

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

Application of Southern California Edison  
Company (U338E) for Approval of its Energy  
Savings Assistance and California Alternate  
Rates for Energy Programs and Budgets for  
Program Years 2015-2017.

And Related Matters.

Application 14-11-007  
(Filed November 18, 2014)

Application 14-11-009  
Application 14-11-010  
Application 14-11-011

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

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Dated: May 1, 2019

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ALTERNATE RATES FOR ENERGY PROGRAMS**

In accordance with Decisions 12-08-044 and 16-11-022, and the annual reporting directives contained therein, Pacific Gas and Electric Company files this Annual Report on the results of its Energy Savings Assistance and California Alternative Rates for Energy program efforts for the 2018 program year.

Respectfully submitted:

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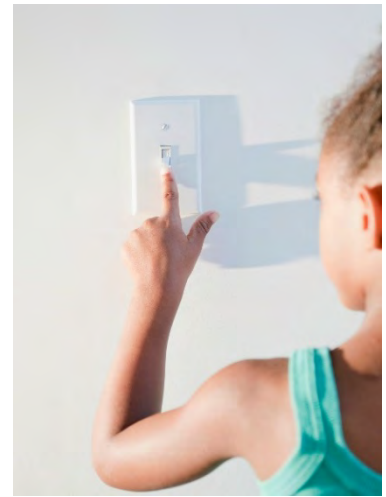


*Pacific Gas and  
Electric Company®*

# ENERGY SAVINGS ASSISTANCE PROGRAM AND CALIFORNIA ALTERNATE RATES FOR ENERGY PROGRAM

2018 ANNUAL REPORT

May 1, 2019



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## 2018 Energy Savings Assistance Program and California Alternate Rates for Energy Program Highlights

Pacific Gas and Electric Company (PG&E)'s Energy Savings Assistance (ESA) Program has offered free energy efficiency programs to income-qualified customers in its 48 counties since 1983, serving 2,137,739 households. In 2018, PG&E's ESA Program provided 85,168 homes with energy efficiency improvements and services. ESA participants saved over 60 mWh and 1.9 million therms in 2018.

The ESA Program's objective is to assist income-qualified customers in reducing their energy consumption and costs while increasing their comfort, health and safety. The ESA Program utilizes a prescriptive, direct install approach to provide free home weatherization, energy efficient appliances and energy education to income-qualified customers throughout PG&E's service area.

The ESA Program is available to income-qualified PG&E customers living in single family, multifamily, and mobile homes, including homeowners and renters. To qualify for the ESA Program, the total customer household income must be equal to or less than 200 percent of the Federal Poverty Guidelines, with income adjustments for family size.

Table 1 below provides a summary of Program Year (PY) 2018 ESA expenditures and accomplishments. Additional details on PG&E's ESA program are included in Section 1 of this annual report.

**Summary Table 1 - ESA Program**

2018 Energy Savings Assistance Program Summary			
2018	Authorized / Planning Assumptions <sup>3</sup>	Actual	%
Budget <sup>1</sup>	\$142,898,913	\$122,110,739	85%
Funded from 2009-2016 Unspent Funds <sup>2</sup>	\$18,570,833	\$2,477,114	13%
Summary Homes Treated	94,532	85,168	90%
Summary kWh Saved	49,350,000	60,276,089	122%
Summary kW Demand Reduced	N/A	82,153	149%
Summary Therms Saved	1,900,000	1,910,796	101%
First Touches Homes Treated <sup>4</sup>		35,280	
- kWh Saved		23,867,990	
- kW Demand Reduced		32,861	
- Therms Saved		794,952	
Go-Backs/Retreated Homes <sup>5</sup>		49,888	
- kWh Saved		36,348,687	
- kW Demand Reduced		49,293	
- Therms Saved		1,115,844	

<sup>1</sup> 2018 ESA Program budget has been updated with midcycle request as per approval from AL 3990-G/5329-E A/B on January 4, 2019

<sup>2</sup> Unspent funds authorized in midcycle request as per approval from AL 3990-G/5329-E A/B are shown in ESA Table 1A.

<sup>3</sup> There were no authorized planning assumptions for First Touch or Re-Treated homes in D.16-11-022.

<sup>4</sup> 41% of customers treated in 2018 were First Touch customers.

<sup>5</sup> 59% of customers treated in 2018 were Go-Back customers.

In addition to the ESA program, PG&E has also administered the California Alternate Rates for Energy (CARE) program since 1989. The CARE program provides a monthly discount on energy bills for qualifying residential single-family households, tenants of sub-metered residential facilities, nonprofit group living facilities, agricultural employee housing facilities and migrant farm worker housing centers throughout PG&E's service area.

In 2018, PG&E estimates that over 1.5 million of its customers in PG&E's territory are eligible for the CARE discount. With a combination of marketing and outreach, PG&E successfully enrolls 90% of the total eligible audience in PG&E's territory (more than 1.4 million customers) in the CARE program. Through year-end 2018, nearly \$9.4 billion in cumulative subsidies have been provided to PG&E's CARE customers since the inception of the CARE program.

Table 2 below provides a summary of Program Year (PY) 2018 CARE Program expenditures and activities.

**Summary Table 2 - CARE Program**

2018 CARE Program Summary			
2018	Authorized Budget	Actual	%
Administrative Expenses	\$18,480,164	\$11,865,518	64%
Subsidies and Benefits	\$587,313,000	\$610,623,696	104%
<b>Total Program Costs and Discounts</b>	<b>\$605,793,164</b>	<b>\$622,489,214</b>	<b>103%</b>
<b>2018 CARE New Enrollments</b>	<b>Automatically Enrolled via Data Sharing, ESA Participation, etc.</b>	<b>Self Certified as Categorically Eligible</b>	<b>Self Certified as Income Eligible</b>
Method	21,252	92,139	125,585
<b>2018 CARE Penetration</b>	<b>Estimated Eligible Participants</b>	<b>Participants</b>	<b>Penetration Rate</b>
Total Enrolled	1,535,554	1,376,003	90%



## 1. Energy Savings Assistance (ESA) Program

### ESA Program 2018 Overview

Pacific Gas and Electric Company (PG&E)'s Energy Savings Assistance (ESA) Program has offered free energy efficiency programs to income-qualified customers in its 48 counties since 1983, serving 2,137,739 households through December 2018. In 2018, PG&E's ESA Program provided 85,168 homes with energy efficiency improvements and services, including energy education, energy efficient appliances, and home weatherization. ESA participants saved over 60 mWh and 1.9 million Therms in 2018.

The ESA Program's objective is to assist income-qualified customers in reducing their energy consumption and costs while increasing their comfort, health and safety. The ESA Program, formerly known statewide as the Low Income Energy Efficiency (LIEE) program and marketed as Energy Partners prior to 2011,<sup>1</sup> utilizes a prescriptive, direct install approach to provide free home weatherization, energy efficient appliances and energy education to income-qualified customers throughout PG&E's service area.

The ESA Program is available to income-qualified PG&E customers living in single family, multifamily, and mobile homes, including homeowners and renters. To qualify for the ESA Program, the total customer household income must be equal to or less than 200 percent of the Federal Poverty Guidelines, with income adjustments for family size. Income guidelines are updated annually by the California Public Utility Commission (CPUC or Commission)'s Energy Division, becoming effective in June each year,

### ESA Program Regulatory Background and 2018 Activity

PG&E filed an ESA Program Application in November 2014 in which it proposed new ESA budgets, targets, strategies, studies and pilots for 2015-2017. Authorization of this application was delayed, and bridge funding extended the ESA and CARE programs in 2015 and 2016 as additional years in the 2012-2014 program cycle.

The 2017-2020 ESA Program was authorized by Commission Decision 16-11-022 (D.16-11-022 or Decision), issued on November 21, 2016. The program cycle was extended from 2017 to December 31, 2020 and included significant program changes. Among its orders, the Decision removed restrictions on re-treating customer homes that had been treated since 2002, while preserving the California Energy Efficiency Strategic Plan mandate that all eligible and willing customers be offered the opportunity to participate in ESA by 2020. The Decision also removed the three measure minimum requirement for participation in ESA and caps on the number of measures offered. The Decision established an ESA common area measure initiative for qualifying deed-restricted multifamily buildings and leveraging and data sharing goals with the California Department of Community Services and Development (CSD)'s low income programs. The Decision established an ESA energy savings target, and set new homes treated targets for the 2017-2020 program cycle. PG&E's homes treated target for 2018 was 94,532 homes.

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<sup>1</sup> D.08-11-031 and D.09-10-012 mandated that PG&E and the other investor-owned utilities develop a new statewide name and brand identity for the LIEE program. The investor-owned utilities (IOU) worked with Energy Division (ED) to develop a new statewide name during 2010, the Energy Savings Assistance Program. This name was implemented in 2011.



On March 24, 2017, the Joint Investor Owned Utilities (IOUs)<sup>2</sup> filed a Joint Petition for Modification (PFM) of D.16- 11-022, in part seeking to clarify orders to:

- Develop mobile versioning to allow CARE and ESA customers to enroll from mobile devices;
- Provide CARE funding for Lifeline Smart Phones;
- Develop and file Marketing and Outreach Plans;
- File water leveraging plans;
- File Programmable Communicating Thermostat (PCT) Pilot plans; and
- Conduct a statewide Request for Proposal (RFP) to procure a remote disaggregation/non-obtrusive load monitoring vendor to generate end-use profiles for CARE and ESA customers.

The Decision directed PG&E to file a Tier 2 “Conforming Advice Letter” to conform final program energy savings goals and budgets to the directives in the Decision, including program costs for approved measures, penetration goals, cost-effectiveness values and any other updated factors. PG&E filed its Conforming Advice Letter in April 2017.<sup>3</sup> New program costs included: new approved measures that were not in PG&E’s application, new penetration goals, and costs for other new directives. PG&E used uncommitted unspent 2009-2016 funds to cover all new ESA activities as directed by the Decision. PG&E filed a supplemental advice letter in June 2017 to address additional items requested by Energy Division.<sup>4</sup>

The ESA budgets proposed in PG&E’s Conforming Advice Letter were approved in Commission Resolution G-3531, issued on December 21, 2017. PG&E’s total authorized ESA budget for 2018 was \$195,648,098, including uncommitted unspent 2009-2016 funds and employee benefit costs approved in PG&E’s General Rate Case (D.17-05-013). Decision 17-12-009 resolving petitions for modification of D.16-11-022 was issued on December 20, 2017. D.17-12-009 Attachment 1 (Modified Decision) modified and revised D.16-11-022.

Several directives in the Decision did not begin until 2018, while the IOUs awaited clarification and resolution of petition for modification issues that came in the Modified Decision at the end of 2017. In addition, other activities—including initiation of multifamily common area initiatives, PCT pilots and remote disaggregation/non-obtrusive load monitoring--were also deferred until resolution and approval of budgets and program plans proposed in its Conforming Advice Letter, which also came at the end of 2017. These deferred ESA activities began in 2018.

In July 2018, as directed by the Modified Decision, PG&E filed a Mid-Cycle Advice Letter, to adjust budgets, energy savings targets, programmatic measures, and other administrative components of the ESA and CARE programs.<sup>5</sup> In September, 2018, PG&E revised its July forecast assumptions, energy savings, and the Gas/Electric split

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<sup>2</sup> The Joint IOUs are: PG&E, Southern California Gas Company, San Diego Gas & Electric Company, and Southern California Edison Company.

<sup>3</sup> PG&E Advice 3830-G/5043-E (April 3, 2017).

<sup>4</sup> PG&E Advice 3830-G-A/5043-E-A (June 20, 2017).

<sup>5</sup> PG&E Advice 3990-G/5329-E (July 16, 2018).

for 2018-2020 in a supplemental Advice Letter.<sup>6</sup> PG&E's Mid-Cycle requests were partially approved by Energy Division on January 4, 2019.<sup>7</sup> This disposition authorized an updated ESA 2017-2020 budget totaling \$761,483,022, including previously uncommitted 2009-2016 unspent funding.

PG&E uses the authorized Mid-Cycle Advice Letter funding in this Annual Report. PG&E did not request additional authorized funding for 2018, however, PG&E did request fund shifting and a new Gas/Electric funding split for 2018.

PG&E worked with Energy Division and the Mid-Cycle Working Group in 2017 and 2018 to update reporting requirements and tables consistent with D.16-11-022 and 17-12-009 requirements. (See Section 1.13.) This 2018 Annual Report uses the new reporting templates approved by Energy Division.

## 1.1. Alignment of ESA Program with Strategic Plan Goals and Strategy

The long-term California Energy Efficiency Strategic Plan (CEESP)<sup>8</sup> vision for the ESA Program is to have 100 percent of all eligible and willing low-income customers receive all cost-effective ESA Program measures by 2020. The CEESP lays out two goals in achieving the ESA Program vision: (1) by 2020, all eligible customers will be given the opportunity to participate in the ESA Program; and (2) the ESA Program will be an energy resource by delivering increasingly cost-effective and longer-term savings.

