes, which are the primary targets, were ineligible for the Pilot due to reliance on propane. In response, SDG&E conducted deeper analysis of customer attributes and increased collaboration with Maroma to refine outreach and improve lead quality. This experience emphasized the importance of aligning outreach strategies with actual customer energy profiles to improve program efficiency.

SDG&E and the PPPD implementer met weekly to monitor progress, address emerging needs, and apply lessons learned. These touchpoints strengthened communication, improved issue resolution, and supported more informed decision making as the program moved toward PY 2026.

Electrification Readiness Activities

SDG&E and the PPPD implementer began planning for the integration of electrification measures using the Billing Analysis Tool to help customers understand potential bill impacts. SDG&E also explored program coordination opportunities with the Self-Generation Incentive Program (SGIP), DAC-SASH (Disadvantaged Communities – Single family Affordable Solar Homes) and TECH programs to support the installation of solar and battery systems, to further support deeper decarbonization potential in future program years. While several leads were ineligible due to income requirements, collaboration with TECH revealed that few customers qualify for PPPD due to climate zone restrictions and varying eligibility rules across programs. In response to this challenge, SDG&E is evaluating the advantages and disadvantages of incorporating climate zone 7 in PY 2026.

Conclusion and Forward-Looking Considerations

Despite early-year challenges, the Pilot demonstrated clear improvements in workflow efficiency, documentation accuracy, and outreach performance during the second half of PY 2025. With strengthened processes, enhanced marketing efforts, and deeper collaboration between SDG&E and the PPPD implementer, the Pilot is positioned for increased throughput in PY 2026.

2024 Single Family Affordable Solar Homes (SASH) and Multifamily Affordable Solar Housing (MASH) Summary

ESA Table 1.1.1.11 shows the total PY 2025 authorized budget, actual expenditures and percentage of spend for SASH & MASH.

ESA TABLE 1.1.1.11

2025 SINGLE FAMILY AFFORDABLE SOLAR HOMES (SASH) AND MULTIFAMILY AFFORDABLE SOLAR HOUSING (MASH) UNSPENT FUNDS (ELECTRIC IOUS ONLY)^[A]

	2025 Authorized	2025 Actual	%
Budget	\$315,260	\$315,260	100%

[a] In accordance with OP 12 of D.15-01-027, any remaining unspent and unencumbered SASH/MASH program funds are to be redirected to low income energy efficiency programs that benefit ratepayers in residential housing. On October 31, 2023, SDG&E submitted Advice Letter 4285-E, which became effective on November 30, 2023. Subsequently, \$315,260 in unspent SASH/MASH funds was transferred to the Low Income Energy Efficiency Balancing Account (LIEEBA) – Electric in December 2023. These funds supported the implementation of the ESA Main Program.

1.1.2 Provide narrative summary of SASH/MASH budget augmentation regarding where funds were used in the ESA Program.

In PY 2025, SDG&E spent 100% of the authorized SASH/MASH funds on electric efficiency appliance measures including electric clothes dryers, clothes washers, and refrigerators for ESA Main participants (see Table 1.1.1.4).

1.2 Marketing, Education, and Outreach (ME&O)

1.2.1 Provide a summary of the segmentation strategy employed, (i.e., tools and analysis used to segment households and prioritized for treatment, and how this information is communicated to the contractor/CBO).

ESA Main and PPPD PY 2025 Customer Research and Segmentation

In PY 2025, the ESA Main Program continued to use customer research and targeted segmentation to guide outreach and enrollment activities. Using insights from the most recent Athens Research Study and SDG&E’s Residential Segmentation Model, SDG&E identified residential customer groups based on energy related behaviors, demographics, and engagement patterns to better understand eligibility and participation barriers.

This data driven segmentation framework supported targeted email communications to customers most likely to qualify for ESA Main, including CARE and FERA customers and

customers likely eligible for those programs. Outreach efforts prioritized low income zip codes, high energy users exceeding baseline usage, and single family homeowners, while excluding recent ESA Main participants, previously contacted leads, customers on do not contact lists, and customers eligible for PPPD services.

For the PPPD program, customer targeting was based on a combination of eligible program ZIP codes and electricity consumption during the preceding 12-month period. Targeted customers demonstrated documented high electricity usage, defined as exceeding baseline allowances more than three times within the prior 12 months, had a minimum of one year of residence at the premise and were actively enrolled in the CARE Program. In PY 2025, PPPD targeted customers located in inland service territories, including communities such as Borrego Springs, with additional concentration in tribal regions.

ESA Main PY 2025 Targeted Marketing and Outreach Efforts

In PY 2025, SDG&E strengthened ESA Main engagement by expanding awareness among low income households, increasing multilingual access, and using a mix of direct communications and community-based channels to reach customers most likely to benefit from program services. Program visibility increased significantly year over year, with ESA Main impressions nearly doubling compared to PY 2024 as SDG&E expanded the use of digital and community focused channels. Spanish and Vietnamese language placements continued to outperform English engagement benchmarks, supporting SDG&E's efforts to improve access to program information for limited English and multicultural communities.

To reinforce program awareness, SDG&E utilized high visibility channels including multicultural television and digital video placements such as Vevo, as well as out of home signage at trolley stations across income diverse areas of San Diego County. These efforts

supported consistent exposure to ESA Main messaging across multiple touchpoints and sustained customer awareness throughout the year.

In addition, SDG&E worked with the ESA Main implementer to deliver targeted email communications to CARE and FERA customers, as well as customers likely eligible for those programs. Communications focused on customers with high energy usage, single family homes, and homeowners, while excluding customers who had participated in ESA Main within the prior 12 months. More than 70,000 emails were sent, resulting in a 54 % open rate and a 2.8 % click-through rate (CTR), indicating strong customer engagement.

Table 1.2.1 is a list of tactics and metrics for PY 2025. Together, these efforts strengthened ESA Main program awareness, expanded reach among priority populations, and supported SDG&E’s continued ability to connect eligible customers with energy saving resources through clear and accessible communications.

ESA TABLE 1.2.1 PY 2025 ESA MAIN TACTICS AND METRICS SUMMARY			
Channel	Impressions	Clicks	CTR
Audio - English	569,129	-	-
Audio - Spanish	251,460	-	-
Display – English	16,389,091	13,314	0.08%
Display – Spanish	3,924,058	7,844	0.2%
Display – Vietnamese	1,004,725	2,550	0.25%
Google Display Network - English	755,213	10,041	1.3%
Google Display Network – Spanish	265,326	3,086	1.2%
Google Display Network – Vietnamese	131,475	1,313	1%
High-Impact – English	902,968	1,634	0.2%
High-Impact – Spanish	378,831	692	0.2%
Linear –	732,650	-	-
Meta - English	2,794,806	18,855	0.7%
Meta - Spanish	965,271	6,550	0.7%
Meta - Vietnamese	472,199	3,299	0.7%
Nextdoor	528,458	2,310	0.4%
Reddit	690,399	3,192	0.5%

ESA TABLE 1.2.1 PY 2025 ESA MAIN TACTICS AND METRICS SUMMARY			
Search	32,887	4,073	12.4%
Totals	30,788,946	75,753	0.3%

ESA Main PY 2025 Community Partnerships and Outreach

SDG&E sustained its collaboration with the Energy Solutions Partner Network, consisting of over 200 Community-Based Organizations (CBOs). These organizations played a pivotal role in educating and enrolling customers in low income programs through various channels, including email campaigns, social media messaging, website postings, event participation, and hosting enrollment fairs. In PY 2025, the network leveraged both traditional and digital communication platforms such as Facebook, X, Instagram, and Nextdoor to amplify program messaging and increase customer engagement.

Additionally, SDG&E identified CBOs beyond its existing network to enhance outreach within underserved and hard-to-reach communities. This initiative focused on rural, multicultural, multilingual, and Access and Functional Needs (AFN) populations, ensuring equitable program access. Coordinating with CBOs, SDG&E promoted the ESA, CARE, and FERA Programs through presentations, events, training sessions, and tailored messaging, fostering trust and increasing enrollment opportunities.

In PY 2025, SDG&E and its community partners conducted over 650 presentations and events across its service territory. Recognizing the importance of linguistic accessibility, bilingual representatives were engaged to communicate with non-English-speaking customers, further strengthening outreach effectiveness. The ability of CBOs to serve these harder-to-reach segments remained a critical factor in driving program enrollments.

SMFWB PY 2025 Strategic Marketing Campaigns and Lead Generation

In PY 2025, the SMFWB implementer led a targeted marketing and lead-generation strategy designed to increase participation in the SMFWB Program. Using refreshed multifamily market data and segmentation insights, the SMFWB implementer focused outreach on properties with demographic, financial, geographic, and health-related characteristics that aligned with program objectives. Marketing activities were coordinated closely with program subcontractors, trade allies, and the Southern IOU SPOCs at SDG&E, SoCalGas, and SCE. The SPOCs continued to play a key role in prospecting and property engagement, contributing 1,022 (42%) of the 2,455 total leads added to the program pipeline as referenced in ESA Table 1.1.1.5.

SMFWB PY 2025 Marketing Activities:

- Conferences & Events

The SMFWB implementer increased program visibility and strengthened relationships with multifamily stakeholders by participating in several industry conferences and events, including:

- Affordable Housing Management Association Pacific Southwest (AHMA-PSW) Annual Conference & Expo: Generated 85 qualified leads and expanded connections with affordable housing owners and operators;
- Southern California Association of Non-Profit Housing (SCANPH) Annual Conference: Networked and created new relationships with nonprofit affordable housing organizations that assist in promoting the SMFWB;
- San Diego Housing Federation Conference: Engaged with developers, property managers, and community partners to introduce program offerings and encourage participation; and

- Housing California Conference: Increased statewide visibility and enhanced awareness of the SMFWB Program among housing professionals and peer implementers.
- Webinars & Industry Education

The SMFWB implementer and the Southern IOUs conducted educational sessions to increase awareness and support contractor readiness:

- Apartment Association of Orange County Webinar: Reached 30 attendees with information about SMFWB Program services and eligibility; and
- Contractor Education Webinars hosted by TRC: Supported contractor preparedness to serve multifamily properties and strengthened the SMFWB implementer's delivery network.
- Outreach & Stakeholder Engagement

Ongoing stakeholder engagement remained critical to sustaining pipeline development:

- Maintained direct communication with affordable housing portfolios, management companies, and property owners to support enrollment growth;
- Expanded outreach through housing organizations, newsletters, and resident-facing communication channels; and
- Continued lead generation and relationship development with multifamily properties to drive steady program participation.

Together, these coordinated marketing and outreach efforts contributed to a stronger and more diversified multifamily pipeline, setting the foundation for continued growth entering PY 2026.

Additionally, SDG&E's SPOC collaborated with Res-Intel to update the multifamily market characterization study originally completed in PY 2020. The refreshed dataset for SDG&E's service territory, finalized in March 2025, provides enhanced insights to support more targeted marketing, outreach, and program-leveraging strategies across multifamily customer segments. Additional information on this study is provided in Section 1.12.1 of the report.

1.2.2 Provide summary of how customers are targeted/referred to implementation Pilots (Pilot Plus and Pilot Deep and Building Electrification).

In PY 2025, SDG&E used multiple outreach strategies to inform customers about the Pilot and encourage participation. These efforts included digital communication, third party engagement, and in-person community events. Each method was selected to reach different customer groups and gather information needed to assess eligibility.

In January, SDG&E partnered with The Harris Group (THG) to conduct direct customer engagement, including detailed customer screenings to assess eligibility. THG completed its third Tribal outreach campaign in January, generating 44 leads for Maroma. Due to low conversion rates from customer contact to qualified enrollments, SDG&E paused its collaboration with THG in March. Separately, beginning in May, SDG&E launched weekly email campaigns reaching approximately 500 customers, expanding outreach to roughly 1,000 customers per week by December.

To deepen engagement, SDG&E expanded its approach by participating in community events. In August, SDG&E worked with its Outreach team to identify five Tribal events where the Pilot could be promoted alongside other assistance programs. During these events, SDG&E provided participants with clear information about Pilot requirements and benefits and coordinated with the implementers to support a positive customer experience.

In September, SDG&E partnered with the Campo Tribe and Indigenous Regeneration to offer an emergency preparedness workshop, where direct conversations with Tribal members provided valuable insights into energy use patterns. SDG&E learned that many households rely on propane for heating and cooling, which limits eligibility for the electrification focused Pilot. SDG&E will continue attending Tribal events to gather feedback, explore potential treatment paths, and strengthen relationships with Tribal communities.

Overall, SDG&E used a multi-channel outreach strategy in PY 2025 that included email campaigns, third party engagement, and in person community involvement. These combined efforts helped assist in customer awareness of the Pilot but did not lead to consistent quality leads in PY 2025.

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

SDG&E's targeted segmentation strategies, as previously described in Section 1.2.1, are designed to reach customers most likely to be eligible for program participation. The same segmentation strategies shared with program implementers are similarly applied across SDG&E's marketing and outreach efforts, enabling a consistent, omni-channel approach. This coordinated effort enables SDG&E to reach customers multiple times through different touchpoints, recognizing industry best practices that show customers may require 7–10 interactions before taking a desired action.

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

1.2.4.1 ESA Main

Identification

Section 1.2 describes the customer segmentation strategy used to identify and target customers for engagement.

Outreach

In addition to the marketing and outreach strategies described in Section 1.2.1, ESA Main conducted the following enhanced activities in PY 2025:

- Mailed 8,833 Home Energy Savings Kits to target customers. The kits include no cost, do-it-yourself energy savings measures and a call-to-action directing customers to enroll in ESA Main;¹⁵
- Updated door hanger promotional materials to include a QR code connecting customers to the online interest/enrollment form;
- In addition to SDG&E social media efforts, the ESA Main implementer increased social media promotion of ESA Main services on its social media platforms, Facebook and LinkedIn;
- The ESA Main implementer engaged with 80 CBOs by participating in City of San Diego Promise Zone events throughout the year;¹⁶ and

¹⁵ Kits include lightbulbs (3), faucet aerators (2), low flow shower head, and a toilet tank bank. These items are promotional and do not contribute to ESA energy savings goals.

¹⁶ The San Diego Promise Zone is a federally designated area targeted for social and economic investment; <https://www.sandiego.gov/economic-development/san-diego-promise-zone>.

- The ESA Main implementer introduced appointment confirmation emails that include ROS badge photos in response to increased appointment cancellations.

Enrollment

ESA Main participants have the option to enroll in ESA Main in-person, over the phone, or online. In PY 2025, 48% of ESA Main participants enrolled over the phone; 44% enrolled in-person during a canvassing event, and 8% submitted an online interest form or self-enrolled online. The number of customers taking advantage of the online enrollment option tripled in the second year of its availability resulting in 530 enrollments in PY 2025 compared to 124 enrollments in 2024.

Assessment

The ESA Main ROS conduct an in-home assessment to educate customers on energy saving tips and resources as well as plan qualifying measures for installation. There were no significant changes in how the in-home assessment was conducted in PY 2025.

Measure Installation

In PY 2025, ESA Main successfully deployed Pool Pumps and Whole House Fans for the first time this cycle. See Appendix A ESA Table 2 for more details. SDG&E delayed launch of Smart Fan Controls, Lifecycle Refrigerant Management, Brushless Fan Motor, and Tankless Water Heaters to work through operational and system requirements necessary to integrate the measures into the program. Secondary freezers were introduced as a new measure in PY 2024, however, program assessments in PY 2025 identified no qualifying customers. Savings assumptions for Furnace Repairs and Furnace Replacements were updated in February 2025 with the completion of a low income workpaper.

Inspections

ESA Main inspections are conducted for all attic insulation, furnaces, and water heaters and a sample of all other work. In PY 2025, SDG&E spearheaded a revision to the Statewide Energy Savings Assistance Program Policy and Procedures (P&P) Manual providing IOUs flexibility when selecting a sampling methodology for post-installation. The amendment was included in the October 31, 2025, Version 1.5 release of the P&P Manual. With this policy change, SDG&E has adopted a statistically-based sampling plan that has been successfully implemented for other programs. The sampling methodology, based on accepted quality engineering methods, is designed to ensure at least 90% confidence that measure failure rate is less than 10%. The sampling plan design permits sample sizes that are less dependent on the installation quantity, resulting in more stable and focused inspection workload without sacrificing statistical confidence. Coupled with a robust corrective and preventive action process, the new methodology has been effective at improving program and implementer performance while optimizing inspection efficiency.

1.2.4.2 SMFWB Program

Property Identification

In PY 2025, property identification processes saw modest improvements through:

- Enhanced targeting informed by the updated Res-Intel multifamily market characterization study for SDG&E’s service territory, which improved the ability to identify high-potential properties; and
- SDG&E launched its new SPOC landing page with an interest form for customers to begin participating in multiple programs with guidance from the SPOC service.

Outreach

Outreach practices remained generally consistent with prior years; however, several refinements improved early engagement:

- Increased participation in industry conferences and housing-sector events, improving visibility and earlier contact with multifamily owners and operators; and
- Expanded use of multilingual outreach materials to support more effective communication with diverse resident populations.
- More structured communication routines between the SMFWB implementer and the Southern IOU SPOCs, helping maintain engagement with property management companies throughout the program year.

Enrollment

Enrollment improvements in PY 2025 focused on reducing delays and maintaining momentum by implementing the following actions:

- Refinements to documentation practices, reducing the need for repeated follow-up with property owners and managers; and
- Expanded the enrollment pathway to allow subcontractors to identify and bring eligible properties into the program, increasing engagement opportunities from residents and property owners.

Inspections

- Updates to the Statewide MFWB Policy and Procedures Manual provide flexibility in the design of inspection sampling methodologies and authorized SDG&E to adopt an improved statistically based post-installation inspection process. The inspection sampling design aligns with the ESA Main inspection methodology. Coupled with a robust corrective and preventive action program, the updated design has been effective at improving program performance while optimizing inspection efficiency. Additionally, physical inspections for CAM projects located outside the SDG&E service territory continue to be conducted by a third-party inspection contractor.

Together, these targeted refinements strengthened program engagement and positioning of eligible properties, while the remainder of the program delivery strategy continued to operate under established SMFWB policies, procedures, and requirements.

1.2.5 Describe Tribal outreach activities, including a summary of the biannual Tribal meetings, and an up-to-date list of Tribal contacts, including progress towards meeting goal for relationships with non-federally recognized tribes.

There are 17 Federally recognized Tribes and three non-federally recognized Tribes within the SDG&E service area, each with its own distinct priorities and resource needs.

SDG&E respects that Federally recognized Tribes are distinct political entities, each having its own laws and policies that SDG&E must adhere to when on their reservations. SDG&E meets regularly with most of the Federally recognized Tribal Councils it serves, surpassing the required biannual meetings.

SDG&E did not meet the biannual meeting requirement for the non-federally recognized Tribes. Outreach to the non-federally recognized Tribes has been challenging, as they have been unresponsive to outreach efforts. One of the three non-federally recognized Tribes in the service area has only one Tribal member who lives off-grid and is elderly, making consistent contact challenging. In PY 2025, SDG&E made progress and met with one non-federally recognized Tribe after the Tribe contacted SDG&E's Cultural Resources team to discuss cultural resource protocols and cultural monitoring rates. Follow-up outreach continues with the intent of scheduling a meeting or community event to support program enrollment and access to resources. SDG&E's goal for PY 2026 is to meet with all three of the non-federally recognized Tribes in our service area.

SDG&E continues to prioritize low income program outreach to hard-to-reach areas where tribal members have limited access to broadband and technology. In PY 2025, the Outreach, ESA, and Tribal Relations teams collaborated to strengthen engagement with the Tribes within its service area as part of its ongoing efforts to increase access and connect tribal members to available customer assistance programs and other available resources. As part of enhanced outreach efforts, the Outreach team expanded one-on-one, on-site enrollment opportunities in collaboration with under-resourced Tribes. This approach was a result of Tribal feedback received indicating how valuable and effective individual assistance helped community members understand their billing, the program requirements, complete applications, and access

available resources. To further increase the value and relevance of these engagements, SDG&E partnered with organizations such as GRID Alternatives to provide expertise on priority topics during workshops and community events. In PY 2025, SDG&E participated in over 50 Tribal community resource fairs and presentations, engaged with 13 tribes to discuss low income programs and other programs and resources, and continues to extend these opportunities to the remaining Tribes with the understanding that even if their enrolled members may not meet low income criteria that their descendants may be eligible.

Eight of the 17 Tribes within SDG&E's service territory have been identified as having Tribal members who may be eligible for Customer Assistance programs (including low income programs, Medical Baseline, and various bill assistance programs) and were offered a mini grant to support their low income outreach efforts. In PY 2025, six of these eight Tribes received a mini grant. Additionally, SDG&E has established support systems with Indian Health Councils, Southern California American Indian Resource Center (SCAIR), and Southern California Tribal Chairmen's Association (SCTCA) to reach tribal members. SDG&E continues to review Tribal feedback and assess community needs to further refine and strengthen its outreach strategy.

The Tribal Relations team meets regularly with many of the Tribal Councils focused on their priorities, including new service and interconnection requests. The Tribal Relations team also meets often with tribal government staff members on varying topics. The Outreach team also participates in Tribal Council meetings at every opportunity Tribes are willing to add SDG&E programs and resources to their agenda. Tribal outreach activities include emergency preparedness workshops and Public Safety Power Shutoff (PSPS) exercises, informational meetings, listening sessions, focus group discussions, cultural events, seasonal fairs, and wildfire safety events.

The Tribal Relations team developed the first annual all-day comprehensive tribal sensitivity and engagement workshop for SDG&E employees held October 2025 in response to the need for more culturally sensitive engagement requested by the tribal community members, which was attended by 275 employees and centered on local tribal voices. The workshop provided employees with an understanding of how energy development has shaped and continues to shape Tribal Nations and the importance of Native American and California Native history to better serve our Tribal customers and build trust. Employees left with a deeper understanding and respect for tribal sovereignty and reinforced our shared vision and values for the land we all call home.

In accordance with D.21-06-015, SDG&E confirms that it has an up-to-date list of tribal contacts. Due to customer privacy concerns, SDG&E is unable to provide an actual list of contact names as that information is not public.

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

Assembly Bill (AB) 793 required utilities to develop and implement educational plans and incentive programs for customers to control their electricity use and acquire energy management technology. The following Sections 1.2.7 and 1.2.8 describe the ESA technologies and services provided to help customers better understand and manage their home energy use.

1.2.7 Managing Energy Use

In PY 2025, SDG&E spent \$1,513,713 on energy management technologies including smart thermostats and Tier II power strips. As part of the installation of a smart thermostat, customers are educated on set points to ensure comfort while managing energy usage.

1.2.8 Services to Reduce Energy Bill

In PY 2025, SDG&E spent \$188,562 on In-Home Energy Education for 6,399 ESA Main participants. ESA Main's In-Home Education includes customized, in-person assistance to help customers better understand and utilize available resources to better manage their energy consumption and make informed decisions about their energy use. As part of this effort, an ESA Main Residential Outreach Specialist (ROS) helps customers sign up for SDG&E's My Energy Center which provides an overview of SDG&E resources that can help them reduce their energy bill. If a customer does not have online access, an ESA Program Educational Booklet is provided.

1.3 Energy Savings Assistance Program Customer Enrollment

1.3.1 Report the number of customers or households treated, the IOU specific 2025 household treatment target, and the percentage of households treated. If the IOU was not able to reach the total household target, please explain.

In PY 2025, ESA Main treated 5,807 households or 72% of the household treatment forecasted planning assumption. ESA Main ROS reported higher rates of no-shows and non-responses during both scheduled visits and general canvassing efforts. Enrollments lagged through to the end of the year when program activity tends to decline around the holiday season. In response, ESA Main deployed automatically generated email and text confirmations that include the ROS name and badge information to help build customer trust in the program. While enrollments stalled, ESA Main improved the rate of delivery of certain qualifying measures,

contributing to increased energy savings per enrolled customer compared to the previous year. Examples of such measures include Whole House Fans, Pool Pumps, Water Heater Repair/Replacement, Attic Insulation, Smart Thermostats, Refrigerators, Air Purifiers, and Clothes Washers, as described in ESA Table 1.1.1.4. In PY 2025, refrigerator deliveries increased by 26% over the previous year due to adding a stainless steel option, adding more appliance delivery staffing, and optimizing delivery routes. Smart thermostats increased 37% after a gap in services was identified and fixed in PY 2024 to add the measure to the HVAC and Water Heater Services. Whole house fans and pool pumps were also successfully rolled out in PY 2025.

For SDG&E's portion of the SMFWB Program, SDG&E treated 3,112 in-unit households and completed 21 CAM projects, achieving 31% of its in-unit goal and 39% of its CAM goal. These results reflect the impacts of early-year challenges that slowed contractor production and limited field activity during a critical portion of the year.

To support improved achievement of annual goals in future program years, SDG&E is implementing several programmatic and operational modifications, including:

- Increased collaboration with the SMFWB implementer through more frequent communication touchpoints and subcontractor coordination meetings to identify field challenges early and maintain subcontractor engagement;
- Proactive PY 2026 preparation, including early program configuration and pricing work to ensure the program can begin for the upcoming year without delays or loss of momentum;

- Strengthened IT stabilization measures, including enhanced system testing, improved validation logic, and more controlled deployment processes to prevent recurrence of early-year disruptions; and
- Establishment of an SMFWB-dedicated IT vendor support team (September 2025–March 2026) to prioritize SMFWB-specific ticket resolution, configuration updates, and enhancement testing.
- Improved financial and workflow continuity mechanisms, including front-loaded SMFWB implementer payments and updated contract terms to reduce subcontractor cash-flow risk during system events;
- Refinements to invoicing timelines through recurring coordination meetings with the SMFWB implementer to align processes and reduce delays between assessment, installation, inspection, and invoicing;
- Expansion of subcontractor capacity and trade ally participation to build a more resilient delivery chain and reduce bottlenecks associated with limited crew availability; and
- Improved program guidance and documentation through ongoing P&P and Installation Standards updates to reduce documentation-related delays and rework.

With these modifications in place, SDG&E is better positioned to maintain delivery continuity, support subcontractor engagement, and build sustained momentum in PY 2026.

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

In PY 2025, ESA Main, SMFWB and the PPPD program contractors continued to leverage customer enrollment strategies that streamline enrollment, such as utilizing categorical eligibility and self-certification enrollment options for customers. Under categorical enrollment, a customer is eligible for ESA if they participate in a public assistance program that has already verified their income eligibility. Examples of these programs include Low Income Energy Assistance (LIHEAP), Women, Infants & Children (WIC), CalFresh, Supplemental Security Income (SSI), and Medi-Cal for Families. To ensure accurate categorical enrollment, ESA implementers, contractors, and intake specialists must correctly assess and verify a customer's participation in one of these qualifying programs.

As described in Section 1.2.4.1, the number of ESA Main participants taking advantage of online enrollment tripled between 2024 and 2025. This was helped in part by an updated door hanger campaign to include a QR code connecting customers to the online interest/enrollment form.

For the PPPD Program, SDG&E leveraged CARE participant data to identify customers deemed categorically eligible in the previous years. In addition, PPPD targeted customers located in PRIZM codes associated with the categorical eligibility criteria. These efforts were implemented to streamline the enrollment process by focusing outreach on customers whose demographic characteristics already met the pilot's eligibility requirements with minimal documentation required.

For the SMFWB Program, SDG&E continued to implement and refine enrollment-streamlining strategies to reduce administrative burden and support efficient customer participation.

Enrollment processes continued to leverage multiple coordinated lead sources, including IOU and ESA implementer online interest forms, the Multifamily Central Portal (MCP), and referrals and enrollments generated through the Southern IOU SPOCs, supporting timely identification and intake of eligible properties and customers. In addition, SDG&E further streamlined enrollment by expanding enrollment authority to subcontractors, allowing them to directly identify and enroll eligible properties and projects. This approach accelerated project intake and increased the conversion of customer interest into active program participation by leveraging subcontractors' established relationships with property owners and managers.

The SMFWB Program also continued to utilize whole-building enrollment approaches, enabling treatment of all units within participating properties, while allowing property owners to self-attest to income eligibility and apply categorical eligibility options for in-unit tenants enrolling outside of the whole-building pathway. This whole building enrollment model shifts eligibility documentation responsibilities to property owners and significantly reduces documentation requirements for individual tenants, resulting in a more accessible and streamlined enrollment experience for participating households. In addition, the ESA implementer and its subcontractors continued to utilize paperless, tablet-based enrollment processes, enabling subcontractors to complete enrollment documentation electronically in the field. This practice improved data accuracy, reduced manual processing, and supported smoother progression between enrollment, assessment, and installation activities.

Together, these continued enrollment strategies supported streamlined participation and more efficient progression from customer interest through treatment delivery within the SMFWB Program.

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

In PY 2025, ESA Main achieved its therms saved forecasted planning assumption but fell short on the electric savings forecasted planning assumption. The decrease in enrollment and households treated in PY 2025 resulted in far fewer installations of LED lightbulbs and smart power strips.¹⁷ These measures have traditionally supported ESA Main’s energy savings when participation rates are high because they are low-cost, easy to install, and qualify on most enrollments. To accomplish future annual energy savings goals, ESA Main will need to increase enrollments, homes treated, and electric efficiency measure installations.

For SDG&E’s portion of the SMFWB Program, the PY 2025 annual kWh savings goal was not fully achieved, while the Therms savings exceeded goal. SDG&E achieved 1,128,000 kWh, representing 89% of its PY 2025 electric savings goal, and 80,090 Therms, representing 109% of its PY 2025 gas savings goal. As discussed in the MFWB Program Summary under Section 1.1.1.2, early-year operational and system-related disruptions limited the program’s ability to achieve planned treatment volumes in PY 2025. Reduced field activity and delayed project progression constrained the number of completed in-unit and CAM electric measures, which in turn limited the program’s ability to fully achieve its electric energy savings goal.

In contrast, the program exceeded its Therm savings goal due primarily to the completion of several large CAM boiler replacement projects, which contributed substantial gas savings and offset lower savings contributions from the lack of in-unit measures.

¹⁷ Compared to Annual Report of SDG&E Low Income Assistance Programs for 2024, ESA Table 2.

To support improved achievement of annual energy savings goals in future program years, SDG&E is implementing targeted programmatic and operational modifications as described in the MFWB Summary under Section 1.1.1.2, including system stabilization measures, enhanced financial and workflow continuity, expanded contractor capacity, and proactive program-year preparation to support more consistent treatment delivery and savings realization.

1.4 Disability Enrollment Efforts

1.4.1 Provide a summary of efforts to which the IOU is meeting the 15% enrollment goal.

In PY 2025, SDG&E conducted outreach efforts with organizations serving individuals with a disability or other AFN to improve engagement in the ESA Programs. Throughout the year, SDG&E partnered with these organizations at more than 650 events and presentations, reaching over 85,000 customers. These events and presentations were provided to customers, CBO staff and volunteers, so they could assist community members that utilize their services. Additional information about these community organizations and SDG&E's joint outreach efforts can be found in Appendix D.

1.4.2 Describe how the Energy Savings Assistance Program customer segmentation for ME&O and program delivery takes into account the needs of persons with disabilities.

SDG&E's outreach activities are designed to support the needs of customers with disabilities, including individuals with AFN. SDG&E has worked with various CBOs, including non-profit organizations, community clinics, and county/city agencies that provide direct services to individuals with AFN, providing education and engagement opportunities in support of the ESA Programs. Partner segments with outreach activities included:

San Diego Center for the Blind (and low vision)

San Diego Center for the Blind promoted SDG&E's energy solutions and services that include ESA, CARE, and FERA, and Medical Baseline Programs in English and Spanish. A series of presentations on SDG&E programs and services including Customer Assistance Programs and Public Safety Power Shutoff (PSPS) was given throughout the year to multiple constituent groups of San Diego Center for the Blind.

Deaf Community Services

On a monthly basis, Deaf Community Services (DCS) shared marketing materials and PSPS messaging through their communication channels to promote programs that affect or benefit the deaf community in SDG&E's service territory. DCS has provided American Sign Language (ASL) interpretation for internal and external events with SDG&E and has an active Service Agreement to provide ASL interpreting services for key external events and customer notifications.

Mental Health Services

Several Energy Solutions Partners offered services supporting individuals with and families effected by mental health challenges, including La Maestra, Somali Family Services, and San Ysidro Health Centers. Partners attended specialized SDG&E-hosted presentations and training sessions on ESA, CARE, and FERA Programs, and monthly messages were posted on social media and digital channels.

Senior Centers

Outreach Advisors conducted presentations to Senior Centers throughout San Diego, including Backcountry Communities Thriving, ElderHelp of San Diego, Ramona Senior Center,

and others, with information on SDG&E's Customer Assistance Programs and offerings.

Monthly messages were posted through the community partners' various social media and digital channels.

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

SDG&E's ME&O communications are designed to specifically address the needs of individuals with AFN. For customers who are blind/low vision, SDG&E has provided large-font printed collateral materials and large-font customer bills upon request. These resources are available at sdge.com/AFN and sdge.com/accessibility page, which is a dedicated landing page for AFN customers. Through SDG&E's Energy Solutions Partner Network, SDG&E can provide customized messaging through email, e-blasts, newsletters, social media posts on Facebook, X, and Instagram, as well as at events, workshops, and training sessions with each organization's staff.

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

Despite the outreach efforts, individuals with disabilities account for 5.9% of SDG&E's PY 2025 ESA Program enrollments, falling below the 15% goal. This figure reflects customers who self-identified as disabled, participate in Medical Baseline, or were identified during the enrollment process. Reaching this goal remains challenging due to limitations on identifying disability status. Customers are not required to disclose this information and may be reluctant to do so, and contractors must rely on voluntary disclosure or observable indicators, which are not always evident.

Throughout PY 2025, SDG&E continued partnering with organizations serving customers with disabilities and other AFN populations, such as 211 San Diego, Deaf Community

Services, Autism Society of San Diego, Ride Above Disability, and more. Targeted CBOs participated in an AFN Self-ID campaign to increase awareness of AFN resources and to encourage customers to self-identify. SDG&E will continue to prioritize outreach strategies to reach AFN populations throughout its service territory through a variety of tactics including expanding community partnerships, participation in community events tailored to AFN populations, targeted call campaigns, and educational presentations to local organizations focused on disabled and aging populations.

1.5 Leveraging Success, Including LIHEAP

1.5.1 Describe the efforts taken to reach out to low income customers and coordinate the Energy Savings Assistance Program with other related low income programs offered outside the IOU.