### 1.1.1. Please identify the IOU strategies employed in meeting Goal 1: Improve Customer Outreach

PG&E provides the following updates to the Implementation Plan and Timeline from the CEESP. The low income strategies for this current period (2016-2020) were established in the CEESP.<sup>9</sup>

Implementation Plan and Timeline		
Strategies	Term 2016-2020	IOU Strategy Employed This Program Year
1: Strengthen ESA Program outreach using segmentation analysis and social marketing tools.	<b>Continue to assess and evaluate customer-behavior and energy savings; improve upon outreach to eligible communities.</b>	In 2018, PG&E continued and optimized multi-touch customer marketing and outreach, which included: direct mail, email, bill inserts, digital (including social media) campaigns, PG&E's digital newsletter and other integrated marketing touchpoints. These are discussed in Section 1.3.

<sup>6</sup> PG&E Advice 3990-G-A/5329-E-A (September 14, 2018). This replaced PG&E Advice 3990-G/5329-E (July 16, 2018) in its entirety.

<sup>7</sup> CPUC Energy Division Non Standard Disposition AL3990-G/5329-E-A, 3990-G/5329-E-B was issued on January 4, 2019.

<sup>8</sup> California Energy Efficiency Strategic Plan. California Public Utilities Commission. July 2008, updated January 2011.

<sup>9</sup> California Energy Efficiency Strategic Plan. California Public Utilities Commission. July 2008, updated January 2011, Section 2,2 pp.25.

Implementation Plan and Timeline		
Strategies	Term 2016-2020	IOU Strategy Employed This Program Year
		The outreach was targeted to CARE-enrolled customers living in ESA-eligible homes with a high propensity for participation based on data modeling.
<b>1.2:</b> Develop a recognizable and trustworthy Brand/Tagline for the ESA Program.	<b>Evaluate progress/refine strategy.</b>	PG&E continued to use the Energy Savings Assistance Program statewide name and brand identity developed in 2010 (see footnote 1). PG&E continued to refine its Marketing strategy to offer excellent customer services throughout 2018. Marketing and outreach strategies are discussed in Section 1.3.
<b>1.3:</b> Improve program delivery	<p><b>Ongoing: Use information from segmentation analysis to achieve efficiencies in program delivery.</b></p> <p><b>Ongoing: Leverage with local, state, and federal agencies as well as other organizations to increase seamless coordination, efficiency and enrollment.</b></p>	The ESA Program outreach team leveraged various community organizations' programs and knowledge of their communities to promote and enroll customers in the ESA Program throughout 2018. Leveraging and integration efforts are described in Sections 1.6 and 1.7.
<b>1.4:</b> Promote the growth of a trained ESA Program workforce.	<p><b>Implement ESA Program workforce education and training.</b></p> <p><b>Coordinate ESA Program workforce and service providers with broader market.</b></p>	PG&E continued to implement education and training for contractors (Energy Specialists, Weatherization Specialists, Duct Test and Seal technicians and NGAT technicians) in the ESA program, and trained over 370 ESA contractor staff in 2018. These efforts are discussed in Section 1.8.

**1.1.2. Please identify the IOU strategies employed in meeting  
Goal 2: ESA Program Is an Energy Resource**

PG&E provides the following updates to the Implementation Plan and Timeline from the CEESP. The low income strategies for this current period (2016-2020) were established in the CEESP.<sup>10</sup>

Implementation Plan and Timeline		
Strategies	Term 2016-2020	IOU Strategy Employed This Program Year
<b>2.1:</b> Increase collaboration and leveraging of other low income programs and services	<b>Continue to expand partnerships with stakeholders and seek new opportunities for data sharing.</b>	<p>As part of Residential Rate Reform education campaign efforts, the ESA and CARE Programs partnered with other community based organizations and other PG&amp;E programs in strategic community events across PG&amp;E's service area.</p> <p>See Sections 1.6 and 1.7 for other examples of ESA leveraging and partnerships.</p>
<b>2.2:</b> Coordinate and communicate between ESA Program, energy efficiency and Demand-Side Management (DSM) programs to achieve service offerings that are seamless for the customer.	<b>Continually reevaluate and update programs to take advantage of new technologies.</b>	<p>ESA continued to collaborate with its EE program and products groups and IOUs to consider new technologies for inclusion in the ESA Program. These products were included in the Mid-Cycle Advice Letter (3990-G-A/5329-E-A) filed in 2018 as authorized in D.16-11-022 and D.17-12-009.</p> <p>Marketing and outreach for the low income programs—including the ESA Program, CARE and other low income programs—continued to be implemented by PG&amp;E's Community Engagement and Solutions Marketing teams in 2018, allowing better integration of messaging and customer education. See Section 1.3.</p>

<sup>10</sup> California Energy Efficiency Strategic Plan. California Public Utilities Commission. July 2008, updated January 2011, Section 2,2 pp.27.

Implementation Plan and Timeline		
Strategies	Term 2016-2020	IOU Strategy Employed This Program Year
<b>2.3:</b> Provide low income customers with measures that result in the most savings in the ESA Program.	<b>Continue to assess and evaluate opportunities to incorporate new energy efficiency measures into the ESA Program, e.g., plug-load reduction, new HVAC technology.</b>	<p>In 2018, PG&amp;E expanded LEDs to include Bulge Reflector (BR) lamps and introduced high efficiency clothes washers, and tub spout diverters.</p> <p>In support of PG&amp;E's Mid-Cycle Advice Letter (3990-G-A/5329-E-A) filed in 2018 as authorized in D.16-11-022 and D.17-12-009, PG&amp;E continued to meet with the other IOU ESA teams and with the Mid-Cycle and Cost Effectiveness Working Groups in 2018. Recommendations from these Working Groups as well as Phase I Impact Evaluation results were used to determine PG&amp;E's measure proposals in its Mid-Cycle Advice Letter. Measure proposals included; new measures, sunset of measures, and refinements to existing measures.</p> <p>See Section 1.13 for details on Working Groups and Section 1.10 for details on Studies (Impact Evaluation).</p>
<b>2.4:</b> Increase delivery of efficiency programs by identifying segmented concentrations of customers.	<b>Continue to evaluate approach to determine whether additional segments are needed.</b>	<p>In 2018, PG&amp;E continued to use its ESA propensity model. This model was optimized in 2016 with a wider array of data variables for both the customer and the home. The model focuses marketing investment among customers with the highest propensity to participate, enhancing media targeting and lowering marketing costs.</p> <p>PG&amp;E launched direct mail campaigns targeting customers in the top decile of the propensity model.</p> <p>PG&amp;E also continued to provide targeted referral lists to ESA subcontractors to help them locate and target high-poverty areas.</p> <p>See Section 1.3.</p>

## 1.2. Energy Savings Assistance Program Overview

### 1.2.1. Provide a summary of the Energy Savings Assistance Program elements as approved in D.12-08-044.

D.16-11-022 as modified by D.17-12-009 authorized ESA budgets and targets for PY2017-2020. These were updated following PG&E's required Conforming Advice Letter filings in 2017 and Mid-Cycle Advice Letter filings in 2018, as described in Section 1.

The PY2018 ESA Program Summary Table below compares PY2018 results to PY2018 budgets and targets authorized in the Modified Decision, including adjustments and previously uncommitted 2009-2016 unspent funding authorized for PG&E's Conforming and Mid-Cycle Advice Letters.

**Table 1.2: 2018 ESA Program Summary**

PY 2018 ESA Program Summary			
	Authorized/ Planning Assumptions	Actual	%
Budget [1]	\$142,898,913	\$122,110,739	85%
Budget from Unspent Funds [2]	\$18,570,833	\$2,477,114	13%
Homes Treated	94,532	85,168	90%
kWh Saved	NA	60,276,089	NA
kW Demand Reduced	NA	82,153	NA
Therms Saved	NA	1,910,796	NA

[1] Authorized budget has been updated with midcycle request as per approval from AL 3990-G/5329-E A/B

[2] Previously uncommitted 2009-2016 Unspent funds authorized in Resolution G-3531 and Non-Standard Disposition AL3990-G-A/5329-E-A, 3990-G-B/5329-E-B (January 4, 2019).

## 1.3. Marketing, Education and Outreach

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

PG&E and the other California IOUs used the joint utility methodology adopted by the CPUC in D.01-03-028 for developing eligibility estimates by geographic area in 2018. This method entails an annual estimation of eligibility for CARE, ESA, and other income-by-household size parameters at the small area (block group, census tract, ZIP+2, etc.) for each IOU territory and for the state as a whole. The joint utility methodology is further described in CARE Section 2.1.2.

Using the 2018 geographic area list of ESA-eligible customers, PG&E broke out ZIP+2 areas eligible for "self-certification" enrollment (by having over 80 percent of households living at or below 200 percent of the Federal Poverty Guideline Level). These ZIP+2 geographic area lists were provided to ESA Program contractors, so they could be specifically targeted for enrollment. Most implementation contractors then scheduled their appointments geographically to minimize costs and typically worked through their assigned areas geographically for the same reason.



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

ESA Program outreach employs multiple strategies to reach income qualified customers with high energy use and energy burden, including integration with CARE high usage communications.

PG&E's ESA Program propensity model considers multiple customer data points, including energy usage, bill amount, payment patterns and CARE data model scores to ensure that PG&E is reaching customers who could most benefit from the ESA Program.

Additionally, PG&E identified CARE-enrolled customers within six priority categories, including:

- New CARE customers
- CARE customers with high energy usage >400% for electric service
- CARE customers with high energy usage >200% for gas service
- CARE customers who recently moved
- CARE customers who have provided income documentation for the program's post-enrollment verification process
- CARE customers on the program 6+ years

PG&E's new ESA database, that was launched in March 2018, was enhanced to capture data on these six priority categories and customers that fell into one or more category were flagged. ESA program sub-contractors were instructed to focus their outreach efforts on the customers within these priority categories. PG&E also prioritized direct marketing outreach to high-propensity customers in these categories.

### **2018 ESA Marketing and Outreach Highlights**

PG&E continued to use various marketing tactics that have accomplished and maintained current high awareness and acquisition levels. Specific elements of messaging and outreach were further refined to speak more specifically to the remaining eligible customers and the nuanced barriers they are experiencing.

Marketing strategy leveraged the power of repetition in the right channels, reaching customers through the channels they prefer and engaging them with relevant messages. PG&E leverages customer insights and a test, learn and optimize approach to continually improve marketing effectiveness.

PG&E focused outreach efforts on CARE-enrolled customers living in homes not yet treated by the ESA Program. The multi-touch, multi-channel approach included direct marketing, digital campaigns, bill inserts, and PG&E-owned assets such as our residential newsletter and website.

In 2018, PG&E marketing generated 86,352 leads for ESA's program implementers to assign to ESA contractors.

#### **Direct outreach**

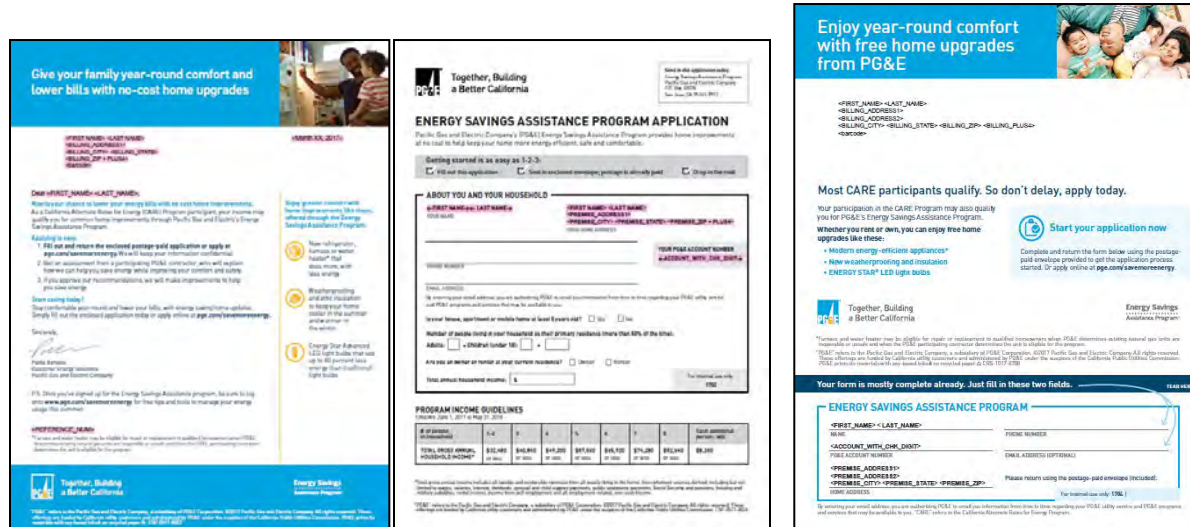
PG&E deployed three direct marketing campaigns to CARE-enrolled, ESA-eligible customers in 2018. Direct campaign response in 2018 continued to trend at a 12-18%



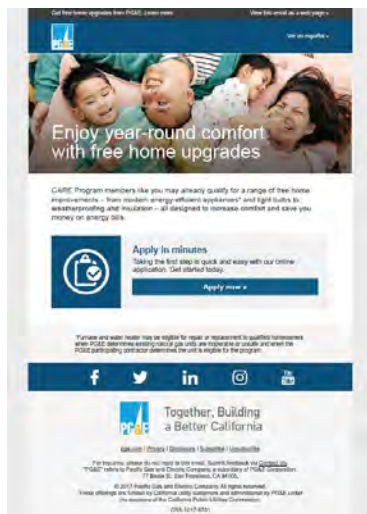
response rate due to a new streamlined version of both the program offer letter and the application response form, executed in Q3 2016.