SDG&E coordinates with other related programs serving low income customers in the following ways:

- The DAC-SASH implementer provides SDG&E with potential ESA and CARE Program leads. SDG&E provides an annual list of program leads to DAC-SASH implementer for marketing purposes;
- SDG&E coordinates with SDCWA on the delivery of program information referenced in Section 1.5.4;
- CARE enrollments are automatically referred to the ESA Program;
- Income verifications completed for CARE High Energy Use participants are automatically referred to the ESA Program;
- SDG&E leverages its Energy Solutions Partner Network of approximately 200 CBOs to connect customers with vital customer assistance programs;

- CARE Capitation Agencies help enroll hard-to-reach customers in CARE which are automatically referred to the ESA Program; and
- SMFWB program explored pathways to promote leveraging with SOMAH, TECH Clean California, California Department of Community Services and Development's Low Income Weatherization Program (LIWP), and the Self-Generation Incentive Program (SGIP)

The outcomes of these efforts in PY 2025 are described in Appendix A ESA Program Tables 13A and 13B.

1.5.2 In addition to tracking and reporting whether each leveraging effort meets the above criteria in order to measure the level of success, please describe the Other Benefits resulting from this particular

To the extent possible, SDG&E tracks and reports on dollars saved through leveraging efforts, energy savings/benefits, and enrollments criteria in Appendix A ESA Program Table 13A. No Other Benefits from these leveraging efforts are tracked and reported.

1.5.3 Please provide a status of the leveraging effort with Community Services and Development (CSD). What new steps or programs have been implemented for this program year? What was the result in terms of new enrollments?

SDG&E met with Community Services and Development (CSD) to reengage their interest in coordinating funding for measures related to ESA and LIWP on a quarterly basis).¹⁸ The priority for CSD LIWP is to fulfill their obligations for program budget spend and households treated before accepting more funding for the same measure or services. Since LIWP and the ESA Programs both offer very similar measures and services, the opportunity to leverage

¹⁸ D.21-06-015, Section 6.12.7.1, at 272 and OP 97 at 494.

between both programs is minimal to non-existent.¹⁹ Coordination is further inhibited due to the differences in household eligibility criteria.²⁰ As a result, the opportunities for referrals, leveraging, and coordination between SDG&E ESA and CSD LIWP are minimal. Results for new enrollments attributed to this effort are captured in Appendix A ESA Table 13B.

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

SDG&E's SPOC coordinated with the SDCWA throughout the year, holding quarterly meetings to review program updates, share insights, and identify opportunities for program coordination. SDG&E and SDCWA regularly exchanged program collateral to support cross-promotion, and the SPOC incorporated relevant SDCWA offerings into customer conversations. In PY 2025 Q4, the SPOC further strengthened this partnership by establishing a working relationship with SDCWA's direct install program implementer, Weber's Water, resulting in a formal referral process to streamline ESA Program customer participation in SDCWA programs and vice versa.

1.6 Integration Success

1.6.1 Describe the new efforts in program year to integrate and coordinate the Energy Savings Assistance Program with the California Alternate Rates for Energy (CARE) Program.

SDG&E's online joint CARE/FERA Application is a leveraging tool for the ESA Programs, creating ESA Program leads when a customer applies for CARE/FERA. SDG&E's

¹⁹ The one major difference is that the LIWP program offers solar incentives.

²⁰ CSD uses Area Median Income (AMI) and the ESA Programs use Federal Poverty Guidelines (FPG). With multifamily in-units, CSD requires the property to be designated as deed-restricted or have a funding commitment from a housing agency, while SDG&E's SMFWB Program may treat a non-deed restricted property with 80% or more of the residents confirmed as income qualified.

implementer is assigned program leads for customer follow-up. Leads generated through the joint online CARE/FERA internet application resulted in approximately 1,014 leads that converted to ESA Main enrollments in PY 2025. Customers enrolling in the ESA Programs, but not previously on CARE or FERA, can sign up for the CARE or FERA Program through the ESA Program agreement forms.

1.6.2 Describe the new efforts in program year to integrate and coordinate the Energy Savings Assistance Program with the Energy Efficiency Residential Program.

When a multifamily property is ineligible for the SMFWB Program, the SPOC can facilitate access to alternative options, including residential energy efficiency (EE) programs such as Residential Zero Net Energy (RZNET) program. SDG&E’s SPOC continued collaboration with the Residential Zero Net Energy (RZNET) program advisor to refine the referral process.

Table 1.6.2.1 compares the number of referrals made to multifamily programs in 2024 and in 2025. The Equitable Building Decarbonization (EBD) program is expected to launch in 2026.

ESA TABLE 1.6.2.1		
SDG&E SPOC MF REFERRALS FROM PY 2024 AND PY 2025		
Program	PY 2024	PY 2025
MFWB	37	50
SOMAH	54	506
Clean Transportation	1	7
RZNET	10	6
SDCWA	0	6
EBD	0	3
OBF	1	7
GoGreen Financing	0	11
Total	103	602

1.6.3 Describe the new efforts in program year to integrate and coordinate the Energy Savings Assistance Program with the Energy Efficiency Government Partnerships Program.

On August 7, 2024, the CPUC issued D.24-08-003, which approved San Diego Regional Energy Network (SDREN), as an Energy Efficiency portfolio administrator in SDG&E's territory.²¹ As part of this decision, the CPUC designated San Diego Community Power as the portfolio administrator on behalf of SDREN. In PY 2025, SDG&E and San Diego Community Power (SDCP) began monthly coordination meetings between the ESA Programs and SDREN to support integration and ensure there is no duplication in program offerings. These coordination efforts are to be added as revisions to the 2024-2025 Joint Cooperation Memorandum (JCM) between SDG&E and SDREN.²²

In addition, SDG&E, Los Angeles County (LA County), and ICF began quarterly meetings to coordinate ESA Programs with the California Energy Commission's (CEC) Energy Equitable Building Decarbonization (EBD) Program.²³ These efforts focus on ensuring there is no duplication in program offerings and identifying opportunities to leverage complementary government-led programs to better serve eligible customers. Coordination efforts are expected to ramp up once the EBD program launches in 2026.

²¹ D.24-08-003 at OP 1.

²² SDREN and SDG&E 2024 Joint Cooperation Memo available on the California Energy Data and Reporting System (CEDARS) - <https://cedars.cpuc.ca.gov/documents/standalone/list/>.

²³ More information on the CEC's EBD program is available at [Equitable Building Decarbonization Program | California Energy Commission](#).

1.6.4 Describe the new efforts in program year to integrate and coordinate the Energy Savings Assistance Program with any additional Energy Efficiency Programs.

SDG&E's SPOC ensures ongoing collaboration is taking place between the ESA Program and EE programs. This model streamlines customer access to relevant EE programs, ensuring a simplified process and reducing program-related confusion. When a multifamily property is ineligible for the SMFWB Program, the SPOC can facilitate access to alternative options, including residential EE programs.

Additionally, the ESA Program continued to coordinate with SDG&E's Energy Efficiency Customer Home Energy Readiness Program (CHERP) prior to CHERP's Q3, 2026 launch to better align offerings for customers interested in electrification alongside ESA services, while maintaining a streamlined, bidirectional referral process between CHERP and ESA. Table 1.6.7.1 in Section 1.6.7 summarizes the number of referrals made to the EE residential programs.

1.6.5 Describe the new efforts in program year to integrate and coordinate the Energy Savings Assistance Program with the Demand Response programs, including successes in Air Conditioning Cycling or other Demand Response programs, and the new Summer Reliability programs from D.21-12-015.

To enhance ESA Program contractors' expertise in both EE and Demand Response (DR) offerings, ESA Program management provided implementers with updated DR program eligibility guidelines, enrollment procedures, and participation benefits. ESA Main provided a flyer promoting the Power Saver Rewards Program to participants until the program ended on November 1, 2025. Customers were also informed about Time of Use Rates and directed to the company website for more information during in-home education services.

1.6.6 Describe the new efforts in program year to integrate and coordinate the Energy Savings Assistance Program with the California Solar Initiative Programs.

In 2025, SDG&E continued its commitment to supporting solar incentive programs and fostering collaboration with SOMAH and DAC-SASH key stakeholders. For additional data on leveraging refer to Section 2.6.7 and Table 1.6.2.1.

Pursuant to D.21-06-015 OP 43, the IOUs hosted the fourth annual Clean Energy Workshop on July 17, 2025. The purpose of the workshop was to bring various Income Qualified and Clean Energy Program administrators together to align and provide program information, create connections, and improve coordination efforts and share learnings. The agenda for the workshops included the following topics: Low Income Pilots: Lessons learned, Solar on Multifamily Affordable Housing, Building Electrification Update and Calculator, Building Electrification Expansion and Collaboration, Accessibility in Disadvantage Communities, Non-Energy Impacts in Electrification Programs, and LA County Heat Action Plan. SDG&E gained valuable insights from TECH’s presentation on leveraging programs such as SGIP and DAC-SASH and their alignment with the ESA measure offerings. In Q4 of 2025, SDG&E collaborated with TECH to support customers within its service territory. Additionally, TECH shared key learnings related to panel upgrades; limitations of rigid project caps and allowing for flexibility to drive real assistance for customers in need. These insights will inform future considerations for electrification and inform how ESA measures can be more effective in complementing solar and storage initiatives.

1.6.7 Report annually the number of participation referrals provided to other PAs and the number of leads they successfully acted on by program type.

Table 1.6.7.1 summarizes the total number of referrals provided to other multifamily programs by SDG&E’s SPOC in PY 2025. As part of its biannual coordination, SDG&E, Energy

Division and SOMAH met in September and agreed to provide SOMAH with its MFWB pipeline resulting in a large increase in Q4 referrals.

ESA TABLE 1.6.7.1 SDG&E PY 20205 SPOC MF REFERRALS					
Program	Q1	Q2	Q3	Q4	YTD Total
MFWB	7	17	20	6	50
SOMAH	7	0	72	427	506
Clean Transportation	1	5	0	1	7
RZNET	0	2	1	3	6
SDCWA	0	5	1	0	6
EBD	0	0	0	3	3
OBF	0	4	1	2	7
GoGreen Financing	0	4	2	5	11
Total	15	37	97	447	602

1.7 Workforce Education & Training (WE&T)

1.7.1 Please summarize efforts to improve and expand Energy Savings Assistance Program workforce education and training. Describe steps taken to hire and train low income workers and how such efforts differ from prior program years.

SDG&E works directly through its ESA contractors to enhance WE&T initiatives, focusing on recruiting from local communities and expanding training programs. In the Spring of 2025, the ESA Programs implementer led a series of meetings with ESA contractors to discuss workforce challenges and strategies amid evolving electrification policy and labor shortages. These discussions identified gaps in training alignment, funding and wages, and led to proposed solutions such as reimbursed in-house training, regional and multilingual training hubs, wage benchmarking, and policy reforms.

As a result of these findings, the Company renegotiated compensation at the requests of contractors and proposed changes to its PY 2028-2033 application, such as a longer program cycle and training compensation to support contractors WE&T efforts.

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

In PY 2025, SDG&E ESA contractors conducted the following activities to recruit and hire workers:

- Advertised employment opportunities in local zip codes;
- Promoted hiring opportunities with ESA participants via a flyer;
- Provided paid on the job training;
- Used skills-based hiring rather than relying solely on formal education; and
- Offered multi-lingual communication throughout the hiring process.

In PY 2025, SDG&E ESA contractors provided the following training or skills development opportunities:

- Weekly Tailboards and Monthly Meetings focus on education and skills development specific to ESA workforce including Residential Outreach Specialists, weatherization and NGAT technicians, and HVAC & Water Heater Repair and Replacement providers;
- Quality Assurance Ride-Alongs provide opportunities to review and correct workmanship on the job, providing valuable hands-on training and skills development opportunities for workers;
- Ad hoc training as needed, such as NGAT refresher and certification courses, vendor led training, etc.; and

- San Diego LEARN promoted to contractors to access free online courses, live webinars, and certification-aligned training for HVAC systems, energy efficiency, electrification and sustainable building careers in San Diego County.²⁴

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

- **Percent of incentive dollars spent on contracts with a demonstrated commitment to provide career pathways to disadvantaged workers.**

SDG&E contractually requires ESA Program contractors to commit to providing career pathways to disadvantaged workers. These subcontractors develop and submit Workforce Outreach Plans that include specific tactics and metrics to track compliance and progress. As a result, 100% of incentive dollars spent on ESA Program contracts include commitments to providing career pathways to disadvantaged workers.

- **Number of Career & Workforce Readiness (CWR) participants who have been employed for 12 months after receiving the training. (Provide contractors early warning of need for this information).**

PG&E serves as the contract holder for the statewide Career & Workforce Readiness Program, also known as Energize Careers. In PY 2025, the program established 18 collaborations with training partners and wraparound service providers, enrolled 1,045 participants in technical training programs, and placed 701 program participants in jobs. Additionally, 475 program participants reached their final program milestone of remaining employed for 12 months in jobs where they are using the knowledge and skills they acquired.

²⁴ <https://www.sandiegolearn.com/>

- **Percent of total WE&T training program participants that meet the definition of disadvantaged worker.**

For SDG&E's local WE&T Program, the percentage of total WE&T training program participants that meet the definition of disadvantaged worker is reported in the Energy Efficiency Market Support & Equity quarterly and annual metrics report Table T-5 to be submitted to CEDARS on June 1, 2026.²⁵

1.8 Studies

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

ESA Main Impact & Process Evaluation

In accordance with D.21-06-015, the IOUs are conducting an Impact and Process Evaluation of the ESA Main program that serves qualified households in single family residences, mobile homes, renters, and homeowners.²⁶ The program design is focused on achieving energy savings through targeted outreach efforts, while continuing to offer benefits of HCS to low income customers. The primary objective of this study is to inform both program delivery strategies and measure-level savings values by estimating first year gas and electric energy savings and coincident peak demand reduction and provide results by utilizing a regression analysis. This analysis is expected to serve as the primary method to estimate weather-normalized program impacts, given its robustness in capturing energy usage trends and isolating program-related effects. The savings estimates resulting from this study will be used at the household (or whole house) level review and will utilize past evaluations to

²⁵ EE Annual Report is available on CEDARS at <https://cedars.cpuc.ca.gov/reports/portfolio-metrics/>

²⁶ D.21-06-015 OP 169.

examine issues with inconsistent results of measure-level and measure group savings due to the use of different regression techniques.

The ESA Main Impact & Process Evaluation held its kickoff and began scope planning in June 2025. The study team and the Energy Division held weekly meetings throughout the remainder of the second and third quarters of 2025 to discuss the study's scope of work and development of a Request For Proposal (RFP) package. The IOU contract lead, SoCalGas, issued an RFP in October 2025, and solicitation activities progressed throughout the remainder of the year. In the first quarter of 2026, the study team met to calibrate on scoring and select a third-party evaluator to conduct this study through the competitive solicitation process. The study is expected to be completed by the fourth quarter of 2027. The authorized joint IOU budget for the study is \$500,000, with SDG&E's allocation authorized at \$75,000 (15%) of the study budget.

California Technical Forum Administration (Cal TF) and California Electronic Technical Reference Manual (eTRM) Software Maintenance and Development

In the third quarter of 2025, SDG&E met with the ESA Working Group to discuss a feasibility study to develop an online tool for storing ESA Program savings workpapers to be funded through SDG&E's Evolving Study and Data Needs Budget. The tool would be based on eTRM, which stores deemed measure technical data for energy efficiency programs with a simplified user interface, streamlined workflow to speed up development, lower implementation cost, and allowance for broader access. Following discussions with the ESA CARE Study Working Group, the feasibility study funding was approved, and the study is currently in progress with CalTF as the vendor. The primary purpose of the CalTF study is to prepare a business case and reach a go/no-go decision for implementing a centralized public repository for IOU ESA Program operations, implementers, and other stakeholders. This ESA Program savings

repository aligns with the eTRM Roadmap in the CalTF 2025 Business Plan and can leverage existing functionality and prior development work. Furthermore, this ESA Program savings repository will facilitate use of California’s deemed market-rate measures as well as ESA-specific measure packages that may be simplified, more suited to low income programs and not necessarily offered in market rate EE programs. The contract was issued in the fourth quarter of 2025, with a budgeted amount of \$74,000. The study is scheduled to be completed in the second quarter of 2026.

1.8.2 For studies that concluded in 2025 submit a Final Study Report describing: (1) overview of study; (2) budget spent vs. authorized budget; (3) final results of study; and (4) recommendations.

Low Income Non-Energy Impacts (NEI) Study

The 2025 NEI Study provides updated, California-specific valuations of comfort, noise, and indoor air quality benefits resulting from ESA Program participation. After a competitive solicitation, the NEI Study was initiated in February 2024 with Evergreen Economics as the selected third-party evaluation consultant. The study proposed to address the long-recognized need for updated California-specific evidence on the non-energy benefits generated by ESA measures, particularly those related to HCS. The study determined whether and how ESA measures deliver meaningful non-energy benefits for vulnerable households, an area of increasing importance as the state emphasizes equity, wellbeing, and resilient outcomes in its energy programs.

The Study demonstrates that the ESA Program delivers substantial, measurable, and meaningful benefits beyond traditional energy savings. These NEI, including comfort, safety, health, and emotional wellbeing are central drivers of participant satisfaction and justify continued investment in Low Income programs.

Evergreen Economics surveyed ESA Program participants who had lived in their homes for at least one year prior to receiving services, ensuring they could reliably compare conditions before and after the program interventions. These surveys, deployed to determine how often ESA participants experience improvements in health, comfort, and safety after receiving program measures (e.g., insulation, appliance replacement, HVAC repairs), were completed in January 2025. The findings from the final report showed that ESA participation improves overall quality of life, not just physical home conditions. Additionally, the conjoint analysis was used to develop values for NEI HCS measures with the goal of producing more realistic assessments of ESA Program impacts.

The final report and comment response spreadsheet was posted to the Energy Division's Public Document Area (PDA) on June 17, 2025.²⁷ While only a modest share of participants reported experiencing these improvements, those who did largely attribute them to the ESA Program, indicating that the program is delivering valued quality-of-life benefits beyond energy savings. The conjoint analysis results further demonstrate that low income households place significant monetary value on these non-energy attributes.

In addition to the final report, Evergreen Economics concluded with a final version of the Non-Energy Benefits (NEB) tool. The ESA NEB Calculation Tool (v4.1) provides a standardized, literature-based framework to quantify and allocate NEBs for the ESA Cost-Effectiveness Test (ESACET). Incorporating the APPRISE 2021 and Evergreen 2025 studies, the tool centralized all user-entered utility, program, and measure data, then automatically calculated NEBs using consistent formulas for bill reductions, payment-related

²⁷ 2025 Evergreen Economics Study, 2025 Non-Energy Impacts Study – Final Report (June 17, 2025), available at: <https://pda.energydataweb.com/api/view/4163/2025ES~1.PDF>

impacts, health and safety benefits, appliance repair savings, water savings, and comfort/noise NEI. It applied a program-weighted NEB lifetime and discounting method to convert annual benefits into comparable lifetime values and multiplies these by household counts to generate utility and participant NEB totals. The updated NEB Calculation Tool values were used to inform SDG&E's Bridge Funding Application, filed on June 27, 2025.²⁸

The NEB tool integrated changes to the ESACET calculations from insights into participant experiences related to comfort, noise reduction, and indoor air quality that will be utilized going forward when calculating ESACET values. The Non-Energy Impacts Evaluation study had a joint IOU authorized amount of \$500,000 and a total IOU spend amount of \$439,038. SDG&E's statewide allocation of 15% spend totaled \$65,855.²⁹

A new NEB study proposed in the IOUs' PY 2028-2033 Income Qualified Programs Application will explore a broader suite of methods to produce California-specific valuation for health and safety benefits.³⁰

Low Income Needs Assessment (LINA) Study

The 2025 LINA study's primary objectives were to examine the needs and energy consumption behaviors of both high and low energy usage low income customers, to assess how the ESA Program benefits customers in these segments, and how it can more effectively target and deliver services based on customer needs and characteristics.

²⁸ Application of San Diego Gas and Electric for Approval of Low Income Programs and Bridge Funding for PY 2027 (A.25-06-022).

²⁹ The 2025 ESA NEI Study was authorized by D.21-06-015 in the amount of \$500,000 (OP 167).

³⁰ A.01-01-010 Attachment G Table A-4.

The study provided insights showing that high and low users are similar in terms of the income level, age of their homes, desire to lower bills and belief that they are doing everything to save energy. The draft report was presented during a webinar with stakeholders on September 25, 2025. The final report and comment response spreadsheet was posted to the Energy Division's PDA on October 30, 2025.³¹

The findings produced a list of recommendations that highlighted high-usage households and presented several opportunities for expanded energy savings through targeted measures and education. These customers frequently operate multiple types of pumps, larger appliance loads, mixed cooling approaches, and secondary heating equipment, indicating the value of broadening ESA offerings to include efficient irrigation and well pumps, upgrades for aging dishwashers, clothes dryers, and primary heating systems, and continued replacement of second refrigerators. These households typically have more plug loads and providing multiple smart strips based on occupancy can further reduce consumption. Many high-usage customers also express skepticism about the value of conservation behaviors, highlighting the need for clear, actionable educational materials that demonstrate effective energy-saving practices for all residents of the home. On the other hand, some low-usage households engage in unsafe heating behaviors, underscoring the importance of safety-focused education on heating and stove use. Finally, to ensure equitable participation, the program should strengthen in-language support during assessment and installation phases, where communication barriers remain most pronounced.

³¹ 2025 Evergreen Economics Study, 2025 Low Income Needs Assessment – Final Report (October 30, 2025), available at: https://pda.energydataweb.com/api/view/4241/2025%20LINA%20Final%20Report_103025.pdf

The final Joint IOU 2025 LINA study costs totaled \$499,770, below the authorized amount of \$500,000.³² SDG&E's statewide allocation was 15%, amounting to \$74,966 of the final study costs.

Multifamily Market Characterization Study

SDG&E's Multifamily Market Characterization study from Res-Intel was completed in March 2025.³³ The study updated the 2020 service-territory analytics for 5+ unit multifamily properties with new building data, daily kWh consumption profiles, and additional building attributes. The purpose of this study is to identify and improve the understanding of the multifamily properties in SDG&E's territory. By combining building data with SDG&E data, Res-Intel can evaluate energy-use intensity (kWh/ft²) and energy benchmark scores for each property.

The results of the study are:

- There are an estimated 11,245 multifamily sites in SDG&E service territory.
- SDG&E's multifamily properties contain a combined 331,910 housing units, 51% of which are located in properties containing more than 100 units.
- According to the combined low income records, there are 514 low income multifamily properties distributed across SDG&E's territory, of which 294 are deed restricted.

³² The 2025 LINA Study was authorized by D.21-06-015 in the amount of \$500,000 (OP 167).

³³ Residential Energy and Water Intelligence (Res-Intel), *SDG&E Multifamily Market Characterization*, April 2025.

- 77 are subject to rent *restriction*, meaning that rental rates are fixed in proportion to local incomes
- 91 have subsidized rent, meaning renters pay a subsidized rate and typically have lower incomes than residents of rent-restricted buildings
- 4 sites have *stabilized* or *controlled* rent, meaning that rent increases cannot exceed a certain amount in a given year
- 52 sites have some number of affordable units
- Energy-benchmarked market-rate properties have an average Energy Use Intensity (EUI) of 35.5, while low income properties have an average EUI of 38.4, a statistically significant difference from the market-rate average. A lower EUI indicates a more energy-efficient building, while a higher EUI indicates a less energy efficient building.
- Only 2 multifamily properties in SDG&E territory are in tribal land, and both are in the Rincon Reservation in Valley Center.

This data informed and enhanced targeted marketing and outreach for the SDG&E component of the SMFWB Program. These metrics aided in identifying large energy consuming properties and assisted the SPOC in assessing whether a property is a cost-effective candidate for multiple retrofit programs.

The contract not to exceed amount for this study is \$142,042, and the study spend was \$129,089.

1.9 Pilots

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

SDG&E did not conduct any ESA Program pilots beyond PPPD covered in Section.

1.1.1.3.

1.9.2 If applicable, submit Final Pilot Report describing: 1) Overview of pilot; 2) Description of Pilot Evaluation Plan (PEP); 3) Budget spent vs. authorized budget; 4) Final results of pilot (including effectiveness of the program, increased customer enrollments or enhanced program energy savings); and 5) Recommendations.

SDG&E did not conduct any ESA Program pilots beyond PPPD covered in Section.

1.1.1.3.

1.10 ESA Working Groups (WG) and Sub-Working Groups (SWG)

The Working Groups consist of ESA SWG-Cost Effectiveness SWG, Policy and Procedures (P&P) and Installation Standards (IS) SWG, Universal Application SWG, and the CARE/FERA Post-Enrollment Verification (PEV) SWG.

1.10.1 Please provide a brief background on each WG and SWG.

ESA WG

D.21-06-015 specified the requirement for the IOUs to establish an ESA WG with multiple sub-groups to address a diverse set of program operations and improvements; one of the guiding principles being to provide energy savings and hardship reduction to low income households in line with IOU program goals. The ESA WG held its first kick-off meeting in January 2022 and since then, the group has been meeting six times a year to address specific subjects and/or deliverables with rotating SWG discussions.

The ESA WG functions were initially divided into the ESA Council and three Sub-Working Groups (SWGs): ESA Program Cost-Effectiveness (CE) SWG, ESA Program Policy & Procedures and Installation Standards Manuals (PP&IS) SWG, and Universal Application System (UAS) SWG. D.22-12-029 added a fourth working group in PY 2023, the California Alternate Rates for Energy/ Family Electric Rate Assistance Program (CARE/FERA) Post-Enrollment Verification (PEV) SWG.

The ESA WG operates with specific guiding principles that are outlined in the Charter and Governance documents, and once the planned SWG tasks are completed, the SWG members delegate the SWG charter back to ESA WG. Prior to 2025, three of the four SWGs were completed: the CARE/FERA PEV SWG in 2024, the ESA Program CE SWG in 2023 and UAS SWG in 2022.

PP&IS SWG

The statewide Policy & Procedures and Installation Standards Manuals Sub-Working Group (PP&IS SWG) discusses and recommends revisions to the P&P Manual and IS Manuals and conducts an initial assessment of "healthy building materials," and reviews proposed revisions to ESA Main and SMFWB measures. Since 2022, this SWG has held public meetings and is supported by selected ESA WG Members. This SWG meets on the second Wednesday every other month, is open to the public, and accepts new participants. Work is ongoing in 2026.

1.10.2 What were the accomplishments of each WG and SWG in the PY 2025?

2025 ESA WG

In 2025, the ESA WG grew to twelve non-IOU members, comprised of contractors and non-profit organizations and retained four IOU members and one Energy Division

representative. In PY 2025, the ESA WG held a total of six public meetings and 12 council meetings and completed six statewide public meetings, capturing the interest of more than 400 total attendees including ESA WG IOUs, non-IOU member organizations and the public.

Two additional meetings were convened to further advance the objectives outlined in the Decision and Charter: the Multi-Family Workshop and the TECH Low Income Electrification Findings presentation. Both were conducted in collaboration with the Energy Division. The Multi-Family Workshop focused on discussing the multifamily whole-building (MFWB) program model and addressing multifamily-specific challenges. In parallel, the TECH Clean California team presented key findings and analysis on the benefits, opportunities, and strategies for advancing low income electrification for ESA-eligible customers, with a particular emphasis on heat pump deployment in alignment with programmatic objectives and statewide heat pump adoption goals.

Ongoing opportunities for growth identified during PY 2025 included balancing HCS and energy savings measures; ESA workforce development planning, training, and recruitment; outreach and marketing adaptations for contractors; permit acquisition and inspection delays; MFWB program challenges; and program lessons learned as new Full Cycle Applications are prepared.

The ESA WG discussed and set goals for PY 2026, including a list of priority topics and objectives to address challenges faced in PY 2025.

In addition, the ESA WG collaborated on several additional items including, but not limited to:

- The Clean Energy workshop,

- Income Qualified Program (IQP) California Energy Data and Reporting System (CEDARS) updates,
- Pilot Program budget(s),
- Northern and southern Multi-Family programs,
- Income qualified potential and goals study report results,
- ESA workforce development,
- PG&E FERA barriers studies,
- ESA building electrification pilot advice letter,
- Full cycle applications, and
- Contractor experiences with city permitting process, marketing and outreach.

2025 Policies and Procedures and Installation Standards (PP&IS) Sub Working Group (SWG)

The PP&IS SWG continued executing its core function throughout PY 2025 including revisions and updates to the manual, updates to PP&IS measure specifications to include policies and installation standards and modifications, and revisions to the charter. The SWG met bi-monthly and provided updates and/or presentations in five out of six ESA WG public meetings.

2025 accomplishments for this SWG include but are not limited to the following:

- Released two revisions of statewide ESA Program P&P manual;
- Completed one revision of IS Manual (v.1.5);
- Released two revisions of MFWB Program P&P Manual;
- Completed one revision of Measure Spec Manual (v4.0);
- Provided loading order (LO) guidance to ESA WG Council and Energy Division;

- Developed infographic document detailing partial electrification’s effects on the pressure dynamics of a home and illustrated examples of when NGAT may be needed;
- Developed decision tree outlining when combustion appliance testing is needed during electrification; and
- Developed guidance document regarding upgrading and sizing the main distribution panel.

1.11 Annual Public Meeting of ESA and CARE Program Prior Year Results

ESA WG

SDG&E presented its annual report results during the virtual August 28, 2025, ESA WG Public Meeting.³⁴ SDG&E presented 2024 ESA, CARE, FERA Program statistics, enrollment findings, general activities, outcomes and lessons learned. Among these topics, a variety of other IOU-specific updates were provided, including but not limited to marketing and outreach as well as customer engagement. The public meeting format provided an opportunity for a robust discussion and Q&A with stakeholders.

1.12 Multifamily Properties

- 1.12.1 The IOUs shall conduct and report an annual analysis of the square footage, energy consumption, and ESA Program participation. Please include the breakdown of market rate and deed restricted properties treated.**

SDG&E Low Income Multifamily Property Characteristics

SDG&E’s PY 2025 annual analysis of multifamily property square footage, energy usage, and participation in the ESA Program, including how treated properties are distributed between

³⁴ The Annual Report Public meeting materials are publicly available on CPUC Energy Division’s Public Document Area at <https://pda.energydataweb.com/#!/documents/3995/view>.

market-rate and deed-restricted housing, are presented within this section. In PY 2025, Residential Energy and Water Intelligence (Res-Intel) refreshed its characterization study of multifamily properties within SDG&E’s service area.³⁵ The updated dataset, first applied in the PY 2024 Annual Report, enhances the analysis by excluding properties with fewer than five units and incorporating third-party data to identify properties likely to be predominantly low income. These refinements result in a smaller set of properties classified as low income compared with earlier reports, reflecting the increased accuracy of the improved methodology. The following table summarizes the multifamily property data for PY 2025.

ESA TABLE 1.12.1.1						
PY 2025 ESA MULTIFAMILY PROPERTY ANALYSIS						
Type	Estimated No. of Properties	Conditioned Area Square Footage		2025 Consumption		Number of Properties Treated by ESA in PY 2025
		Total (millions)	Average (thousands)	Total Annual MWH	Total Annual Therms	
Deed Restricted	294	16.9	57.4	92,791	4,463,994	0
Market Rate	220	13.4	60.9	48,697	1,797,130	4

1.12.2 The IOUs shall describe the activities conducted in multifamily properties for multifamily common area measures under the ESA Program.

SDG&E continued implementation of CAM within multifamily properties as part of the SMFWB Program. CAM activity progressed across lead generation, enrollment, assessment, and installation phases, supported by ongoing updates to multifamily Res-Intel market data and

³⁵ Residential Energy and Water Intelligence (Res-Intel), SDG&E Multifamily Market Characterization, April 2025.

improved portfolio engagement strategies. The program’s refreshed multifamily property analysis, completed in March 2025, enhanced the ability to identify cost-effective candidates for common-area improvements and supported targeted outreach efforts. More information about the purpose and results of the study are referenced in Section 2.8.2.

Throughout PY 2025, the implementer and subcontractor network advanced CAM projects through design, permitting, and installation workflows, contributing to steady progress in delivering energy savings at the property-level. These activities, combined with increased SPOC coordination and enhanced documentation processes, have positioned the SMFWB Program to continue expanding whole-property treatment opportunities in subsequent program years.

1.12.3 Normalized Metered Energy Consumption (NMEC) Analysis of the Multi-family Common Area Measures (MF-CAM) Initiative.

An NMEC analysis on common area measures for multi-family properties treated through the MFWB Program is reported within this section. The analysis requires twelve months of metered consumption data prior to measure installation date and twelve months of metered consumption data after the installation date. NMEC project analysis requires at least 12 months of post-installation data. The analysis provided in Table 1.12.3.1 and Table 1.12.3.2 is for properties treated in PY 2024.

Three multi-family properties were treated with common area measures from January 2024 through December 2024. Installed measures include central storage water heaters, clothes washer, and lighting. As shown in Table 1.12.3.1, Ex Ante savings reported for these installations were 574 and 6,889 therms. Some of the therms savings were offset by negative therms from lighting interactive effects.

ESA TABLE 1.12.3.1

PY2024 ESA CAM EX ANTE SAVINGS BY END USE

Measure End Use	Number of Sites	Ex Ante kWh Savings	% of Total Ex Ante kWh	Ex Ante Therm Savings	% of Total Ex Ante Therms
Central Storage Water Heater	2	0	0	6,869.86	99.72%
Clothes Washer	1	268.70	47%	21.50	0.31%
Lighting	1	305.20	53%	-1.98	-0.03%
Total	3	573.90	100%	6,889.38	100%

Evergreen Economics was contracted to perform a site-level NMEC analysis on each of the treated properties. Aggregated results are presented in Table 1.12.3.2. Overall, the normalized annual electric savings for all treated sites showed an increase in consumption by 629 kWh and the normalized annual gas savings was 2,721 therms. Normalized annual energy savings is an estimate of the annual energy savings resulting from.³⁶ Table 1.12.3.2 presents the disaggregated electric and gas savings by treated property and indicates an overall realization rate of -110% for electric savings, due to the increase in electric consumption, and 39% for gas savings.

³⁶ For “typical” weather, Evergreen Economics used CZ2025 weather data files which provide historical weather patterns observed during the period 2000 through 2020.