Program marketing collateral continued to be presented in bi-lingual English/Spanish, with personalized pre-filled response forms. PG&E utilized a new optimized email template to increase click-through and response rates. In Q3 and Q4 of 2018, email click through rate (the percentage of people visiting a web page who access a hypertext link to a particular advertisement) were the highest at 5.08% and 4.06% respectively.

Direct mail sample creative:



Sample email creative:



## Energy Statement Inserts

PG&E deployed energy statement inserts to CARE-enrolled customers twice in 2018 to maintain high awareness of the ESA Program among eligible customers and to generate leads for subcontractor follow-up. The piece is bi-lingual with English on one side and Spanish on the other.





## Community events

PG&E hosted outreach at various community events such as health fairs, community resource fairs, senior resource fairs, county fairs, farmers markets and other events throughout the PG&E territory. ESA contractors joined PG&E at many of these events to promote the ESA program to the low-income customers and offer in-person application assistance. ESA contractors also attended bi-monthly Customer Assistance Days at local PG&E lobbies where they promoted the program to eligible customers who were there to pay their energy bills.

## LifeLine efforts

D.16-11-022, Ordering Paragraph 88 directed PG&E to: 1) distribute CARE and ESA program marketing material to the California LifeLine administrator or providers, stores and kiosks; and 2) assess each California LifeLine service provider's willingness and administrative viability to participate in the CARE Capitation Program, and enroll all willing and qualified vendors, including California LifeLine providers, in the CARE Capitation Program. This directive included Veterans Affairs Supportive Housing (VASH) program partners, IRS Volunteer Income Tax Assistance (VITA) providers and Covered California outreach and enrollment agencies. Enrollments driven through these efforts should be tracked (through unique CARE Program and ESA Program URLs, toll-free numbers, or other methods) and reported in the annual CARE Program and ESA Program reports.

In 2018, PG&E began to conduct outreach to Lifeline providers and other agencies, such as VITA, VASH and Covered CA, to focus on areas of opportunity for the CARE program based on the following:

- Eligible unenrolled rate above 20%
- Eligible unenrolled number of customers above 300 (excluded Berkeley and Davis due to high student populations)

Once agencies were identified in these geographic areas, PG&E reached out to identify whether or not they were interested in partnering with PG&E on this outreach, as well as to determine how they would like to partner (via paper applications or promoting online

applications). At a minimum, depending on the level of engagement, PG&E sent the following outreach materials:

- CARE applications (English/in-language)
- ESA applications (English/in-language)
- Integrated brochures (English/in-language)

PG&E assigned the following codes to track CARE new enrollments and referrals received from the agencies:

- “LIFE” for Lifeline agencies
- “VITA” for Volunteer Income Tax Assistance agencies
- “VASH” for Veterans Affairs Supportive Housing
- “CVCA” for Covered California

Despite PG&E’s strategy and implementation plan for cross-promotional activities, PG&E was not able to recruit any LifeLine providers into joining the CARE Capitation Program. ESA and CARE teams also were not able to establish contacts with other agencies to send them the outreach materials. LifeLine providers continued to attend some of the bi-monthly customer assistance days at the local PG&E lobbies to promote their services.

#### **PG&E media and owned assets**

PG&E continued to deploy the monthly digital newsletter targeting customers with a high propensity for eligibility in CARE and the ESA program with the purpose of building awareness for both programs and providing relevant energy management tips and tools.

Low income customers receiving a Home Energy Report were also provided an offer to participate in the ESA program. ESA was also periodically featured on the pge.com homepage to increase the visibility of the program.

PG&E continued to participate in media interviews throughout the territory to promote the ESA Program with a focus on Spanish and Chinese in-language media including: KTFF, KSFN, KBLM, KMYX, Fil AM Radio, KCSO Telemundo, KMJE FM, KXVS Voice of Stockton Radio, KFTV Univision, and Radio Bilingue.

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

**Program Delivery:** In 2018, to foster a more localized customer acquisition and support strategy, PG&E moved to a regional program model. PG&E’s 70,000 square miles were divided into four regions: Bay Area, Northern, Central Valley and Central Coast. Two program implementers were selected through a competitive RFP process; one implementer for the Bay Area and one implementer overseeing the Northern, Central Valley and Central Coast regions. In addition, the two program implementers took over the responsibility of managing the gas furnace and water heater Repair and Replacement (R&R) and AC Tune-up components of the program previously managed by PG&E. This approach provided the opportunity to consolidate customer visits and increase satisfaction.

**Identification:** In 2018, PG&E prioritized marketing and outreach to CARE-enrolled customers with certain attributes such as being new to the program, a high energy user, or completing the post-enrollment verification process. Customers are highly engaged with



the company during these shifts in status and may be more likely to take advantage of ESA program benefits. In 2018, PG&E continued to optimize this audience by building upon the foundational work completed in 2017 and generated leads with a response rate of 12-18%.

Outreach: PG&E continue to leverage streamlined direct mail and email to clearly articulate the benefits of the program for customers who are short on time and with competing demands for their attention.

PG&E deployed a standalone digital campaign promoting ESA by retargeting customers who interacted with CARE digital campaign. Running for nine weeks, ESA digital campaign generated a 2.6% conversion, which is on par with the performance seen with the CARE always-on digital campaign.

### **Minor Fail Initiative**

The minor fail initiative applies only to the following measures that require relatively little effort to install: cover plates, gaskets, and LED A lamps. The initiative was created with the goal of reducing ESA contractor return visits to a customer's home as a result of one of these measures failing inspection for not being installed. The purpose of the initiative was to determine the success of PG&E's inspection team in correcting these specific minor fails. For PG&E's inspection team to correct minor fails, the inspector must verify there are no other fails present at the customer's home before implementing the minor fail procedure. The initiative was launched in the North Valley region in November 2017; however, with the transition to the new program database in March of 2018, it was put on hold until Q1 2019. An analysis of the data will be done in the latter half of 2019 to determine whether to expand this initiative to other areas.

#### **1.3.4. 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.**

The new Enhanced Energy Education was launched in Q1 of 2018 based on collaboration with other IOUs in 2017. ESA Contractors are now required to assist customers enroll in their PG&E My Account along with energy alerts should the customer opt-in. ESA Contractors also review energy usage, and direct customers were to access rate options, and payment options/assistance. The objective is for the customer to know where and how to locate tools available to assist in understanding and managing their energy bills. In 2018, \$216,882 was spent on these efforts and charged to PG&E's Residential Rate Reform proceeding.

PG&E's Programmable Communicating Thermostat with Time Of Use Pilot (PCT/TOU Pilot) was launched in 2018 in collaboration with SoCalGas and SDG&E. This pilot is discussed in in Section 1.11.

PG&E proposed the introduction of Smart Thermostats in its Mid-Cycle Advice Letter 3990-G-A/5329-E-A filed in 2018.

D.16-11-022 directed the IOUs to conduct a statewide Request for Proposal (RFP) for a load disaggregation vendor to offer end-use and electric usage profiles using Advanced Metering Infrastructure (AMI) data by June 1, 2017. This work was to be co-funded between the IOUs' ESA and CARE Programs. The statewide RFP was not issued in 2017 while the IOUs awaited clarification and resolution of PFM issues (as discussed in Section

1). The Modified Decision that was issued in December 2017 revised the due date to conduct a statewide RFP from June 1, 2017 to March 31, 2018.

The statewide RFP for a vendor to provide load disaggregation services was released in March 2018. The IOUs selected Ecotagious, Inc. to perform all work necessary for the proper implementation of the program, and a contract was signed in November 2018. The project scope is divided into two phases. Phase one will produce end-use load profiles and a segmentation report for a sample of CARE customers in the PG&E, SCE and SDG&E service areas. Phase two will expand the analysis to a wider group of customers and provide delivery of results to customers and ESA contractors. The statewide group meets biweekly. In 2018, three milestones were met; 1) the contract was signed, 2) the project plan for phase one was finalized, and 3) the customer segmentation design was completed. The results for phase one are expected by mid-year 2019.

#### **1.4. ESA Program Customer Enrollment**

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

In D.16-11-022, the Commission removed restrictions against re-treating customers treated after 2002. These “Go-Back” customers had previously been ineligible to participate in the ESA Program because of the prior participation in the program, and became eligible again in 2017. In 2018, PG&E treated 49,888 “Go-Back” customers and 35,280 “First Touch” customers, or customers participating in the program for the first time. These treatments represent treatments 59 percent and 41 percent, respectively, of the total annual homes treated of 85,168.

PG&E remains on target to meet the 2020 Strategic Initiative goal of offering ESA to all willing and eligible customers by 2020.

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

In 2018, PG&E’s ESA Program contractors continued to streamline customer enrollment strategies by incorporating categorical eligibility and self certification into ESA Program processes, as allowed by ESA’s program policy.

PG&E continued to encourage contractors to work in the 80 percent self-certification areas<sup>11</sup> by providing them with breakdowns of estimated eligible customers by ZIP+2 to use in their customer recruitment activities.

CPUC Resolution M-4833 expanded ESA self-certification requirements in counties impacted by the California wildfires. Customers residing in the wildfire impacted counties were allowed to self-certify for ESA if they lost income documents in the fires. In addition, households in which persons displaced by the wildfires reside were also allowed to self-certify for ESA. The Resolution allowed PG&E expanded self-certification requirements for customers impacted by the October 2017 Northern California Wildfires in Butte, Lake, Mendocino, Napa, Nevada, Plumas, Santa Cruz, Solano, Sonoma, and Yuba counties were in place until December 31, 2018.

<sup>11</sup> Customers living in Zip codes having 80% or more households at or below the ESA-qualifying 200% of Federal Poverty Guideline Level are allowed to self-certify their eligibility, per D.08-11-031, OP6.

In compliance with Decision (D.)18-08-004, and to support customers affected by the devastating wildfires, PG&E expanded ESA self-certification requirements to customers in areas where a new state of emergency proclamation has been issued by the Governor of California due to a disaster. Customers residing in the wildfire impacted counties were allowed to self-certify for ESA if they lost income documents in the fires. In addition, households in which persons displaced by the wildfires reside were also allowed to self-certify for ESA. The expanded ESA self-certification requirements will be in place for a period of one year commencing from the date the state of emergency proclamation was issued, or until PG&E service is restored. The impacted counties identified for 2018 were Butte, Lake, Shasta, Mariposa, Mendocino, and Napa.

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

PG&E treated 85,168 customer homes in 2018, reaching 90 percent of the annual goal authorized in D.16-11-022 and updated in D.17-12-009. PG&E's ESA target homes treated for 2018 was 94,532.

PG&E experienced a reduction in the number of homes treated early in 2018 mainly due to transitioning to a new ESA program database, Energy Insight. This new program database replaced the incumbent program database, Energy Partners Online (EPO), that had been used since approximately 2002. Energy Insight was already in use by other PG&E energy efficiency programs thus it was leveraged and customized for the use by the ESA program. Existing processes had to be modified to align with the new system and several challenges were encountered including those related to user set up, data capture and data migration. Furthermore, as expected of any new system implementation, a time investment was required by all users to learn the new system. This learning adjustment coupled with system operational issues created an administrative burden, which led to the slow ramp-up of home treatments in 2018 and inability to meet the 2018 homes treated goal.

To ensure the program is positioned to meet the 2019 homes treated goal and to also address previous years' shortfall, PG&E implemented the following in 2018: 1) key improvements to the program database system that positively influenced production and additional improvements to further simplify and streamline processes were identified and will be launched in 2019; 2) workforce expansion by increasing hiring with existing ESA contractors and planning to onboard new contractors in 2019 while the Energy Training Center (ETC) is offered additional training classes to make sure new hires are trained and able to perform work in the field in a safe and timely manner; and 3) updated analysis tools and reporting to monitor production data more closely on a weekly and monthly basis to track performance progress against forecasts.

PG&E is very close to meeting the Commission's 2020 Strategic Initiative to offer the ESA Program to 100% of eligible and willing low income customers and is still on target to meet this goal. PG&E homes treated goals include a mix of both new customers that count towards the 2020 goal and previously treated customers. PG&E will make up the 3% 2017 and the 10% 2018 homes treated shortfall over the course of two remaining years of this 2017-2020 cycle.



## 1.5. Disability Enrollment Efforts

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

Disabled customers made up 28 percent of the ESA Program enrollees in 2018, exceeding the 15 percent penetration goal.<sup>12</sup> Because ESA contractors may not ask about disabled inhabitants, households with disabled occupants are counted and recorded by ESA contractors based on visual observations, or unsolicited comments by inhabitants. Thus, participation of households with a disabled inhabitant may be higher than recorded.

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

PG&E's ESA program takes the needs of persons with disabilities into account by providing specialty measure enhancements to ESA customers with disabilities. For example, side-by-side and bottom mount refrigerators are available to customers with disabilities. In 2018, ESA installed 545 of these special-order refrigerators.

PG&E produces ESA program materials to help customers with impaired vision. A large-print ESA fact sheet is available on PG&E's website, and printed copies are provided to the ESA contractors. A Braille version of the ESA fact sheet is available to the ESA contractors as well as the community outreach partners to provide to customers.

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

**Table 1.5.3: 2018 Disability Enrollments**

2018 Disability Enrollments			
Source	Total Enrollments	Disability Enrollments	% of Disability Enrollment
Various contractor recruiting and sign-ups			
<b>Total Enrollment Rate</b>	<b>85,168</b>	<b>23,469</b>	<b>28%</b>

PG&E's community and outreach strategy includes collaboration with strategic community partners to provide energy education as well as facilitate enrollment in various PG&E programs. Community Outreach Contractors help drive participation in low income programs. Traditional marketing channels such as print materials as well as one-on-one direct interaction at local community outreach events such as senior resource fairs, health resource fairs and PG&E lobby assistance days are effective at targeting the disabled community.

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

As stated above, PG&E's 2018 ESA Program disabled community participation was 28 percent, 13 percent above the Commission's 15 percent goal.

<sup>12</sup> PG&E does not have disability data to determine the eligible disabled population, and so uses enrollment data as a proxy to calculate a "penetration" rate.

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

D.08-11-031 defined leveraging as “an IOU’s effort to coordinate its ESA Program with programs outside the IOU serving low income customers. These include programs offered by the public, private, non-profit or for-profit, local, state, and federal government sectors that result in energy efficiency measure installations in low income households.” Progress will be measured by tracking the following criteria:

- Dollars saved. Leveraging efforts are measurable and quantifiable in terms of dollars saved by the IOU (Shared/contributed/ donated resources, elimination of redundant processes, shared/contributed marketing materials, discounts or reductions in the cost of installation, replacement and repair of measures, among others are just some examples of cost savings to the IOU).
- Energy savings/benefits. Leveraging efforts are measurable and quantifiable in terms of home energy benefits/savings to the eligible households.
- Enrollment increases. Leveraging efforts are measurable and quantifiable in terms of program enrollment increases and/or customers served.

Results of 2018 leveraging activities are shown in ESA Table 14. ESA Program implementation contractors referred approximately 560 customers to LIHEAP in 2018.<sup>13</sup> In 2018, PG&E continued to leverage resources to support low income customers. In most cases, PG&E was unable to collect and track data to calculate all of these leveraging criteria. PG&E had the most data to report regarding other programs, including LIHEAP, REACH, Modesto Irrigation District (MID), Turlock Irrigation District (TID), Peninsula Minor Home Repair (PMHR), Community Help and Awareness of Natural Gas (CHANGES), and Water Agency programs. PG&E estimated savings from its refrigerator leveraging contracts with LIHEAP providers (see Section 1.6.3) and its water agency initiative (see Section 1.6.4).

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

PG&E continues to proactively seek out and take advantage of leveraging opportunities for ESA with other programs offered in California. Following are PG&E leveraging activities in 2018.

#### **Single-Family Affordable Solar Homes (SASH) Leveraging.** (See Section 1.7.6 and 1.7.7)

**Redding Electric Utility (REU).** In 2018, the PG&E ESA Program continued to coordinate with Redding Electric Utility’s weatherization program for income-qualified customers. The collaborative program offered natural gas and electricity saving measures to customers served by both PG&E and REU. Income-qualified Redding natural gas customers that participate in PG&E’s ESA Program were automatically enrolled in REU’s program and received all feasible electric measures in addition to the gas measures provided by ESA. The joint program leveraged training, processes, and customer touches to minimize program implementer costs and resources, while providing maximum benefit to customers. In 2018, PG&E leveraged 704 REU homes.

<sup>13</sup> Self-reported from implementation contractors

**Tribal.** In 2018, PG&E identified since program inception and through December of 2018 55.3% of the estimated number of ESA-eligible customers living on tribal lands in PG&E's service area had been treated by ESA. This penetration is based on census data provided by Athens Research to update IOU CARE eligibility estimates and does not include the eligible and willing facture.

In July 2018, PG&E submitted Advice Letter 3990-G/5329-E pursuant to Decision (D.) 16-11-022 and (D.) 17-12-009 proposing a prioritization of tribal outreach focusing on the areas identified with the highest poverty (per census data), the lowest penetration rate, and with existing connections to PG&E or one of PG&E's partners. The focus would be on the following 11 tribes in ranked order of the approximate total of 52 tribes with lands held in trust:

1. Yurok Reservation
2. Laytonville Rancheria
3. Sherwood Valley Rancheria
4. Hoopa Valley Reservation
5. Pinoleville Rancheria
6. Round Valley Reservation and Trust
7. Grindstone Rancheria
8. Robinson Rancheria and Trust
9. Hopland Rancheria and Trust
10. Chicken Ranch Rancheria and Trust
11. Upper Lake Rancheria

At end of 2018, PG&E had contacted all 11 tribes, offering to meet and share information about assistance programs during the first quarter of 2019. PG&E also plans to arrange meetings with the remaining 41 federally recognized tribes in 2019 and will meet with non-federally recognized tribal members when there is an appropriate opportunity.

In November of 2018, there was a meeting with the Yurok tribal leadership and a day long visit to view facilities on the reservation. PG&E has been working with the Yurok tribal leadership and administrative staff to develop a customized outreach plan for all low income assistance programs and has proposed conducting complete home assessments to further understand existing conditions of the premises on tribal land.

PG&E also conducted a survey with contractors who have relationships with tribes to increase understanding of tribal issues and considerations around participation in ESA. The results showed the primary issues were: incorrect customer contact information, difficulty with income verification, non-PG&E fuel source, difficulty with property ownership verification and property owner waivers, level of disrepair.

As PG&E begins to understand the level of knowledge, historic engagement and needs of the tribal communities, PG&E will update its approach to serving tribal communities.

**1.6.2. In addition to tracking and reporting whether each leveraging effort meets the above criteria in order to measure the level of success,**

**please describe the Other Benefits resulting from this particular partnership not captured under the 3 criteria described above.**

See ESA Program Table 14 – Leveraging & Integration.

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

PG&E continued to implement its refrigerator leveraging program with LIHEAP providers. Through this leveraging program, LIHEAP agencies in PG&E's service area that are not ESA contractors can receive ESA Program funding to purchase refrigerators for qualified PG&E electric customers, thus freeing up more LIHEAP funding to provide other services to low income households. PG&E counts these refrigerators and their savings but does not count these as ESA "treated" homes. In 2018, only 3 ESA refrigerators (\$2,400 in funding) were funded through LIHEAP leveraging contracts, resulting in savings of 2,280 kWh and 0 kW. This sharp decrease in 2018 activity is due to ESA moving to a new reporting database. LIHEAP agencies were unable to participate in the first half of 2018 due to database ramp up and training requirements. In the second half of 2018, PG&E worked with 3 interested LIHEAP agencies to ensure they are properly trained and have the knowledge needed to continue work for the ESA program, which will allow these LIHEAP agencies to increase the number of installations in 2019.

In 2018, PG&E also collaborated with CSD on PG&E's Consumption-Driven Weatherization pilot, discussed in Section 1.11.

D.16-11-022 directed several leveraging and data sharing activities with CSD, including:

1. Prepare CSD-Low Income Weatherization Program (LIWP) coordinated budget for treating multifamily whole buildings using similar tracking and reporting as directed for Drought funding (page 202).
2. Describe CSD-Weatherization Assistance Program (WAP) coordinated referral process for customers with high energy burden and non-IOU fuels (page 368).
3. Describe CSD access to customer-specific usage data for CSD-treated households (page 369).

In Q4 2016 the IOUs and CSD began working to implement D.16-11-022 leveraging requirements to share IOU data usage information for CSD clients, and to fund ESA measures currently offered by ESA for multifamily customer households participating in CSD's LIWP for multifamily buildings. PG&E, SCE, SDG&E and SoCalGas met with CSD staff throughout 2018 to discuss data sharing, CSD's multifamily property LIWP leveraging, and other opportunities, in compliance with D.16-11-022 directives.

**LIWP Multifamily Whole Building Coordination.** D.16-11-022 required PG&E to fund ESA measures currently offered by ESA for multifamily customer households participating in CSD's Low Income Weatherization Program (LIWP) for multifamily buildings. PG&E worked with CSD to project and calculate a funding level for coordinating with CSD's LIWP multifamily whole building efforts. CSD estimated the number of multifamily buildings to be treated in PG&E's service area, and PG&E determined a budget based on projecting the number of ESA measures anticipated to be installed through this coordinated effort, including costs for both labor and measures. As directed by the Decision, PG&E's LIWP coordination budget will be used to fund only measures currently offered by the ESA Program and approved for multifamily households, thereby preserving the remaining CSD funds for use to install central systems and common area measures not provided by the

ESA Program. PG&E's budget for this effort was included in its Conforming Advice Letter submitted on April 3, 2017,<sup>14</sup> and supplemented on June 20, 2017,<sup>15</sup> and was authorized by Commission Resolution G-3531 issued December 21, 2017. Since working with CSD to develop the \$2.24M budget for LIWP leveraging efforts, PG&E ESA Program Management, Legal, and Sourcing staff actively worked with CSD teams towards completion of contract/agreement terms necessary to begin leveraging funds. In December 2018, a draft of the proposed Installation Standards for ESA/CSD-LIWP leveraging efforts for all IOUs was completed and circulated to CSD and the IOUs for approval. PG&E is on track to implement leveraging with CSD in 2019.

**WAP Referral Process.** PG&E continued collaborating with CSD in 2018 to develop coordination plans between the ESA Program and CSD's WAP to facilitate a referral process for customers identified with high energy burden and non-IOU fuel sources. Processes currently exist to refer customers between CSD and PG&E assistance programs, especially for customers experiencing financial difficulty paying their utility bills and with weatherization needs outside the scope of the ESA Program. PG&E already works with CSD to facilitate customer LIHEAP payment referral processes, and the two agencies have been meeting to identify best practices and opportunities for improvement for several years.

**Customer Usage Data Sharing.** PG&E worked with CSD in 2017-2018 to provide the required data through the most expedient means and entered into a non-disclosure agreement (NDA) for data sharing purposes. PG&E completed CSD's first data share request in early 2017 and continued to support CSD's data share requests throughout 2018. In 2018, PG&E provided customer usage and weatherization data to CSD on customers identified by CSD, following requirements set forth in the PG&E-CSD Non-Disclosure Agreement (NDA), signed in February 2018. Currently, PG&E is working with CSD on possible new data sharing mechanisms, such as using a common, automated shared site. While these improved mechanisms are being negotiated and developed, PG&E will continue to work with CSD on ongoing data share requests.

### Leveraging with Other IOUs

PG&E continued to work with the other IOUs in 2018 to share successful leveraging practices and duplicate leveraging effort successes per D.12-08-044, OP.21. ESA Program Managers held regular conference calls throughout 2018 to discuss program implementation and strategies and exchange best practices and lessons learned. In addition, ESA program staff from the utilities met in person several times to develop ESA multifamily plans, share outreach strategies and lessons learned, and discuss potential collaboration opportunities.

PG&E continues to actively explore new opportunities and coordinate program delivery to promote long-term enduring energy savings and cost efficiency.

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

In 2018, PG&E identified 30 water agencies as the largest water retailers and wholesalers in PG&E's territory. Each water agency was contacted to consider

<sup>14</sup> Other programs include Investor Owned Utility ESA Programs

<sup>14</sup> PG&E Advice 3830-G/5043-E (April 3, 2017).