**ESA Table 1.12.3.2
Summary of Evaluated Savings**

	Participant N	Ex Ante		Annual, Normalized Weather-Year (CZ2025)				Annual, First Year				Realization Rate
		Savings	%	Baseline	Savings	+/-*	%	Baseline	Savings	+/- *	%	
Total kWh	1	574	24%	2370	-629	73	-27%	2380	-521	88	-22%	-110%
Total therms	3	6889	41%	16658	2721	369	16%	16737	2611	277	16%	39%

*Value is the 95% confidence interval on the savings estimate.

Evergreen Economics conducted a comprehensive review of site-level meter data to identify anomalies and outliers prior to analysis. Load shapes were then developed for each site, with multiple model specifications tested while controlling for temporal effects and underlying trends in energy consumption. Model performance was evaluated using several goodness-of-fit statistics. Non-routine events (NREs) are identified in cases where observed changes in consumption could not be attributed to program-related impacts. Evergreen Economics identified four NRE’s across the three participant sites. In three of the four cases, the magnitude of the non-routine adjustment (NRA) was small relative to the ex ante savings estimates. Table 1.12.3.3 summarizes the estimated energy savings at the site level.

**ESA Table 1.12.3.3
Site Specific Evaluated Savings**

Site	Measure(s)	Electric (kWh)		Gas (therms)	
		Ex Ante	Normalized Savings	Ex Ante	Normalized Savings
C001	Central Storage Water Heater	-	N/A	5496	2269
C002 ³⁷	Central Storage Water Heater	-	N/A	1374	297
C003	Clothes washer (ENERGY STAR, front-load) + LED lamps	574	-629	19	155

1.13 Miscellaneous

1.13.1 1.13.1 LIFT Pilot

This section is not applicable to SDG&E.

³⁷ Site C002 did not receive any electric efficiency measures; however, a substantial decrease in electric usage was observed a few months before the program intervention. Because these changes could not be attributed to program-related impacts, the electric impacts for this site were excluded from the analysis.

2 CARE EXECUTIVE SUMMARY

In PY 2025, SDG&E's estimated eligible population for CARE enrollment was 287,738 customers. SDG&E ended the year with a total of 287,358 customers enrolled in CARE, resulting in an enrollment rate of approximately 100% of the total eligible population within its service territory, exceeding the program year goal of 90% enrollment. This success in PY 2025 total CARE enrollments can be attributed to SDG&E's holistic marketing and outreach approach, which includes mass media, community outreach and engagement, digital and direct marketing campaigns, multicultural marketing, and outbound calling. The CARE Program's ME&O and administrative achievements and key initiatives in PY 2025 include:

- Targeted marketing and partner-driven outreach strengthened customer acquisition, including over 10,000 new CARE enrollments through The Harris Group's Live Call Campaign, the highest-converting outreach tactic at a 97% conversion rate;
- Outreach from 21 CARE Capitation Agencies, over 200 Energy Solutions Partner Network organizations, and more than 850 community events created broad, community level awareness and access to the CARE Program; and
- Enhanced customer experience and process improvements helped sustain high customer satisfaction and retention, supported by an annual survey of over 400 CARE customers showing 90% satisfaction, increased awareness of verification requirements, and strong customer preference for online and email channels.

In September 2024, AB 2672 was approved, requiring the CARE Program to include public housing authority owned or administered Homekey facilities where the residents of the

facility substantially meet the CARE Program’s income eligibility requirements and the account is in the name of Homekey, a nonprofit funded by Homekey, or the public housing authority that owns or administers the facility.³⁸ SDG&E implemented AB 2672 requirements by June 1, 2025 based on guidance received from the Commission.³⁹

Procedural Background

The CARE Program is statutorily mandated by California P.U. Code Sections 739.1 and 739.2 to assist income-eligible households with a monthly discount on their gas and electric bills.⁴⁰ The CARE Program currently provides a 20% discount on natural gas charges and a 35% discount on electric rates to low income households with income below 200% of Federal Poverty Guidelines (FPG).⁴¹ Pursuant to D.24-05-028, SDG&E increased the CARE line-item electric discount to 35%. Effective January 1, 2025, the current rate exemptions continue to apply, therefore SDG&E estimates the total effective CARE electric discount increased to approximately 38%.⁴²

D.21-06-015 approved SDG&E’s CARE Program plans and budget for PY 2021-2026.

Key directives approved in the Decision included:

³⁸ P.U. Code Section 739.1(i) as amended by AB 2672.

³⁹ See *2025-2026 Annual Income Limits for the California Alternative Rates for Energy (CARE), Family Electric Rate Assistance (FERA), and Energy Savings Assistance (ESA) Programs and the Implementation of Assembly Bill (AB) 2672 and Senate Bill (SB) 1130* (March 26, 2025).

⁴⁰ The CARE Program was implemented by the Commission in D.89-07-062 and D.89-09-044.

⁴¹ D.24-05-028, at Conclusion of Law (COL) 11, at 147-148 and Ordering Paragraph (OP) 4, at 163. SDG&E Advice Letter 4588-E-A Partial Supplement available at <https://tariffsprd.sdge.com/view/filing/?utilId=SDGE&bookId=ELEC&flngKey=7472&flngId=4588-E-A&flngStatusCd=Approved>.

⁴² *Id.*

- (1) extension of the CARE Expansion Program recertification period from two years to four years;
- (2) establishment of an exemption for fixed income households from recertification and verification requests until their account is closed, customer of record is altered, or a minimum of six years has transpired since the customer's income was verified using program approved documentation;
- (3) establishment of a four-year recertification cycle for CARE customers with a high probability score (at least 80 %);
- (4) modification of the post-enrollment verification (PEV) requirements for customers that exceed 400 % of baseline from one time in 12 months to three times in a 12-month period;
- (5) approval of an outbound call pilot for "attempted but failed" post-enrollment verified households;
- (6) approval for an increase in capitation fees from \$20 to up to \$30 per enrollment;
- (7) approval of the Community Help and Awareness of Natural Gas and Electricity Services (CHANGES) PY 2021-2026 Program budget of \$10,515,012 for all IOUs;
- (8) approval of an independent third-party evaluation of the CHANGES program to assess benefits and cost-effectiveness for low income customers and determine the most appropriate funding source based on program beneficiaries; and

(9) retain 90 % CARE enrollment rate requirement.⁴³

2.1 Participant Information

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

CARE Table 2.1.1 2025 Residential CARE Program ^[a]						
Electric Customers by Month				Gas Customers by Month ^[b]		
PY 2025	CARE Customers	Percentage Change		PY 2025	CARE Customers	Percentage Change
Jan	307,554	0.5%		Jan	176,926	-0.1%
Feb	308,890	0.4%		Feb	177,684	0.4%
Mar	309,473	0.2%		Mar	178,293	0.3%
Apr	307,764	-0.6%		Apr	177,200	-0.6%
May	303,548	-1.4%		May	174,876	-1.3%
Jun	298,782	-1.6%		Jun	172,066	-1.6%
Jul	295,036	-1.3%		Jul	169,646	-1.4%
Aug	292,562	-0.8%		Aug	168,091	-0.9%
Sep	292,307	-0.1%		Sep	167,832	-0.2%
Oct	291,478	-0.3%		Oct	167,441	-0.2%
Nov	289,608	-0.6%		Nov	166,290	-0.7%
Dec	287,358	-0.8%		Dec	165,328	-0.6%

[a] Due to the timing of collection of CARE enrollment data, numbers may vary slightly based on reporting timeframe from each monthly report throughout the year.

[b] Gas Customers by Month is a subset of the Electric Customers by Month.

[c] The January Percentage Change is based on the difference between January 2025 and December 2024.

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

SDG&E used the joint utility methodology adopted in D.01-03-028 for developing monthly and annual enrollment estimates by energy source in 2025.⁴⁴ This methodology entails annual estimation of eligibility for ESA, CARE, and FERA, and other income-by-household

⁴³ D.21-06-015 at OPs 4, 6, 7, 9, 10, 13, 14, 20, and 21.

⁴⁴ Athens Research performs the analysis using the joint utility methodology to provide the estimates for the California IOUs.

size parameters at the small area (block group, census tract, ZIP+2, etc.) for each IOU territory and for the state.

Sources for the PY 2025 eligibility estimates include the January 2025 Health and Human Services (HHS) Federal Poverty Guidelines (FPG) (“bundling” one- and two-person households at the HHS-defined 200% FPG limit as required by AB 327), current year small-area vendor marginal distributions on household characteristics, the Census American Community Survey (ACS) Five Year Summary Block Group Data (2019-2023), five years of American Community Survey Public Use Microdata Survey (ACS PUMS: years 2018-2023, skipping Covid-impacted 2020 data), the utility individually, submeter and master metered household counts, Department of Finance Consumer Price Index series, and various Geographic Information System sources.⁴⁵

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

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

⁴⁵ Federal Register, Vol. 90, No. 11 (January 17, 2025) Notices; at 5917.

SDG&E counts the number of households (by small area, by county, and overall) enrolled in CARE. The CARE household total, including individually metered and submetered occupied housing units, is divided by the total income and/or demographic eligibility to estimate the CARE enrollment rate.

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

The Joint Utility methodology was used for PY 2025.

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

CARE eligibility rates by small and large areas are developed so they only apply to individual residential meters and submetered dwelling units. Non-submetered master meters and other meters that do not provide residential service are not included in the “technical eligibility” meter counts.

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

The methodology is based on estimating small area (block group) level household size by income and household age tabulations for the current year and connecting these estimates with small area counts of households that are individually metered or submetered. Block-group or utility-specific estimates are then disaggregated/aggregated to various geographic levels within a given utility area: zip+2, zip, tract, county, territory, etc. Statewide estimates, regardless of utility boundaries, are also provided at small and large area levels. A more detailed discussion is in Section 2.1.2.

2.1.2.4 Describe how current CARE customers were counted.

SDG&E reviews active CARE participant statuses for each month in Systems Applications and Products in Data Processing (SAP), which is the system of record for CARE applications, and includes both individually metered and submetered CARE participants.

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

The participation rate by energy source is the total number of participating CARE customers by energy source divided by the estimated eligible CARE population by energy source. Since SDG&E provides electric service to all customers in its service territory, the participation rates, referred to as enrollment rates in the annual and monthly report tables, are derived from electric service only.

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

Table 2.1.3.1 PY 2025 CARE-Eligibility Rates by Energy Source	
Electric	22.3%
Gas	21.4%

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

Table 2.1.3.2 PY 2025 Yearend CARE-Eligible Sub- metered Tenants of Master Meter Customers by Energy Source	
Electric	11,296
Gas	7,929

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

Table 2.1.3.3 PY 2025 Year-end CARE-Sub-metered Tenant Counts by Energy Source	
Electric	6,957
Gas	5,702

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

Table 2.1.3.4 PY 2025 CARE-Eligible Sub-metered Tenants by Energy Source	
Electric	62%
Gas	72%

2.1.7 Discuss any problems encountered administering the CARE Program for sub-metered tenants and/or master-meter customers during the reporting period and how they were addressed to resolve them.

SDG&E identified an issue regarding the administration of rate discounts to certain master meter accounts. SDG&E discovered discrepancies between the number of submetered tenants participating in the CARE Program and the discounts reflected on the master meter bill. SDG&E determined that master meter customers, not the submetered tenants, were negatively impacted by the billing inaccuracy. SDG&E completed all mitigation steps and applied bill credits to impacted customers between December 2025 and February 2026.

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

SDG&E's Mobile Home Park team provides outreach materials, including CARE applications, at three key stages of the Mobile Home Park Utility Conversion Program, submetering process:

- Upon receipt of the owner's signed participation application;
- Prior to the start of construction; and
- After conversion, as part of the resident Welcome Packet

During the conversion period, applications for new move-ins are made available at the mobile home park's office and office managers also provide residents with CARE, FERA, ESA, and MBL applications. After conversion is complete, the process reverts to standard practice, with materials being provided upon resident request during move-in calls. Additionally, the Outreach team offers presentations and actively collaborates with the Mobile Home Park team and park managers to ensure submetered residents are well informed about available Customer Assistance Programs.

Additionally, in PY 2025 SDG&E sent approximately 300 direct mail packets to Mobile Home Park owners/operators. Each packet contained a letter explaining the CARE Program, a flyer to hang in a common space, and 10 application forms.

2.2 CARE Program Summary

2.2.1 Please provide CARE Program summary costs.

CARE Table 2.2.1.1 CARE Program Summary Costs			
CARE Budget Categories	2025 Authorized Budget	2025 Actual Expenses	% of Budget Spent
Outreach	\$2,577,547	\$2,359,165	92%
Processing, Certification and Recertification	\$1,518,842	\$1,518,842	100%
Post Enrollment Verification	\$513,447	\$132,551	26%
Information Tech./Programming	\$1,169,964	\$782,691	67%
CHANGES	\$268,139	\$268,139	100%
Studies and Pilots	\$0	\$0	0%
Measurement and Evaluation	\$110,512	\$25,696	23%
Regulatory Compliance	\$337,632	\$305,930	91%
General Administration	\$829,303	\$527,251	64%
CPUC Energy Division Staff	\$74,184	\$6,587	9%
Total Expenses	\$7,399,570	\$5,926,853	80%
Discounts and Benefits	\$125,271,491	\$211,516,812	169%
Total Program Costs and Discounts	\$132,671,061	\$217,443,666	164%

2.2.2 Please provide the CARE Program enrollment rate to date.

TABLE 2.2.2.1 CARE ENROLLMENT RATE TO-DATE			
Participants Enrolled	Eligible Participants	Enrollment Rate	Target Met?
287,358	287,738	100%	Yes

2.2.3 Discuss any issues or challenges to maintain enrollment goals, including enrollment, recertification, and post-enrollment verification, how those issues or challenges were addressed, and why goals were not met (if applicable).

SDG&E did not experience any issues in maintaining enrollment, recertification, and PEV goals.

2.2.4 Report the number of customer complaints received (formal or informal, however and wherever received) about their CARE re-certification efforts, the nature of the complaints.

In PY 2025, the SDG&E Call Center received a total of four recertification complaints.

The following is a summary of each complaint.

- February 2025: SDG&E received one customer call with concerns about the recertification process, believing they had been removed from the CARE Program. However, upon review, the customer was informed that their account had been recertified through 2027 and they had not been removed from the program.
- May 2025: A customer complaint was received requesting a rebill for their account, which had been incorrectly removed from the CARE Program. Upon review, it was determined that the discount had been mistakenly removed from the wrong account. The customer subsequently submitted recertification paperwork for the correct account. The correct account has been reinstated in the CARE Program, and a \$100 policy adjustment was applied as a courtesy.
- June 2025: SDG&E received one customer complaint regarding being removed from the CARE Program in April. SDG&E's representative successfully

completed the recertification over the phone. The customer has been reinstated in the CARE Program, with only a one-month lapse in their discount.

- October 2025: SDG&E received one customer complaint regarding a rebill for their account, which had been removed from CARE in July due to non-response. The customer claimed that they had submitted their documents, but SDG&E had no record of receiving them. The customer had recertified after the removal date in July but was requesting re-bill for time not on CARE. A courtesy rebill was issued in October.

2.3 CARE Program Costs

2.3.1 Discount Cost

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

TABLE 2.3.1.1.1 AVERAGE MONTHLY CARE DISCOUNT (\$) PER CUSTOMER BY ENERGY SOURCE	
Average Monthly Electric Discount	\$49.14
Average Monthly Gas Discount	\$10.15

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

TABLE 2.3.1.1.2 ANNUAL CARE SUBSIDY (\$) BY ENERGY SOURCE	
Electric Subsidy	\$188,969,466
Gas Subsidy	\$22,547,346

2.3.2 Administrative Cost

2.3.2.1 Show the CARE Residential Program's administrative cost by category.

Refer to Table 2.2.1.1.

2.3.2.2 Explain what is included in each administrative cost category.

Outreach Costs

Costs in this category include:

- Marketing and outreach campaigns, advertising, email notifications, direct mail, telephone campaigns;
- Printing bill inserts, brochures and flyers;
- Printing and mailing CARE applications and correspondence, including postage;
- Marketing and outreach staff labor;
- CBO partnership fees;
- Capitation fees; and
- Creative and media agency fees.

Processing, Certification and Recertification Costs

Costs in this category include staff labor related to processing applications and customer contact center activities, including, but not limited to, the following:

- Scanning and indexing applications;
- Processing CARE applications;
- Initiating and responding to customer inquiries regarding CARE applications/program;
- Fielding telephone calls related to CARE Program participation; and
- Resolving disputes related to CARE Program enrollment.

Post Enrollment Verification (PEV) Costs

Costs in this category include staff labor related to CARE PEV processing and other costs including, but not limited to, the following:

- Processing CARE verification requests;
- Responding to customer inquiries regarding CARE verification documents; and
- Resolving customer issues related to verification requests.

Information Technology (IT) /Programming Costs

Costs include IT system support related to maintenance of program systems such as staff and contractor labor, updating CARE documents, system reports, resolving system issues, and costs associated with system enhancements to comply with Commission mandates and to identify operational efficiencies.

Pilots Costs

Costs include those associated with the administration of pilots for the CARE Program. In PY 2025, SDG&E did not have any costs to report in the CARE Pilot category.

Measurement and Evaluation Costs

Costs include conducting studies, analysis, and customer satisfaction surveys used to assess CARE Program performance, enrollment and retention outcomes, and customer experience, and to inform ongoing program improvements and compliance with Commission requirements.

Regulatory Compliance Costs

Costs include staff labor and non-labor costs related to the preparation of various regulatory filings, including advice letter filings, audits, regulatory reports, filing comments,

responding to data requests, tariff revisions, attendance at working groups and joint utility meetings, public input meetings, and other Commission hearings or meetings. In addition, costs include program funding directed by the Commission to be included in this category.

General Administration Costs

Costs include but are not limited to office supplies, facilities, training and development, as well as staff labor associated with program management and daily operations.

Commission Energy Division Staff Funding

Costs incurred by the Commission’s Energy Division staff in support of CARE.

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

TABLE 2.3.3.1 YEAREND CARE BALANCING ACCOUNT	
Electric CARE (Overcollection)	\$(34,959,811)
Gas CARE Undercollection	\$6,475,353

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

The general cost categories recorded to the CARE gas and electric balancing accounts include the CARE discount and the program-specific administrative expenses. There are no costs related to the discount charged in base rates.

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

The CARE surcharge and revenue paid data are included in Appendix A CARE Table 11 – CARE Surcharge & Revenue in Appendix A of this report.

2.4 Marketing, Education and Outreach

2.4.1 Discuss utility outreach activities and those undertaken by third parties on the utility’s behalf including Lifeline coordination.

In PY 2025, SDG&E's CARE marketing campaign sought to connect with low income customers across a diverse population. The campaigns included print, streaming TV, digital media, bill inserts, email, out-of-home ads, and direct mail, with examples provided in Appendix C of this report. This was in addition to live calls and outreach through SDG&E's Energy Solutions Partner Network and CARE Capitation Agencies that help enroll customers in the CARE Program. Further information on specific tactics employed in PY 2025 are as follows:

Mass Media

Mass media allowed SDG&E to educate and connect with its customers through diversified communication mediums designed to reach mass audiences and hard-to-reach populations, including customers in rural areas, seniors, customers with access and functional needs, and multilingual/multicultural customers. It served to drive overall awareness and complement other outreach tactics. In PY 2025, mass media components included print, streaming TV, general market TV, PSA-style TV interviews, digital media, out-of-home advertising, and bill inserts.

- Print Campaigns

SDG&E continued to run print advertising in African American, Asian, Hispanic and rural (backcountry) publications, garnering 2,629,501 impressions (the number of users who saw an SDG&E ad). SDG&E continued advertising in an Eldercare Directory and Aging Well Magazine and SD Family Magazine. Samples of print campaign materials are included in Appendix C of this report.

- General Market & Streaming TV

In PY 2025, SDG&E ran a TV commercial campaign utilizing both linear and streaming TV media. The 30-second spots ran on general market stations including: ABC, CBS, NBC, FOX, CW, and KUSI, garnering over 17 million impressions. SDG&E also ran campaigns on Spanish-language stations, including Univision, Telemundo and Televisa garnering over 3.3 million impressions. Streaming TV ran across multiple platforms and apps for both the general market and Spanish-language markets. Streaming TV is very flexible and allows SDG&E to target customer segments more deeply and optimize performance throughout the campaign. Through streaming TV, viewers cannot fast-forward through commercials. SDG&E ran one English and one Spanish TV commercial for a combined impression of over 1.2 million during the year's second half. SDG&E utilized Vevo Music Channel streaming to expand our reach into multicultural markets, with spots delivered across Asian American and Pacific Islander (267,474 impressions), Afro Pulse (267,474 impressions), and Somos Vevo/Hispanic (534,948 impressions) channels. Additionally, SDG&E ran PSA-style TV interviews in English and Spanish, promoting available programs, including the CARE Program. Examples of the TV spots are included in Appendix B of this report.

- **Digital**

SDG&E used an integrated online strategy to increase awareness and drive online submissions by using paid search, display ads, and pre-roll video ads. SDG&E digital ads were seen over 47.5 million times (impressions) throughout the year, with over 76,000 customers clicking through to the CARE online application. A detailed list of digital tactics and metrics can be found in Table 2.4.1.1.

TABLE 2.4.1.1 DIGITAL TACTICS AND METRICS				
Channel	Impressions	Clicks	CTR	Conversions
Audio -	718,679	N/A	N/A	N/A
Audio -	305,020	N/A	N/A	N/A
Display –	8,337,419	11,103	0.13%	3,927
Display –	1,776,216	5,037	0.28%	582
Display –	188,528	631	0.33%	163
Google	415,194	5,632	1.36%	13
Google	100,609	883	0.88%	11
Google	85,011	444	0.52%	0
High-Impact –	1,053,753	1,682	0.16%	171
High-Impact –	463,297	762	0.16%	31
Linear –	18,449,959	N/A	N/A	N/A
Linear –	5,006,864	N/A	N/A	N/A
Over-the-top	849,578	54	0.01%	N/A
Over-the-top	389,964	7	0%	N/A
Search -	20,994	4,775	22.7%	819
Search -	9,479	2,220	23.4%	52
Social -	3,717,995	27,036	0.73%	N/A
Social -	1,300,423	10,050	0.77%	N/A
Social –	771,317	5,018	06.5%	N/A
YouTube –	2,307,295	446	0.02%	N/A
YouTube –	961,136	301	.03%	N/A
Totals	47,590,280	76,081	.035%	5,769

Bill Inserts

The annual CARE bilingual notification took place in July 2025. All customers who indicated a preference for paper bills received the bilingual application accompanied by their SDG&E bill. Paperless bill customers received a link to view their monthly bill inserts. SDG&E also did a double-sided, bilingual bill insert promoting the CARE and ESA Programs in February of 2025. An example of the bill insert is included in Appendix C.

Email Campaigns

In PY 2025, SDG&E continued using the nurture campaign model. The nurture campaign includes a series of pre-written, automated emails to customers based on their reaction to an initial email. This allows SDG&E to provide more customized messaging in automated follow-up emails. The actions that determine the messaging are:

- Opened an email;
- Did not open an email;
- Clicked on a link within an email;
- Visited a webpage; or
- Clicked on a link within a webpage.

Customers may receive up to five messages (including reminders) over 30 days, depending on engagement level. This type of campaign can eliminate redundant messages or over-marketing and increase customer engagement to help bring them closer to conversion. SDG&E used creative that shows customers' personalized potential bill savings if they applied for and qualified for CARE. The email indicated how much the customer paid on their energy bill compared to what the customer would have paid on CARE, highlighting the savings.

The campaigns also contained integrated messaging and directed customers to the online CARE application. Subject lines and content were modified throughout the campaign based on customer behavior. In PY 2025, SDG&E sent over 197,000 bill comparison emails. Unique open rates, defined as how many people opened the email, averaged 51%, indicating the subject lines were compelling to customers. By comparison, the energy industry-standard open rates are approximately 48%. CARE emails garnered an average CTR of 4.9%.

Direct Mail

SDG&E conducted a direct mail CARE campaign in PY 2025. SDG&E sent a letter to customers without email addresses on file illustrating their bill savings if they were to enroll in CARE. The letter encouraged recipients to call SDG&E's toll-free enrollment number or to apply through SDG&E's online application. SDG&E's Direct Mail campaign was sent to 12,500 customers. Appendix C of this report shows a sample of the Direct Mail message.

CHANGES Program

The Community Help and Awareness of Natural Gas and Electric Services (CHANGES) Program is a statewide program administered by a Commission-selected third-party lead contractor. The lead contractor selects and subcontracts with CBOs who act as utility liaisons for limited English proficient customers with utility inquires and issues. In SDG&E's service territory, these CBOs include the Alliance for African Assistance and Casa Familiar. The CBOs target specific communities and offer other programs that are meant to complement SDG&E's program services. The lists of CBOs in SDG&E's service territory were shared with SDG&E's internal Call Center and Outreach team. The IOUs and CHANGES teams met regularly in PY 2025 to discuss program effectiveness.

Live Call Campaign

THG conducted a data-driven outbound Live Call Campaign using SDG&E's CARE prospect list to reach potentially eligible customers within the service territory, including a targeted CARE Recertification Campaign segment. These efforts provided direct application assistance, reduced enrollment barriers, and supported continuity of benefit for existing participants.

In PY 2025, THG's Live Call Campaign outreach resulted in 13,372 completed CARE applications, contributing to 10,463 new CARE enrollments, and 2,535 CARE recertifications. The campaign achieved one of the highest conversion rates among CARE outreach channels and played a key role in helping SDG&E maintain a CARE enrollment rate well above the Commission-authorized CARE enrollment goal.

Outreach Partners

SDG&E strategically identified CBOs within and outside of its Energy Solutions Partner Network to reach areas and various pockets within low income populations throughout its service territory. These areas include hard-to-reach, rural, multicultural, multi-lingual, and Access and Functional Needs communities. SDG&E also coordinated outreach tactics with CBOs to promote the FERA Program to customers. These outreach tactics included presentations, events, and messaging to increase awareness and drive enrollments. SDG&E also educates partners with training materials on the CARE and ESA Programs, including how to utilize the CARE Program's online application to streamline the enrollment process for their organization. SDG&E also collaborated with these partners to provide education and engagement opportunities throughout its service territory. To further support customers at events in multicultural/multilingual communities, SDG&E employs bilingual representatives to

communicate effectively with non-English speaking customers, who are often part of SDG&E's hardest-to-reach populations. The ability for CBOs to penetrate these harder-to-reach customer segments continues to be valuable in generating program enrollments. SDG&E works alongside these external groups to educate and connect customers with programs and solutions related to program offerings. These engagement efforts included over 850 events and presentations in PY 2025.

CARE Capitation Agencies

SDG&E partners with 21 social service agencies to help reach and enroll the hardest-to-reach customers. The partnering organizations are in diverse low income communities serving multicultural/multilingual, access and functional needs, and Limited English Proficient (LEP) audiences. These partners include 211 San Diego, American Red Cross, Scripps Health, and San Diego State (University) Women Infants and Children offices, and many others. These partners contributed over 1,600 CARE Program enrollments and over 575 recertifications in PY 2025.

Energy Solutions Partner Network

SDG&E works closely with a network of approximately 200 CBOs to connect customers with programs and solutions related to Customer Assistance, Energy Efficiency and Conservation, PSPS, resiliency, wildfire preparedness, and bill debt repayment. These organizations represent the diversity of SDG&E's customers within its service territory. Many of these CBOs are small, grassroots agencies serving customers with access and functional needs, including those that are multicultural, multilingual, low income, seniors, and LEP audiences in communities of concern. These partners help educate and enroll customers in low income programs utilizing a variety of tactics, including messaging through email, social media channels such as Facebook, X, and Instagram, posting information on their websites, providing booth

space at events, and hosting program enrollment days. In PY 2025, over 2,700 activities were coordinated through this partner network to promote SDG&E's Customer Assistance Programs, resulting in over 1,900 social media messages by SDG&E's Energy Solutions Partner network, reaching over five million impressions. The Energy Solutions Partner Network's activities generated nearly 150 enrollments for CARE, and 40 recertifications in PY 2025. The County of San Diego Health and Human Services Agency is also part of the Energy Solutions Partner Network and enrolled an additional 45 customers and recertified over 70 others in the CARE Program throughout the year.

Community Events & Presentations

Community outreach and engagement allow SDG&E to connect and directly engage customers with energy-saving solutions including CARE and ESA in the communities where they work and live. SDG&E has established relationships with non-profit organizations to deliver presentations, workshops, training, and participate at community events to assist SDG&E in securing enrollments through an organization that customers trust. With these groups and the Energy Solutions Partner Network, SDG&E participated in 875 events including 45 multicultural events, presentations, and workshops to educate and reach over 113,000 people in the community.

Customer Care Centers

SDG&E's Customer Care Center (CCC) assists customers with a variety of energy inquiries each year via phone and chat. Customers are provided information about the CARE and ESA Programs in both English and Spanish while waiting to speak with an Energy Service Specialist (ESS) via the Interactive Voice Recognition (IVR) System. If a customer states that they are not qualified for the CARE or ESA Programs, the ESS will offer the FERA Program and

explain the income guidelines and current certification requirements. There were no CARE enrollments but 11 recertifications in PY 2025 through the CCC.

California Lifeline

SDG&E promotes California Lifeline by providing customers with a phone number and website link to enroll in program services.

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

In PY 2025, approximately 207,680 CARE customers received a Home Energy Report (HER), representing about 72% of total CARE customers and approximately 23% of the 900,000 recipients in the HER Program. Of these CARE customers, 185,859 received the report both digitally and by paper. The reports include a comparable homes comparison module that allows recipients to see how their consumption compares to homes of the same general size within their area. Additionally, the reports educate customers about their energy consumption, provide energy saving tips and, when applicable, encourage enrollment in CARE for those not already participating.

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

In PY 2025, SDG&E utilized different outreach methods to enroll eligible CARE customers. The effectiveness of each outreach method is measured differently. Some outreach methods are measured by open rates, number of impressions, number of customers educated and informed of the program, and number of customers enrolled. Of the different outreach methods, it is hard to define which one was the most effective, because it can take several marketing impressions before a customer acts. If outreach effectiveness is based on the number of CARE enrollments and the conversion rate, the most successful and effective method was the “Live

CARE Call Campaign” administered by THG. This campaign resulted in 13,372 submitted CARE applications and enrolled over 10,463 new CARE customers, a 97% conversion rate. The campaign also resulted in 2,535 CARE recertifications for eligible customers. To measure the success of certain outreach methods, SDG&E provides each CARE partner, contractor, and activity with a unique source code number that they submit with each CARE application. This allows SDG&E to track each CARE application, CARE recertification, and CARE enrollment by source.

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

In PY 2025, SDG&E ended the program year with a 100% enrollment rate, exceeding the enrollment goal of 90%. As such, SDG&E did not experience any barriers in program participation.

However, as part of SDG&E’s continuous effort to learn and gain a better understanding of customers’ experiences with the CARE Program, 402 participants were surveyed as part of a customer satisfaction survey. The survey results revealed that most participants remain satisfied with the CARE Program (90%) and expect to continue participating. The surveys also provided the following insights:

- Online channels are the top method for receiving and submitting an application.
Email is the best way to communicate;
- A large majority (90%) feel the enrollment process is easy to understand;
- Awareness that income verification and biennial renewal are required has increased substantially, and 92% say they would provide verification if asked; and
- Providing a larger discount continues to be the top suggestion among customers.

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

SDG&E and SoCalGas share data for customers in Orange County who are served by both SoCalGas and SDG&E via automated secure file transfer process compliant with customer privacy protocols. In PY 2025, SDG&E received 207 enrollments through this effort. In addition, SDG&E shares CARE customer data with California American Water (CalAm) to assist in identifying customers for their Customer Assistance Programs. In PY 2025, SDG&E provided an average of 313,360 leads in each quarter to CalAm.

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

When an eligible online enrollment or recertification for the CARE Program is received, an ESA Program lead is automatically sent to the Energy Efficiency Collaboration Platform (EECP) system and is labeled as “CARE Income Certified,” to let the ESA Program implementer know they do not need to perform the income eligibility process for this customer during the in-home energy assessment visit.⁴⁶ Similarly, when an ESA Program enrollment is received, the EECP system sends the ESA Program eligibility information to the CARE Program enrollment system. The CARE Program system determines if the customer will be auto-enrolled, income certified or recertified based on their current CARE status. This collaboration and automation increased the number of qualified leads and CARE enrollments and reduced the number of letters sent for CARE recertification and PEV.

⁴⁶ A customer is determined to be eligible based on the prior treated date.

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

SDG&E partners with CBOs and social service providers throughout San Diego, which continues to be an effective form of leveraging and enrolling customers into the CARE and ESA Programs. These organizations are involved daily with customers that meet the Commission's income or categorical qualifications and provide a one stop source for resources. Some of these organizations are WIC, CalFresh, LIHEAP, and California Lifeline. Other partners include the CARE Capitation Agencies such as 211 San Diego and LIHEAP contractors. The CARE and ESA Programs were promoted through presentations, events, workshops, and customized partner network messaging. Additionally, SDG&E CARE enrollment leads are shared with the ESA Program, increasing customer reach of other low income programs.

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

See Section 1.2.6.

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

SDG&E promotes CSD's LIHEAP bill payment assistance and weatherization program and includes CSD's LIHEAP phone number on SDG&E's CARE applications and materials so customers have direct contact information to access services. SDG&E's Customer Assistance

Programs staff also informs customers about services offered by CSD and refers customers to CSD for additional bill assistance through LIHEAP. Lastly, SDG&E's agreement with 211 San Diego requires part of the customer screening performed by 211 to include referral to LIHEAP agencies such as CUI and MAAC, as appropriate. In PY 2025, 211 San Diego handled approximately 80,066 utility-related calls and referred 12,594 of those to LIHEAP agencies.

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

In PY 2025, pursuant to D.21-06-015 OP 7, SDG&E implemented an exemption for certain fixed-income CARE customers from future CARE recertification and verification requests after verifying income using approved documentation.

Additionally, the SDG&E Outreach team conducted refresher training on the CARE application and its required fields to ensure that applications were processed promptly and without issues. To enhance outreach effectiveness and support real-time enrollment, Customer Care Center employees and staff with direct enrollment capabilities were leveraged when possible, enabling immediate assistance for customers during community events. During outreach booth events, to boost cost-effectiveness and address the diverse needs of customers, the team displayed a QR code in addition to printed enrollment forms, simplifying the enrollment process and reducing paper usage. The Outreach team also uses a proactive engagement model by approaching event attendees directly to initiate conversations, rather than waiting for individuals to visit the booth. This approach created more personalized interactions. To further streamline the enrollment experience, Outreach event specialists gathered information required

for the application form on behalf of customers whenever possible, significantly reducing barriers and simplifying the process for those seeking assistance.