<sup>15</sup> PG&E Advice 3830-G-A/5043-E-A (June 20, 2017).



participation a customized Water Coordination Program leveraging ESA program services in their individual service areas.

In March 2018, PG&E hosted a water-energy forum to discuss water-energy partnership opportunities and assess interest of water agencies to collaborate with PG&E to enhance their water conservation efforts for low-income customers. During the forum, PG&E described its previous 2016-2017 water leveraging initiative with California American Water and Solano County Water Agency, which provided services (including internal and external water audits and water conservation education); water measures (including toilet retrofits, flappers, and ESA hot water measures when PG&E did not provide the source of energy for water heating); and water conservation resources (including a water conservation tip sheet, hose nozzles, and shower timers). Seventeen different agencies participated in the Water-Energy Forum Webinar and each expressed interest in partnering with PG&E to provide water conservation services to shared low-income customer households. The results of this effort led to the creation of PG&E's Energy-Water Leveraging Program in 2018.

In 2018, a total of three water agencies joined PG&E's Energy-Water Leveraging Program; California American Water, Solano County Water Agency, and Yuba Water Agency. Two additional water agencies accepted our proposals and will join in 2019. Each water agency chose from a standardized menu-of-options to fully customize their program by services, measures, number of homes served, areas of service, and contract length of time. Contracts were negotiated and written for each water agency participating and ESA contractors were brought on board in each water agency service area to offer the Energy-Water Leveraging Program in conjunction with their daily ESA activity. In 2018, 972 homes were served by the Program and were offered evaluation of toilets using toilet dye tabs, replacing eligible toilets, conducting outdoor assessments, meter checks, leak detection, water conservation education, conservation giveaway items such as hose nozzles and shower timers, and literature about additional potential conservation services. These measures will result in an estimated savings of 8.9 million gallons of water and 12,900 kWh per year.

PG&E's Energy-Water Leveraging Program opportunities were popular with water agencies interested to further utilize water rate payer monies to increase water conservation in their service areas. More agencies requested to participate in 2018 than were planned for, prompting PG&E to propose additional budget to expand this program to include up to 12 additional water agency partnerships through 2020 in Supplemental Advice Letter 3990-G-A/5329-E-A submitted September 2018 pursuant to Decision (D.) 16-11-022 and (D.) 17-12-009. This advice letter was approved in January 2019 allowing PG&E to continue to expand this effort through 2020.

### 1.7. Integration Success

*As defined in D.08-11-031, "Integration constitutes an organization's internal efforts among its various departments and programs to identify, develop, and enact cooperative relationships that increase the effectiveness of customer demand side management programs and resources. Integration should result in more economic efficiency and energy savings than would have occurred in the absence of integration efforts."*

PG&E continued distribution of the redesigned customer-assistance-focused "Integrated Services Brochure" in multiple languages in 2018. This brochure offers enrollment information for the following programs, in addition to ESA:

- California Alternate Rates for Energy (CARE)

- Family Electric Rate Assistance (FERA)
- Relief for Energy Assistance through Community Help (REACH)
- Balanced Payment Program
- Payment Arrangements
- Bill Guaranty
- Third Party Notification (past due reminders)
- Pge.com/myaccount
- Cooling Centers
- Medical Baseline
- Rate Choices

In 2018, PG&E developed an additional customer brochure to help customers save money and better manage their energy bills. It includes information on tiered rate plans, Time-Of-Use (TOU) rate plans, and the Electric Rate Plan Comparison tool to help customers get a personalized rate plan recommendation. Customers are also introduced to the Bill Forecast Alert as well as to the Home Energy Checkup tool that helps customers understand where they can find the biggest savings in their home. This brochure is shared with ESA customers.

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

In 2018, PG&E continued efforts to integrate ESA messaging into CARE outreach and offer ESA services to high-energy users on CARE. PG&E launched an updated version of the CARE Welcome Kit that is sent as bilingual English/Spanish direct mail or email to newly enrolled CARE customers. The revised direct mail version of the Welcome Kit includes an ESA paper form pre-filled with customer account number and address, along with a reply envelope. The kit generated over 10,000 ESA applications.

As discussed in Section 1.3.2, CARE-enrolled customers within six identified priority categories received PG&E direct marketing outreach and were targeted by the contractors in their outreach efforts. ESA contractors and CARE Community Outreach Contractors continued to cross-promote ESA and CARE programs at outreach events.

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

PG&E's ESA program collaborated with the Energy Efficiency Residential Programs extensively throughout 2018. Some successful examples include:

**Multifamily Single Point of Contact (SPOC).** PG&E's Multifamily Single Point of Contact (SPOC), launched in 2017, continued in 2018 to provide multifamily property owners, managers, and other industry professionals with a centralized resource for energy-related funding opportunities through analytics driven guidance by phone, online, and email. Stakeholders can access program resources by visiting [www.pgemultifamily.com](http://www.pgemultifamily.com). The initiative is designed to:

- Guide customers to leverage multiple programs and drive deeper scopes of work,
- Increase market awareness about programs in PG&E's service territory (including programs funded and administered by other entities such as Community Choice Aggregators, Regional Energy Networks and Air Quality Management Districts),
- Boost customer engagement across PG&E's program portfolio,
- Provide recommendations for PG&E program managers to revise program offerings and processes, and to reduce market gaps.



The SPOC facilitates the multifamily property owners' participation in other qualifying program resources and funding opportunities as applicable, including: PG&E energy efficiency programs such as Multifamily Upgrade Program (MUP), On-Bill Financing (OBF), On Bill Repayment (OBR), Electric Vehicles, ESA, and Moderate Income Direct Install (MIDI). SPOC also provides resources on other non-utility financing programs such as the Fannie Mae Green Rewards that can support customer investments (<https://www.fanniemae.com/multifamily/green-initiative-financing>).

Table 1.7.2 summarizes SPOC referrals per multifamily offering in 2018.

**Table 1.7.2: 2018 SPOC Referrals**

Program	Customers	Buildings	Dwelling Units
<b>Energy Savings Assistance: In Unit (ESA In Unit)/Moderate Income Direct Install (MIDI)</b>	19	25	591
<b>Energy Savings Assistance: Common Area Measures (ESA CAM)</b>	7	8	157
<b>On Bill Financing (OBF)</b>	5	16	274
<b>CSI Thermal</b>	2	n/a	n/a
<b>Cooling Optimizer</b>	2	n/a	n/a
<b>EV Charge Network</b>	10	12	853
<b>Self-Generation Incentive Program (SGIP)</b>	2	n/a	n/a
<b>Multifamily Upgrade Program</b>	56	153	3,612
<b>Low Income Weatherization Program (LIWP)</b>	3	13	164
<b>Bay Area Multifamily Building Enhancements (BAMBE)</b>	29	50	1,426
<b>California Multifamily New Construction</b>	3	n/a	301

**Multifamily Common Area Measure (CAM) Initiative.** PG&E participated in quarterly Multifamily Working Group meetings as well as additional ad-hoc sessions to understand various multifamily stakeholder perspectives and share PG&E design plans for the directed CAM Initiative. During 2017, PG&E developed its CAM initiative design, which was filed

and approved in March 2018.<sup>16</sup> PG&E began CAM implementation in December 2018, and enrolled and audited 43 buildings in 2018. For 2018 Multifamily Working Group activities, see section 1.13.

**Residential Newsletter.** As part of the Residential Integrated Campaign, the Residential Newsletter is sent out monthly to over 2.6 million residential customers, with approximately 1.24 million receiving a version tailored to low income customers. The goal of this effort is to go beyond a transactional one-time interaction with our customers in exchange for a continued dialogue about energy efficiency and management. Emails were sent out monthly to general population and low-income customers.

**Your Account (previously My Account).** ESA coordinated with PG&E's Rate team to include Your Account in ESA's Enhanced Energy Education. In 2018, Your Account provided more comprehensive self-service tools to all PG&E customers including ESA customers who are enrolled in Your Account. Some key enhancements include bill journeys providing energy usage details and comparisons, Home Energy Check-ups including bill disaggregation, and personalized tips to help customers reduce their energy usage. Your Account continued to offer rate comparisons and a Bill Forecast Alert in 2018. In 2018, 4,818 ESA customers enrolled in Your Account and 4,892 enrolled for My Alerts. (Note: PG&E renamed My Account to Your Account; My Account and Your Account is used interchangeably in other sections of this report.)

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

PG&E's Moderate Income Direct Installation (MIDI) program, previously an Energy Efficiency Government Partnership Program, is now managed by PG&E's Energy Efficiency Residential Team. See Section 1.7.4.

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

ESA staff continues to leverage EE strategies and approaches into the ESA program as appropriate.

The ESA Program continued to coordinate with the Moderate Income Direct Installation (MIDI) program throughout the year in 2018. This program was previously a Government Partnership Program, and is now managed by PG&E's EE Residential Services Team. The MIDI program treated 2,575 households in 2018 using contractors who also provided ESA services.

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

ESA continued its integration efforts with the SmartAC Program in 2018. The SmartAC Program sought to increase customer participation by integrating ESA as a marketing and outreach channel.

<sup>16</sup> PG&E Advice 3943-G/5241-E (March 1, 2018). Approved by Energy Division Disposition Letter (March 28, 2018, effective March 31, 2018).

In 2018, PG&E installed 1026 SmartAC devices as part as the leveraging effort between the ESA Program and the DR team. See ESA Table 14 for a description of these integration efforts.

**1.7.6. Describe the new efforts in program year to integrate and coordinate the ESA Program with the CSI Programs.**

**Single-Family Affordable Solar Housing (SASH) Program**

PG&E's ESA Program works with Grid Alternatives to deliver ESA services to customers that have been approved to participate in the Single Family Affordable Solar Homes (SASH) Program. On a regular basis, Grid Alternatives provides PG&E's ESA program with a list of SASH-eligible homes, prior to installing solar units. PG&E checks to see if any of these customers have participated in the ESA Program, and then notifies Grid Alternatives of the measures that were installed in the home. Grid Alternatives uses this data in their calculations to accurately size the SASH solar unit to be installed. In 2018, the ESA Program had treated 911 homes that were selected for SASH Program participation. PG&E also supplied ESA measure installation data for SASH-selected homes that were treated through the ESA Program in prior years.

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

Starting January 1, 2017, the electric IOUs were directed to provide to the Single-family Affordable Solar Homes (SASH) Program Administrator, currently GRID Alternatives, with a monthly list of owner-occupied single-family households that have completed the ESA Program requirements of the CARE Program high usage process. The referral list contains, at a minimum, the ESA Program workflow outputs with the customer of record's name, address, phone number, preferred language, household income and size. This effort continued into 2018.

PG&E provided 1,611 referrals to GRID Alternatives in 2018.

**1.8. Workforce Education and Training**

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

In 2018, PG&E had over 30 unique ESA contractors, with approximately 750 staff implementing the program in the field. PG&E's ESA Program implementation subcontractors hire most in home workers from the communities in which they will be working. These ESA Program field personnel bring their local, in language knowledge to help recruit participants from the communities in which they live and work. PG&E's training in safety, ESA home assessment, energy education, customer service, weatherization services and measure installation, provides workers with skills and work experience that are transferable to other green jobs.

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

PG&E's Energy Training Center (ETC) has supported training for the ESA Program continuously for over 35 years. The ETC provides training to ESA contractor, including; Weatherization Specialists (installation crews) and Energy Specialists (assessors/educators) who implement PG&E's ESA Program. The ETC trained over 370 contractor staff in 2018 to work as Energy Specialists, Weatherization Specialists, Duct Test and Seal technicians, and NGAT technicians<sup>17</sup> for the ESA Program. In 2018, the ETC provided over 1,500 classroom days of training. Each of the students attending sessions at the ETC were hired by a participating contractor prior to attending.

ESA contractor training conducted at the ETC in 2018 is shown in the following table:

**Table 1.8.2: 2018 ESA Program Training**

Type of ESA Training Conducted	Length of Training	2018 Employees trained	Student Days
Energy Specialist (ES) Certification Training	6 day	109	654
Weatherization Specialist (WS) Training	3 day	126	378
NGAT Training <sup>18</sup>	6 day	108	648
Duct Testing & Sealing	1 day	30	30

ESA contractors were responsible for recruiting employees to implement the ESA Program. ESA contractors typically recruited and hired within their respective local communities, helping provide greater program awareness and acceptance within the communities served by the ESA contractor. These ESA Program field personnel bring their local, in-language knowledge and community ties to help locate and enroll ESA Program participants from the communities in which they live and work.

Some of the techniques used by ESA Program contractors to recruit potential employees include the following:

- Posting on CalJOBS website, veterans and workforce development boards locally for a minimum of two weeks prior to general public posting.
- Advertising listings in local newspapers and technical colleges.
- Placing ads on Craig's List, Indeed job board and other similar on-line sites.
- Distribute through a network of community based organizations and entities serving low-income communities regionally.
- Post on company social media outlets to include: company website, LinkedIn, Facebook.
- Recruiting ESA program participants who express an interest in being an Energy or Weatherization Specialist.
- Word of mouth within their respective communities.