2.4.10 Low CARE Enrollment Rate Zip Codes: Identify the low CARE enrollment zip codes, including the names of the cities, and discuss the strategies that were effective or not effective in targeting and enrolling these hard-to-reach households. Include the IOU’s corrective action plans and ME&O strategies to maintain and bolster enrollment in these zip codes that fall into these categories.

SDG&E strategically considers low enrollment zip codes when distributing monthly bill comparison emails and direct mail to potentially eligible customers. Additionally, these zip codes are utilized for targeting paid search, social media, and display advertising. Out-of-home advertising placements are selected in or near neighborhoods or train lines with higher potential for enrollment. In PY 2025, SDG&E will continue awareness advertising in high-enrollment zip codes, but tactics will be adjusted to allocate budget more effectively towards low enrollment zip code areas that require increased enrollment support.

Table 2.4.10.1 Low CARE Enrollment Rate Zip Code	
Zip Codes	City
92122	San Diego
92101	San Diego
92066	Ranchita
91905	Boulevard
92060	Palomar Mountain
92086	Warner Springs
92061	Pauma Valley
92025	Escondido
92069	San Marcos

2.5 Processing CARE Applications

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

In general, tenants of submetered facilities follow similar recertification guidelines as individually metered dwellings. Submetered tenants are provided with a two-year recertification period, except for fixed income tenants who are required to recertify every four to six years. Once submetered tenants are due to recertify, they are provided with a mailed renewal request 120 days prior to the eligibility end date. If no response is received within 60 days, SDG&E mails a second request. If the customer does not respond to the two written notices, a final call is made to the customer 30 days prior to removal.

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

In PY 2025, SDG&E partnered with third-party organizations to conduct certification and recertification of CARE customers on the utility's behalf. SDG&E contracted with THG to implement a Live Call Campaign and CARE Recertification Campaign, resulting in 10,463 CARE enrollments and 2,535 recertifications. SDG&E also partnered with 211 San Diego to provide CARE enrollment and recertification assistance through its 24-hour community resource and referral center, connecting residents with community, health, and disaster services. Customers often contact 211 San Diego in an emergency to locate important resources including bill assistance programs, food, and shelter. The 211 San Diego partnership resulted in 1,488 CARE enrollments and 535 CARE recertifications.

These third-party efforts complement SDG&E's internal CARE administration, outreach and self-service enrollment channels by engaging customers who may face barriers such as limited digital access, language needs, or financial and housing instability. While SDG&E's direct efforts remain effective for customers able to enroll through standard channels, third-party partners provide enhanced effectiveness among vulnerable populations through trusted, community-based assistance models. Quantitative cost-effectiveness comparisons between SDG&E-led and third party-led CARE activities are not currently available.

2.6 Program Management

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

As previously reported in its 2024 Low Income Annual Report, SDG&E discovered discrepancies between the number of active enrollments and the number of enrollments reflected in the billing system for certain CARE, FERA, and MBL customers. The cause was determined to be system challenges causing incorrect billing for these customers. The issue impacted 680 customers. Mitigation concluded in November 2024. Pursuant to SDG&E Tariff Electric and Gas Rule 18.C, SDG&E has completed majority of bill credits to impacted customers and in Q1 2026.

In addition, see Section 2.1.7 for a description of the issue regarding the administration of rate discounts to certain master meter accounts that was mitigated in PY 2025.

2.7 Pilots

There were no CARE pilots to report for PY 2025.

2.8 Studies

2025 Low Income Needs Assessment (LINA) Study

See Section 1.8.2.

CHANGES Evaluation

The CHANGES Program has served LEP customers in California since 2011, providing individualized case management assistance, consumer education, and program outreach through a network of CBOs. The program helps participants navigate utility services, resolve billing disputes, and access financial assistance programs. D.21-06-015 required the evaluation to focus on two primary objectives: a Benchmarking Analysis and a Market Profile Analysis.

The benchmarking assessment identified comparable program offerings in other states that align with the CHANGES model. To deepen understanding, in-depth interviews were conducted with IOU staff from selected programs to gather perspectives on service delivery approaches, performance results, and effective practices. In parallel, the market profile analysis evaluated whether the current program design and implementation strategies continue to meet customer needs, particularly given potential shifts in the target customer population since program launch.

A review of comparable initiatives found no program that fully mirrors CHANGES' unique combination of culturally competent, community-based service delivery, in-language support, and comprehensive case management. While some programs offer language access components and others emphasize individualized utility assistance, none integrate both dimensions as holistically as CHANGES.

The evaluation recommends service level increases within the existing CBO network, particularly in Riverside, Kern, and Contra Costa counties, where CHANGES case activity is

disproportionately low relative to the size of LEP populations and documented energy burden levels. The analysis also highlighted additional counties with sizable LEP populations that currently receive minimal to no CHANGES services, including Tulare, Imperial, Merced, and Kings counties, indicating clear opportunities for expanded program coverage. In contrast, certain areas, most notably Madera County, receive significantly higher levels of service relative to their LEP populations, underscoring imbalances in statewide service distribution.

The evaluation concluded that current program funding levels no longer meet demand and recommended increasing the CHANGES program budget to \$2.6–\$2.7 million per year to appropriately account for inflationary impacts and the growing need for services among LEP communities statewide.

D.21-06-015 OP 22 authorized an evaluation budget expenditure of \$245,012 for the first evaluation, resulting in a remaining budget of up to \$177,989 for the second evaluation. Budget spent on the second evaluation was \$172,858, of which SDG&E’s cost share is approximately \$25,929 (15%).

2.9 CARE Working Groups and Sub-working Groups (SWG)

- **Identify recommendations provided by the working group to improve program performance that were adopted by the IOU.**

CARE/FERA PEV SWG

D.22-12-029 added a fourth working group in PY 2023, the California Alternate Rates for Energy/ Family Electric Rate Assistance Program (CARE/FERA) Post-Enrollment Verification (PEV) SWG.

This SWG was tasked with developing recommendations for improving the income verification procedures policies. This SWG was open to the public and supported by selected ESA WG Members. Although this SWG activity ended at the close of the 2023 PY, the IOUs

presented their conclusive annual findings in June 2024 at the ESA WG Public Meeting, officially completing this SWG.

There were no additional CARE working groups in PY 2025.

2.10 Miscellaneous

2.10.1 Describe outreach efforts contained in Attachment 6 of the Joint Stipulation adopted in D.21-06-015.

In alignment with the Joint Stipulation, SDG&E maintains an open offer to meet with California Emerging Technology Fund (CETF) quarterly to discuss outreach efforts. In PY 2025, SDG&E hosted three meetings and helped facilitate opportunities for CETF and CBOs to partner by inviting them to educate CBOs on digital inclusion resources and assistance programs in a webinar held in July 2025. As reported by CETF, 80 calls were received from SDG&E customers through the dedicated support phone line. To further support awareness and customer access to assistance programs, SDG&E provides informational flyers for use at CBO events, community resource fairs, and back-to-school activities. Program information is also accessible through sdge.com/assistance, and the link is included in outreach materials such as the Cool Zone program brochure to expand visibility and reach customers who may benefit from available resources. Additionally, in December SDG&E leveraged the monthly bill comparison letters and included CETF messaging to 1,000 potentially eligible customers.

As of December 31, 2025, SDG&E has 259,267 CARE customers with an email address on file.

3 CARE EXPANSION PROGRAM

The CARE Expansion Program is available for qualifying nonprofit, group living facilities and agricultural employee housing facilities.⁴⁷

3.1 Participant Information

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

Table 3.1.1.1 PY 2025 Number of Residential and Commercial Facilities				
Month	Commercial		Residential	
	Electric	Gas	Electric	Gas
Jan	91	42	272	94
Feb	98	47	274	94
Mar	111	55	284	98
Apr	111	55	291	99
May	116	56	285	98
Jun	108	53	285	100
Jul	108	55	285	100
Aug	117	58	287	102
Sep	120	58	342	104
Oct	121	59	299	105
Nov	126	60	293	103
Dec	128	60	305	108

⁴⁷ P.U. Code Section 739.1(i) as amended by AB 2672.

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

Table 3.1.2.1 Number of Residents		
Facility Type	Electric	Gas
Commercial	11,718	5,561
Residential	10,893	2,154

Usage Information

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

Table 3.1.3.1 Average Facility Monthly Usage		
Commodity	Residential	Commercial
Gas	49.86	642.68
Electric	447.11	12,530.23

3.2 Program Cost

3.2.1 Administrative Cost (Show the CARE Expansion Program’s administrative cost by category).

The CARE Expansion Program’s administrative cost by category is reported as part of the overall program administrative expenses. See Section 2.2.1 or Appendix A CARE Table 1.

3.2.2 Discount Information

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

Table 3.2.2.1.1 Average Annual Residential Facility CARE Discount	
Residential Facility Gas Discount	\$1,609

Residential Facility Electric Discount	\$19,270
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3.2.2.2 State the average annual CARE discount received per commercial facility by energy source.

TABLE 3.2.2.2.1 AVERAGE ANNUAL COMMERCIAL FACILITY CARE DISCOUNT	
Commercial Facility Gas Discount	\$2,493
Commercial Facility Electric Discount	\$21,590

3.3 Outreach

3.3.1 Discuss utility outreach activities and those undertaken by third parties on the utility’s behalf.

SDG&E employs skilled and knowledgeable Community Outreach Advisors who promote programs such as Expanded CARE with partners who manage multifamily low income housing. The Community Outreach Advisors work with SDG&E’s CBOs within the Energy Solutions Partner Network, Community Relations Advisors, and Account Executives to deliver presentations, host booths at community events, and provide e-updates including newsletters and social media posts when available.

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

SDG&E finds that the most effective outreach method to promote Expanded CARE, as measured by the conversion rate of targeted facilities contacted, is through SDG&E’s skilled and knowledgeable customer-facing team, consisting of assigned Account Executives and Community Outreach Advisors. These groups work directly with customers who may be eligible for Expanded CARE and with CBOs who work directly with potentially eligible customers.

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

The shared territory between SDG&E and SoCalGas is in Southern Orange County. As described in Section 2.4.4, the two utilities share relevant program information via secure file transfer process on Expanded CARE facilities as needed.

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

A barrier to participation for Expanded CARE stems from the inability of many facilities to meet the program guidelines, specifically the requirements of having 100% resident eligibility and corporate tax status requirements (e.g., local government-run facilities and others are excluded from participation). SDG&E's Marketing and Outreach and Account Executive teams continue to promote Expanded CARE to potentially eligible customers through email campaigns, general outreach activities, and through the Energy Solutions Partner Network when applicable, while clearly communicating the specific eligibility requirements that prospective facilities must meet.

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

In PY 2025, SDG&E sent emails targeting potentially eligible Expanded CARE agricultural and non-profit group facilities. Over 5,100 emails were sent to agricultural customers, garnering a 50% open rate and a 2.1% CTR. Over 2,100 emails were sent to non-profit group facilities, garnering a 46.8% open rate and a 5.3% CTR. In PY 2025, the Expanded CARE email campaign was executed with zero direct costs due to the minimal volume of emails, which were subsidized by alternative funding sources. This demonstrates the cost-efficiency of

utilizing email marketing for Expanded CARE. Furthermore, given the highly targeted nature of the eligible population, broad-based awareness strategies would be ineffective.

Additionally, SDG&E implemented program changes as directed under AB 2672 which allows HomeKey properties who meet the Expanded CARE eligibility requirements to enroll in the program. In PY 2025, SDG&E enrolled a total of seven HomeKey properties in Expanded CARE. SDG&E will continue to work with San Diego Housing Commission (SDHC) to ensure SDHC-owned or administered Homekey facilities eligible under AB 2672 are included in Expanded CARE outreach and enrollment. SDG&E will identify qualifying properties, reflect their eligibility in customer materials and systems, and coordinate with SDHC through property information to streamline enrollment for residents, including those in new Homekey facilities.

Lastly, to improve the probability of non-participating facilities' enrollment in the CARE Expansion Program, SDG&E's Outreach and Account Executive teams will continue to reiterate eligibility guidelines when applicable. SDG&E continues to explore ways to improve its operational cost-effectiveness, processing of applications, program delivery, and outreach and enrollment services for prospective CARE Expansion Program enrollees.

3.4 Program Management

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

There were no issues or events that significantly affected program management in PY 2025.

FAMILY ELECTRIC RATE ASSISTANCE PROGRAM ANNUAL REPORT

4 FERA EXECUTIVE SUMMARY

In PY 2025, SDG&E advanced toward the 65% FERA enrollment goal established in D.21-06-015 by enrolling a total of 18,936 FERA customers out of an estimated 81,019 eligible households, achieving an overall enrollment rate of 23%. Total FERA participation increased by 48% compared to the prior year, driven in part by expanded eligibility under SB 1130, which removed the minimum three-person household requirement. To accelerate new customer enrollment, SDG&E deployed a coordinated set of targeted, data-driven strategies, including outbound calling campaigns prioritized through a FERA propensity model, and direct marketing communications informed by a FERA propensity model to identify and engage the households most likely to qualify. These modeled approaches enabled personalized outreach that clearly communicated the updated SB 1130 eligibility rules, improving precision, efficiency, and overall enrollment impact. For more detailed information on SDG&E's PY 2025 FERA activities and results, please refer to SDG&E's 2025 FERA Annual Report.⁴⁸ Note that the corresponding FERA Tables 1-10 are included in Appendix A of this report.

⁴⁸ *Annual Report of San Diego Gas & Electric Company on Family Electric Rate Assistance Program for 2025* (March 2, 2026) available at <https://www.sdge.com/sites/default/files/regulatory/A.19-11-003%202025%20FERA%20Annual%20Report%20%203%202%202026%20%28eServe%29.pdf>.

PY 2025 FUND SHIFTING ACTIVITIES

5 FUND SHIFTING

5.1 Report ESA Program fund shifting activity that falls within rules laid out in Section 10.5.8.2 of D.21-06-015.

During PY 2025, SDG&E shifted ESA funds in accordance with the rules set forth in D.21- 06-015, which granted the IOUs authority to shift funds between ESA Program categories and between electric and gas budgets within the program year. SDG&E used excess funds from the Customer Enrollment and General Administration categories to cover a total of \$916,180 in over spent funds in Miscellaneous, Implementer Compensation, In Home Education, Inspections, and Other DINI costs. Refer to ESA Annual Report Appendix A ESA Table 11 for the 2025 fund shifting activities.

5.2 Report CARE Program fund shifting activity that falls within rules laid out in Section 10.5.8.2 of D.21-06-015.

During PY 2025, SDG&E shifted CARE funds in accordance with the rules set forth in D.21- 06-015, which granted the IOUs authority to shift funds between CARE Program categories within the program year. SDG&E used excess funds from the Outreach category to cover a total of \$861,018 in over spent funds in the Processing, Certification, and Recertification and CHANGES Program categories. Refer to CARE Annual Report Appendix A CARE Table 1 for the 2025 fund shifting activities.

5.3 Report FERA Program fund shifting activity that falls within rules laid out in Section 10.5.8.2 of D.21-06-015.

During PY 2025, SDG&E shifted FERA funds in accordance with the rules set forth in D.21-06-015, which granted the IOUs authority to shift funds between FERA Program budget

categories within the program year.⁴⁹ SDG&E used unspent funds from the Measurement and Evaluation and the ME&O budget categories to cover a total of \$62,962 in overages in the Processing, Certification and Recertification, PEV, and IT Programming categories. Refer to FERA Annual Report Appendix A FERA Table 1 for the 2025 fund shifting activities.

5.4 Was there any ESA Program, CARE Program or FERA Program fund shifting activity that occurred that falls OUTSIDE the rules laid out in Section 10.5.8.2 of D.21-06-015?

There were no fund shifts that occurred outside of the rules laid out in D.21-06-015.

⁴⁹ D.21-06-015 OP 181, at 520.

COMMONLY USED ACRONYMS

6 COMMONLY USED ACRONYMS

AFN	Access and Functional Needs
CAM	Common Area Measures
CARE	California Alternate Rates for Energy
CBO	Community-Based Organization
CFL	Compact Fluorescent Lamp
COVID-19	Coronavirus Disease 2019
CPUC	California Public Utilities Commission
CSI	California Solar Initiative
D.	Decision
CSD	California Department of Community Services & Development
DDTP	Deaf and Disabled Telecommunications Program
DRP	Demand Response Program
DSM	Demand Side Management
EE	Energy Efficiency
ESA	Energy Savings Assistance
EECP	Energy Efficiency Collaboration Platform
FERA	Family Electric Rate Assistance
HEAT	Home Energy Assistance Tracking
HEU	High Energy Users
IHD	In Home Display
IOU	Investor-Owned Utilities
IS	Installation Standards
kW	Kilowatt
kWh	Kilowatt Hour

LIEE	Low Income Energy Efficiency
LIHEAP	Low Income Home Energy Assistance Program
LINA	Low Income Needs Assessment
MF	Multifamily Properties
MFEER	Multifamily Energy Efficiency Rebate
MIDI	Middle Income Direct Install
MOU	Memorandum of Understanding
MW	Megawatt
MWh	Megawatt Hour
NEBs	Non-Energy Benefits
NGAT	Natural Gas Appliance Testing
NMEC	Normalized Metered Energy Consumption
OP	Ordering Paragraph
PCT	Programmable Communicating Thermostat
PEV	Post Enrollment Verification
PFM	Petition for Modification
PG&E	Pacific Gas and Electric Company
PPP	Public Purpose Program
PY	Program Year
SASH	Single Family Affordable Homes
SCE	Southern California Edison Company
SDG&E	San Diego Gas & Electric Company
SoCalGas	Southern California Gas Company
SOMAH	Solar on Multifamily Affordable Housing
SPOC	Single Point of Contact
SSI	Supplemental Security Income
SSD	Supplemental Security Disability

SSP	Social Security Pension
SWG	Sub-Working Group
THG	The Harris Gorup
TDD	Telecommunications Device for the Deaf
TOU	Time of Use
TRC	Total Resource Cost Test
UAS	Universal Application System
UC	Utility Costs
WET	Workforce, Education, and Training
WG	Working Group

APPENDIX A – ESA, CARE AND FERA PROGRAM TABLES

- Summary Highlights – ESA, CARE, and FERA Programs
- ESA Summary Table 1A – Overall Program Expenses and Energy and Demand Savings
- ESA Summary Table 1B – Energy and Demand Savings
- ESA Table 1 – ESA Main Overall Program Expenses
 - Table 1A–1 – MFWB Program Expenses
 - Table 1A–2 – Pilot Plus and Pilot Deep Program Expenses
 - Table 1A–5 – CSD Leveraging Program Expenses
- ESA Table 2 Main – ESA Main Expenses & Energy Savings by Measures Installed
- ESA Table 2A – MFWB
 - Table 2A–2 ESA Program – Multifamily Whole Building – San Diego Gas & Electric Company
- ESA Table 2B PP PD – ESA Pilot Plus and Pilot Deep Expenses and Energy Savings by Measures Installed
- ESA Table 2E – CSD Leveraging Expenses and Energy Savings by Measures Installed
- ESA Table 3 – Program Cost Effectiveness
- ESA Table 4 – Detail by Housing Type and Source
- ESA Table 5 – Direct Purchases & Installation Contractors
- ESA Table 6 – Installation Cost of Program Installation Contractors
- ESA Table 7 – Expenditures Recorded by Cost Element
- ESA Table 8 – Homes Unwilling / Unable to Participate
- ESA Table 10A–10D – ESA Bill Savings Calculations
- ESA Table 11 – Fund Shift Amount
- ESA Table 12A–12B – Categorical and Other Enrollment
- ESA Table 13A–13A3 – Leveraging & Integration
- ESA Table 13B – Clean Energy Referral, Leveraging, and Coordination
- ESA Table 14 – Expenditures for Pilots and Studies
- ESA Table 15 – Tribal Outreach
- ESA Program – Table 16A–16D – Customer Segments/Needs State by Demographic, Financial, Location, and Health Conditions

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- CARE Table 1 – Overall Program Expenses
 - CARE Table 2 – Enrollment, Recertification, Attrition, and Penetration
 - CARE Table 3A – 3B – Post-Enrollment Verification Results (Model & Electric only High Usage)
 - CARE Table 4A – 4B – Post-Enrollment Verification Results/Re-Enrollment Rates (High Usage)
 - CARE Table 5 – Self-Certification and Self-Recertification Applications
 - CARE Table 6 – Enrollment by County
 - CARE Table 7 – Re-certification Results
 - CARE Table 8 – Capitation Contractors
 - CARE Table 9 – Participants As of Month-End
 - CARE Table 10 – Average Monthly Usage & Bill
 - CARE Table 11 – Surcharge & Revenue
 - CARE Table 12 – Capitation Applications
 - CARE Table 13 – Expansion Program
 - CARE Table 14 – High Usage Verification Results
 - CARE Table 15 – Customer Usage and ESA Program Treatment

- CARE Table 16 – Categorical Enrollment
 - CARE Table 17 – CARE and Disadvantaged Communities Enrollment Rate for Zip Codes
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- FERA Table 1 – Overall Program Expenses
- FERA Table 2 – Enrollment, Re-certification, Attrition, and Penetration
- FERA Table 3A–3B – Post-Enrollment Verification Results
- FERA Table 4A–4B – FERA Self-Certifications, Self-Recertification Applications and Post-Enrollment Verifications
- FERA Table 5 – Enrollment by County
- FERA Table 6 – Recertification Results
- FERA Table 7 – Capitation Contractors
- FERA Table 8 – Average Monthly Usage & Bill
- FERA Table 9A–9B – Post-Enrollment Verification Results (Model & Electric only High Usage)
- FERA Table 10A–1B – Post-Enrollment Verification Results/Re-Enrollment Rates (High Usage)

**San Diego Gas & Electric Company
Energy Savings Assistance (ESA) Program
California Alternate Rates for Energy (CARE) Program and
Family Electric Rate Assistance (FERA) Program
2025 Summary Highlights**

ESA Program			
2025 Energy Savings Assistance Program Summary ¹			
2025	Authorized / Forecasted Planning Assumptions	Actual	%
Budget	\$ 32,779,176	\$ 24,802,306	76%
Funded from Pre-2025 Unspent Funds ²	\$ 19,090,324	\$ -	0%
Summary Homes Treated	14,780	8,942	61%
Summary kWh Saved ³	2,906,619	2,319,371	80%
Summary kW Demand Reduced	424	324	76%
Summary Therms Saved ³	120,065	195,685	163%

1. This includes all ESA programs for the reporting period: ESA Main, Multifamily Whole Building, Pilot Plus and Pilot Deep, SPOC, and SASH & MASH. Refer to ESA Summary Table 1 for a breakdown of budget and expense by program.
2. The cumulative pre-2025 unspent committed funds available totaled \$11,597,510 for MFWB, \$3,545,137 for PPPD, and \$3,947,677 for ESA Main contracts. Refer to the supplemental table in ESA Table 11 for the unspent committed funds available for use within the current program cycle.
3. SDG&E's actual savings for kWh and Therms includes the PPPD Pilot savings values. However, D.21-06-015 did not have any authorized or forecasted goals.

CARE Program			
2025 CARE Program Summary			
2025	Authorized Budget	Actual	%
Administrative Expenses	\$ 7,399,570	\$ 5,926,853	80%
Subsidies	\$ 125,271,491	\$ 211,516,812	169%
Service Establishment Charge	\$ -	\$ -	0%
Total Program Costs and Discounts	\$ 132,671,061	\$ 217,443,666	164%
2025 CARE New Enrollments	Automatically Enrolled via Data Sharing, ESA Participation, etc	Self Certified as Income or Categorically Eligible	Self Certified as Recertification
Method	1,139	60,394	90,725
2025 CARE Enrollment Rate	Estimated Eligible Participants	Participants	Enrollment Rate
Total Enrolled	287,738	287,358	100%

FERA Program			
2025 FERA Program Summary			
2025	Authorized Budget	Actual	%
Administrative Expenses	\$ 630,578	\$ 613,147	97%
Subsidies	\$ 4,912,466	\$ 5,209,249	106%
Service Establishment Charge	\$ -	\$ -	0%
Total Program Costs and Discounts	\$ 5,543,044	\$ 5,822,396	105%
2025 FERA New Enrollments	Automatically Enrolled via Data Sharing, ESA Participation, etc	Self Certified as Income or Categorically Eligible	Self Certified as Recertification
Method	21	11,984	1,487
2025 FERA Enrollment Rate	Estimated Eligible Participants	Participants	Enrollment Rate
Total Enrolled	81,019	18,936	23%

San Diego Gas & Electric Company
ESA Summary Table 1 - Expenses, and Energy and Demand Savings Summary
Program Year 2025 Annual Report

ESA Summary Table 1A - Expenses Summary									
ESA Program Expenses:	Authorized Budget¹			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
ESA Main Program (SF and MH) ²	\$ 11,381,945	\$ 8,984,026	\$ 20,365,971	\$ 7,541,584	\$ 8,295,296	\$ 15,836,879	66%	92%	78%
ESA Multifamily Whole Building ^{3,4}	\$ 5,452,227	\$ 4,486,582	\$ 9,938,809	\$ 5,931,742	\$ 1,468,684	\$ 7,400,426	109%	33%	74%
ESA Pilot Plus and Pilot Deep ⁴	\$ 837,507	\$ 689,176	\$ 1,526,683	\$ 606,873	\$ 379,557	\$ 986,429	72%	55%	65%
ESA SPOC	\$ 346,951	\$ 285,502	\$ 632,453	\$ 131,656	\$ 131,655	\$ 263,311	38%	46%	42%
SASH and MASH Unspent Funds for ESA Main ⁵	\$ 315,260		\$ 315,260	\$ 315,260		\$ 315,260	100%		100%
Building Electrification Retrofit Pilot ⁶									
Clean Energy Homes New Construction Pilot ⁶									
CSD Leveraging (N/A for SDG&E)									
ESA Program TOTAL	\$ 18,333,890	\$ 14,445,286	\$ 32,779,176	\$ 14,527,114	\$ 10,275,192	\$ 24,802,306	79%	71%	76%

1. 2025 ESA Portfolio budget authorized in D.21-06-015, Attachment 1, Table 11, unless otherwise specified.
2. As of the end of program year 2024, \$3,947,677 of pre-2025 unspent committed ESA Main contract funds remained available for use by ESA Main but were excluded from the budget. Refer to ESA Table 11 for the unspent committed funds available for use within the current program cycle.
3. ESA MFWB authorized budget includes implementation program budget of \$9,014,461 per SDG&E AL 4115-E/3144-G, Table 4. Additionally, the authorized budget includes program administrative budget of \$924,348 per SDG&E AL 4482-E/3324-G, Table 1.
4. Pursuant to D.21-06-015, OP 181, MFWB & PPPD funds not expended in prior program years remain available for use by the MFWB & PPPD programs throughout the 2022-2026 program cycle. As of the end of program year 2024, the cumulative unspent committed funds excluded from the budget totaled \$11,597,510 for MFWB and \$3,545,137 for PPPD.
5. In accordance with OP 12 of D.15-01-027, any remaining unspent and unencumbered SASH/MASH program funds are to be redirected to low-income energy efficiency programs that benefit ratepayers in residential housing. On October 31, 2023, SDG&E submitted Advice Letter 4285-E, which became effective on November 30, 2023. Subsequently, \$315,260 in unspent SASH/MASH funds was transferred to the Low Income Energy Efficiency Balancing Account (LIEEBA) – Electric in December 2023. These funds supported the implementation of the ESA Main Program (Appliance cost category) and were presented separately in ESA Table 1.
6. Pilots are applicable to SCE only.

ESA Summary Table 1B - Energy and Demand Savings									
ESA Program:	Authorized / Forecasted Planning Assumptions			Actual			%		
	kWh	kW	Therms	kWh	kW	Therms	kWh	kW	Therms
0	1,632,718	319	46,867	1,128,869	150	114,222	69%	47%	244%
ESA Multifamily Whole Building ³	1,273,901	105	73,198	1,128,000	171	80,090	89%	162%	109%
ESA Pilot Plus and Pilot Deep	N/A	N/A	N/A	62,502	3	1,373	N/A	N/A	N/A
Building Electrification Retrofit Pilot ⁴									
Clean Energy Homes New Construction Pilot ⁴									
CSD Leveraging									
ESA Program TOTAL⁵	2,906,619	424	120,065	2,319,371	324	195,685	80%	76%	163%

1. The ESA Main goals are derived from the approved goals established for PY 2022 - 2026, Adopted Goals :
2. The ESA Multifamily In-Unit energy and demand savings broken out from total MFWB column E34. ESA CAM measure savings broken out from total MFWB column E34.
3. Savings for MFWB for both In-unit and Common Area. AL 4115-E/3144-G approved savings goals specifically for MFWB beginning in 2023, with the balance of Portfolio Savings Goals assumed by ESA
4. Electrification and Clean Energy Homes Pilots are applicable to SCE only.
5. ESA Program Total(s) may include rounded values

San Diego Gas & Electric Company
ESA Table 1 - ESA Main (SF, MH) Overall Program Expenses
Program Year 2025 Annual Report

ESA Program:	2025 Authorized / Forecasted Budget ^{1,2}			2025 Annual Expenses			% of Budget Spent ³		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency									
Appliances ⁴	\$ 983,675	\$ 809,456	\$ 1,793,131	\$ 1,335,007	\$ 33,842	\$ 1,368,849	136%	4%	76%
Domestic Hot Water	\$ 957,833	\$ 788,191	\$ 1,746,024	\$ 40,220	\$ 1,300,435	\$ 1,340,655	4%	165%	77%
Enclosure	\$ 1,113,790	\$ 916,527	\$ 2,030,317	\$ 780,580	\$ 1,034,722	\$ 1,815,301	70%	113%	89%
HVAC	\$ 1,895,402	\$ 1,559,707	\$ 3,455,109	\$ 215,134	\$ 2,184,542	\$ 2,399,676	11%	140%	69%
Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Lighting	\$ 464,290	\$ -	\$ 464,290	\$ 343,957	\$ -	\$ 343,957	74%	0%	74%
Miscellaneous	\$ 517,994	\$ 426,252	\$ 944,246	\$ 1,084,930	\$ -	\$ 1,084,930	209%	0%	115%
Customer Enrollment	\$ 2,036,704	\$ 1,675,983	\$ 3,712,686	\$ 1,190,937	\$ 1,190,937	\$ 2,381,874	58%	71%	64%
In Home Education	\$ 102,592	\$ 84,422	\$ 187,014	\$ 94,281	\$ 94,281	\$ 188,562	92%	112%	101%
Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Implementer Compensation	\$ 606,840	\$ 499,363	\$ 1,106,203	\$ 608,975	\$ 608,975	\$ 1,217,950	100%	122%	110%
Energy Efficiency TOTAL	\$ 8,679,120	\$ 6,759,900	\$ 15,439,020	\$ 5,694,020	\$ 6,447,734	\$ 12,141,754	66%	95%	79%
Training Center	\$ 103,625	\$ 85,272	\$ 188,897	\$ -	\$ -	\$ -	0%	0%	0%
Inspections	\$ 58,619	\$ 48,237	\$ 106,856	\$ 109,104	\$ 109,104	\$ 218,208	186%	226%	204%
Marketing and Outreach	\$ 891,364	\$ 733,494	\$ 1,624,858	\$ 680,702	\$ 680,701	\$ 1,361,403	76%	93%	84%
Statewide Marketing Education and Outreach	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Measurement and Evaluation Studies	\$ 89,144	\$ 73,356	\$ 162,500	\$ 70,843	\$ 70,843	\$ 141,685	79%	97%	87%
Regulatory Compliance	\$ 165,628	\$ 136,293	\$ 301,921	\$ 97,180	\$ 97,180	\$ 194,360	59%	71%	64%
General Administration	\$ 1,362,606	\$ 1,121,275	\$ 2,483,881	\$ 611,428	\$ 611,428	\$ 1,222,856	45%	55%	49%
CPUC Energy Division	\$ 31,838	\$ 26,200	\$ 58,038	\$ 2,882	\$ 2,882	\$ 5,764	9%	11%	10%
Other DINI Costs			\$ -	\$ 275,425	\$ 275,424	\$ 550,849	0%	0%	0%
Administration Subtotal	\$ 2,702,824	\$ 2,224,127	\$ 4,926,951	\$ 1,847,564	\$ 1,847,562	\$ 3,695,125	68%	83%	75%
TOTAL PROGRAM EXPENSES	\$ 11,381,945	\$ 8,984,026	\$ 20,365,971	\$ 7,541,584	\$ 8,295,296	\$ 15,836,879	66%	92%	78%
Funded by SASH/MASH Unspent Funds Outside of ESA Program Authorized Budget									
Energy Efficiency									
Appliances ⁵	\$ 315,260		\$ 315,260	\$ 315,260		\$ 315,260	100%		100%
TOTAL PROGRAM EXPENSES WITH SASH/MASH	\$ 11,697,205	\$ 8,984,026	\$ 20,681,231	\$ 7,856,844	\$ 8,295,296	\$ 16,152,139	67%	92%	78%
Funded Outside of ESA Program Authorized Budget									
Indirect Costs				\$ 1,006,391	\$ 970,613	\$ 1,977,004			
NGAT Costs (Main & MFWB)		\$ 495,000	\$ 495,000		\$ 494,620	\$ 494,620		100%	100%
ESA Program Administrative Expenses ⁶									
10% Administrative Cap				\$ 708,608	\$ 708,608	\$ 1,417,216			
Total Program Costs				\$ 7,856,844	\$ 8,295,296	\$ 16,152,139			
% of Administrative Spend						8.77%			

1. ESA Main budget of \$20,365,971 authorized in D.21-06-015, Attachment 1.

2. As of the end of program year 2024, \$3,947,677 of pre-2025 unspent committed ESA Main contract funds remained available but were excluded from the budget above. Refer to ESA Table 11 for a breakdown of the unspent committed funds remaining available to the current program cycle.

3. In D.21-06-015, the Commission revised the fund shift rules allowing flexibility to shift funds between the categories and fuel type. Any fund shifts between the categories and fuel type are reflected in ESA Table 11.

4. Appliances cost category excludes SASH/MASH electric budget of \$315,260 and 2025 electric expenses of \$315,260. The budget and expenses are presented separately.

5. In accordance with OP 12 of D.15-01-027, any remaining unspent and unencumbered SASH/MASH program funds are to be redirected to low-income energy efficiency programs that benefit ratepayers in residential housing. On October 31, 2023, SDG&E submitted Advice Letter 4285-E, which became effective on November 30, 2023. Subsequently, \$315,260 in unspent SASH/MASH funds was transferred to the Low Income Energy Efficiency Balancing Account (LIEEBA) – Electric in December 2023. These funds supported the implementation of the ESA Main Program (Appliance cost category).

6. Ordering Paragraph 112 of D.21-06-015 provides that, beginning in program year 2024, IOU ESA program administrative expenses are capped at 10 percent of total program costs. The definition and categorization of administrative costs for the ESA program shall be consistent with those used for the main energy efficiency program, as authorized in Section 6.15.7.7 of D.21-06-015. The Regulatory Compliance and General Administration cost categories are both subject to the 10% Administrative Cap calculation.

San Diego Gas & Electric Company
ESA Table 1A Program Expenses Summary
Program Year 2025 Annual Report

ESA Table 1A-1 - Multifamily Whole Building Program Expenses

ESA Program (MFWB):	2025 Authorized / Forecasted Budget			2025 Annual Expenses			% of Budget Spent		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
ESA Multifamily Whole Building ^{1,2}	\$ 5,452,227	\$ 4,486,582	\$ 9,938,809	\$ 5,931,742	\$ 1,468,684	\$ 7,400,426	109%	33%	74%
ESA SPOC ³	\$ 346,951	\$ 285,502	\$ 632,453	\$ 131,656	\$ 131,655	\$ 263,311	38%	46%	42%
TOTAL	\$ 5,799,178	\$ 4,772,084	\$ 10,571,262	\$ 6,063,397	\$ 1,600,339	\$ 7,663,737	105%	34%	72%

1. ESA MFWB authorized budget includes implementation program budget of \$9,014,461 per SDG&E AL 4115-E/3144-G, Table 4. Additionally, the authorized budget includes program administrative budget of \$924,348 per SDG&E AL 4482-E/3324-G, Table 1.

2. In accordance with D.21-06-015, OP 181, MFWB funds not expended in previous program years will be available for use to the MFWB program throughout the 2023-2026 program cycle. The cumulative pre-2025 unspent committed funds excluded from the budget totaled \$11,597,510.

3. ESA SPOC budget authorized in D.21-06-015, Attachment 1, Table 11.

ESA Table 1A-2 - Pilot Plus and Pilot Deep Expenses

	2025 Authorized / Forecasted Budget			2025 Annual Expenses			% of Budget Spent		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
ESA Pilot Plus and Pilot Deep Program ^{4,5}	\$ 837,507	\$ 689,176	\$ 1,526,683	\$ 606,873	\$ 379,557	\$ 986,429	72%	55%	65%
TOTAL	\$ 837,507	\$ 689,176	\$ 1,526,683	\$ 606,873	\$ 379,557	\$ 986,429	72%	55%	65%

4. ESA Pilot Plus and Pilot Deep program budget authorized in D.21-06-015, Attachment 1, Table 11.

5. In accordance with D.21-06-015, OP 181, PPPD funds not expended in previous program years will be available for use to the PPPD program throughout the 2022-2026 program cycle. The cumulative pre-2025 unspent committed funds excluded from the budget totaled \$3,545,137.

ESA Table 1A-3 - Building Electrification Expenses ⁶

	2025 Authorized / Forecasted Budget			2025 Annual Expenses			% of Budget Spent		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
ESA Building Electrification Program									
TOTAL	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%

6. Pilots is applicable to SCE only.

ESA Table 1A-4 - Clean Energy Homes Expenses ⁶

	2022 Authorized / Forecasted Budget			2025 Annual Expenses			% of Budget Spent		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
ESA Clean Energy Homes Program									
TOTAL	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%

6. Pilots is applicable to SCE only.

ESA Table 1A-5 - Leveraging - CSD Expenses

	2025 Authorized / Forecasted Budget			2025 Annual Expenses			% of Budget Spent		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
ESA Program Leveraging - CSD									
TOTAL	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%

Note: N/A for SDG&E.

ESA Table 2 - ESA Main (SF, MH) Expenses and Energy Savings by Measures Installed
 San Diego Gas & Electric Company
 Program Year 2025 Annual Report

ESA Main Program Total 2025 Completed & Expensed Installation											
	Basic	Plus	Units	Quantity Installed	kWh ⁴ (Annual)	kW ⁴ (Annual)	Therms ⁴ (Annual)	Expenses (\$) ^{8,9}	% of Expenditures	Effective Useful Life (years)	2025 Total Measure Life Cycle Bill Savings
Appliances											
Clothes Dryer		x	Each	69	6,362	2	(62)	\$ 82,496	0.7%	12	\$ 18,072
Dish Washer			Each						0.0%		
Freezer			Each						0.0%		
High Efficiency Clothes Washer		x	Each	193	9,323	1	1,898	\$ 245,938	2.2%	11	\$ 61,307
Induction Cooking Appliance-FS - New			Each						0.0%		
Microwave			Each						0.0%		
Refrigerator		x	Each	1,035	573,669	69	-	\$ 1,421,850	12.7%	14	\$ 2,034,616
Domestic Hot Water											
Combined Showerhead/TSV	x		Each	13	568	0	103	\$ 1,124	0.0%	10	\$ 3,183
Faucet Aerator			Each						0.0%		
Heat Pump Water Heater			Each						0.0%		
Heat Pump Water Heater - Electric			Each						0.0%		
Heat Pump Water Heater - Gas			Each						0.0%		
Heat Pump Water Heater - Propane			Each						0.0%		
Low-Flow Showerhead			Home						0.0%		
Solar Water Heating			Home						0.0%		
Other Domestic Hot Water ⁵	x		Home	6,678	76,589	6	39,007	\$ 341,374	3.0%	10	\$ 854,054
Tankless Water Heater			Each						0.0%		
Thermostatic Shower Valve			Each						0.0%		
Thermostatic Shower Valve Combined Showerhead			Each						0.0%		
Thermostatic Tub Spout/Diverter	x		Each	5	61	-	50	\$ 644	0.0%	10	\$ 1,005
Water Heater Repair		x	Home	80	-	-	140	\$ 37,201	0.3%	11	\$ 2,606
Water Heater Replacement		x	Home	592	-	-	7,524	\$ 944,162	8.4%	11	\$ 140,042
Water Heater Tank and Pipe Insulation		x	Each	148	118	-	1,376	\$ 16,966	0.2%	3	\$ 9,432
Enclosure¹											
Air Sealing		x	Home	3,000	51,480	11	(10,117)	\$ 1,594,232	14.2%	3	(12,231)
Attic Insulation		x	Area-ft2	139,362	14,294	8	2,430	\$ 221,069	2.0%	30	\$ 231,990
Attic Insulation CAC Non/Elect Heat - New			Home						0.0%		
Caulking			Home						0.0%		
Diagnostic Air Sealing			Home						0.0%		
Floor Insulation			Home						0.0%		
Minor Home Repairs			Home						0.0%		
HVAC²											
Central A/C replacement			Each						0.0%		
Central Heat Pump-FS (propane or gas space)			Home						0.0%		
Duct Test and Seal			Each						0.0%		
Energy Efficient Fan Control			Each						0.0%		
Evaporative Cooler (Installation)			Each						0.0%		
Evaporative Cooler (Replacement)			Each						0.0%		
Furnace Repair		x	Home	544	20,250	-	35,709	\$ 105,109	0.9%	20	\$ 1,311,036
Furnace Replacement		x	Home	421	10,145	-	37,527	\$ 1,972,467	17.6%	20	\$ 1,321,371
Heat Pump Replacement			Home						0.0%		
Heat Pump Replacement - CAC Gas - New			Home						0.0%		
Heat Pump Replacement - CAC Propane - New			Home						0.0%		
High Efficiency Forced Air Unit (HE FAU)			Home						0.0%		
High Efficiency Forced Air Unit (HE FAU) - Early Replacement			Home						0.0%		
High Efficiency Forced Air Unit (HE FAU) - On Burnout			Home						0.0%		
Portable A/C			Each						0.0%		
Prescriptive Duct Sealing			Home						0.0%		
Removed - A/C Time Delay			Each						0.0%		
Removed - FAU Standing Pilot Conversion			Each						0.0%		
Room A/C Replacement		x	Home	55	11,253	8	-	\$ 63,654	0.6%	9	\$ 25,657
Smart Thermostat	x		Home	641	13,224	-	3,112	\$ 176,166	1.6%	9	\$ 77,537
Wholehouse Fan		x	Each	7	792	0	(5)	\$ 13,831	0.1%	20	\$ 3,856
Maintenance											
Central A/C Tune up			Home						0.0%		
Furnace Clean and Tune			Home						0.0%		
HVAC Air Filter Service			Each						0.0%		
Condenser Coil Cleaning - New			Each						0.0%		
Evaporative Cooler - Maint Functioning - New			Each						0.0%		
Evaporative Cooler - Maint Non-Functioning - New			Each						0.0%		
Evaporative Cooler Maintenance			Home						0.0%		
Evaporator Coil - New			Each						0.0%		
Fan Control Adjust - New			Each						0.0%		
Range Hood			Home						0.0%		
Refrigerant Charge Adjustment - New			Each						0.0%		
Lighting											
Exterior Hard wired LED fixtures			Each						0.0%		
LED A-Lamps	x		Each	23,278	143,086	19	(3,158)	\$ 281,945	2.5%	16	\$ 494,478
LED R/BR Lamps		x	Each	3,500	58,580	7	(1,312)	\$ 62,013	0.6%	16	\$ 201,928
Removed - Interior Hard wired LED fixtures			Each						0.0%		
Removed - LED Night Light			Each						0.0%		
Removed - LED Torchiere			Each						0.0%		
Removed - Occupancy Sensor			Each						0.0%		
Miscellaneous											
Air Purifier		x	Home	1,556	-	-	-	\$ 921,464	8.2%	9	
CO and Smoke Alarm			Each						0.0%		
Cold Storage			Home						0.0%		
Comprehensive Home Health and Safety Check-up			Each						0.0%		
Pool Pumps		x	Each	61	76,250	17	-	\$ 135,166	1.2%	10	\$ 193,167
Smart Strip		x	Each	152	21,280	3	-	\$ 9,311	0.1%	2	\$ 10,782
Smart Strip Tier II		x	Each	220	41,545	1	-	\$ 18,990	0.2%	2	\$ 21,049
Pilots											
Customer Enrollment											
ESA Outreach & Assessment			Home	6,404	-	-	-	\$ 2,381,874	21.2%	3	
ESA In-Home Energy Education			Home	6,399	-	-	-	\$ 188,562	1.7%	3	
Total Savings/Expenditures					1,128,869	150	114,222	\$ 11,237,607	100%		
Total Households Weatherized²				3,014							

Households Treated		Total
- Single Family Households Treated	Home	5,214
- Multi-Family Households Treated	Home	-
- Mobile Homes Treated	Home	593
Total Number of Households Treated	Home	5,807
# Eligible Households to be Treated for PY³	Home	8,023
% of Households Treated	%	72%
- Master-Meter Households Treated	Home	175

ESA Main Program	Year to Date Expenses		
	Electric	Gas	Total
Administration ⁷	\$ 708,608	\$ 708,608	\$ 1,417,216
Direct Implementation (Non-Incentive)	\$ 1,747,930	\$ 1,747,928	\$ 3,495,859
Direct Implementation ^{8,9}	\$ 5,400,305	\$ 5,838,759	\$ 11,239,064
TOTAL ESA Main COSTS	\$ 7,856,844	\$ 8,295,296	\$ 16,152,139

<<Includes measures costs

[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.

[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.

[3] Based on D.21-06-015 Attachment 1, Table 6 targets.

[4] All savings are calculated based on the following sources: DNV/GL Impact Evaluation Program Years 2015-2017 Impact II, or ESA workpapers savings estimates.

[5] Other Domestic Hot Water includes the following parts: Faucet Aerator, Low Flow Showerhead, and Thermostatic shower valve.

[6] Savings for HVAC measure vary by CZ.

[7] "Administration" includes program "administrative costs" subject to the 10% cap. Actual ESA program expenses subject to the 10% administrative cap follow the same definition and categorization of "administrative costs" as the energy efficiency programs, as authorized in Section 6.15.7.7 of D.21-06-015.

[8] In accordance with OP 12 of D.15-01-027, any remaining unspent and unencumbered SASH/MASH program funds are to be redirected to low-income energy efficiency programs that benefit ratepayers in residential housing. On October 31, 2023, SDG&E submitted Advice Letter 4285-E, which became effective on November 30, 2023. In December 2023, \$315,260 in unspent SASH/MASH funds was transferred to the Low Income Energy Efficiency Balancing Account (LIEEBA) - Electric in December 2023. These funds supported the implementation of the ESA Main Program (Appliance cost category). For program year 2025, SDG&E incurred \$315,260 of program expenses for Appliance measures associated with Direct Implementation cost category.

[9] The total Direct implementation expense (in cell F115) differs from Total Savings/Expenditures (in cell I97) by \$1,457 due to a customer refrigerator replacement that was outside of the appliance warranty period.

San Diego Gas & Electric Company
 ESA Table 2B- ESA Pilot Plus and Pilot Deep Expenses and Energy Savings by Measures Installed
 Program Year 2025 Annual Report

Measures	ESA Program - Pilot Plus 2025 Completed & Expensed Installation								ESA Program - Pilot Deep 2025 Completed & Expensed Installation									
	Units (Each or Home)	Quantity Installed	kWh ⁴ (Annual)	kW ⁴ (Annual)	Therms ⁴ (Annual)	Expenses (\$)	% of Expenditures	Effective Useful Life (years)	2025 Total Measure Life Cycle Bill Savings	Units (Each or Home)	Quantity Installed	kWh ⁴ (Annual)	kW ⁴ (Annual)	Therms ⁴ (Annual)	Expenses (\$)	% of Expenditures	Effective Useful Life (years)	2025 Total Measure Life Cycle Bill Savings
Appliances																		
Efficient Electric Dryer	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	-	-	-	-	\$ -	0.0%	0	\$ -
Heat Pump Dryer	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	-	-	-	-	\$ -	0.0%	0	\$ -
High Efficiency Clothes Washers	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	-	-	-	-	\$ -	0.0%	0	\$ -
Induction Cooktop/Range	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	-	-	-	-	\$ -	0.0%	0	\$ -
Pool Pump Retrocommissioning (RCx)	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	-	-	-	-	\$ -	0.0%	0	\$ -
Pool Pump Replacement	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	-	-	-	-	\$ -	0.0%	0	\$ -
Refrigerator	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	3	1,595	-	(6)	\$ 4,835	18.6%	14	\$ 5,518
Freezer	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	1	154	-	(0)	\$ 1,380	5.3%	11	\$ 421
Standard Electric Range	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	-	-	-	-	\$ -	0.0%	0	\$ -
Tier 2 Adv Power Strip w Bluetooth	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	-	-	-	-	\$ -	0.0%	0	\$ -
Domestic Hot Water																		
Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	-	-	-	-	\$ -	0.0%	0	\$ -
Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	-	-	-	-	\$ -	0.0%	0	\$ -
Heat Pump Water Heater - Fuel Sub	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	-	-	-	-	\$ -	0.0%	0	\$ -
Heat Pump Water Heater - Fuel Sub (120V)	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	-	-	-	-	\$ -	0.0%	0	\$ -
Low Flow Faucet Aerator	Each	7	157	0	35	\$ 64	0.2%	10	\$ 982	Each	47	386	0	219	\$ 438	1.7%	6.67	\$ 3,124
Low Flow Showerhead	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	3	-	-	17	\$ 97	0.4%	10	\$ 286
Storage Water Heater	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	1	-	-	32	\$ 3,054	11.7%	11	\$ 990
Tankless On-Demand	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	5	-	-	432	\$ 25,318	97.3%	20	\$ 14,622
Thermostat-controlled Shower Valve	Each	5	267	0	36	\$ 317	1.2%	10	\$ 1,291	Each	33	443	0	179	\$ 2,073	8.0%	10	\$ 4,028
Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	-	-	-	-	\$ -	0.0%	0	\$ -
Water Heater Blanket	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	-	-	-	-	\$ -	0.0%	0	\$ -
Water Heater Pipe Insulation	Len. Ft	2	-	-	9	\$ 51	0.2%	3.67	\$ 55	Len. Ft	11	-	-	33	\$ 284	1.1%	3.67	\$ 203
Enclosure¹																		
Attic Insulation	Sq.ft	3,961	711	0	38	\$ 10,893	300.0%	30	\$ 7,318	Sq.ft	14,404	3,685	-	196	\$ 43,941	168.8%	6.7	\$ 8,473
Diagnostic Air Sealing	Home	2	-	-	-	\$ 382	300.0%	3	\$ -	Home	16	(66)	-	171	\$ 3,085	11.8%	3	\$ 816
Exterior Wall Insulation	Sq.ft	-	-	-	-	\$ -	0.0%	0	\$ -	Sq.ft	-	-	-	-	\$ -	0.0%	0	\$ -
Floor Insulation	Sq.ft	-	-	-	-	\$ -	0.0%	0	\$ -	Sq.ft	-	-	-	-	\$ -	0.0%	0	\$ -
Windows	Len. Ft	-	-	-	-	\$ -	0.0%	0	\$ -	Len. Ft	575	6,534	-	(16)	\$ 32,358	124.3%	20	\$ 32,580
HVAC⁵																		
Central Air Conditioner (A/C)	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	16	22,920	0	(1)	\$ 118,371	454.7%	15	\$ 87,063
Fan Controller for A/C	Each	1	0	0	-	\$ 244	0.9%	5	\$ 0	Each	15	3,158	1	-	\$ 3,788	14.6%	5	\$ 4,000
New Portable A/C	Each	2	312	0	-	\$ 1,661	6.4%	9	\$ 711	Each	-	-	-	-	\$ -	0.0%	0	\$ -
High Efficiency Furnace	Each	2	-	-	-	\$ 190	0.7%	0	\$ -	Each	27	-	-	-	\$ 3,617	13.9%	0	\$ -
Diagnostic Duct Sealing	Each	1	1	0	-	\$ 308	1.2%	18	\$ 4	Each	10	2,541	0	14	\$ 3,115	12.0%	18	\$ 12,019
Duct Replacement	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	-	-	-	-	\$ -	0.0%	0	\$ -
Duct Sealing with Equipment Upgrade	Home	-	-	-	-	\$ -	0.0%	0	\$ -	Home	-	-	-	-	\$ -	0.0%	0	\$ -
Ducted Heat Pump	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	2	6,814	-	-	\$ 9,338	35.9%	15	\$ 25,892
Ducted Heat Pump - Fuel Substitution	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	1	1,681	-	41	\$ 9,256	35.6%	15	\$ 7,420
Ductless Heat Pump	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	-	-	-	-	\$ -	0.0%	0	\$ -
Ductless Heat Pump - Fuel Substitution	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	-	-	-	-	\$ -	0.0%	0	\$ -
Smart Thermostat	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	2	172	-	-	\$ 484	1.9%	9.1	\$ 397
Whole House Fan	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	12	2,542	1	(6)	\$ 34,836	133.8%	6.7	\$ 4,246
Packaged HVAC	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	-	-	-	-	\$ -	0.0%	0	\$ -
Central A/C Tune Up	Each	2	16	0	(0)	\$ 371	1.4%	3	\$ 12	Each	4	32	0	(0)	\$ 778	3.0%	3	\$ 24
Maintenance																		
Furnace Clean and Tune	Home	2	-	-	-	\$ 153	0.6%	3	\$ -	Each	13	-	-	-	\$ 1,315	5.1%	3	\$ -
Lighting																		
A-Lamp LED	Each	22	434	0	(9)	\$ 282	1.1%	16	\$ 1,504	Each	191	8,014	-	(38)	\$ 2,448	9.4%	16	\$ 31,440
Reflector Lamp LED	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	-	-	-	-	\$ -	0.0%	0	\$ -
Miscellaneous																		
Cold Storage	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	-	-	-	-	\$ -	0.0%	0	\$ -
New Air Purifier	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	-	-	-	-	\$ -	0.0%	0	\$ -
Fees	Each	1	-	-	-	\$ 262	1.0%	3	\$ -	Each	35	-	-	-	\$ 10,040	38.6%	3	\$ -
HERS Testing	Each	-	-	-	-	\$ -	0.0%	0	\$ -	Each	16	-	-	-	\$ 5,726	22.0%	3	\$ -
Home Health and Safety Check-up	Home	3	-	-	-	\$ 228	0.9%	3	\$ -	Home	18	-	-	-	\$ 1,389	5.3%	3	\$ -
Pilots																		
Customer Enrollment																		
ESA Outreach & Assessment	Home	47	-	-	-	\$ 8,220	31.6%	3	\$ -	Home	184	-	-	-	\$ 37,667	144.7%	3	\$ -
ESA In-Home Energy Education	Home	15	-	-	-	\$ 2,119	8.1%	3	\$ -	Home	47	-	-	-	\$ 6,667	25.6%	3	\$ -
Minor Home Repair ³	Home	9	-	-	-	\$ 288	1.1%	3	\$ -	Home	42	-	-	-	\$ 1,472	5.7%	3	\$ -
Total Savings/Expenditures			1,897	1	108	\$ 26,033	100.0%					60,605	2	1,264	\$ 367,167	1410.4%		
Total Households Weatherized²																		

Households Treated		Total
- Single Family Households Treated	Home	3
- Multi-family Households Treated	Home	-
- Mobile Homes Treated	Home	-
Total Number of Households Treated	Home	3
# Eligible Households to be Treated for PY³	Home	-
% of Households Treated	%	0%
- Master-Meter Households Treated	Home	-

Total		Total
Home	-	19
Home	-	-
Home	-	1
Home	-	20
Home	-	-
%	-	0%
Home	-	-

ESA Program - Pilot Plus and Pilot Deep	Year to Date Expenses		
	Electric	Gas	Total
Administration ⁷	\$ 101,992	\$ 101,992	\$ 203,984
Direct Implementation (Non-Incentive) ⁸	\$ 194,623	\$ 194,623	\$ 389,245
Direct Implementation ⁸	\$ 310,258	\$ 82,942	\$ 393,200
Total Pilot Plus and Pilot Deep Expenses	\$ 606,873	\$ 379,557	\$ 986,429

<<Includes measures costs and non-measure costs/payments.

[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.
 [2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.
 [3] Based on D.21-06-015 Attachment 1, Table 6 targets.
 [4] All savings are calculated based on the following sources: DNV-GL Impact Evaluation Program Years 2015-2017 Impact II, or ESA workpapers savings estimates.
 [5] Savings for HVAC measure vary by CZ.
 [7] "Administration" includes program "administrative costs" subject to the 10% cap. Actual ESA program expenses subject to the 10% administrative cap follow the same definition and categorization of "administrative costs" as the energy efficiency programs, as authorized in Section 6.15.7.7 of D.21-06-015.
 [8] Direct Implementation and Direct Implementation (Non-Incentive) includes a previously unreported 2024 program expenditure of \$30,470, which was invoiced by the implementer in 2025 after issuance of the 2024 Annual Report.

San Diego Gas & Electric Company
ESA Table 2C - ESA Building Electrification (SCE only) Expenses and Energy Savings by Measures Installed
Program Year 2025 Annual Report

Measures	Units	ESA Program - Building Electrification Retrofit Pilot							
		2025 Completed & Expensed Installation							
		Quantity Installed	kWh (Annual)	kW (Annual)	Therms (Annual)	Expenses (\$)	% of Expenditure	Effective Useful Life (years)	2025 Total Measure Life Cycle Bill Savings
Appliances									
Electric Dryer	Each	-	-	-	-	\$ -	0.0%	-	-
Heat Pump Dryer	Each	-	-	-	-	\$ -	0.0%	-	-
Cooktop/Range	Each	-	-	-	-	\$ -	0.0%	-	-
Domestic Hot Water									
Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%	-	-
Enclosure									
Attic Insulation	Home	-	-	-	-	\$ -	0.0%	-	-
HVAC									
Heat Pump HVAC	Each	-	-	-	-	\$ -	0.0%	-	-
Duct Seal	Each	-	-	-	-	\$ -	0.0%	-	-
Smart Thermostat	Each	-	-	-	-	\$ -	0.0%	-	-
Miscellaneous [2]									
Minor Home Repair	Home	-	-	-	-	\$ -	0.0%	-	-
Carbon Monoxide/Smoke Alarm	Each	-	-	-	-	\$ -	0.0%	-	-
Electric Panel	Each	-	-	-	-	\$ -	0.0%	-	-
Electric Sub-Panel	Each	-	-	-	-	\$ -	0.0%	-	-
Electrical Circuit Run	Each	-	-	-	-	\$ -	0.0%	-	-
Induction Cookware	Home	-	-	-	-	\$ -	0.0%	-	-
Customer Enrollment									
Energy Assessment	Home	-	-	-	-	\$ -	0.0%	-	-
Total Savings/Expenditures									
			-	-	-	\$ -	0.0%		

Households Treated	Total
Single Family Households Treated	Home
Estimated Avg. Annual Bill Savings Treated	Home

ESA Program - Building Electrification	Year to Date Expenses		
	Electric	Gas	Total
Administration			\$ -
Direct Implementation (Non-Incentive)			\$ -
Direct Implementation			\$ -
TOTAL Building Electrification COSTS	\$ -	\$ -	\$ -

<<Includes measures costs

San Diego Gas & Electric Company
Energy Savings Assistance Program Table 2D - Clean Energy Homes New Construction Pilot
Program Year 2025 Annual Report

	ESA Program - Clean Energy Homes New Construction Pilot						
	Monthly Total (Projects)	Monthly Total Units (Living Units)	Cumulative Program Launch-to-date Total (Projects)	Cumulative Program Launch-to-date Total Units (Living Units)	Estimated Incentive Expenses (\$)	% Incentive Budget	
ESA CEH Program Offerings							
Interest Form submitted							
Interest Form denied							
Application for direct design assistance (in progress)							
Application for direct design assistance (completed)							
Applications for design incentive (in progress)							
Applications for design incentive (completed)							
Applications for tenant education incentive (in progress)							
Applications for tenant education incentive (completed)							
Total Savings/Expenditures							

ESA CEH Outreach and Education	Units	Monthly Total	YTD Total
Webinars	Number of webinars		
Active leads	Unique developer		

Design Assistance Completed Applications	Units	Quantity	Compliance Margin Designed kWh (Annual)*	Compliance Margin Designed BTU (Annual)*	Avoided CO2 Emissions	Estimated Incentive Expenses (\$)	% Incentive Budget
Direct Design Assistance	Living Units						
Design Incentive	Living Units						
Total Savings/Expenditures							

ESA Program - Clean Energy Homes	Year to Date Expenses		
	Electric	Gas	Total
Administration			
Direct Implementation (Non-Incentive)			
Direct Implementation			
TOTAL Clean Energy Homes COSTS			

<<Includes measures costs

San Diego Gas & Electric Company
 ESA Table 2F - ESA CSD Leveraging Expenses and Energy Savings by Measures Installed
 Program Year 2025 Annual Report

Measures	Units	ESA Program - CSD Leveraging							Effective Useful Life (years)	2025 Total Measure Life Cycle Bill Savings
		Quantity Installed	kWh (Annual)	kW (Annual)	Therms (Annual)	Expenses (\$)	% of Expenditure			
Appliances										
Clothes Dryer	Each	-	-	-	-	\$ -	0.0%	-	-	
Dish Washer	Each	-	-	-	-	\$ -	0.0%	-	-	
Freezer	Each	-	-	-	-	\$ -	0.0%	-	-	
High Efficiency Clothes Washer	Each									
Induction Cooking Appliance-FS - New	Each									
Microwave	Each									
Refrigerator	Each									
Domestic Hot Water										
Combined Showerhead/TSV	Home	-	-	-	-	\$ -	0.0%	-	-	
Faucet Aerator	Each	-	-	-	-	\$ -	0.0%	-	-	
Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%	-	-	
Heat Pump Water Heater - Electric	Each	-	-	-	-	\$ -	0.0%	-	-	
Heat Pump Water Heater - Gas	Each	-	-	-	-	\$ -	0.0%	-	-	
Heat Pump Water Heater - Propane	Each	-	-	-	-	\$ -	0.0%	-	-	
Low-Flow Showerhead	Home	-	-	-	-	\$ -	0.0%	-	-	
Solar Water Heating	Home	-	-	-	-	\$ -	0.0%	-	-	
Other Domestic Hot Water	Home	-	-	-	-	\$ -	0.0%	-	-	
Tankless Water Heater	Each	-	-	-	-	\$ -	0.0%	-	-	
Thermostatic Shower Valve	Each									
Thermostatic Shower Valve Combined Showerhead	Each									
Thermostatic Tub Spout/Diverter	Each									
Water Heater Repair/Replacement	Each									
Water Heater Tank and Pipe Insulation	Each									
Enclosure										
Air Sealing	Home	-	-	-	-	\$ -	0.0%	-	-	
Attic Insulation	Home	-	-	-	-	\$ -	0.0%	-	-	
Attic Insulation CAC NonElect Heat - New	Home	-	-	-	-	\$ -	0.0%	-	-	
Caulking	Home									
Diagnostic Air Sealing	Home									
Floor Insulation	Home									
Minor Home Repairs	Home									
HVAC										
Central A/C replacement	Each	-	-	-	-	\$ -	0.0%	-	-	
Central Heat Pump-FS (propane or gas space)	Home	-	-	-	-	\$ -	0.0%	-	-	
Duct Test and Seal	Each	-	-	-	-	\$ -	0.0%	-	-	
Energy Efficient Fan Control	Each	-	-	-	-	\$ -	0.0%	-	-	
Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%	-	-	
Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%	-	-	
Furnace Repair/Replacement	Home	-	-	-	-	\$ -	0.0%	-	-	
Heat Pump Replacement	Home	-	-	-	-	\$ -	0.0%	-	-	
Heat Pump Replacement - CAC Gas - New	Home	-	-	-	-	\$ -	0.0%	-	-	
Heat Pump Replacement - CAC Propane - New	Home	-	-	-	-	\$ -	0.0%	-	-	
High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%	-	-	
High Efficiency Forced Air Unit (HE FAU) - Early	Home	-	-	-	-	\$ -	0.0%	-	-	
High Efficiency Forced Air Unit (HE FAU) - On B	Home									
Portable A/C	Each									
Prescriptive Duct Sealing	Home									
Removed - A/C Time Delay	Each									
Removed - FAU Standing Pilot Conversion	Each									
Room A/C Replacement	Home									
Smart Thermostat	Home									
Wholehouse Fan	Each									
Maintenance										
Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%	-	-	
Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%	-	-	
HVAC Air Filter Service	Each									
Condenser Coil Cleaning - New	Each									
Evaporative Cooler - Maint Functioning - New	Each									
Evaporative Cooler - Maint Non-Functioning - New	Each									
Evaporative Cooler Maintenance	Home									
Evaporator Coil - New	Each									
Fan Control Adjust - New	Each									
Range Hood	Home									
Refrigerant Charge Adjustment - New	Each									
Lighting										
Exterior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%	-	-	
LED A-Lamps	Each	-	-	-	-	\$ -	0.0%	-	-	
LED R/BR Lamps	Each	-	-	-	-	\$ -	0.0%	-	-	
Removed - Interior Hard wired LED fixtures	Each	-	-	-	-	\$ -	0.0%	-	-	
Removed - LED Night Light	Each	-	-	-	-	\$ -	0.0%	-	-	
Removed - LED Torchiere	Each	-	-	-	-	\$ -	0.0%	-	-	
Removed - Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%	-	-	
Miscellaneous										
Air Purifier	Home	-	-	-	-	\$ -	0.0%	-	-	
CO and Smoke Alarm	Each									
Cold Storage	Home									
Comprehensive Home Health and Safety Check-up	Each									
Pool Pumps	Each									
Smart Strip	Each									
Smart Strip Tier II	Each	-	-	-	-	\$ -	0.0%	-	-	
Pilots										
Customer Enrollment										
Outreach & Assessment	Home					\$ -	0.0%			
In-Home Education	Home					\$ -	0.0%			
Total Savings/Expenditures										
Total Households Weatherized										
CSD MF Buildings Treated										
		Total								
- Multifamily		0								

ESA Program - CSD Leveraging	Year to Date Expenses		
	Electric	Gas	Total
Administration			\$ -
Direct Implementation (Non-Incentive)			\$ -
Direct Implementation			\$ -
TOTAL CSD Leveraging COSTS	\$ -	\$ -	\$ -

<<Includes measures costs

San Diego Gas & Electric Company
ESA Table 3 - Program Cost Effectiveness
Program Year 2025 Annual Report

Program	Ratio of Benefits Over Costs							Net Benefits \$		
	ESACET	Resource Test	TRC	PAC	RIM	SCT Base	SCT High	ESACET	Resource Test	TRC
ESA Main (SF, MH)	0.35	0.49	0.23	0.23	0.17	0.35	0.35	\$ (10,063,128)	\$ (3,616,445)	\$ (11,921,494)
MFWB (In-Unit, CAM/WB)	0.56	0.70	0.30	0.30	0.19	0.43	0.45	\$ (3,236,127)	\$ (892,935)	\$ (5,107,943)
ESA Pilot Plus and Pilot Deep	0.12	0.16	0.05	0.05	0.04	0.06	0.06	\$ (848,014)	\$ (204,657)	\$ (921,678)
Building Electrification	-	-	-	-	-	-	-	\$ -	\$ -	\$ -

Notes:

All program measures, including resource and non-resource measures, are represented in the ESACET. Only measures considered resource measures are represented in the Resource Test. Non-resource measures, as defined in D.21-06-015, include any measure with a unit savings of less than one kWh or one therm.

The ESACET includes energy and non-energy benefits and all program costs including measure, installation, and administrative costs.

The Resource Test includes energy benefits and program measure and installation costs.

All savings are calculated based on the following sources: DNV/GL Impact Evaluation Program Years 2015-2017 Impact II, or ESA workpapers savings estimates.

Ordering Paragraph 43 of D.14-08-030 directs the application of the two new cost effectiveness tests, ESACET and Resource TRC (renamed the Resource Test).

Ordering Paragraph 4 of D.24-07-015 directs the Program Administrators to submit Societal Cost Test (SCT) results in all Commission activities that require cost-effectiveness analysis.

Electrification and Clean Energy Homes Pilots are applicable to SCE only.