In addition to the ESA contractor training conducted above, PG&E's ETC and ESA Program worked together throughout 2018 to revise existing curriculum. Content, activities and hand's-on experience was revised to ensure effective and efficient training in safety, program and customer impact. To meet student demand and increase employee training efficiency the ETC and ESA Program added on-demand training for Energy Specialists and revised all courses, thus reducing classroom days by 28% while still training 73% more employees than in 2017.

<sup>17</sup> NGAT training costs are recorded to PG&E's General Rate Case.

<sup>18</sup> Ibid.

Enhanced Energy Education was launched in Q1 of 2018 in collaboration with the statewide IOUs to implement D.16-11-022 Residential Rate Reform requirements. As part of customer energy education, ESA Contractors assist customers to sign up for a PG&E My Account along with energy alerts should the customer opt-in. ESA Contractors also review energy usage, and direct customers where to access rate options, and payment options/assistance. The objective is for the customer to know where and how locate tools available to assist in understanding and managing their energy bills.

## **1.9. Legislative Lighting Requirements Status**

### **1.9.1. Provide a summary on current and future compact fluorescent lamp (CFL) supply issues, as experienced by the IOU. Any current/future problems as well as potential solutions should be discussed in this paragraph.**

PG&E did not install CFLs in 2018. CFLs were phased out in 2017 as ESA transitioned to LEDs per D.16-11-022.

### **1.9.2. Provide a summary explaining how IOU promotes the recycling/collection rules for CFLs.**

CFLs are no longer being installed under PG&E's ESA program. However, PG&E provides CFL handling and recycling information to ESA Program participants in the Statewide Energy Education Booklet handed to the customers at the time of home assessment and energy education.

### **1.9.3. Complete Table 15 (in Appendix). In addition, please briefly summarize the CFL procurement process for the IOU, including manufacturers, distributors, warehousing, and contractor delivery.**

PG&E did not install CFLs in 2018 as they were phased out in 2017 in transitioning to LEDs per D.16-11-022.

## **1.10. Studies**

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

Four statewide studies were proposed by the IOUs for the 2015-2017 ESA Program cycle following the procedures in the Guidance Document issued in D.14-08-030. These statewide, joint IOU studies were: (1) a low income needs assessment (LINA) study; (2) an impact evaluation of the 2015 ESA Program (Impact Evaluation); (3) a non-energy benefits (NEB) and equity criteria evaluation; and (4) a Phase II ESA energy education study. D.16-11-022 authorized three of the proposed studies: the LINA study, the Impact Evaluation, and the NEB study. The Phase II ESA energy education study was not authorized. The three authorized studies are discussed below.

Table 1.10.1 provides an overview of the Statewide ESA Studies.

**Table 1.10.1: D.16-11-022 and D.17-12-009 Approved ESA Studies**

Study	Lead Consultant	Contracting IOU	Project Initiation	Project Completion	Statewide Budget	PG&E Budget <sup>1</sup>
<b>2019 Statewide LINA</b>	Research Into Action	SCE	2/14/2018	12/2019	\$500,000	\$150,000
<b>PY2015 Statewide ESA Impact Evaluation</b>	DNV GL	SoCalGas	1/26/2017	2019	\$550,000	\$165,000
<b>Statewide NEBs Study</b>	SERA	SDG&E	8/24/2018	2019	\$150,000	\$45,000
<b>ESA Portion of the Statewide Energy Efficiency Potential Study</b>	Navigant	N/A	TBD	TBD	\$300,000	\$90,000
<b>Rapid Feedback Research &amp; Analysis <sup>2</sup></b>	TBD	N/A	TBD	TBD	N/A	\$200,000
<b>Total</b>					<b>\$1,500,000</b>	<b>\$650,000</b>

<sup>1</sup> This amount represents the total Joint Utility study budget, authorized in D.16-11-022. The authorized Joint Utility budget split for all studies is: PG&E--30%, SCE--30%, SCG--25%, and SDG&E--15%

<sup>2</sup> Rapid Feedback Research & Analysis is not a statewide study. Each IOU has its own budget with which to propose research. During 2018, no rapid feedback studies or analyses were initiated by PG&E

### Statewide Low Income Needs Assessment (LINA) Study

The LINA Study is mandated to be completed every three years per AB 327 and PUC Sec. 382(d). During 2018 the following activities have taken place:

- Research Into Action was selected to conduct the study in January 2018.
- SCE formalized the contract in January 2018.
- A project initiation meeting was held in February 2018.
- The final research plan was developed during Q1 of 2018.
- Public workshop on the draft research plan was held on May 3, 2018.
- Data collection plans and instruments were developed over the course of Q2-Q4 2018.
- Research into Action began collecting data in December 2018.

2019 activities are expected to include additional data collection and preliminary analyses. The draft report is expected to be completed in August 2019 followed by a public workshop to review the results with the public and solicit stakeholder input. The current Needs Assessment study is on track to be completed by December 2019.

### Statewide ESA Energy Savings Impact Evaluation

Current ESA Program impacts are necessary for planning the next program cycle, and following the direction of Energy Division, the IOUs issued an RFP to conduct the time-sensitive ESA Program impact evaluation in November 2015. The bid was awarded in



February 2016, pending authorization of the study by the Commission. The contract for this work is held by Southern California Gas Company and was finalized after D.16-11-022 authorized the study. DNV-GL is conducting the statewide ESA Program impact evaluation. Work began in 2017 and a study initiation meeting was held in February 2017. A public workshop on the research plan was held in September 2017. This study is taking a billing analysis approach to assess ESA program impacts for 2015 to 2017 program years. The results of this multi-year analysis will then be disaggregated into specific program measures. Phase 1 results were completed in June of 2018 and adopted into PG&E's ESA Mid-Cycle update AL. Phase 2 results and the final report are due in 2019 and will be used for our post-2020 Application filing.

### **Statewide ESA Non-Energy Benefits (NEB) and Equity Criteria Study**

The scope of work for the ESA NEB Study was developed in consultation with the ESA Cost Effectiveness Working Group in 2017 as directed in D.16-11-022. An RFP for the study was issued by San Diego Gas and Electric Company in March 2018 and Skumatz Economic Research Associates was chosen as the study contractor. A project initiation meeting was held on August 24, 2018 and a Draft Research Plan was presented during a public webinar on October 12, 2018. Results are expected in early 2019 and will be presented in a public webinar in Q2 2019.

### **D.16-11-022 and D.17-12-009 Evaluation Requirements**

D.16-11-022 and D.17-12-009 identify the benefit of following guidelines established in the mainstream Energy Efficiency proceeding. Studies are required to solicit public input on research and deliverables via workshops or webinars and the CPUC's public documents area at [energydataweb.org](http://energydataweb.org). Parties are encouraged to submit written comments on the work before and/or after the public meetings; these comments will be posted on the public document website. Notice of the public meetings will be sent to subscribers on the public document website and to the applicable service. Beyond the authorized studies, any additional studies or analyses commenced via the ESA Program Rapid Feedback and Analysis funding adhere to on the project initiation and execution requirements outlined in Section 5 of *Energy Division & Program Administrator Energy Efficiency Evaluation, Measurement and Verification Plan Version 5270*.

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

No studies were completed in 2018.

### **1.11. Pilots**

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

### **Consumption Driven Weatherization (CDWx) Pilot**

PG&E proposed a CDWx Pilot in its 2015-2017 ESA Program Application to selectively offer additional weatherization measures that fall outside current ESA Program guidelines for high usage, high potential customers identified via AMI analysis. D.16-11-022 Ordering



Paragraph 144 directed a 12 month pilot implementation period to fully integrate AMI into the ESA Program as rate reform adjustments are underway. This pilot is anticipated to yield information that will help overall AMI integration and to identify steps to help reduce high energy use among CARE customers that leads to higher bills.

During 2017, PG&E discussed with the California State Department of Community Services and Development (CSD) opportunities to work together on this pilot. In December 2017, PG&E requested and was granted an extension to implement this pilot in 2018 so that CSD could be included in it. Following the expressed interest of CSD regarding ways to increase leveraging opportunities, CSD joined PG&E in this CDWx pilot offering. The pilot incorporated measures from CSD's Low-Income Home Energy Assistance Program (LIHEAP) program. Collaborating with CSD provided increased opportunities to leverage both funding and data analysis, to result in more cost effective targeting as well as increased benefits to high-energy use low income customers.

The CDWx pilot commenced in February 2018 using data-driven analysis to target high usage customers to receive additional weatherization measures that fell outside current ESA Program guidelines, with the added benefit of including CSD's offerings and applying lessons learned from the previous PG&E-CSD Leveraging Pilot. A total of 50 homes were weatherized with both ESA and CSD measures in 2018. The pilot findings report will be available in 2019.

### **Programmable Controllable Thermostat with Time-Of-Use (PCT/TOU) Pilot**

D.17-12-009, Ordering Paragraph 147 directed the electric IOUs to implement a pilot to examine the demand and energy savings of a "package" consisting of programmable communicating thermostats (PCTs), Time-of-Use Critical Peak Pricing rates, and a mobile phone application. In compliance with this directive, PG&E's Smart Thermostat Time-of - Use Pilot proposal was filed by Tier 2 Advice Letter on March 1, 2018. This was suspended on March 26, 2018.

The electric IOUs received a Disposition from Energy Division on April 27, 2018 approving the pilot implementation plan with a modified budget of \$290,000. PG&E filed an extension letter on behalf of all electric IOUs on May 15, 2018 which was approved on May 30, 2018. PG&E released an RFP for the statewide evaluation on behalf of all electric IOUs in July 2018 and retained a statewide evaluator on October 2, 2018.

In October, the electric IOUs filed a request to extend the start of the Pilot from October 31, 2018 to January 1, 2019. Completing the procedural requirements associated with conducting a statewide evaluation as well as challenges recruiting customers required additional IOU coordination and time. Energy Division approved the request for extension on November 1, 2019.

PG&E recruited over 200 customers in 2018 to participate in the pilot and initiated pilot activities. Installation of the thermostats are scheduled to be completed by the end of January 2019 and the pilot will continue throughout 2019.

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

No ESA Program pilots were completed in 2018.

### 1.12. “Add Back” Measures

The Commission required additional reporting to show the cost, energy savings impacts, and related metrics for measures that were below the measure cost effectiveness threshold under D.12-08-044, but were added back into the 2012-2014 ESA Program, per D.12-08-044, OP 38b.

The previous ESA cost effectiveness framework in effect for 2012-2014 focused on measures that met a minimum 0.25 cost effectiveness threshold, in compliance with D.12-08-044, OP 36 directives that the IOUs shall ensure installation of those measures. D.12-08-044 also “added-back” into PG&E’s ESA Program some measures with cost effectiveness scores below the adopted threshold, based on perceptions that these add-back measures provided comfort, health, or safety non-energy benefits that may not have been adequately quantified in the ESA Program’s cost effectiveness tests.

There are no “add-back” measures in D.16-11-022. Cost effectiveness for the 2017-2020 ESA program was based on a portfolio approach rather than on the cost effectiveness of individual measures, thus D.16-11-022 did not “add back” specific measures based on their cost effectiveness. The 2012 add-back measures were measures having cost effectiveness scores below 0.25 in the Utility Cost Test and/or the Modified Participant Cost Test.<sup>19</sup> Add-back measures included both measures that had been requested by PG&E and included in its 2012-2014 ESA budget application, as well as measures ordered through D.12-08-044 that were not included in PG&E’s budget application. The add-back measures included in Table 16 are those 2012 measures that had a low cost effectiveness threshold in Appendix H.1 and Appendix H.2 in D.12-08-044 that are still in PG&E’s 2018 ESA Program.

The add-back measure expenditures (\$11,370,020) comprised 12 percent of PG&E’s total \$98,832,784 ESA measure expenditure in 2018 and are well within the program’s approved budget. See Table 16 – Add Back Measures for the cost, energy savings impacts, and related metrics.

#### 1.12.1. If the “add-backs” compromise the IOUs’ ability to meet the 2020 Plan goal that 100 percent of eligible and willing customers will have received all cost effective ESA Program measures, how does the IOU propose to address the shortfall in other parts of the ESA Program?

“Add-back” measures are not relevant to the 2017-2020 ESA Program, as described in Section 1.12 above. PG&E’s 2018 ESA Program installed ESA authorized measures based on the cost effectiveness framework and impacts authorized for the 2017-2020 cycle. New cost effectiveness tests authorized for ESA in D.14-08-030, D.16-11-022, and D.17-12-009 were based on recommendations of the Cost Effectiveness Working Group formed pursuant to D.12-08-044.<sup>20</sup>

<sup>19</sup> Previously included ESA measures only had to pass the cost effectiveness threshold of 0.25 for one test; new measures proposed to be added into the 2012-2014 ESA Program were required to pass the cost effectiveness threshold for *both* of these two cost effectiveness tests authorized for the 2012-2014 ESA Program. The Utility Cost Test and the Modified Participant Cost Test are no longer performed for the ESA Program.