San Diego Gas & Electric Company
ESA Table 4 - ESA Detail by Housing Type and Source [1]
Program Year 2025 Annual Report

Customer	Housing Type	2025 Energy Savings[2]			2025 Expenses
		# Homes /Properties Treated	(mWh)	MW	
Gas and Electric Customers					
Owners - Total		2,219	728.763	-	103.644 \$ 7,909,152
	Single Family	1,717	699.493	-	81.810 \$ 6,020,740
	Multi Family				
	Mobile Homes	502	29.270	-	21.834 \$ 1,888,412
Renters - Total		3,365	314.540	-	10.577 \$ 2,989,287
	Single Family	3,285	312.912	-	10.617 \$ 2,920,505
	Multi Family				
	Mobile Homes	80	1.628	-	(0.040) \$ 68,782
Electric Customers (only)					
Owners - Total		93	59.473	-	- \$ 217,721
	Single Family	87	57.347	-	- \$ 207,726
	Multi Family				
	Mobile Homes	6	2.126	-	- \$ 9,995
Renters - Total		130	26.092	-	- \$ 121,446
	Single Family	125	26.061	-	- \$ 116,937
	Multi Family				
	Mobile Homes	5	0.031	-	- \$ 4,509
Gas Customers (only)					
Owners - Total		-	-	-	- \$ -
	Single Family	-	-	-	- \$ -
	Multi Family	-	-	-	- \$ -
	Mobile Homes	-	-	-	- \$ -
Renters - Total		-	-	-	- \$ -
	Single Family	-	-	-	- \$ -
	Multi Family	-	-	-	- \$ -
	Mobile Homes	-	-	-	- \$ -
Gas and Electric Total - ESA MFWB					
ESA Multifamily In-Unit		3,112	882.063	(0.131)	26.890 \$ 3,540,188
ESA Multifamily Common Area Measures		21	131.004	0.027	48.019 \$ 2,209,340
ESA Multifamily Whole Building					
Totals:		3,133	1,013.067	(0.104)	74.909 \$ 5,749,528

[1] Summary data which includes ESA Main Program (SF, MH, MF-In-Unit), MF CAM, MFWB, Pilot Plus and Pilot Deep, CSD Leveraging, and Building
[2] Savings estimates for ESA treated homes are sourced from the PY 2015 to 2017 ESA Impact Evaluation. Savings for common area measures are sourced from approved workpapers.

Year	Utility in Shared Service Territory	Eligible Households in Shared Service Territory	Eligible Households Treated by Both Utilities in Shared Service Territory
2025	SoCalGas	19,503	1

San Diego Gas & Electric Company
ESA Table 5 - ESA Direct Purchases & Installation Contractors
Program Year 2025 Annual Report

Contractor	County	Contractor Type				2025 Annual Expenditures
		Private	CBO	WMDVBE	LIHEAP	
Richard Heath & Associates	San Diego	X		X		\$ 16,248,835
THA Heating and Air Conditioning Inc.	San Diego	X				\$ 1,785,519
Staples & Associates	San Diego	X				\$ 1,276,630
Maroma Energy Services	San Diego	X		X		\$ 712,004
Total Contractor Expenditures						\$ 20,022,988

1 The expenditures paid to the contractors for program year 2025 covers ESA Main, Multi Family Whole Building (SDG&E only), and Pilot Plus and Pilot Deep programs.

San Diego Gas & Electric Company
ESA Table 6 - ESA Installation Cost of Program Installation Contractors [1]
Program Year 2025 Annual Report

Unit of Measure	CBO/WMDVBE						Non-CBO/WMDVBE						2025 Program Total					
	Installations		Dwellings		Costs		Installations		Dwellings		Costs		Units Installed	Installations	Costs	Cost/ Unit	Cost/ Household	
	Units	%	Units	%	\$	%	Units	%	Units	%	\$	%						
Dwellings	Each	194,972	99%	7,441	238%	\$ 8,215,458	73%	1,090	1%	-	0%	\$ 3,022,149	27%	196,062	3,133	\$ 11,237,608	\$ 57	\$ 3,587
Appliances																		
Clothes Dryer	Each	69	100%	69	100%	\$ 82,496	100%	-	0%	-	0%	\$ -	0%	69	69	\$ 82,496	\$ 1,196	\$ 1,196
Dish Washer	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Freezer	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
High Efficiency Clothes Washer	Each	193	100%	227	100%	\$ 245,938	100%	-	0%	-	0%	\$ -	0%	193	227	\$ 245,938	\$ 1,274	\$ 1,083
Induction Cooking Appliance-FS - New	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Microwave	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Refrigerator	Each	1,035	100%	969	100%	\$ 1,421,850	100%	-	0%	-	0%	\$ -	0%	1,035	969	\$ 1,421,850	\$ 1,374	\$ 1,467
Domestic Hot Water																		
Combined Showerhead/TSV	Home	13	100%	8	100%	\$ 1,124	100%	-	0%	-	0%	\$ -	0%	13	8	\$ 1,124	\$ 86	\$ 141
Faucet Aerator	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Heat Pump Water Heater	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Heat Pump Water Heater - Electric	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Heat Pump Water Heater - Gas	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Heat Pump Water Heater - Propane	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Low-Flow Showerhead	Home	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Solar Water Heating	Home	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Other Domestic Hot Water	Home	6,678	100%	2,536	100%	\$ 341,374	100%	-	0%	-	0%	\$ -	0%	6,678	2,536	\$ 341,374	\$ 51	\$ 135
Tankless Water Heater	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Thermostatic Shower Valve	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Thermostatic Shower Valve Combined Showerhead	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Thermostatic Tub Spout/Diverter	Each	5	100%	2	100%	\$ 644	100%	-	0%	-	0%	\$ -	0%	5	2	\$ 644	\$ 129	\$ 322
Water Heater Repair	Home	34	43%	34	43%	\$ 4,363	12%	46	58%	46	58%	\$ 32,838	88%	80	80	\$ 37,201	\$ 465	\$ 465
Water Heater Replacement	Home	292	49%	292	49%	\$ 38,463	4%	300	51%	300	51%	\$ 905,699	96%	592	592	\$ 944,162	\$ 1,595	\$ 1,595
Water Heater Tank and Pipe Insulation	Each	148	100%	148	100%	\$ 16,966	100%	-	0%	-	0%	\$ -	0%	148	148	\$ 16,966	\$ 115	\$ 115
Enclosure																		
Air Sealing	Home	3,000	100%	3,000	100%	\$ 1,594,232	100%	-	0%	-	0%	\$ -	0%	3,000	3,000	\$ 1,594,232	\$ 531	\$ 531
Attic Insulation	Area-ft	139,362	100%	148	100%	\$ 221,069	100%	-	0%	-	0%	\$ -	0%	139,362	148	\$ 221,069	\$ 2	\$ 1,494
Attic Insulation CAC NonElect Heat - New	Home	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Caulking	Home	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Diagnostic Air Sealing	Home	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Floor Insulation	Home	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Minor Home Repairs	Home	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
HVAC																		
Central A/C replacement	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Central Heat Pump-FS (propane or gas space)	Home	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Duct Test and Seal	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Energy Efficient Fan Control	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Evaporative Cooler (Installation)	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Evaporative Cooler (Replacement)	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Furnace Repair	Home	557	81%	545	81%	\$ 30,952	29%	129	19%	129	19%	\$ 74,157	71%	686	674	\$ 105,109	\$ 153	\$ 156
Furnace Replacement	Home	467	53%	467	53%	\$ 62,806	3%	421	47%	421	47%	\$ 1,909,661	97%	888	888	\$ 1,972,467	\$ 2,221	\$ 2,221
Heat Pump Replacement	Home	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Heat Pump Replacement - CAC Gas - New	Home	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Heat Pump Replacement - CAC Propane - New	Home	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
High Efficiency Forced Air Unit (HE FAU)	Home	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
High Efficiency Forced Air Unit (HE FAU) - Early Repl	Home	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
High Efficiency Forced Air Unit (HE FAU) - On Burnout	Home	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Portable A/C	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Prescriptive Duct Sealing	Home	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Removed - A/C Time Delay	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Removed - FAU Standing Pilot Conversion	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Room A/C Replacement	Home	-	0%	-	0%	\$ -	0%	55	100%	43	100%	\$ 63,654	100%	55	43	\$ 63,654	\$ 1,157	\$ 1,480
Smart Thermostat	Home	503	78%	503	78%	\$ 140,026	79%	139	22%	139	22%	\$ 36,140	21%	642	642	\$ 176,166	\$ 274	\$ 274
Wholehouse Fan	Each	7	100%	7	100%	\$ 13,831	100%	-	0%	-	0%	\$ -	0%	7	7	\$ 13,831	\$ 1,976	\$ 1,976
Maintenance																		
Central A/C Tune up	Home	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Furnace Clean and Tune	Home	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
HVAC Air Filter Service	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Condenser Coil Cleaning - New	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Evaporative Cooler - Maint Functioning - New	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Evaporative Cooler - Maint Non-Functioning - New	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Evaporative Cooler Maintenance	Home	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Evaporator Coil - New	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Fan Control Adjust - New	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Rainse Hood	Home	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Refrigerant Charge Adjustment - New	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Lighting																		
Exterior Hard wired LED fixtures	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
LED A-Lamps	Each	23,278	100%	4,799	100%	\$ 281,945	100%	-	0%	-	0%	\$ -	0%	23,278	4,799	\$ 281,945	\$ 12	\$ 59
LED R/BB Lamps	Each	3,500	100%	672	100%	\$ 62,013	100%	-	0%	-	0%	\$ -	0%	3,500	672	\$ 62,013	\$ 18	\$ 92
Removed - Interior Hard wired LED fixtures	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Removed - LED Night Light	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Removed - LED Torchiere	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Removed - Occupancy Sensor	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Miscellaneous																		
Air Purifier	Home	1,556	100%	1,556	100%	\$ 921,464	100%	-	0%	-	0%	\$ -	0%	1,556	1,556	\$ 921,464	\$ 592	\$ 592
CO and Smoke Alarm	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Cold Storage	Home	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Comprehensive Home Health and Safety Check-up	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Pool Pumps	Each	61	100%	59	100%	\$ 135,166	100%	-	0%	-	0%	\$ -	0%	61	59	\$ 135,166	\$ 2,216	\$ 2,291
Smart Strip	Each	152	100%	146	100%	\$ 9,311	100%	-	0%	-	0%	\$ -	0%	152	146	\$ 9,311	\$ 61	\$ 64
Smart Strip Tier II	Each	220	100%	203	100%	\$ 18,990	100%	-	0%	-	0%	\$ -	0%	220	203	\$ 18,990	\$ 86	\$ 94
Ancillary Services																		
Commissioning	Home	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%	-	-	\$ -	\$ -	\$ -
Audit																		

San Diego Gas & Electric Company
ESA Table 7 - ESA Expenditures Recorded by Cost Element
Program Year 2025 Annual Report

ESA Program:	Labor	Non-Labor	Contractor	Total
Energy Efficiency				
ESA Main Program (SF, MH) ¹				
Appliances			\$ 1,368,849	\$ 1,368,849
SASH/MASH funding used for ESA Main - Appliances ²			\$ 315,260	\$ 315,260
Domestic Hot Water			\$ 1,340,655	\$ 1,340,655
Enclosure			\$ 1,815,301	\$ 1,815,301
HVAC			\$ 2,399,676	\$ 2,399,676
Maintenance			\$ -	\$ -
Lighting			\$ 343,957	\$ 343,957
Miscellaneous			\$ 1,084,930	\$ 1,084,930
Customer Enrollment			\$ 2,381,874	\$ 2,381,874
In Home Education			\$ 188,562	\$ 188,562
Implementer Compensation			\$ 1,217,950	\$ 1,217,950
Multi-Family Whole Building (in-unit & WB/CAM) ³				
Appliances			\$ 1,136,640	\$ 1,136,640
Domestic Hot Water			\$ 1,097,348	\$ 1,097,348
Enclosure			\$ 463,467	\$ 463,467
HVAC			\$ 728,565	\$ 728,565
Maintenance			\$ 1,369	\$ 1,369
Lighting			\$ 298,028	\$ 298,028
Miscellaneous			\$ 851,619	\$ 851,619
Electrification			\$ 20,000	\$ 20,000
Customer Enrollment			\$ 319,306	\$ 319,306
In Home Education			\$ 119,652	\$ 119,652
Assessment CAM			\$ 350,154	\$ 350,154
Enrollment Whole Building			\$ 267,551	\$ 267,551
Ancillary Services			\$ 1,154,038	\$ 1,154,038
Pilot Plus and Pilot Deep ⁴				
Appliances			\$ 6,215	\$ 6,215
Domestic Hot Water			\$ 31,696	\$ 31,696
Enclosure			\$ 90,658	\$ 90,658
HVAC			\$ 186,357	\$ 186,357
Maintenance			\$ 1,468	\$ 1,468
Lighting			\$ 2,730	\$ 2,730
Miscellaneous			\$ 17,645	\$ 17,645
Customer Enrollment			\$ 45,887	\$ 45,887
In Home Education			\$ 8,786	\$ 8,786
Minor Home Repair			\$ 1,760	\$ 1,760
Building Electrification (SCE Only)				
Clean Energy Homes (SCE Only)				\$ -
CSD Leveraging				
Appliances				\$ -
Domestic Hot Water				\$ -
Enclosure				\$ -
HVAC				\$ -
Maintenance				\$ -
Lighting				\$ -
Miscellaneous				\$ -
Customer Enrollment				\$ -
In Home Education				\$ -
Energy Efficiency Total	\$ -	\$ -	\$ 19,657,951	\$ 19,657,951
Training Center	\$ -	\$ -		\$ -
Workforce Education and Training	\$ -	\$ -		\$ -
Inspections	\$ 218,208	\$ -		\$ 218,208
Marketing and Outreach	\$ 234,401	\$ 1,127,002		\$ 1,361,403
Statewide Marketing Education and Outreach	\$ -	\$ -		\$ -
Measurement and Evaluation Studies	\$ 115,989	\$ 25,696		\$ 141,685
Regulatory Compliance	\$ 161,254	\$ 33,106		\$ 194,360
General Administration	\$ 662,402	\$ 560,454		\$ 1,222,856
CPUC Energy Division	\$ -	\$ 5,764		\$ 5,764
Other DINI Costs	\$ 303,615	\$ 247,233		\$ 550,849
Multifamily Whole Building ⁵	\$ 286,469	\$ 306,221		\$ 592,689
Pilot Plus and Pilot Deep ³	\$ 106,076	\$ 487,153		\$ 593,229
SPOC	\$ 146,213	\$ 117,098		\$ 263,311
Non Energy Efficiency Total	\$ 2,234,628	\$ 2,909,726	\$ -	\$ 5,144,354
TOTAL PROGRAM COSTS	\$ 2,234,628	\$ 2,909,726	\$ 19,657,951	\$ 24,802,306

1 Refer to ESA Table 2 Main for the completed & expensed installation measures.

2 In accordance with OP 12 of D.15-01-027, any remaining unspent and unencumbered SASH/MASH program funds are to be redirected to low-income energy efficiency programs that benefit ratepayers in residential housing. On October 31, 2023, SDG&E submitted Advice Letter 4285-E, which became effective on November 30, 2023. In December 2023, \$315,260 in unspent SASH/MASH funds was transferred to the Low Income Energy Efficiency Balancing Account (LIEEBA) – Electric. These funds supported the implementation of the ESA Main Program (Appliance cost category). For program year 2025, SDG&E incurred \$315,260 of electric program expenses associated with the Appliances cost category.

3 Refer to ESA Table 2A-2 MFWB-SDG&E for the completed & expensed installation measures.

4 Refer to ESA Table 2B PP PD for the completed & expensed installation measures.

5 Multifamily Whole Building and Pilot Plus and Pilot Deep non-energy efficiency program costs include both 'Administration' expenses and other Direct Implementation (Non-Incentive) expenses.

San Diego Gas & Electric Company
 ESA Table 8 - ESA Homes Unwilling / Unable to Participate [1]
 Program Year 2025 Annual Report

Reason Provided							
County	Customer Unwilling/Declined Program Measures	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	Household Income Exceeds Allowable Limits	Unable to Provide Required Documentation	Other Infeasible/ Ineligible
SAN DIEGO	6,431	15,330	-	-	4,843	156	2,052
ORANGE	6	13	-	-	1	-	-
Total	6,437	15,343	-	-	4,844	156	2,052

[1] Summary data which includes ESA Main Program (SF, MH).

ESAP Coordinated Treatment (SCE and SCG only)

# of Households Received Measures from one Utility, but not other Utility or Partnering Agency	Reason Why Household did not Receive Additional Measures from one Utility or Partnering Agency [1]				
	Customer Unwilling/Declined Program Measures	# of Customer Unavailable - Scheduling Conflicts	# of Hazardous Environment (unsafe/unclean)	Landlord Refused to Authorize Participation	# of Other Infeasible/ Ineligible
Total	-	-	-	-	-

**ESA Table 9 - ESA Building Electrification (SCE Only) Life Cycle Bill Savings by Measure
San Diego Gas & Electric Company
Program Year 2024 Annual Report**

Residential Energy Rate Used for Bill Savings Calculations				Non-Residential Energy Rate Used for Bill Savings Calculations (MFWB)		
Year	\$/kWh	\$/Therm		Year	\$/kWh	\$/Therm
2024				2024		
2025				2025		
2026				2026		
2027				2027		
2028				2028		
2029				2029		
2030				2030		
2031				2031		
2032				2032		
2033				2033		
2034				2034		
2035				2035		
2036				2036		
2037				2037		
2038				2038		
2039				2039		
2040				2040		
2041				2041		
2042				2042		
2043				2043		
2044				2044		
2045				2045		
2046				2046		
2047				2047		
2048				2048		

San Diego Gas & Electric Company
 ESA Table 10A-10D - ESA Bill Savings Calculations
 Program Year 2025 Annual Report

ESA Table 10A				
Bill Savings Calculations by Program Year (ESA Main - SF, MH, MF - In-Unit)				
Program Year	Program Costs	Program Lifecycle Bill Savings	Program Bill Savings/ Cost Ratio	Per Home Average Lifecycle Bill Savings
2014	\$ 19,143,282	\$ 9,030,922	0.47	\$ 410
2015	\$ 17,355,596	\$ 5,632,584	0.32	\$ 279
2016	\$ 17,511,142	\$ 5,435,882	0.31	\$ 275
2017	\$ 30,649,505	\$ 5,891,654	0.19	\$ 272
2018	\$ 22,780,528	\$ 15,889,992	0.70	\$ 743
2019	\$ 18,146,973	\$ 2,988,782	0.16	\$ 184
2020	\$ 12,620,852	\$ 2,315,240	0.18	\$ 198
2021	\$ 14,510,984	\$ 2,571,105	0.18	\$ 188
2022	\$ 14,369,754	\$ 2,329,568	0.16	\$ 184
2023	\$ 13,751,896	\$ 577,658	0.04	\$ 127
2024	\$ 15,699,907	\$ 4,897,808	0.31	\$ 765
2025	\$ 16,152,139	\$ 7,004,936	0.43	\$ 1,206

ESA Table 10B				
Bill Savings Calculations by Program Year (Pilot Plus and Pilot Deep)				
Program Year	Program Costs	Program Lifecycle Bill Savings	Program Bill Savings/ Cost Ratio	Per Home Average Lifecycle Bill Savings
2014				
2015				
2016				
2017				
2018				
2019				
2020				
2021				
2022				
2023				
2024	\$ 806,411	\$ 3,300	0.00	\$ 1,650
2025	\$ 986,429	\$ 255,039	0.26	\$ 11,089

Note: Data for program years prior to 2022 is not applicable as program not authorized until D.21-06-015.

ESA Table 10C					
Bill Savings Calculations by Program Year - MF-CAM and MFWB [1,2]					
Program Year	Program Costs	Program Lifecycle Bill Savings	Program Bill Savings/ Cost Ratio	Per In-Unit Average Lifecycle Bill Savings	Per Property Average Lifecycle Bill Savings [3]
2012					
2013					
2014					
2015					
2016					
2017					
2018					
2019					
2020					
2021					
2022					
2023					
2024	\$ 3,326,685	\$ 1,772,450	0.53	\$ 504	\$ 58,899
2025	\$ 7,663,737	\$ 4,326,606	0.56	\$ 894	\$ 73,517

[1] ESA MFWB includes In-Unit treatments.

[2] Data includes ESA MFWB. SDG&E ESA MFWB did not incur any enrollment costs or savings until Program Year 2024.

[3] Values reflect the lifecycle bill savings from ESA CAM/WB properties treated within the MFWB program.

Note: Clean Energy Homes is not applicable.

ESA Table 10D				
Bill Savings Calculations by Program Year - Building Electrification				
Program Year	Program Costs	Program Lifecycle Bill Savings	Program Bill Savings/ Cost Ratio	Per Home Average Lifecycle Bill Savings
2012				
2013				
2014				
2015				
2016				
2017				
2018				
2019				
2020				
2021				
2022				
2023				
2024				
2025				

Note: Data for program years prior to 2022 is not applicable as program not authorized until D.21-06-015. SDG&E has no activity to report for ESA Building Electrification.

SunDrop Gas & Electric Company
 ESA Table 11-25A-BB Service Collaborator
 Program Year 2025 Annual Report

Program Year 2025	Budget ¹		Expenditures			Unspent - Budget - Expenditures ² (Under/Over)			FUND-SHIFT AMOUNT ³									Total Shifted Gas/Electric	% of Authorized Total	Fund Shifting Source 1. Current Year Authorized 2. Carried Forward 3. Carried Back	To/From Year	Fund Shift Description	Authorization		
	Electric	Gas	Total Authorized	Electric	Gas	Total Expenditures	Electric	Gas	Total	(1) Shift of Current Year Authorized			(2) Shift of Carry Forward			(3) Shift of Committed									
										Electric	Gas	Total	Electric	Gas	Total	Electric	Gas							Total	
ESA Programs	\$ 5,333	\$ 5,333	\$ 10,666	\$ 5,333	\$ 5,333	\$ 10,666	\$ 5,333	\$ 5,333	\$ 10,666	\$ 5,333	\$ 5,333	\$ 10,666	\$ 5,333	\$ 5,333	\$ 10,666	\$ 5,333	\$ 5,333	\$ 10,666	\$ 0	0%					
Energy Efficiency																									
Audience	\$ 983,675	\$ 809,456	\$ 1,793,131	\$ 1,335,007	\$ 534,642	\$ 1,369,849	\$ (581,329)	\$ 725,614	\$ 424,282	\$ 351,332	\$ (351,332)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Domestic Hot Water	\$ 977,813	\$ 789,141	\$ 1,766,954	\$ 40,220	\$ 1,300,435	\$ 1,340,655	\$ 917,614	\$ (512,244)	\$ 405,379	\$ (512,244)	\$ 512,244	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Factories	\$ 1,113,706	\$ 916,547	\$ 2,030,253	\$ 780,500	\$ 1,054,727	\$ 1,815,201	\$ 333,211	\$ (181,100)	\$ 214,616	\$ (118,105)	\$ 118,105	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
HVAC	\$ 1,805,031	\$ 1,533,707	\$ 3,338,738	\$ 715,134	\$ 2,184,542	\$ 2,999,676	\$ 1,600,268	\$ (624,810)	\$ 1,855,433	\$ (624,810)	\$ 624,810	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Miscellaneous	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Lighting	\$ 464,290	\$ -	\$ 464,290	\$ 343,957	\$ -	\$ 343,957	\$ (20,333)	\$ -	\$ 126,333	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Miscellaneous	\$ 517,994	\$ 476,342	\$ 994,336	\$ 1,084,930	\$ -	\$ 1,084,930	\$ (566,936)	\$ (476,242)	\$ 1,894,884	\$ 566,936	\$ (476,242)	\$ 1,894,884	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$ 4,494,847	\$ 1,180,937	\$ 1,180,937	\$ 2,383,874	\$ 845,766	\$ 485,044	\$ 1,348,812	\$ (142,819)	\$ (111,160)	\$ (283,979)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%					
Customer Enrollment	\$ 3,016,764	\$ 1,478,083	\$																						

San Diego Gas & Electric Company
ESA Table 12A-12C - ESA Categorical and Other Enrollment
Program Year 2025 Annual Report

ESA Table 12A ESA Main (SF, MH) [1]	
Type of Enrollment	Number of Homes Treated
Women, Infants, and Children Program (WIC)	13
Supplemental Security Income (SSI)	13
CalFresh/Supplemental Nutrition Assistance Program - Food Stamps	23
CalWORKs/Temporary Assistance for Needy Families (TANF)	1
Tribal TANF	
Medicaid/Medi-Cal for Families	36
Healthy Families A&B	
National School Lunch Program (NSLP) - Free Lunch	
Low-income Home Energy Assistance Program (LIHEAP)	1
Bureau of Indian Affairs General Assistance	
Head Start Income Eligible - (Tribal Only)	
CARE Income Certified	3
80/20 Rule [2]	
Targeted Self Certification	47
Standard Enrollment	10
Total	147

ESA Table 12B ESA Pilot Plus and Pilot Deep	
Type of Enrollment	Number of Homes Treated
Women, Infants, and Children Program (WIC)	1
Supplemental Security Income (SSI)	1
CalFresh/Supplemental Nutrition Assistance Program - Food Stamps	3
CalWORKs/Temporary Assistance for Needy Families (TANF)	
Tribal TANF	
Medicaid/Medi-Cal for Families	12
Healthy Families A&B	
National School Lunch Program (NSLP) - Free Lunch	
Low-income Home Energy Assistance Program (LIHEAP)	
Bureau of Indian Affairs General Assistance	
Head Start Income Eligible - (Tribal Only)	
CARE Income Certified	6
80/20 Rule	
Targeted Self Certification	
Standard Enrollment	
Total	23

ESA Table 12C ESA Building Electrification (SCE Only)	
Type of Enrollment	Number of Homes Treated
Women, Infants, and Children Program (WIC)	
Supplemental Security Income (SSI)	
CalFresh/Supplemental Nutrition Assistance Program - Food Stamps	
CalWORKs/Temporary Assistance for Needy Families (TANF)	
Tribal TANF	
Medicaid/Medi-Cal for Families	
Healthy Families A&B	
National School Lunch Program (NSLP) - Free Lunch	
Low-income Home Energy Assistance Program (LIHEAP)	
Bureau of Indian Affairs General Assistance	
Head Start Income Eligible - (Tribal Only)	
CARE Income Certified	
80/20 Rule	
Targeted Self Certification	
Standard Enrollment	
Total	-

[1] Summary data which includes ESA Main Program (SF, MH).

[2] Pursuant to D.01-03-028 OP 3(a) which is applicable to master-metered as well as individual metered homes which allows treatment of property when 80% of tenants are income qualified for ESA Program.

Note: Categorical enrollment is not applicable to MFWB or Clean Energy Homes.

San Diego Gas & Electric Company
 ESA Table 13A ESA Leveraging & Integration [1][6]
 Program Year 2025 Annual Report

ESA Table 13A-1 ESA Main (SF, MH) [1]										
Partner	Brief Description of Effort	Relationship outside the IOU?	MOU Present?	Amount of Dollars Saved [2]	Amount of Energy Savings [3]	Other Measurable Benefits [3]	Enrollments Resulting from Leveraging Effort [4]	Methodology [5]	Meets all Criteria	If not, Explain
LIHEAP	SDG&E's partners with local CSD agencies to enroll eligible LIHEAP bill assistance customers in the ESA Program. ESA expanded efforts which allowed LIHEAP agencies to perform outreach and assessment services.	Yes	No	N/A	N/A	N/A	N/A	Sum of savings per treated homes identified as having LIHEAP agency as the source of the enrollment.	No	We are unable to accurately track dollars saved from this effort.
DAC-SASH	Leveraging partnership with GRID where SDG&E received list of potential ESA Leads. Lead generated ESA Program enrollments.	Yes	Yes	N/A	N/A	N/A	N/A	Sum of savings per treated homes identified as having Grid Alternatives (SASH) as the source of the enrollment.	No	We are unable to accurately track dollars saved from this effort.
SDCWA	Partnership to leverage water saving measures for ESA participants.	Yes	Yes	N/A	N/A	N/A	N/A	Total rebate amount received from SDCWA in 2025.	No	We are unable to track the savings from this effort.
CARE/Medical Baseline	Marketing to customers enrolled in CARE and/or Medical Baseline	No	No	N/A	kWh: 31,994 kW: 4 Therms: 3,193	N/A	305	Sum of savings per treated homes identified as having CARE or Medical Baseline as lead source.	No	We are unable to accurately track dollars saved from this effort.
CARE High Usage	Automated Lead Generation for CARE High Usage Verification Process	No	No	N/A	kWh: 31,470 kW: 5 Therms: 1,714	N/A	268	Sum of savings per treated homes identified as having CARE High Usage as lead source	No	We are unable to accurately track dollars saved from this effort.

ESA Table 13A-2 MFWB										
Partner	Brief Description of Effort	Relationship outside the IOU?	MOU Present?	Amount of Dollars Saved [2]	Amount of Energy Savings [3]	Other Measurable Benefits [3]	Enrollments Resulting from Leveraging Effort [4]	Methodology [5]	Meets all Criteria	If not, Explain
SOMAH	Leveraging partnership with CSE where SDG&E received list of potential ESA Leads. Lead generated for ESA MFWB.	Yes	No	N/A	kWh:25,765 kW: 3 Therms: 1,157	N/A	0	N/A	N/A	N/A
RZNET	For properties not eligible/interested in MFWB, referral to RZNET is made. RZNET refers properties that may also benefit from additional measures in MFWB program.	Yes	No	N/A	N/A	N/A	0	N/A	N/A	N/A
SDCWA	Partnership to leverage water saving measures for ESA participants.	Yes	No	N/A	N/A	N/A	0	N/A	N/A	N/A
PYD	For properties interested in clean transportation, referral to PYD is made.	No	No	N/A	N/A	N/A	0	N/A	N/A	N/A
OBF	For properties interested in financing, referral to OBF is made.	No	No	N/A	N/A	N/A	0	N/A	N/A	N/A
GoGreen Financing	For properties interested in financing, referral to GoGreen Financing is made.	Yes	No	N/A	N/A	N/A	0	N/A	N/A	N/A
TECH Clean California	For properties interested in HPWH, referral to TECH Clean California is made.	Yes	No	N/A	N/A	N/A	0	N/A	N/A	N/A

ESA Table 13A-3 ESA Pilot Plus and Pilot Deep										
Partner	Brief Description of Effort	Relationship outside the IOU?	MOU Present?	Amount of Dollars Saved [2]	Amount of Energy Savings [3]	Other Measurable Benefits [3]	Enrollments Resulting from Leveraging Effort [4]	Methodology [5]	Meets all Criteria	If not, Explain
TECH Clean California	TECH Clean California will provide leads to PPPD for customers who are interested in electrifying after participating in SGIP and/or DAC-SASH	Yes	No	N/A	N/A	N/A	1	N/A	N/A	We are unable to accurately track dollars saved from this effort.
CARE/Medical Baseline	Marketing to customers enrolled in CARE and/or Medical Baseline	No	No	N/A	N/A	N/A	N/A	N/A	N/A	We are unable to accurately track dollars saved from this effort.
CARE High Usage	Automated Lead Generation for CARE High Usage Verification Process	No	No	N/A	N/A	N/A	N/A	N/A	No	We are unable to accurately track dollars saved from this effort.

ESA Table 13A-4										
Partner	Brief Description of Effort	Relationship outside the IOU?	MOU Present?	Amount of Dollars Saved [2]	Amount of Energy Savings [3]	Other Measurable Benefits [3]	Enrollments Resulting from Leveraging Effort [4]	Methodology [5]	Meets all Criteria	If not, Explain

ESA Table 13A-5 ESA Clean Energy Homes (SCE Only)										
Partner	Brief Description of Effort	Relationship outside the IOU?	MOU Present?	Amount of Dollars Saved [2]	Amount of Energy Savings [3]	Other Measurable Benefits [3]	Enrollments Resulting from Leveraging Effort [4]	Methodology [5]	Meets all Criteria	If not, Explain

Note: Summary data includes ESA Main Program (SF, MH, MF-In-Unit), Pilot Plus and Pilot Deep, MF CAM, Building Electrification, and Clean Energy Homes. MFWB implementation to occur no earlier than January 2025.

- [1] Leveraging, Interdepartmental integration, Program Coordination, Data Sharing, ME&O, etc.
- [2] Leveraging and Integration efforts are measurable and quantifiable in terms of dollars saved by the IOU (Shared/contributed/donated resources, shared marketing materials, shared information technology, shared programmatic infrastructure, among others are just some examples of cost and/or resource savings to the IOU).
- [3] Annual Energy savings/benefits for measures installation in 2025. Leveraging efforts are measurable and quantifiable in terms of home energy benefits/ savings to the eligible households.
- [4] Enrollment increases. Leveraging efforts are measurable and quantifiable in terms of program enrollment increases and/or customers served.
- [5] In footnotes, provide information on methodology used to calculate cost and/or resource savings.

Fields not applicable to specific efforts are marked "N/A".

San Diego Gas & Electric Company
ESA Table 13B - ESA Clean Energy Referral, Leveraging, and Coordination
Program Year 2025 Annual Report

Partner	Brief Description of Effort	# of Referral[1]	# of Leveraging[2]	# of Coordination Efforts[3]	# of Leads[4]	# of Enrollments from Successful Leads[5]
LIHEAP	LIHEAP agencies in SDG&E service territory leverage LIHEAP payment leads to provide ESA Program services to customers.	1,230	0	0	0	0
DAC-SASH	The DAC-SASH implementer provides SDG&E with potential ESA and CARE Program Leads. SDG&E provides an annual list of program leads to DAC-SASH implementer for marketing purposes.	N/A	N/A	N/A	29	1
SDCWA	SDG&E efforts to coordinate program information with SDCWA.	1	1	1	6	0
CARE High Usage	Leads generated through CARE HEU income verifications completed	N/A	N/A	N/A	567	260
Energy Solutions Partner Network	SDG&E works closely with a network of approximately 200 community-based organizations (CBOs) to connect customers with Customer Assistance programs.	N/A	654	1,910	N/A	N/A
CARE Capitation Agencies	SDG&E partners with 22 social service agencies to help enroll its hardest-to-reach customers in Customer Assistance programs.	N/A	129	545	2,006	67
Demand Response - AC Saver ⁶	Eligible residential customers who own a qualifying Wi-Fi enabled smart thermostat may enroll. During an "energy event," SDG&E will notify the smart thermostat provider to temporarily adjust the temperature setting on the thermostat up to four degrees to limit A/C usage. Participating customers may qualify for an SDG&E incentive.	N/A	N/A	N/A	N/A	N/A
SOMAH	The SOMAH implementer provides SDG&E with potential MFWD leads. SDG&E provides the SOMAH implementer with potential SOMAH leads.	25	0	1	506	0
MFWD ⁷	Coordination with SDG&E in their Administration of the Southern Section MFWD program	506	0	1	50	0

¹ Number of outbound referrals being given to the partner.

² Number of activities that involve the sharing resources to jointly support program delivery or administration. (Example: Sharing of Lead Lists, Cost Splitting, etc.).

³ Number of activities related to program communication (marketing), collaboration of events, and alignment of activities to support program delivery.

⁴ Number of inbound Leads or Referrals from the Partner

⁵ Number of enrollments that results from the Leads or Referrals supplied by the Partner

⁶ Cumulative number of customers that enrolled the the respective program with 120-days of their ESA in-home visitation in which they received Energy Education

⁷ Number of referalls being supplied to SDG&E by SCE and SoCalGas, the number of Enrollments being completed on behalf of SDG&E for the MFWD

Note: N/A identifies areas where SDG&E is unable to track the data related with these efforts.

San Diego Gas & Electric Company
 ESA Table 14 - ESA Expenditures for Pilots and Studies
 Program Year 2025 Annual Report

	Authorized 2021-2026 Cycle Funding [1]			2025 Expenses			Cycle to Date Expenses			% of Program Cycle Budget Expended ⁴		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Pilots												
ESA Pilot and Pilot Deep			\$ 7,663,415	\$ 606,873	\$ 379,557	\$ 986,429	\$ 1,124,328	\$ 897,012	\$ 2,021,340			26%
Total Pilots	\$ -	\$ -	\$ 7,663,415	\$ 606,873	\$ 379,557	\$ 986,429	\$ 1,124,328	\$ 897,012	\$ 2,021,340			26%
Studies												
Joint IOU - 2022 Low Income Needs Assessment (LINA) Study [3]	\$ 18,750	\$ 18,750	\$ 37,500			\$ -	\$ 18,725	\$ 18,725	\$ 37,450	100%	100%	100%
Joint IOU - 2025 Low Income Needs Assessment (LINA) Study [2]	\$ 18,750	\$ 18,750	\$ 37,500	\$ 12,848	\$ 12,848	\$ 25,696	\$ 18,741	\$ 18,741	\$ 37,483	100%	100%	100%
Joint IOU - 2028 Low Income Needs Assessment (LINA) Study [2]	\$ 18,750	\$ 18,750	\$ 37,500			\$ -			\$ -	0%	0%	0%
Joint IOU - Statewide CARE-ESA Categorical Study [2]	\$ 5,625	\$ 5,625	\$ 11,250			\$ -	\$ 5,584	\$ 5,584	\$ 11,167	99%	99%	99%
Joint IOU - Process Evaluation Studies (1-4 Studies) [2]	\$ 37,500	\$ 37,500	\$ 75,000			\$ -			\$ -	0%	0%	0%
Equity Criteria and Non Energy Benefits Evaluation (NEB's) [2]	\$ 37,500	\$ 37,500	\$ 75,000			\$ -	\$ 7,267	\$ 7,267	\$ 14,534	19%	19%	19%
Load Impact Evaluation Study [2]	\$ 112,500	\$ 112,500	\$ 225,000			\$ -			\$ -	0%	0%	0%
Rapid Feedback Research and Analysis [2]	\$ 150,000	\$ 150,000	\$ 300,000			\$ -	\$ 37,813	\$ 37,813	\$ 75,626	25%	25%	25%
Total Studies	\$ 399,375	\$ 399,375	\$ 798,750	\$ 12,848	\$ 12,848	\$ 25,696	\$ 88,130	\$ 88,130	\$ 176,260	22%	22%	22%

[1] Authorized per D.21-06-015. Funds for pilots and studies may be rolled over to the next program year or borrowed from a future program year within the cycle, to allow for flexibility in scheduling changes with these efforts. Funding amounts listed for "Studies" reflect SDG&E's 15% allocation among the IOUs.

[2] Budget is for program cycle 2022-2026, as authorized in D.21.06.015.

[3] The 2022 Low Income Needs Assessment Study budget for program cycle 2021-2026 was as authorized in Advice Letter 3478-E and 2828-G.

[4] For each study, unspent funds from the program cycle remain committed until the study is completed.

Note: Due to timing for the preparation of the 2025 Annual Report, the financial table above may exclude expenditures that have not been provided by the lead IOU. These expenditures will be reported in the 2026 monthly and annual report.

**San Diego Gas & Electric Company
ESA Table 15 - ESA Tribal Outreach
Program Year 2025 Annual Report**

OUTREACH STATUS	Quantity (Includes CARE, FERA, and ESA) [2]	List of Participating Tribes
		Barona Band of Mission Indians, Pauma & Yuima Band of Mission Indians, La Posta Band of Mission Indians, Mesa Grande Band of Mission Indians, Manzanita Band of Kumeyaay Nation, Campo Kumeyaay Nation, Iipay Nation of Santa Ysabel, La Jolla Band of Luiseno Indians, Los Coyotes Band of Cahuilla Cupeno Indians, Inaja Cosmit Band of Indians [3], San Pasqual Band of Mission Indians, Viejas Band of Kumeyaay Indians, Pala Band of Mission Indians, Rincon Band of Luiseno Indians, and Jamul Indian Village
Tribes completed ESA Meet & Confer [1]	15	
Tribes requested outreach materials or applications	9	Pauma Band of Mission Indians, La Posta Band of Mission Indians, Mesa Grande Band of Mission Indians, Iipay Nation Santa Ysabel, Campo Kumeyaay Nation, Manzanita Band of Kumeyaay Nation, La Jolla Band of Luiseno Indians, Los Coyotes Band of Cahuilla and Cupeno Indians, and Jamul Indian Village
Tribes who have not accepted offer to Meet and Confer	2	Sycuan Band of Kumeyaay Nation and Ewiiapaayp
Non-Federally Recognized Tribes who participated in Meet & Confer	0	
Tribes and Housing Authority sites involved in Focused Project/ESA	N/A	N/A
Partnership offer on Tribal Lands	9	Iipay Nation of Santa Ysabel, La Jolla Band of Luiseno Indians, La Posta Band of Mission Indians, Campo Kumeyaay Nation, Los Coyotes Band of Cahuilla and Cupeno Indians, Southern Indian Health Council, Manzanita Band of Kumeyaay Nation, Mesa Grande Band of Mission Indians, Pauma & Yuima Band of Mission Indians
Housing Authority and Tribal Temporary Assistance for Needy Families (TANF) office who received outreach (this includes email, U.S. mail, and/or phone calls)	2	Southern California American Indian Resource Center (SCAIR); Southern California Tribal Chairmen's Association (SCTCA) [4]
Housing Authority and TANF offices who participated in Meet and Confer	N/A	N/A

Summary data which includes ESA Main Program (SF, MH, MF-In-Unit), Pilot Plus and Pilot Deep, MF CAM, CSD Leveraging, Building Electrification, and Clean Energy Homes.

[1] SDG&E notes that it has held informational meetings with these tribes to provide information on low income programs and other customer programs. As such, the term Meet and Confer, used here, is unrelated to a Duty to Meet and Confer, pursuant to Rule 13.9. SDG&E invited all 17 tribes to meet in 2025.

[2] Numbers are a rolling count of Tribal Outreach efforts

[3] SDG&E does not provide service to Inaja & Cosmit

[4] SDG&E provides TANF related messaging through periodic presentations to SCAIR and SCTCA

San Diego Gas & Electric Company
CARE Table 1 - CARE Overall Program Expenses
Program Year 2025 Annual Report

Category	Overall Expenditures		Total Expenses	Authorized Budget ¹	% of Budget Spent	Total Shifted ²	Shifted to/from?
	Electric	Gas					
Outreach	\$ 2,107,847	\$ 251,318	\$ 2,359,165	\$ 2,577,547	92%	\$ (861,018)	Shifted to Processing, Certification, Recertification and to CHANGES Program categories.
Processing, Certification, Recertification	\$ 1,356,983	\$ 161,859	\$ 1,518,842	\$ 1,518,842	100%	\$ 857,879	Shifted from Outreach category
Post Enrollment Verification	\$ 118,426	\$ 14,126	\$ 132,551	\$ 513,447	26%		
IT Programming	\$ 699,282	\$ 83,409	\$ 782,691	\$ 1,169,964	67%		
CHANGES Program	\$ 239,564	\$ 28,575	\$ 268,139	\$ 268,139	100%	\$ 3,139	Shifted from Outreach category
Pilots	\$ -	\$ -	\$ -	\$ -	0%		
Measurement & Evaluation	\$ 22,958	\$ 2,738	\$ 25,696	\$ 110,512	23%		
Regulatory Compliance	\$ 273,328	\$ 32,602	\$ 305,930	\$ 337,632	91%		
General Administration	\$ 471,063	\$ 56,188	\$ 527,251	\$ 829,303	64%		
CPUC Energy Division Staff	\$ 5,885	\$ 702	\$ 6,587	\$ 74,184	9%		
TOTAL Program Costs	\$ 5,295,336	\$ 631,517	\$ 5,926,853	\$ 7,399,570	80%	\$ -	
CARE Rate Discount	\$ 188,969,466	\$ 22,547,346	\$ 211,516,812	\$ 125,271,491	169%	\$ -	
Service Establishment Charge Discount	\$ -	\$ -	\$ -	\$ -	0%	\$ -	
TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 194,264,803	\$ 23,178,863	\$ 217,443,666	\$ 132,671,061	164%	\$ -	

1. Reflects total authorized funding approved in D.21-06-015, Attachment 1, Table 2, adjusted for program year 2024 fund shifts as noted in footnote 2.

2. Reflects fund shift in accordance with the rules set forth in D. 08-11-031 as modified by D. 10-10-008, D. 10-16-11-022, D 17-12-009 and D.21-06-015, which granted the IOUs authority to shift funds between the CARE program categories.

San Diego Gas & Electric Company
 CARE Table 2 - CARE Enrollment, Recertification, Attrition, & Penetration
 Program Year 2025 Annual Report

	New Enrollment										Recertification				Attrition (Drop Offs)				Enrollment		Total CARE Participants by Dwelling Type			Total CARE Participants	Estimated CARE Eligible	Enrollment Rate % (W/X)		
	Automatic Enrollment				Self-Certification (Income or Categorical)						Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response †	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)	SF				MF	MH
	Inter-Utility ‡	Intra-Utility ‡	Levraging ‡	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)																			
January	28	58	141	227	4,517	310	445	168	5,440	5,667	5,287	3,134	1,401	9,822	3,186	3	529	297	4,015	15,489	1,652	174,762	84,803	7,034	307,554	287,738	107%	
February	21	63	60	144	4,461	357	539	160	5,517	5,661	4,846	2,889	855	8,590	2,563	13	441	1,306	4,325	14,251	1,336	175,463	84,998	7,307	308,890	287,738	107%	
March	16	4	42	62	4,730	287	504	191	5,712	5,724	5,247	2,381	579	8,207	2,832	23	536	1,800	5,191	13,981	583	175,891	84,957	7,287	309,473	287,738	108%	
April	19	1	54	74	3,628	284	209	245	4,366	4,440	5,841	1,892	700	8,433	3,385	23	626	2,115	6,149	12,873	-1,709	174,939	84,332	7,174	307,764	287,738	107%	
May	22	1	38	61	3,717	172	279	154	4,322	4,383	5,502	1,262	506	7,270	6,383	42	450	1,724	8,599	11,653	-4,216	172,380	83,283	7,069	303,548	287,738	105%	
June	14	1	24	39	3,577	168	309	145	4,197	4,236	5,175	1,277	447	6,899	5,935	21	459	2,887	9,002	11,135	-4,766	169,530	81,687	6,984	298,782	287,738	104%	
July	14	5	31	50	3,809	260	260	165	4,494	4,544	5,269	1,383	333	7,015	4,710	18	507	3,055	8,290	11,559	-3,746	167,568	80,575	6,971	295,036	287,738	103%	
August	21	2	198	221	5,103	262	542	105	6,012	6,233	4,740	1,703	560	7,003	5,553	26	410	2,718	8,707	13,236	-2,474	165,812	80,018	6,845	292,562	287,738	102%	
September	18	2	27	47	4,896	205	577	111	5,789	5,836	5,274	1,591	295	7,160	3,752	16	467	1,856	6,091	12,996	-255	165,639	80,138	6,848	292,307	287,738	102%	
October	13	2	10	25	4,726	160	427	93	5,406	5,431	4,614	1,339	269	6,232	4,213	11	321	1,715	6,250	11,651	-829	164,905	79,884	6,845	291,478	287,738	101%	
November	7	1	46	54	3,540	142	318	72	4,072	4,126	5,325	1,202	308	6,835	3,904	4	401	1,687	5,996	10,961	-1,870	163,739	79,441	6,792	289,608	287,738	101%	
December	14	52	69	135	4,507	78	424	58	5,067	5,202	5,195	1,828	246	7,269	6,276	1	376	799	7,452	12,471	-2,250	162,693	79,001	6,806	287,358	287,738	100%	
YTD Total	207	192	740	1,139	51,211	2,685	4,833	1,665	60,394	61,533	62,345	21,881	6,499	90,725	52,692	201	5,525	21,659	80,077	152,258	-18,544	162,693	79,001	6,806	287,358	287,738	100%	

† Enrollments via data sharing between the IOUs.

‡ Enrollments via data sharing between departments and/or programs within the utility.

§ Enrollments via data sharing with programs outside the IOU that serve low-income customers.

¶ No response includes no response to both Recertification and Verification.

San Diego Gas & Electric Company
CARE Table 3A - 3B - CARE Post-Enrollment Verification Results
Program Year 2025 Annual Report

CARE Table 3A - Post-Enrollment Verification Results (Model) 2025										
Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify Total	% of Scheduled Customers not Responsive to the PEV Process	% of Scheduled PEV Customers later verified as Income Eligible	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ²	Total Households De-enrolled ³	% De-enrolled through Post Enrollment Verification ⁴	% of Total CARE Households De-enrolled
January	307,554	2,092	0.68%	51.26%	0.00%	1,101	29	1,130	54%	0.37%
February	308,890	2,070	0.67%	52.38%	0.00%	1,113	28	1,141	55%	0.37%
March	309,473	2,596	0.84%	53.10%	0.00%	1,415	34	1,449	56%	0.47%
April	307,764	2,089	0.68%	56.31%	0.00%	1,209	19	1,228	59%	0.40%
May	303,548	2,099	0.69%	52.08%	0.00%	1,125	26	1,151	55%	0.38%
June	298,782	2,764	0.93%	56.04%	0.00%	1,577	24	1,601	58%	0.54%
July	295,036	2,201	0.75%	53.34%	0.00%	1,206	19	1,225	56%	0.42%
August	292,562	2,133	0.73%	54.85%	0.00%	1,199	16	1,215	57%	0.42%
September	292,307	80	0.03%	20.99%	0.00%	17	0	17	21%	0.01%
October	291,478	88	0.03%	14.29%	0.00%	13	0	13	15%	0.00%
November	289,608	91	0.03%	2.17%	0.00%	2	0	2	2%	0.00%
December	287,358	10	0.00%	18.18%	0.00%	2	0	2	20%	0.00%
YTD Total	287,358	18,313	6.37%	54.49%	0.00%	9,979	195	10,174	56%	3.54%

¹ Includes all customers who failed SDG&E's CARE eligibility probability model.

² Includes customers verified as over income or who requested to be de-enrolled.

³ Verification results are tied to the month initiated and the verification process allows customers 120 days to respond to the verification request. Results may be pending due to the time permitted for a

⁴ Percentage of customers dropped compared to the total participants requested to provide verification in that month.

CARE Table 3B Post-Enrollment Verification Results (Electric only High Usage)										
Month	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify Total	% of Scheduled Customers not Responsive to the PEV Process	% of Scheduled PEV Customers later verified as Income Eligible	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ²	Total Households De-enrolled ³	% De-enrolled through HUV Post Enrollment Verification	% of Total CARE Households De-enrolled
January	307,554	475	0.15%	62.80%	0.00%	309	1	310	65%	0.10%
February	308,890	449	0.15%	61.93%	0.00%	283	7	290	65%	0.09%
March	309,473	345	0.11%	64.87%	0.00%	229	3	232	67%	0.07%
April	307,764	222	0.07%	59.11%	0.00%	133	3	136	61%	0.04%
May	303,548	176	0.06%	59.67%	0.00%	108	1	109	62%	0.04%
June	298,782	214	0.07%	57.21%	0.00%	127	1	128	60%	0.04%
July	295,036	501	0.17%	57.34%	0.00%	297	1	298	59%	0.10%
August	292,562	679	0.23%	62.80%	0.00%	439	4	443	65%	0.15%
September	292,307	1,078	0.37%	67.26%	0.00%	752	5	757	70%	0.26%
October	291,478	1,057	0.36%	61.28%	0.00%	663	10	673	64%	0.23%
November	289,608	262	0.09%	34.46%	0.00%	92	0	92	35%	0.03%
December	287,358	223	0.08%	0.44%	0.00%	1	1	2	1%	0.00%
YTD Total	287,358	5,681	1.98%	60.43%	0.00%	3,433	37	3,470	61%	1.21%

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 Medium (400%) and high usage (600%) customers are dropped at 60 days (2 or 3 bill cycles) for non-response to HUV (high usage income verification request). Additionally, 600% + users that have not reduced usage within the 60 day window (2 or 3 bill cycles) are removed from the program. Results may be pending due to the time permitted for a participant to respond.

San Diego Gas & Electric Company
CARE Table 4A - 4B - CARE Post-Enrollment Verification Results
Program Year 2025 Annual Report

CARE Table 4A - Post-Enrollment Verification Re-Enrollment Rates (Model) - 2024					
Month Removed	Total Customers Removed	Re-Enrolled by 6 Months	6 Month Re-Enrollment Rate	Re-Enrolled by 12 Months	12 Month Re-Enrollment Rate
Jan-24	1,256	244	19%	317	25%
Feb-24	1,300	273	21%	336	26%
Mar-24	1,369	290	21%	355	26%
Apr-24	1,643	352	21%	428	26%
May-24	1,398	264	19%	334	24%
Jun-24	1,335	259	19%	327	24%
Jul-24	1,903	389	20%	469	25%
Aug-24	1,248	256	21%	328	26%
Sep-24	669	126	19%	163	24%
Oct-24	19	3	16%	3	16%
Nov-24	8	2	25%	3	38%
Dec-24	4	1	25%	1	25%

CARE Table 4B - Post-Enrollment Verification Re-Enrollment Rates (High Usage) - 2024					
Month Removed	Total Customers Removed	Re-Enrolled by 6 Months	6 Month Re-Enrollment Rate	Re-Enrolled by 12 Months	12 Month Re-Enrollment Rate
Jan-24	144	30	21%	43	30%
Feb-24	204	63	31%	74	36%
Mar-24	239	63	26%	84	35%
Apr-24	177	63	36%	73	41%
May-24	213	76	36%	88	41%
Jun-24	163	54	33%	65	40%
Jul-24	466	138	30%	169	36%
Aug-24	663	201	30%	258	39%
Sep-24	1,212	325	27%	399	33%
Oct-24	833	241	29%	291	35%
Nov-24	209	55	26%	65	31%
Dec-24	192	51	27%	54	28%

San Diego Gas & Electric Company
CARE Table 5 - CARE Self-Certification and Self-Recertification Applications¹
Program Year 2025 Annual Report

	Provided ²	Received	Approved	Denied	Pending/Never Completed	Duplicates
Total (Y-T-D)	168,162	152,776	127,042	6,262	15,386	19,472
Percentage		91%	76%	4%	9%	12%

¹ Includes sub-metered customers.

² Includes paper applications only. The "Provided" value is a combination of both CARE and FERA applications sent to customers.

**San Diego Gas & Electric Company
 CARE Table 6 - CARE Enrollment by County
 Program Year 2025 Annual Report**

County	Estimated Eligible			Total Participants			Enrollment Rate		
	Urban	Rural ¹	Total	Urban	Rural	Total	Urban	Rural	Total
Orange	18,058	0	18,058	13,977	0	13,977	77%	0%	77%
San Diego	263,343	6,337	269,680	266,933	6,448	273,381	101%	102%	101%
Total	281,401	6,337	287,738	280,910	6,448	287,358	100%	102%	100%

¹ Rural includes zip codes classified as such according to the Goldsmith modification that was developed to identify small towns and rural areas within large metropolitan counties.

2025	Total CARE Households	Households Requested to Recertify ¹	% of Households Total (C/B)	Households Recertified ²	Households De-enrolled ³	Recertification Rate % ⁴ (E/C)	% of Total Households De-enrolled (F/B)
January	307,554	12,962	4.2%	6,263	5,631	48%	1.83%
February	308,890	11,755	3.8%	5,781	4,969	49%	1.61%
March	309,473	9,569	3.1%	5,295	3,619	55%	1.17%
April	307,764	11,027	3.6%	5,892	4,503	53%	1.46%
May	303,548	8,712	2.9%	5,021	3,107	58%	1.02%
June	298,782	7,438	2.5%	4,232	2,733	57%	0.91%
July	295,036	8,029	2.7%	4,572	2,911	57%	0.99%
August	292,562	10,728	3.7%	5,457	4,490	51%	1.53%
September	292,307	10,487	3.6%	5,951	3,169	57%	1.08%
October	291,478	8,635	3.0%	4,430	401	51%	0.14%
November	289,608	10,362	3.6%	3,488	326	34%	0.11%
December	287,358	8,669	3.0%	2,232	184	26%	0.06%
YTD	287,358	118,373	41.19%	58,614	36,043	50%	12.54%

¹ Excludes count of customers recertified through the probability model.

² Recertification results are tied to the month initiated and the recertification process allows customers 120 days (3 or 4 bill cycles) to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.

³ Includes customers who did not respond or who requested to be de-enrolled.

⁴ Percentage of customers recertified compared to the total participants requested to recertify in that month.

**San Diego Gas & Electric Company
CARE Table 8 - CARE Capitation Contractors
Program Year 2025 Annual Report**

Contractor Name ¹	Contractor Type (Check one or more if applicable)				Enrollments ²			Total Expenditures
	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total	
211 SAN DIEGO		X			32	1,422	1,454	\$ 29,080
ORANGE COUNTY UNITED WAY (211 OC)		X						
ALPHA MINI MART	X				-	12	12	\$ 360
AMERICAN RED CROSS		X						
BACKCOUNTRY COMMUNITIES THRIVING	X	X						
BONITA FAMILY RESOURCE CENTER		X			-	16	16	\$ 480
CHALDEAN COMMUNITY COUNCIL		X	X		-	4	4	\$ 120
COMMUNITY RESOURCE CENTER		X						
ELDERHELP OF SAN DIEGO		X						
HEARTS AND HANDS WORKING TOGETHER		X						
INTERFAITH COMMUNITY		X						
LA MAESTRA FAMILY CLINIC		X			-	32	32	\$ 960
NEIGHBORHOOD HEALTH CARE		X			-	13	13	\$ 390
NORTH COUNTY HEALTH PROJECT, INC	X							
SAN DIEGO STATE UNIVERSITY WIC OFFICES		X						
SAN YSIDRO HEALTH CENTERS		X			-	4	4	\$ 120
SCRIPPS HEALTH WIC		X						
SOMALI BANTU ASSOCIATION OF AMERICA		X						
SOMALI FAMILY SERVICES		X						
UNION OF PAN ASIAN COMMUNITIES		X	X					
VISTA COMMUNITY CLINIC		X			-	4	4	\$ 120
Total Enrollments and Expenditures					32	1,507	1,539	\$ 31,630

¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.

² Enrollments reflect new enrollments only.

San Diego Gas & Electric Company
CARE Table 9 - CARE Participants as of Month-End
Program Year 2025 Annual Report

2025	Gas and Electric	Gas Only ¹	Electric Only	Total	Eligible Households	Enrollment Rate	% Change
January	176,926	-	130,628	307,554	287,738	107%	0.54%
February	177,684	-	131,206	308,890	287,738	107%	0.46%
March	178,293	-	131,180	309,473	287,738	108%	0.20%
April	177,200	-	130,564	307,764	287,738	107%	-0.59%
May	174,876	-	128,672	303,548	287,738	105%	-1.47%
June	172,066	-	126,716	298,782	287,738	104%	-1.66%
July	169,646	-	125,390	295,036	287,738	103%	-1.30%
August	168,091	-	124,471	292,562	287,738	102%	-0.86%
September	167,832	-	124,475	292,307	287,738	102%	-0.09%
October	167,441	-	124,037	291,478	287,738	101%	-0.29%
November	166,290	-	123,318	289,608	287,738	101%	-0.65%
December	165,328	-	122,030	287,358	287,738	100%	-0.78%

1 All SDG&E CARE customers receive at least electric service resulting in zero gas only CARE customers.

San Diego Gas & Electric Company
CARE Table 10 - CARE Average Monthly Usage & Bill
Program Year 2025 Annual Report

Average Monthly Gas / Electric Usage			
Residential Non-CARE vs. CARE Customers			
Customer	Gas Therms	Gas Therms	Total
	Tier 1	Tier 2	
Non-CARE	14.3	8.1	22.4
CARE	14.7	5.4	20.1
Customer	Electric KWh	Electric KWh	Total
	Tier 1	Tier 2 and Above	
Non-CARE	256	94	349
CARE	281	75	356

Average Monthly Gas / Electric Bill		
Residential Non-CARE vs. CARE Customers¹		
(Dollars per Customer)		
Customer	Gas	Electric
Non-CARE	\$53.74	\$141.16
CARE	\$36.54	\$82.94

¹ Excludes master-meter usage.

San Diego Gas & Electric Company
CARE Table 11 - CARE Surcharge & Revenue
Program Year 2025 Annual Report

CARE Table 11A					
CARE Electric Surcharge and Revenue Collected by Customer Class					
Customer Class	Average Monthly		CARE Surcharge as Percent of Bill	Total CARE Surcharge Revenue Collected	Percentage of CARE Surcharge Revenue Collected
	CARE Surcharge ¹	Monthly Bill			
Residential	\$ 3.63	\$ 153	2.37%	\$ 40,579,558	27.10%
Commercial	\$ 14.45	\$ 516	2.80%	\$ 20,548,994	13.72%
Agricultural	\$ 95.45	\$ 1,910	5.00%	\$ 4,619,865	3.09%
Large/Indust	\$ 474.54	\$ 12,020	3.95%	\$ 84,001,896	56.09%
CARE Table 11B					
CARE Gas Surcharge and Revenue Collected by Customer Class					
Customer Class	Average Monthly		CARE Surcharge as Percent of Bill	Total CARE Surcharge Revenue Collected	Percentage of CARE Surcharge Revenue Collected
	CARE Surcharge ²	Monthly Bill			
Residential	\$ 2.24	\$ 150	1.49%	\$ 18,819,071	66.76%
Commercial	\$ 17.44	\$ 643	2.71%	\$ 6,276,228	22.26%
Natural Gas Vehicle	\$ 2,015.79	\$ 34,562	5.83%	\$ 1,173,192	4.16%
Industrial	\$ 2,886.42	\$ 38,172	7.56%	\$ 1,922,361	6.82%

¹ Excludes CARE customers. Pursuant to D. 15-07-001, OP 4 and Section 11.1.1 authorizes adjustments to CARE to transition to the legislatively-mandated CARE discount range in compliance with Section 739.1 were authorized. Effective 9/1/15 per AL 2783-E, CARE customers receive non-CARE rates; therefore, there is no longer a CARE Rate subsidy.

² Excludes CARE customers.

Entity	Total Received	Approved ²	Denied	Pending/ Never Completed	Duplicate
211 SAN DIEGO	3,384	1,979	15	295	1,095
ALPHA MINI MART	68	17	-	9	42
AMERICAN RED CROSS WIC OFFICES	-	-	-	-	-
BACKCOUNTRY COMMUNITIES THRIVING	-	-	-	-	-
BONITA FAMILY RESOURCE CENTER	42	18	-	-	24
CAMPESINOS UNIDOS INC (CUI) - CARE	76	61	-	-	15
CHALDEAN COMMUNITY COUNCIL	10	5	-	5	-
CHULA VISTA COMM COLLABORATIVE	7	3	1	3	-
COMMUNITY RESOURCE CENTER - 2010	3	1	-	2	-
ELDERHELP OF SAN DIEGO	-	-	-	-	-
HEARTS AND HANDS TOGETHER	4	4	-	-	-
INTERFAITH COMMUNITY SERVICES	-	-	-	-	-
LA MAESTRA FAMILY CLINIC (LMFC)	43	34	-	9	-
NEIGHBORHOOD HEALTH CARE	13	13	-	-	-
NORTH COUNTY HEALTH SERVICES	12	11	-	-	1
ORANGE COUNTY UNITED WAY (211 OC)	-	-	-	-	-
SAN DIEGO STATE UNIVERSITY WIC	9	6	-	3	-
SAN YSIDRO HEALTH CENTERS	8	4	-	4	-
SCRIPPS HLTH WIC (SHW)	-	-	-	-	-
SOMALI BANTU ASSOCIATION OF AMERICA	-	-	-	-	-
SOMALI FAMILY SERVICES	-	-	-	-	-
UNION OF PAN ASIAN COMMUNITIES	-	-	-	-	-
VISTA COMMUNITY CLINIC ORGANIZATION	5	4	-	1	-
Total	3,684	2,160	16	331	1,177

San Diego Gas & Electric Company
CARE Table 13 - CARE Expansion Program
Program Year 2025 Annual Report

CARE Table 13A						
Participating Facilities by Month						
2025	Gas			Electric		
	CARE Residential Facilities	CARE Commercial Facilities	Total Gas	CARE Residential Facilities	CARE Commercial Facilities	Total Electric
January	94	42	136	272	91	363
February	93	47	140	273	95	368
March	97	55	152	283	108	391
April	98	55	153	290	108	398
May	97	56	153	284	113	397
June	99	53	152	284	105	389
July	99	55	154	284	105	389
August	101	58	159	286	114	400
September	103	58	161	341	117	458
October	104	59	163	298	118	416
November	102	59	161	292	120	412
December	93	48	141	259	100	359

CARE Table 13B		
Average Monthly Gas / Electric Usage¹		
Customer	Gas	Electric
	Therms	KWh
Residential Facilities	50	446
Commercial Facilities	653	13,002

CARE Table 13C					
Expansion Self-Certification and Self-Recertification Applications					
	Received	Approved	Denied	Pending/Never Completed	Duplicates
Total	70	70	-	-	-
Percentage		100%	0%	0%	0%

[1] Excludes master meter usage.

San Diego Gas & Electric Company
CARE Table 14 - CARE High Usage Verification Results⁵
Program Year 2025 Annual Report

Stage 1 - IRS Documentation and ESA Agreement				Stage 2 - ESA Participation			Stage 3 - Usage Monitoring		
Households Requested to Verify	Removed (No Response)	Removed (Verified Ineligible) ¹	Income Verified and Referred to ESA	Failed and Removed ²	Ineligible ³	Completed	Removed ⁴	Appeals Denied	Appeals Approved
5,681	3,433	37	7	4	0	3	0	0	0

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

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

³ Includes customers who previously participated in ESA Program, did not meet the three-measure minimum, landlord refused, etc. These customers move directly to Stage 3.

⁴ Customers removed for exceeding 600% of baseline in any monthly billing cycle.

⁵ High usage is defined as a customer that exceeds 400% or 600% of baseline.

San Diego Gas & Electric Company
CARE Table 15 - CARE Customer Usage and ESA Program Treatment
Program Year 2025 Annual Report

# of CARE customers at or above 90th Percentile of Usage Not subject to High Usage PEV	Percent of those CARE customers Not served by ESA Program	# of Enrollments led to ESA Program measure Installations	# of Long-Term tenancy CARE customers who have Not applied for ESA Program	Energy Usage of Long-Term Tenancy CARE Customers who Accept ESA Program Treatment ¹				Energy Usage of CARE customers who do Not accept ESA Program treatment
				Energy Usage before ESA Program treatment	Energy Usage within 3-months of ESA Program treatment	Energy Usage within 6-months of ESA Program treatment	Energy Usage within 12-months of ESA Program treatment	
8,709	77%	27	6,731	632.6	560.6	N/A	N/A	651.7

¹ Long-Term Tenancy CARE customers are those who have been enrolled in the program and stayed at the same meter for over 6 years.

San Diego Gas & Electric Company
CARE Table 16 - CARE Categorical Enrollment
Program Year 2025 Annual Report

Type of Enrollment	Number of Customer Enrollments ¹
Bureau of Indian Affairs General Assistance	60
CalFresh/Supplemental Nutrition Assistance Program - Food Stamps	17,814
CalWORKs/Temporary Assistance for Needy Families (TANF) ²	1,730
Head Start Income Eligible - (Tribal Only)	143
Healthy Families A&B	3
Low-income Home Energy Assistance Program (LIHEAP)	1,601
Medicaid/Medi-Cal	30,904
National School Lunch Program (NSLP) - Free Lunch	5,292
Supplemental Security Income (SSI)	4,261
Tribal TANF ²	0
Women, Infants, and Children Program (WIC)	4,619

¹ Number of customers enrolled reflects categorical programs selected by customer. Customers may select more than one eligible program for a single account.

² CalWORKS and Tribal TANF are combined categorical programs with no distinction between the two programs.

San Diego Gas & Electric Company
CARE Table 17 - CARE and Disadvantaged Communities Enrollment Rate for Zip Codes
Program Year 2025 Annual Report

Total CARE Households Enrolled				
Month	CARE Enrollment Rate for Zip Codes that have 10% or more disconnections	CARE Enrollment Rate for Zip Codes in High Poverty (Income Less than 100% FPG)	CARE Enrollment Rate for Zip Codes in High Poverty (with 70% or Less CARE Penetration)	CARE Enrollment Rate for DAC (Zip/Census Tract) Codes in High Poverty (with 70% or Less CARE Enrollment Rate)
January	94.7%	111.81%	63.69%	N/A
February	94.07%	112.25%	63.94%	N/A
March	94.8%	112.28%	64.38%	N/A
April	94.2%	111.85%	64.7%	N/A
May	92.21%	110.12%	64.39%	N/A
June	89.3%	107.95%	61.21%	N/A
July	89.45%	106.7%	61.76%	N/A
August	83.01%	105.66%	61.8%	N/A
September	81.64%	105%	61.89%	N/A
October	80.91%	104.87%	63%	N/A
November	77.81%	104.19%	63.3%	N/A
December	75.27%	103.47%	63.57%	N/A
YTD	75.27%	103.47%	63.57%	N/A

Note:

Penetration Rate and Enrollment Rate are the same value.