<sup>20</sup> Cost Effectiveness Working Group, Energy Savings Assistance Program Cost Effectiveness White Paper (February 14, 2013) and Addendum to the Energy Savings Assistance Program Cost Effectiveness Working Group White Paper: Working Group Final Recommendations (July 15, 2013).

PG&E used the ESA Cost Effectiveness Test (ESACET) and Resource Test to assess cost effectiveness of the ESA Program in this Annual Report. A significant difference from previous ESA program authorization was that ESA program approval in D.16-11-022 was based on the cost-effectiveness results of the entire program portfolio, rather than at the measure level. Thus, although measure level data and cost effectiveness thresholds were provided in PG&E's 2015-2017 Application (and are used by PG&E and the other IOUs to help them balance their ESA portfolios to increase overall program savings), individual measures were not "added back" into the program based on measure thresholds, as was previously the case for the 2012-2014 program cycle.

In July 2018, PG&E filed a Mid-Cycle Update Advice Letter, in compliance with D.17-12-009.<sup>21</sup> In it, PG&E reviewed and reevaluated measures in its ESA portfolio to determine the best measures to add or retire to help meet the 2020 Plan goal that 100 percent of eligible and willing customers will have received all cost effective ESA Program measures.

### 1.13. Low Income Working Groups

D.16-11-022 re-convened the Cost Effectiveness and Mid-Cycle Working Groups<sup>22</sup> and convened a new Multifamily Working Group. 2018 Working Group activity is summarized below.

#### ESA Cost Effectiveness Working Group

D.16-11-022 instructed the Cost Effectiveness Working Group (CEWG) to reconvene and address the tasks outlined below. The members participating in the Working Group include representatives from the following organizations: CPUC Energy Division, CPUC Office of Ratepayer Advocates, National Resources Defense Council, The Utility Reform Network, TELACU/ACCES/Maravilla, Synergy Companies, Southern California Edison, Pacific Gas and Electric Company, Southern California Gas Company, and San Diego Gas & Electric Company.

#### CEWG Tasks:

- a. Submit a proposed schedule and work plan to the low income proceeding service list no later than 60 days after the date of Decision approval.
- b. Provide recommendations on the following issues to be used to inform the next program cycle; these recommendations or a progress report are to be distributed to the service list no later than the second quarter of 2018.
  - i. Identify measures to include/exclude in the adjusted ESACET;
  - ii. Determine how to exclude administrative costs and NEBs associated with excluded measures from the adjusted ESACET including program costs not tied to a specific measure;
  - iii. Determine how to allocate administrative costs and NEBs across program measures;
  - iv. Determine how to incorporate revised NEB values into the adjusted ESACET;
  - v. Determine if and how to incorporate into the ESACET benefits and costs for ESA investment in other programs such as demand response; and

<sup>21</sup> PG&E Advice 3990-G/5329-E (July 16, 2018) (September 14, 2018). This was replaced by PG&E Advice 3990-G-A/5329-E-A. CPUC Energy Division Non Standard Disposition AL3990-G/5329-E-A, 3990-G/5329-E-B partially authorizing PG&E's AL was issued on January 4, 2019.

<sup>22</sup> The Cost Effectiveness and Mid-Cycle Working Groups were originally authorized by D.12-08-044 to make recommendations for refinements to improve, wherever possible, the design, administration, delivery and ultimate success of the ESA and CARE Programs.

## vi. Work with the IOUs to who will be conducting a NEB study.

Item A was submitted to the service list on January 11, 2017. The CEWG met regularly through June 2018 both by teleconference and in person to discuss the topics in Item B. Final recommendations were submitted by email to all parties on the A.14-11-007 et al. service list on June 13, 2018. The CEWG's recommendations are summarized below:

- Not to adopt the Adjusted ESACET, as it has minimal value beyond the already adopted ESACET.
- Change the name of the Resource TRC test to the Resource Test and excluding from it non-resource measures which include those having less than 1 kWh or 1 therm of annual energy savings.
- Provide the results of the allocation exercise for NEBs and administrative costs to the 2018 NEB study and that the study is tasked with recommending an allocation method and the results of this exercise will inform that effort.
- Not to include any potential net benefit for providing enrollment leads to other programs in the cost effectiveness calculations at this time.
- Continue the Health Comfort Safety (HCS) Evaluation periodically as needed to inform program planning and NEB updates.
- The 2018 NEB study include the following objectives:
  - Review and update the current set of NEBs.
  - Evaluate which NEBs can be estimated directly and which can be a function of energy savings or an alternate adder.
  - Review and assess the results of the HCS Evaluation.
  - Recommend any missing NEBs or negative non-energy impacts.
  - Provide a set of calculations in a workbook that can replace the current workbook used to calculate NEBs and be easily updated in future program cycles.
  - Include sensitivity analysis around the calculations.
  - Recommend an allocation method for NEBs and administrative costs to the measure level.
  - Recommend an approach for updating NEBs in the future.

In addition to these, the CEWG recommended that membership and participation protocols for the CEWG be reviewed and refined in the event that future work is assigned to this Group.

### Mid-Cycle Working Group

D.16-11-022 tasked the Mid-Cycle Working Group (MCWG) with four deliverables:

- a. Making recommendations for updates to the Energy Savings Assistance (ESA) Statewide Policy and Procedure Manual, California Installation Standards Manual, and monthly and annual reporting criteria to align it with Decision D.16-11-022.
- b. Provide recommendations on the adoption of on line data reporting systems (ODRS) for the ESA Program to help the investor-owned utilities (IOUs) and Commission better understand how these systems collect and report workforce data. This assessment should help determine the value of adopting ODRS for the ESA Program into IOU operations, its cost benefits, and identify any administrative burdens to implement by either contractor or utility.

- c. Making recommendations for the household retreatment prioritization models, implementation and outreach strategies, and other aspects of the ESA Program.
- d. Investigate and make recommendations on how the ESA Program may be used to deploy tools to enable greater Energy Efficiency and Demand Response participation by California Alternate Rates for Energy (CARE) and ESA participants in recognition of the increased State goals detailed in SB 350.

MCWG member organizations are: CPUC Energy Division, CPUC ORA, California Housing Partnership Corporation, Southern California Edison Company, Pacific Gas and Electric Company, Southern California Gas Company, San Diego Gas & Electric Company, Energy Efficiency Council, TELACU, and Proteus.

The Working Group submitted initial recommendations on April 3, 2017. A public webinar on updating the ESA manuals and reporting criteria was held on January 31, 2018. The Mid-Cycle Working Group Interim Report was submitted on March 19, 2018, providing the MCWG's recommendations for updates to the Energy Savings Assistance (ESA) Statewide Policy and Procedure Manual, California Installation Standards Manual, and monthly and annual reporting criteria to align it with Modified Decision (Task A). These changes were adopted in Administrative Law Judge Colbert's Ruling on May 8, 2018.

The MCWG filed its final recommendations on the remaining deliverables (Tasks B-D) on June 29, 2018. These recommendations are summarized below:

- Task B: Based on the research conducted and MCWG participant discussions, the MCWG does not recommend the implementation of ODRS for the ESA Program for the reasons identified above.
- Task C: MCWG participants updated their ESA household retreatment prioritization models presented to the MCWG in April 2017. Following presentation and review of these initial proposals, the MCWG found that significant variations in retreatment prioritization models relate to best practices within each service territory, and the specific measures offered by each utility. Rather than developing a new retreatment prioritization model, there was consensus within the MCWG for the utilities to continue to prioritize ESA retreatments following their current models, document best practices and challenges, and update their retreatment prioritization proposals as needed in their Mid-Cycle Update Advice Letters, due in July 2018.
- Task D: MCWG participants reviewed current utility Demand Response offerings, and discussed how to integrate these offerings into the ESA Program. Parties were encouraged to provide additional recommendations for best practices to enable greater Energy Efficiency and Demand Response participation in response to the IOU's July 2018 Mid Cycle Update Advice Letters.

## **Multifamily Working Group**

The Multifamily Working Group (MFWG) was established to support the integration of common area measures for deed restricted multifamily (MF) properties into the Energy Savings Assistance (ESA) program and other MF directives as specified in Decision 16-11-022. PG&E participated in the MFWG throughout 2018.

MFWG member organizations include: CPUC Energy Division, CPUC ORA, Southern California Edison Company, Pacific Gas and Electric Company, Southern California Gas Company, San Diego Gas & Electric Company, California Housing Partnership



Corporation, Natural Resources Defense Council, National Consumer Law Center, Community Housing Opportunities Corporation, TELACU, and Proteus.

The MFWG detailed its 2018 activities in the MFWG 2018 Annual Report.

<https://pda.energydataweb.com/#!/documents/2120/view>

## **Demand Analysis Working Group**

The Modified Decision, OP.8 identified a new Demand Analysis Working Group (DAWG) to act as the established forum for providing input into the scope, modeling and analysis of results associated with the Energy Efficiency Potential Study (EE Potential Study). There was no low income activity in the DAWG in 2018.

Low income energy efficiency was included in the 2017 EE Potential Study as an input – i.e. the study did not identify optimal levels of low income energy efficiency savings to pursue. This was due to resource constraints within the 2017 EE Potential Study. More detailed modeling of low income energy efficiency is planned to be included in the next (2019) EE Potential Study, which uses the DAWG for stakeholder engagement and review of the study. The 2019 EE Potential Study would be due in May 2019 and is anticipated to begin in the fall of 2018.

### **1.14. Annual Public ESA-CARE Meeting**

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

In compliance with D.12-08-044, PG&E and the other IOUs held a public forum via WebEx on June 26, 2018. The IOUs presented an overview of their 2018 ESA and CARE results and discussed CSD-IOU low income leveraging plans.

### **1.15. Multifamily Properties (Analysis of Non-Deed Restricted Properties)**

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

PG&E presented the first draft of their Non-Deed Restricted Analysis in the Q4 MFWG meeting on October 29, 2018. The MFWG was given a few weeks to review and provide comments. IOUs' revised Non-Deed Restricted Analyses based on MFWG comments were submitted by 12/1/2018 and included in 2018 MFWG Annual Report (see Section 1.13 re MFWG Annual Report). PG&E and the IOU's presented preliminary findings at the Q1 2019 MFWG on March 15, 2019. Based on feedback from the MFWG, PG&E was directed to do analysis on 200 properties. PG&E will amend this report with the revised analysis in late May 2019. PG&E's Preliminary Non-Deed Restricted Property Analysis is attached as Appendix C.

D.17-12-009 also directed the IOUs to report on OBF participation of multifamily properties in their Annual Reports. One multifamily OBF application was signed and reviewed in 2018.

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

PG&E did not begin coordination efforts in 2018 while it was developing its Common Area Measure Initiative. PG&E will explore coordination in 2019 as the Common Area Measure Initiative gets underway. Potential coordination efforts with the California Advanced Services Fund's Broadband Public Housing Account will also be discussed and considered by the Multifamily Working Group in 2019.

## 2. California Alternate Rates for Energy (CARE) Program

### CARE Program Overview

The CARE program provides a monthly discount on energy bills for qualifying residential single-family households, tenants of sub-metered residential facilities, nonprofit group living facilities, agricultural employee housing facilities and migrant farm worker housing centers throughout PG&E's service area. Since its inception, the CARE program has provided nearly \$9.4 billion in bill discounts to PG&E's qualified customers.

The CARE program was originally referred to as the Low Income Rate Assistance (LIRA) Program, as authorized in D.89-07-062 and D.89-09-044 by the CPUC on November 1, 1989, to provide a 15 percent discount on energy rates to residential households with income at or below 150 percent of the Federal Poverty Guidelines (FPG). The program name was later changed from LIRA to CARE as authorized in D.92-04-024.

In D.01-06-010 and D.02-01-040, the CPUC authorized an increase in CARE eligibility from 150 percent to 175 percent of FPG and the rate discount from 15 percent to 20 percent. The CARE eligibility level was later increased to 200 percent of the FPG in D.05-10-044.

Assembly Bill (AB) 327 (Perea 2013) revised Public Utilities Code Section 739.1. (a) to require that the CARE income eligibility level for one-person households to be based on two-person household guideline levels effective January 1, 2014. AB 327 also established that the CARE electric discount be no less than 30 percent and no greater than 35 percent of revenue.

D.16-11-022, issued on November 21, 2016, adopted the 2017-2020 CARE Program. General Rate Case D.17-05-013 issued on May 18, 2017 approved employee benefit costs for 2017-2019.