DACs are defined at the census tract level. Corresponding zip codes are provided for the purpose of this table; however, the entire zip code listed may not be considered a DAC.

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

San Diego Gas & Electric Company
FERA Table 1 - FERA Overall Program Expenses
Program Year 2025 Annual Report

Category	Overall Expenditures		Total Expenses ³	Authorized Budget ¹	% of Budget Spent	Total Shifted ²	Shifted to/from?
	Electric	Gas					
Marketing, Education, & Outreach	\$ 358,404		\$ 358,404	\$ 359,075	100%	\$ (12,946)	Shifted to Processing, Certification, Recertification
Processing, Certification, Recertification	\$ 30,403		\$ 30,403	\$ 30,403	100%	\$ 15,921	Shifted from Measurement Evaluation
Post Enrollment Verification	\$ 5,219		\$ 5,219	\$ 5,219	100%	\$ 4,150	Shifted from Measurement Evaluation
IT Programming	\$ 99,150		\$ 99,150	\$ 99,150	100%	\$ 42,875	Shifted from Measurement Evaluation
Measurement & Evaluation	\$ -		\$ -	\$ -	0%	\$ (50,000)	Shift to IT Programming, Post Enrollment Verification, and Processing, Certification, Recertification
Regulatory Compliance	\$ 44,069		\$ 44,069	\$ 47,600	93%		
General Administration	\$ 75,078		\$ 75,078	\$ 78,004	96%		
CPUC Energy Division	\$ 823		\$ 823	\$ 11,127	7%		
TOTAL Program Costs	\$ 613,147		\$ 613,147	\$ 630,578	97%	\$ -	
FERA Rate Discount	\$ 5,209,249		\$ 5,209,249	\$ 4,912,466	106%	\$ -	
Service Establishment Charge Discount	\$ -		\$ -	\$ -	0%	\$ -	
TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 5,822,396		\$ 5,822,396	\$ 5,543,044	105%	\$ -	

¹ Reflects total authorized funding approved in D.21-06-015, Attachment 1, Table 4, adjusted for 2024 fund shifts per the rules in D.21-06-015, allowing IOUs to reallocate funds within FERA program categories as noted in footnote 2.

² Reflects fund shift in accordance with the rules set forth in D.21-06-015, which granted the IOUs authority to shift funds between the FERA program categories.

³ FERA program costs have been updated from the 2025 Annual Report Activity on FERA to account for any trailing expenses received in 2026 that pertain to Program Year 2025.

San Diego Gas & Electric Company
FERA Table 2 - FERA Enrollment, Recertification, Attrition, & Penetration
 Program Year 2025 Annual Report

	New Enrollment										Recertification					Attrition (Drop Off)					Enrollment		Total FERA Participants by Dwelling Type			Total FERA Participants	Estimated FERA Eligible	Enrollment Rate % (W/X)
	Automatic Enrollment				Self-Certification (Income or Categorical)						Total New Enrollment (E-J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L-M-N)	No Response ⁴	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)	SF	MF	MH			
	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)																			
January	0	5	0	5	838	7	14	16	875	880	33	131	6	170	155	0	112	-145	122	1,050	758	8,529	3,582	32	13,526	81,019	17%	
February	0	7	0	7	1,146	11	20	8	1,185	1,192	38	185	6	229	131	1	140	87	359	1,421	833	8,933	3,916	32	14,359	81,019	18%	
March	0	0	0	0	1,214	16	15	2	1,247	1,247	34	120	6	160	120	0	109	128	357	1,407	890	9,431	4,211	32	15,249	81,019	19%	
April	0	0	0	0	1,268	9	9	13	1,299	1,299	48	83	3	134	175	1	142	202	520	1,433	779	9,875	4,447	35	16,028	81,019	20%	
May	0	0	0	0	708	4	6	11	729	729	29	30	2	61	202	0	141	280	623	790	106	9,930	4,497	35	16,134	81,019	20%	
June	0	0	0	0	834	20	25	5	884	884	44	56	2	102	261	1	107	234	593	986	291	10,052	4,589	40	16,425	81,019	20%	
July	0	2	0	2	827	45	17	5	894	896	45	66	3	114	275	2	138	316	731	1,010	165	10,121	4,625	41	16,590	81,019	20%	
August	0	0	0	0	1,063	24	21	0	1,108	1,108	44	91	4	139	252	2	106	315	675	1,247	433	10,282	4,797	42	17,023	81,019	21%	
September	0	0	0	0	778	15	38	2	833	833	31	45	0	76	198	0	111	231	540	909	293	10,382	4,904	45	17,316	81,019	21%	
October	0	0	0	0	1,109	13	30	2	1,214	1,214	35	50	4	89	131	1	92	245	469	1,303	745	10,734	5,151	54	18,061	81,019	22%	
November	0	0	0	0	693	15	17	2	727	727	30	50	3	83	125	0	116	246	487	810	240	10,832	5,240	54	18,301	81,019	23%	
December	0	7	0	7	960	10	19	0	989	996	48	80	2	130	107	0	115	139	361	1,126	635	11,154	5,469	57	18,936	81,019	23%	
YTD Total	0	21	0	21	11,498	189	231	66	11,984	12,005	459	987	41	1,487	2,132	8	1,429	2,368	5,837	13,492	6,168	11,154	5,469	57	18,936	81,019	23%	

¹ Enrollments via data sharing between the IOUs.

² Enrollments via data sharing between departments and/or programs within the utility.

³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.

⁴ No response includes no response to both Recertification and Verification.

San Diego Gas & Electric Company
FERA Table 3A-3B - FERA Post-Enrollment Verification Results
Program Year 2025 Annual Report

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

Month	Total FERA Households Enrolled	Households Requested to Verify ¹	% of FERA Enrolled Requested to Verify Total	FERA Households De-enrolled (Due to no response)	FERA Households De-enrolled (Verified as Ineligible) ²	Total Households De-enrolled ³	% De-enrolled through Post Enrollment Verification ⁴	% of Total FERA Households De-enrolled
January	13,526	63	0.47%	47	1	48	76%	0.35%
February	14,359	63	0.44%	48	0	48	76%	0.33%
March	15,249	83	0.54%	61	0	61	73%	0.40%
April	16,028	72	0.45%	54	2	56	78%	0.35%
May	16,134	84	0.52%	53	1	54	64%	0.33%
June	16,425	101	0.61%	62	2	64	63%	0.39%
July	16,590	76	0.46%	34	1	35	46%	0.21%
August	17,023	25	0.15%	0	0	0	0%	0.00%
September	17,316	2	0.01%	0	0	0	0%	0.00%
October	18,061	2	0.01%	0	0	0	0%	0.00%
November	18,301	1	0.01%	1	0	1	100%	0.01%
December	18,936	0	0.00%	0	0	0	0%	0.00%
YTD Total	18,936	572	3.02%	360	7	367	64%	1.94%

¹ Includes all customers who failed SDG&E's FERA eligibility probability model.

² Includes customers verified as over income or who requested to be de-enrolled.

³ Verification results are tied to the month initiated and the verification process allows customers 120 days to respond to the verification request. Results may be pending due to the time permitted for a participant to respond.

⁴ Percentage of customers dropped compared to the total participants requested to provide verification in that month.

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

Month	Total FERA Households Enrolled	Households Requested to Verify ¹	% of FERA Enrolled Requested to Verify Total	FERA Households De-enrolled (Due to no response)	FERA Households De-enrolled (Verified as Ineligible) ²	Total Households De-enrolled ³	% De-enrolled through Post Enrollment Verification	% of Total FERA Households De-enrolled
January	13,526	0	0.00%	0	0	0	0%	0.00%
February	14,359	0	0.00%	0	0	0	0%	0.00%
March	15,249	0	0.00%	0	0	0	0%	0.00%
April	16,028	0	0.00%	0	0	0	0%	0.00%
May	16,134	0	0.00%	0	0	0	0%	0.00%
June	16,425	0	0.00%	0	0	0	0%	0.00%
July	16,590	0	0.00%	0	0	0	0%	0.00%
August	17,023	0	0.00%	0	0	0	0%	0.00%
September	17,316	0	0.00%	0	0	0	0%	0.00%
October	18,061	0	0.00%	0	0	0	0%	0.00%
November	18,301	0	0.00%	0	0	0	0%	0.00%
December	18,936	0	0.00%	0	0	0	0%	0.00%
YTD Total	18,936	0	0.00%	0	0	0	0%	0.00%

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 Medium (400%) and high usage (600%) customers are dropped at 90 days (2 or 3 bill cycles) for non-response to HUV (high usage income verification request). Additionally, 600% + users that have not reduced usage within the 90 day window (2 or 3 bill cycles) are removed from the program. Results may be pending due to the time permitted for a participant to respond.

San Diego Gas & Electric Company
FERA Table 4A-4B - FERA Self-Certifications, Self-Recertification Applications and Post-Enrollment Verifications
Program Year 2025 Annual Report

FERA Table 4A						
FERA Self-Certification and Self-Recertification Applications ¹						
	Provided ²	Received	Approved	Denied	Pending/Never Completed	Duplicates
Total	15,465	14,870	12,432	1,518	595	920
Percentage		100%	84%	10%	4%	6%

¹ Includes sub-metered customers.

² Includes paper applications only. The "Provided" value is a combination of both CARE and FERA applications sent to customers.

FERA Table 4B						
FERA Post-Enrollment Verification¹						
	Requested	Received	Approved	Denied	Pending/Never Completed	
Total	625	265	258	7	360	

¹ Includes sub-metered customers.

**San Diego Gas & Electric Company
 FERA Table 5 - FERA Enrollment by County
 Program Year 2025 Annual Report**

County	Estimated Eligible			Total Participants			Enrollment Rate		
	Urban	Rural ¹	Total	Urban	Rural	Total	Urban	Rural	Total
Orange	4,852	0	4,852	679	0	679	14%	0%	14%
San Diego	74,144	2,023	76,167	17,805	452	18,257	24%	22%	24%
Total	78,996	2,023	81,019	18,484	452	18,936	23%	22%	23%

¹ Rural includes zip codes classified as such according to the Goldsmith modification that was developed to identify small towns and rural areas within large metropolitan counties.

**San Diego Gas & Electric Company
 FERA Table 6 - FERA Recertification Results
 Program Year 2025 Annual Report**

2025	Total FERA Households	Households Requested to Recertify ¹	% of Households Total (C/B)	Households Recertified ^{2,5}	Households De-enrolled ³	Recertification Rate % ⁴ (E/C)	% of Total Households De-enrolled (F/B)
January	13,526	298	2.2%	46	234	15%	1.73%
February	14,359	329	2.3%	29	284	9%	1.98%
March	15,249	392	2.6%	40	325	10%	2.13%
April	16,028	408	2.5%	36	354	9%	2.21%
May	16,134	347	2.2%	31	291	9%	1.80%
June	16,425	219	1.3%	29	179	13%	1.09%
July	16,590	292	1.8%	37	239	13%	1.44%
August	17,023	257	1.5%	40	201	16%	1.18%
September	17,316	314	1.8%	42	206	13%	1.19%
October	18,061	261	1.4%	21	95	8%	0.53%
November	18,301	335	1.8%	14	90	4%	0.49%
December	18,936	307	1.6%	16	51	5%	0.27%
YTD	18,936	3,759	19.85%	381	2,549	10%	13.46%

¹ Excludes count of customers recertified through the probability model.

² Recertification results are tied to the month initiated and the recertification process allows customers 120 days (3 or 4 bill cycles) to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.

³ Includes customers who did not respond or who requested to be de-enrolled.

⁴ Percentage of customers recertified compared to the total participants requested to recertify in that month.

**San Diego Gas & Electric Company
 FERA Table 7 - FERA Capitation Contractors
 Program Year 2025 Annual Report**

Contractor	Contractor Type				Enrollments ²			Total Expenditures
	(Check one or more if applicable)				Rural	Urban	Total	
	Private	CBO	WMDVBE	LIHEAP				
211 SAN DIEGO		X			-	19	19	\$ 380
ALPHA MINI MART	X				-	-	-	
AMERICAN RED CROSS								
BACKCOUNTRY COMMUNITIES THRIVING	X	X			-	-	-	
BONITA FAMILY RESOURCE CENTER		X			-	-	-	
CAMPESINOS UNIDOS INC (CUI)		X	X	X	-	-	-	
CHALDEAN COMMUNITY COUNCIL		X	X		-	-	-	
COMMUNITY RESOURCE CENTER		X			-	-	-	
ELDERHELP OF SAN DIEGO		X			-	-	-	
HEARTS AND HANDS WORKING TOGETHER		X			-	-	-	
INTERFAITH COMMUNITY		X						
LA MAESTRA FAMILY CLINIC		X			-	-	-	
MAAC PROJECT		X		X	-	-	-	
NEIGHBORHOOD HEALTH CARE		X						
NORTH COUNTY HEALTH PROJECT, INC.	X							
ORANGE COUNTY UNITED WAY (211 OC)		X			-	-	-	
SAN DIEGO STATE UNIVERSITY WIC OFFICES		X			-	-	-	
SAN YSIDRO HEALTH CENTERS		X			-	-	-	
SCRIPPS HEALTH WIC		X			-	-	-	
SOMALI BANTU ASSOCIATION OF AMERICA		X			-	-	-	
SOMALI FAMILY SERVICES		X			-	-	-	
UNION OF PAN ASIAN COMMUNITIES		X	X		-	-	-	
VISTA COMMUNITY CLINIC		X			-	-	-	
Total Enrollments and Expenditures					0	19	19	\$ 380

¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.

² Enrollments reflect new enrollments only.

**San Diego Gas & Electric Company
 FERA Table 8 - FERA Average Monthly Usage & Bill
 Program Year 2025 Annual Report**

Average Monthly Electric Usage			
Residential Non-FERA vs. FERA Customers			
Customer	Electric KWh	Electric KWh	Total
	Tier 1	Tier 2 and Above	
Non-FERA	261.7	88.9	350.6
FERA	284.2	83.2	367.3

Average Monthly Electric Bill	
Residential Non-FERA vs. FERA Customers¹	
(Dollars per Customer)	
Customer	
Non-FERA	\$126.94
FERA	\$117.86

¹ Excludes master-meter usage.

San Diego Gas & Electric Company
FERA Table 9A-9B - FERA Post-Enrollment Verification Results
Program Year 2025 Annual Report

FERA Table 9A - Post-Enrollment Verification Results (Model) 2025

Month	Total FERA Households Enrolled	Households Requested to Verify ¹	% of FERA Enrolled Requested to Verify Total	% of Scheduled Customers not Responsive to the PEV Process	% of Scheduled PEV Customers later verified as Income Eligible	FERA Households De-enrolled (Due to no response)	FERA Households De-enrolled (Verified as Ineligible) ²	Total Households De-enrolled ³	% De-enrolled through Post Enrollment Verification ⁴	% of Total FERA Households De-enrolled
January	13,526	63	0.47%	72.73%	0.00%	47	1	48	76%	0.35%
February	14,359	63	0.44%	70.59%	0.00%	48	0	48	76%	0.33%
March	15,249	83	0.54%	67.03%	0.00%	61	0	61	73%	0.40%
April	16,028	72	0.45%	71.79%	0.00%	54	2	56	78%	0.35%
May	16,134	84	0.52%	60.67%	0.00%	53	1	54	64%	0.33%
June	16,425	101	0.61%	58.18%	0.00%	62	2	64	63%	0.39%
July	16,590	76	0.46%	40.23%	0.00%	34	1	35	46%	0.21%
August	17,023	25	0.15%	0.00%	0.00%	0	0	0	0%	0.00%
September	17,316	2	0.01%	0.00%	0.00%	0	0	0	0%	0.00%
October	18,061	2	0.01%	0.00%	0.00%	0	0	0	0%	0.00%
November	18,301	1	0.01%	50.00%	0.00%	1	0	1	100%	0.01%
December	18,936	0	0.00%	0.00%	0.00%	0	0	0	0%	0.00%
YTD Total	18,936	572	3.02%	58.72%	0.00%	360	7	367	64%	1.94%

¹ Includes all customers who failed SDG&E's FERA eligibility probability model.

² Includes customers verified as over income or who requested to be de-enrolled.

³ Verification results are tied to the month initiated and the verification process allows customers 120 days to respond to the verification request. Results may be pending due to the time permitted for a participant to respond.

⁴ Percentage of customers dropped compared to the total participants requested to provide verification in that month.

Note: The IOUs are working to determine feasibility of the Working Group reporting recommendations, therefore there may be no data to report for columns E through H during this reporting period.

FERA Table 9B Post-Enrollment Verification Results (Electric only High Usage)

Month	Total FERA Households Enrolled	Households Requested to Verify ¹	% of FERA Enrolled Requested to Verify Total	% of Scheduled Customers not Responsive to the PEV Process	% of Scheduled PEV Customers later verified as Income Eligible	FERA Households De-enrolled (Due to no response)	FERA Households De-enrolled (Verified as Ineligible) ²	Total Households De-enrolled ³	% De-enrolled through HUV Post Enrollment Verification	% of Total FERA Households De-enrolled
January	13,526	0	0.00%	0.00%	0.00%	0.00%	0.00%	0	0%	0.00%
February	14,359	0	0.00%	0.00%	0.00%	0.00%	0.00%	0	0%	0.00%
March	15,249	0	0.00%	0.00%	0.00%	0.00%	0.00%	0	0%	0.00%
April	16,028	0	0.00%	0.00%	0.00%	0.00%	0.00%	0	0%	0.00%
May	16,134	0	0.00%	0.00%	0.00%	0.00%	0.00%	0	0%	0.00%
June	16,425	0	0.00%	0.00%	0.00%	0.00%	0.00%	0	0%	0.00%
July	16,590	0	0.00%	0.00%	0.00%	0.00%	0.00%	0	0%	0.00%
August	17,023	0	0.00%	0.00%	0.00%	0.00%	0.00%	0	0%	0.00%
September	17,316	0	0.00%	0.00%	0.00%	0.00%	0.00%	0	0%	0.00%
October	18,061	0	0.00%	0.00%	0.00%	0.00%	0.00%	0	0%	0.00%
November	18,301	0	0.00%	0.00%	0.00%	0.00%	0.00%	0	0%	0.00%
December	18,936	0	0.00%	0.00%	0.00%	0.00%	0.00%	0	0%	0.00%
YTD Total	18,936	0	0.00%	0.00%	0.00%	0	0	0	0%	0.00%

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 Medium (400%) and high usage (600%) customers are dropped at 90 days (2 or 3 bill cycles) for non-response to HUV (high usage income verification request). Additionally, 600% + users that have not

San Diego Gas & Electric Company
FERA Table 10A - 10B - FERA PEV Re-Enrollment Rates
 Program Year 2025 Annual Report

FERA Table 10A - Post-Enrollment Verification Re-Enrollment Rates (Model) - 2025					
Month Removed	Total Customers Removed	Re-Enrolled by 6 Months	6 Month Re-Enrollment Rate	Re-Enrolled by 12 Months	12 Month Re-Enrollment Rate
Jan-24	7	6	86%	7	100%
Feb-24	4	2	50%	2	50%
Mar-24	7	0	0%	2	29%
Apr-24	14	5	36%	6	43%
May-24	6	0	0%	0	0%
Jun-24	4	0	0%	0	0%
Jul-24	4	1	25%	1	25%
Aug-24	6	0	0%	0	0%
Sep-24	3	1	33%	1	33%
Oct-24	0	0	0%	0	0%
Nov-24	1	0	0%	1	100%
Dec-24	0	0	0%	0	0%

FERA Table 10B - Post-Enrollment Verification Re-Enrollment Rates (High Usage) - 2025					
Month Removed	Total Customers Removed	Re-Enrolled by 6 Months	6 Month Re-Enrollment Rate	Re-Enrolled by 12 Months	12 Month Re-Enrollment Rate
Jan-24	0	0	0	0	0
Feb-24	0	0	0	0	0
Mar-24	0	0	0	0	0
Apr-24	0	0	0	0	0
May-24	0	0	0	0	0
Jun-24	0	0	0	0	0
Jul-24	0	0	0	0	0
Aug-24	0	0	0	0	0
Sep-24	0	0	0	0	0
Oct-24	0	0	0	0	0
Nov-24	0	0	0	0	0
Dec-24	0	0	0	0	0

APPENDIX B – ESA MARKETING EXAMPLES

TV

English TV ad - <https://youtu.be/rarf4eImRRM>



Spanish TV ad - <https://youtu.be/NibXLVD3RzU>



SOCIAL MEDIA VIDEOS

ENGLISH - <https://www.youtube.com/shorts/zAiCFC0geeY>



SPANISH - https://www.youtube.com/shorts/n2_oNrcy9cY



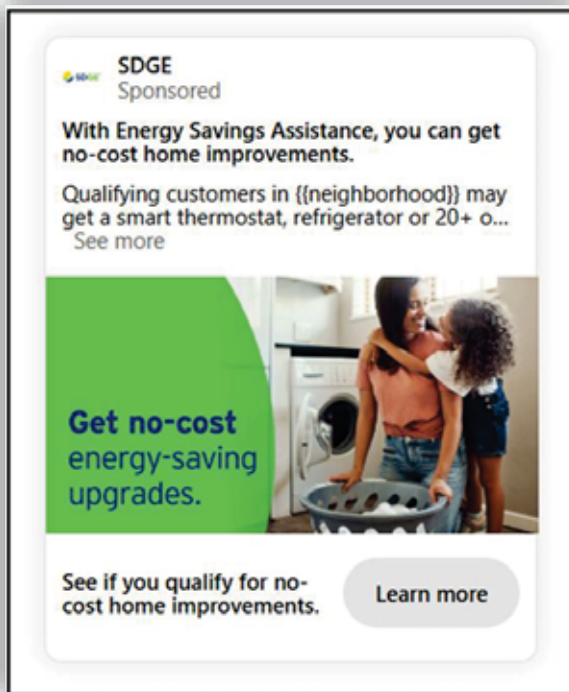
DISPLAY



META & GOOGLE DISPLAY NETWORK




NEXTDOOR



SDGE
Sponsored

With Energy Savings Assistance, you can get no-cost home improvements.

Qualifying customers in {{neighborhood}} may get a smart thermostat, refrigerator or 20+ o...
See more



Get no-cost energy-saving upgrades.

See if you qualify for no-cost home improvements. [Learn more](#)

PRINT



Customer Assistance | **SDGE**



Energy-saving upgrades at no cost?
Now that's home improvement.

SDG&E's Energy Savings Assistance program offers no-cost home improvements to those who qualify. You could receive energy-efficient upgrades that'll make your home more comfortable, more efficient, and more budget-friendly for years to come. Find out if you qualify at sdge.com/EESA.



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OUT-OF-HOME



APPENDIX C – CARE MARKETING EXAMPLES

HIGH IMPACT DIGITAL UNITS

The image displays three digital marketing units for SDGE Customer Assistance. Each unit features a photograph of a family, a headline, a sub-headline, a call-to-action button, and a 'SEE IF YOU QUALIFY' button. The units are arranged horizontally and separated by vertical lines.

Unit 1 (Left): The headline reads "Sign up for bill discounts and energy-efficient upgrades." Below it are two call-to-action buttons: "Get savings on your energy bills." (yellow) and "Get no-cost energy upgrades." (green). The background image shows a family of four sitting at a dining table with a laptop.

Unit 2 (Middle): The headline reads "Get savings on your energy bills." Below it is a sub-headline: "Customer assistance programs can help you save money on your bills. Eligibility is based on participation in certain public assistance programs or income and the number of people in your household." Below the sub-headline is a yellow call-to-action button: "SEE IF YOU QUALIFY". The background image shows a woman in a floral apron cooking in a kitchen.

Unit 3 (Right): The headline reads "Get no-cost energy upgrades." Below it is a sub-headline: "Eligible customers can get a new smart thermostat, refrigerator, or one of 20 other energy-efficient upgrades to help make your home more comfortable, more efficient, and more budget-friendly." Below the sub-headline is a green call-to-action button: "SEE IF YOU QUALIFY". The background image shows a woman and a child standing in a kitchen next to a washing machine.

SOCIAL MEDIA VIDEOS

ENGLISH - <https://www.youtube.com/shorts/xiC6L48xdvY>



CARE – SPANISH- <https://www.youtube.com/shorts/I23X7R5WnlU>



DISPLAY

Customer Assistance | 



Save 30% or more
on your energy bill. [LEARN MORE](#)





Tiết kiệm 30% trở lên
trên hóa đơn năng
lượng của quý vị. [Tìm hiểu Thêm](#)





Ahorra 30% o más en
tus facturas de energía. [VER MÁS](#)

META & GOOGLE DISPLAY NETWORK

 San Diego Gas & Electric
Sponsored ·  

CARE puede ahorrarte 30% basado en tus ingresos y en cuántos viven en tu hogar.



Obtén 30% menos en
tu cuenta de energía.

sdge.com
Averigua si calificas. [Learn more](#)

 San Diego Gas & Electric
Sponsored ·  

Các chương trình Hỗ trợ Khách hàng của SDG&E giúp hộ gia đình đủ điều kiện tiết kiệm. Bao gồm giảm tiền trên hóa đơn và những nâng cấp miễn phí để giảm năng lượng. [Tìm hiểu ngay.](#)



Đăng ký tham gia Hỗ trợ
khách hàng **và tiết kiệm.**

Đăng ký để giảm hóa đơn năng lượng ngay.





[More](#)

 San Diego Gas & Electric
Sponsored ·  

SDG&E has partnered with Beto Perez with Jam'n 95.7 to share information about our Customer Assistance programs that can help you save up to 30% off your energy bill. [Learn about available assistance programs and who's eligible at SDGE.com/assistance.](#)



sdge.com/assistance
See if you qualify
to save. [Learn more](#)

Xem quý vị
có đủ điều kiện
để được
giảm giá
hay không.



Giảm 30%+ hóa đơn năng lượng.

 Điều kiện để được giảm giá tùy thuộc vào thu nhập và số người trong nhà. [Tìm hiểu thêm.](#) 

PRINT

Customer Assistance | 



**Save 30% or more
on your energy bill.**

That's powerful savings.

A little help can make a big difference. That's why SDG&E offers CARE – a program to lower your energy bills, saving you 30% or more. Applying is easy and confidential. Eligibility is based on income, number of people in your household, or participation in certain public assistance programs. See if you qualify at sdge.com/CARE.



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OUT-OF-HOME



DIRECT MAIL



How much could you have saved on your energy bill?

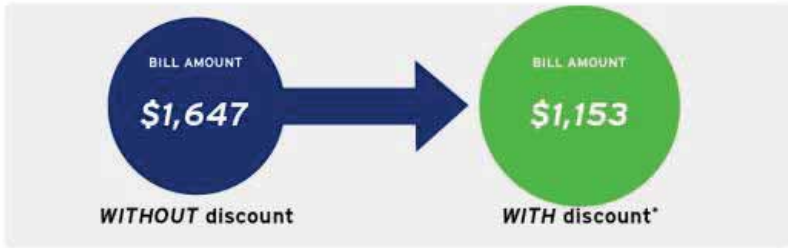
June 4, 2025



Account number: [REDACTED]

Dear [REDACTED]

You may qualify to save 30% or more on your energy bill through our CARE program. Here's how much you could have saved over the last 12 months on your energy use at [REDACTED]



Based on 6,148 kilowatt hours over the last 12 months

Based on your energy use, you could have saved approximately \$494* on your bill. Get your savings now. Sign up at sdge.com/care or call 1-877-646-5525 to see if you qualify.

Qualified residential CARE customers may also be eligible for financial assistance to help reduce outstanding account balances through SDG&E's Arrearage Management Payment (AMP) Plan. For details, visit sdge.com/AMP.

Sincerely,

Customer Assistance Programs

Qualification is based on income or participation in certain public assistance programs. High energy use could result in removal from the program.

*Based on your energy use over the past 12 months with an average CARE discount of 30% applied. Seasonal rates may not be reflected in calculated discount.

BILL INSERT

We have programs and services to help you manage bills and support your energy needs.



Depending on your household income, you may qualify for a bill discount of 30% or more with our CARE program or an 18% discount with FERA. Applying online is easy.

If you have past-due bills, you may also be able to receive financial assistance under the Low-Income Home Energy Assistance Program (LIHEAP). Flexible payment plans and debt forgiveness are also available for qualified customers. Learn more at sdge.com/assistance. Help is here for you.



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B-2402 S2410004 0224

Contamos con programas y servicios para ayudarle a administrar las facturas y respaldar sus necesidades de energía.



Dependiendo de su ingreso familiar, podría calificar para un descuento en la factura del 30% o más con nuestro programa CARE o un descuento del 18% con FERA. Solicitarlo en línea es fácil.

Si tiene facturas vencidas, también podría recibir asistencia financiera bajo el Programa de Asistencia para la Energía para Hogares de Bajos Ingresos (LIHEAP, por sus siglas en inglés). Los planes de pago flexibles y la condonación de deudas también están disponibles para clientes que califiquen. Obtenga más información en sdge.com/asistencia. Hay ayuda disponible para usted.



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B-2402 S2410004 0224

APPENDIX D – ESA PARTNER ORGANIZATIONS

Access to Independence
Access Youth Academy
Access, Inc.
Accessity
Adjoin
Alliance for African Assistance
Alpha Mini Mart
Alpine Chamber of Commerce
American Red Cross WIC
Amigas Punto Com
Anvil of Hope
Anza Borrego Desert Natural History Association
Arts Education Connection San Diego
Asian Business Association of San Diego
Asian Culture and Media Alliance
Autism Society of San Diego
Backcountry Communities Thriving (BCT)
Barrio Logan College Institute (BLCI)
Bayside Community Center
Black Tech Link
BOMA San Diego (Building Owners & Managers Association)
Bonita Family Resource Center
Bonsall Chamber of Commerce
Boys & Girls Club of South Coast Area
Boys and Girls Club of San Marcos
Boys and Girls Clubs of Capistrano Valley
Boys and Girls Clubs of Vista
Brazilian Institute for Arts and Culture - BIAC
Campesinos Unidos Inc. (CUI)
Campo Band Of Mission Indians
Casa Familiar
Catholic Charities Diocese of San Diego
Chaldean Community Council
Chula Vista Chamber of Commerce

City of San Marcos Senior Activity Center
Community Resource Center
Cool Zones-County of San Diego
County of San Diego-LiveWell
CREER Comunidad Y Familia
Deaf Community Services
D'Vine Path
Elder Help of San Diego
Emilio Nares Foundation
Empowering Latino Futures
Encinitas Chamber of Commerce
Epilepsy Foundation of San Diego
Episcopal Community Services
Facilitating Access to Coordinated Transportation Inc. (FACT)
Fallbrook Chamber of Commerce
Fallbrook Senior Center
Family Assistance Ministries
Family Health Centers of San Diego
Feeding San Diego
Foundation For Senior Care
Friends of the Fallbrook Community Center
God's Heart Ministries
GRID Alternatives San Diego
Heartland Coalition
Hearts and Hands Working Together
Home Start Inc
House of Italy San Diego
House Of Peru
I Love a Clean San Diego
Ignatian Lay Volunteer Corporation
Italian American Art & Culture Association of San Diego
Julian Chamber of Commerce
Kindness Initiative
La Jolla Community Center
La Maestra Community Health Centers
La Mesa Chamber of Commerce
La Posta Band Of Mission Indians

Laguna Niguel Chamber of Commerce
Laguna Niguel Family YMCA
Lakeside Chamber of Commerce
LAO American Coalition
Lawrence Family Jewish Community Center
lipay Nation of Santa Ysabel
Little Saigon San Diego (Foundation)
Lived Experiences
Living Coast Discovery Center
Logan Heights Community Development Corporation
Los Coyotes Band Of Cahuilla and Cupeno Indians
MANA de San Diego
Meals on Wheels San Diego County
Media Arts Center San Diego
Mesa Grande Band of Diegueno Mission Indians
Metropolitan Area Advisory Committee (MAAC)
MiraCosta Collage
Mission Edge San Diego
Mitchell Thorp Foundation
Neighborhood Health Care - El Cajon
Neighborhood House Association (NHA)
Newcomers Support and Development
North County Health Project, Inc.
Olivewood Gardens Learning Center
Orange County United Way (211 OC)
Pacific Arts Movement
Pacific Southwest Community Development Corporation
Paralyzed Veterans of America, Cal-Diego Chapter
Park Avenue Community Center
Peninsula Community Senior Center
Persian Cultural Center
Poway Neighborhood Emergency Corps
Produce Goods
Promises2Kids Foundation
Ramona Chamber of Commerce
Ramona Senior Center

Resounding Joy
Ride Above Disability Therapeutic Riding Center
San Diego Center for the Blind
San Diego Council on Literacy
San Diego County Farm Bureau
San Diego County HHS - Health and Human Services Agency
San Diego Futures Foundation
San Diego Habitat for Humanity
San Diego Housing Commission
San Diego Hunger Coalition
San Diego LGBT Community Center
San Diego Oasis
San Diego Regional Center (SDRC)
San Diego Regional East County Chamber of Commerce
San Diego Senior Games Association
San Diego Seniors Community Foundation
San Diego State (SDSU) Research Foundation
San Ysidro Health Center
SAY San Diego (Social Advocates for Youth)
Scripps Mercy WIC Program
Scripps Ranch Civic Association
Serving Seniors
Sherman Heights Community Center
Silent Voices
Solana Center for Environmental Innovation
Solutions for Change
Somali Bantu Association of America
Somali Family Service of San Diego
South Bay Unified School District – Sunny Slope Elementary School
Southern California American Indian Resource Center - SCAIR
Southern California Tribal Chairmen's Association (SCTCA)
Southwestern College Foundation
Springboard CFI (credit.org)
St. Madeleine Sophie's Center

Support The Enlisted Project (STEP)
The Arc of San Diego
The San Diego Chinese Historical Society and Museum
Thrive Lemon Grove
Tierra Caliente Academy of Arts
Union of Pan Asian Communities (UPAC)
United Way of San Diego
Urban Youth Collaborative

Valley Center Chamber of Commerce
Vista Community Clinic
Warner Springs Community Resource Center
We Support U
Women's Resource Center
Words Alive
YMCA of Orange County (Mission Viejo YMCA)
Young Black & 'N Business (YBNB)