D.17-12-009, issued on December 14, 2017, resolved two Petitions for Modification of D.16-11-022 which adopted budgets and program directives for 2017-2020 CARE Program.

D.15-12-047, issued on December 17, 2015, approved the Community Help and Awareness of Natural Gas and Electricity Services (CHANGES) as an ongoing statewide program, effective January 1, 2016. The CHANGES Pilot Program would continue on a month-to-month basis until the ongoing CHANGES program contract, including selection of Community-Based Organizations under the new consultant contract, can commence. D.16-11-022 approved the budget for on-going CHANGES program for 2017-2020, funded from the CARE Program until a long-term Commission funding source can be established through budgetary and/or legislative channels.

### 2.1. Participant Information

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

See CARE-Table 8 – Participants per Month.

During the 2018 program year, no monthly variances of 5 percent or more occurred.

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

PG&E and the other California IOUs used the joint utility methodology adopted by the CPUC in D.01 03 028 for developing monthly penetration estimates in 2018. This method entails annual estimation of eligibility for CARE, ESA, and other income-by-household size parameters at the small area (block group, census tract, ZIP+2, etc.) for each IOU territory and for the state as a whole.

The requirements for 2018 eligibility, corresponding to the current estimation, again used the January Health and Human Services (HHS) Poverty Guidelines [Federal Register / Vol. 83, No. 12 /Thursday, January 18, 2018 /Notices; p.2643], “bundling” one- and two-person households at the HHS-defined 200% FPG limit as required by AB 327.

Sources for the estimation include the current HHS guidelines, current year small area vendor marginal distributions on household characteristics, Census 2010 SF3 data, Census American Community Survey 2012-2016 Public Use Microdata Sample (PUMS) data, utility meter and master meter household counts, Department of Finance Consumer Price Index series, and various Geographic Information System sources. An important change has been implemented since 2011, which involves adjusting small area (block group) income distributions to match the latest American Community Survey distributions at the Public Use Microdata Area.

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

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

In 2009, the method was augmented to better incorporate the impact of labor force changes (unemployment and other forms of job separation, as well as positive changes that are expected to occur in California subsequent to the recession). The method adjusted block group marginal distributions on household income based on sub-state modeling that incorporated Current Population Survey, Integrated Public Use Microdata Survey data, American Community Survey Data, and California Employment Development Department county and Metropolitan Statistical Area level labor force series. This adjustment to block group income marginal is then incorporated into the otherwise “standard” estimation approach to produce small area estimates reflecting small area income changes due to labor market forces.

In 2012, Athens developed an improved method for estimation of payer status-specific eligibility. This method took into consideration American Community Survey microdata relationships between guideline status (above/below 200 percent FPG), tenure, and fuel payment relationships. These cross classifications are fitted to small area (block group) marginal to produce payer type specific distributions, which can be aggregated to various other geographical levels.

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

The joint utility methodology, as described above, was used throughout 2018.

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

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

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

See PG&E’s response above to Section 2.1.2. Note that the methodology is based on estimating small area (block group) level household size by income and householder-age tabulations for the current year and connecting these estimates with small area counts of households that are individually metered or sub metered. Block group/utility-specific estimates are then disaggregated/aggregated to various geographic levels within a given utility area: zip+2, zip, tract, county, territory, etc. Statewide estimates, regardless of utility boundaries, are also provided at small and large area levels.

**2.1.2.4. Describe how current CARE customers were counted.**

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

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

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

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

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

Electric-only:	31.1%
Gas-only:	31.0%
Combined electric/gas:	26.4%
Total:	28.2%



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

PG&E estimates that 50,175 electric and 37,740 gas sub metered tenants were eligible for CARE at year-end.

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

As of year-end 2018, there were 25,173 electric and 21,492 gas sub-metered tenants enrolled in CARE.

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

As of year-end 2018, approximately 50 percent of the estimated CARE eligible sub metered electric tenants and 57 percent of the estimated CARE eligible sub metered gas tenants were enrolled in CARE.

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

To make the CARE program available to eligible tenants of sub-metered residential facilities, PG&E mails information packets containing program applications to landlords/managers annually. However, some of these packets are either returned or undelivered due to the high turnover of landlords/managers. This results in lower new enrollments than expected.

Some landlords/managers were concerned that their CARE-enrolled tenants used more energy than the average tenant in the facility. This resulted in the master metered customer having to pass on more of a discount than they received from PG&E. In these cases, PG&E explained to the landlord/manager how the sub metered discount works. If the landlords/managers were not satisfied, PG&E advised the landlords/managers to contact the CPUC or their County's Department of Weights and Measures.

Another problematic issue was the insufficient discount information on the tenant bill from the facility billing agency. For example, the CARE discount might not be shown as a separate line item, making it difficult for the tenant to verify whether they were receiving the discount. When a tenant called PG&E with questions, PG&E confirmed that the tenant was certified for the program and reviewed the bill with the tenant to ensure they were receiving the discount. If it appeared the tenant was not receiving the CARE discount, the tenant was advised to contact their manager or billing agency for further clarification. California Civil Code Section 798.43.1(c) requires that: "The management shall notice the discount on the billing statement of any homeowner or resident who has qualified for the CARE rate schedule as either the itemized amount of the discount or a notation on the statement that the homeowner or resident is receiving the CARE discount on the electric bill, the gas bill, or both the electric and gas bills."

If the tenant did not obtain resolution with their billing agency and/or sub-metered facility manager, PG&E advised the tenant to contact their County's Department of Weights and Measures (DWM). DWM helps tenants with meter reading accuracy/testing, proper meter installation, billing accuracy, and verification of correct rate. If contacting the DWM did not

resolve the tenant's billing question, the tenant was advised to file a complaint with the CPUC.

PG&E provides a monthly CARE certification report to landlords/managers. PG&E also requests landlords/managers to contact PG&E when updated information is needed. Nonetheless, some landlords/managers still fail to notify PG&E when a CARE certified tenant moves out of the facility. In order to solve this problem, PG&E provided detail instruction on the certification report cover letter that required the landlords/managers to notify PG&E in writing via email or fax if certified tenants have moved out.

PG&E observed a continued issue related to turnover within Mobile Home Park (MHP) ownership and management. When changes in ownership happened, PG&E worked with the new owners to transfer existing CARE certified tenant data to new accounts, and informed them about the CARE Program and the processes involved. When landlords change managers, they often fail to notify PG&E with new contact information which results in undelivered reports and delayed communications.

Some tenants move from one MHP to another MHP or from a residential house to a MHP and thought their CARE discount would automatically transfer. PG&E had to explain to them that their CARE discount was not transferable, and advised them to fill out a Sub-Meter application to re-apply for the CARE Program. Some new MHP owners or managers did not know how to calculate electricity and gas discounts for their tenants. PG&E's CARE staff provides high-level information regarding the tiered rate structure or refers them to the billing department for more detailed explanations.

Many MHPs have multiple account numbers or have different account numbers for either electric or gas which causes a great deal of confusion to MHP owners, tenants and CARE staff when enrolling and administering the discount. The owner or the tenant often provides the wrong account number or does not provide all of the applicable account numbers during the enrollment process, resulting in CARE staff mis-certifying or not being able to certify the tenant on all accounts.

## 2.2. CARE Budget Summary

### 2.2.1. Please provide CARE program summary costs.

CARE Budget Categories	Authorized Budget[1]	Actual Expenses[1]	% of Budget Spent
Outreach	\$10,125,723	\$7,304,165	72%
Processing, Certification, Recertification	\$2,006,668	\$891,848	44%
Post Enrollment Verification	\$1,679,803	\$1,248,019	74%
IT Programming	\$2,047,667	\$455,964	22%
Cooling Centers	\$143,544	\$124,890	87%
CHANGES Pilot Program	\$527,782	\$489,984	93%
Measurement and Evaluation	\$153,289	\$127,317	83%
Regulatory Compliance	\$505,258	\$416,017	82%
General Administration	\$1,162,431	\$717,336	62%
CPUC Energy Division Staff	\$128,000	\$89,978	70%

<b>Total Expenses</b>	<b>\$18,480,164</b>	<b>\$11,865,518</b>	<b>64%</b>
Subsidies and Benefits	\$587,313,000	\$610,623,696	104%
<b>Total Program Costs and Discounts</b>	<b>\$605,793,164</b>	<b>\$622,489,214</b>	<b>103%</b>

[1] Program authorized budget per D.16-11-022, and actual expenses have been updated to include employee benefits costs approved in the GRC D.17-05-013.

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

<b>CARE Penetration</b>			
<b>Participants Enrolled</b>	<b>Eligible Participants</b>	<b>Penetration rate</b>	<b>Target Met?[1]</b>
1,376,003	1,535,554	90%	Yes

[1] PG&E interprets the target to be the 90% CARE penetration goal set in Decision 08-11-031 by the Commission. PG&E is currently on pace to meet this goal during the 2017-2020 budget cycle.

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

<b>Month</b>	<b>Complaints Received</b>	<b>Nature of Complaint</b>	<b>Cases Resolved</b>
January	0	n/a	n/a
February	0	n/a	n/a
March	0	n/a	n/a
April	0	n/a	n/a
May	0	n/a	n/a
June	0	n/a	n/a
July	0	n/a	n/a
August	0	n/a	n/a
September	0	n/a	n/a
October	0	n/a	n/a
November	0	n/a	n/a
December	0	n/a	n/a

## 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.

Electric:	\$36.49
Gas:	\$8.11

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

Electric:	\$508,582,432
Gas:	\$102,041,263
Total:	\$610,623,696

**2.3.2. Administrative Cost**

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

See CARE-Table 1 – Overall Program Expenses.

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

**Outreach:** This cost category includes:

- Marketing and outreach campaigns, such as direct mail, e-mail, telemarketing, AVR, digital media and radio
- Retention outreach
- Printing of bill inserts, applications, advertising and promotional materials, annual notifications to Sub-metered facilities (SB 920), and other CARE Program materials.
- Postage and handling fees
- Purchase and storage of promotional items, other goods and supplies
- CARE toll-free line maintenance and operation
- Capitation fees to Community Outreach Contractors for new CARE enrollments and assistance with the Post Enrollment Verification process, community event costs, community outreach activities and partnerships
- Staff labor related to marketing and outreach
- Other expenses include travel, membership fees, sponsorships, conferences, catering and other outreach-related costs

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

- Opening, sorting, scanning, processing, and data entry of CARE applications
- Initiating and responding to customers' inquiries by mail, e-mail or phone regarding Program participation
- Resolving billing issues related to Program enrollment
- Tracking CARE enrollment and recertification statistics in support of operations, management and regulatory
- Training and other related costs

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

- Opening, sorting, scanning, data entry and processing of CARE PEV and High Usage correspondences
- Printing and mailing of PEV and High Usage letters

- Initiating and responding to customers' inquiries by mail, e-mail or phone regarding the PEV and High Usage process
- Resolving billing issues
- Tracking CARE PEV and High Usage statistics in support of operations, management and regulatory support
- Training and other related costs

**IT Programming:** This category includes:

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

**Cooling Centers:** This cost category encompasses day-to-day administrative tasks associated with operating cooling centers, including:

- Direct funding to cooling centers/program administrators
- Printing of bill insert, brochures and other materials
- PG&E's Cooling Centers website and toll-free line maintenance and support
- Staff labor
- Travel expenses and other program management related costs

**Pilots:** This cost category includes any pilot projects for the program. For 2018, this includes the reimbursement cost for the ongoing CHANGES program and staff labor to support the program.

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

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

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

**General Administration:** This category includes:



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

**CPUC Energy Division Staff:** This cost category includes funding for Energy Division staff.

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

At year-end December 31, 2018, the CARE electric balancing account was under-collected and reflects a year-end debit balance of \$42,641,839 while the CARE gas balancing account was over-collected and reflects a year-end credit balance of \$24,309,675.

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

D.02-09-021 authorized the recording of all CARE administrative costs as well as the revenue shortfall associated with the CARE discount in the CARE balancing account.

### 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.

See CARE-Table 10 – CARE Surcharge & Revenue.

## 2.4. Outreach

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

#### Acquisition Outreach

During 2018, PG&E continued to execute a multi-touch, multi-channel strategy with campaigns including direct mail, email and digital in both English and Spanish. The campaigns targeted key segments including customers with a high propensity for eligibility; those who had participated in the program but did not recertify; and customers who had previously received marketing messages but had not yet enrolled.

Multi-touch direct mail and email campaigns were deployed quarterly in 2018, targeting newly-eligible customers and customers who were previously enrolled in CARE but failed to recertify for the program. Overall enrollment rates increased in the first half of 2018 versus first half 2017, growing from 11% to 13%. Quarterly direct mail and email campaigns delivered over 40,000 CARE enrollments in 2018.

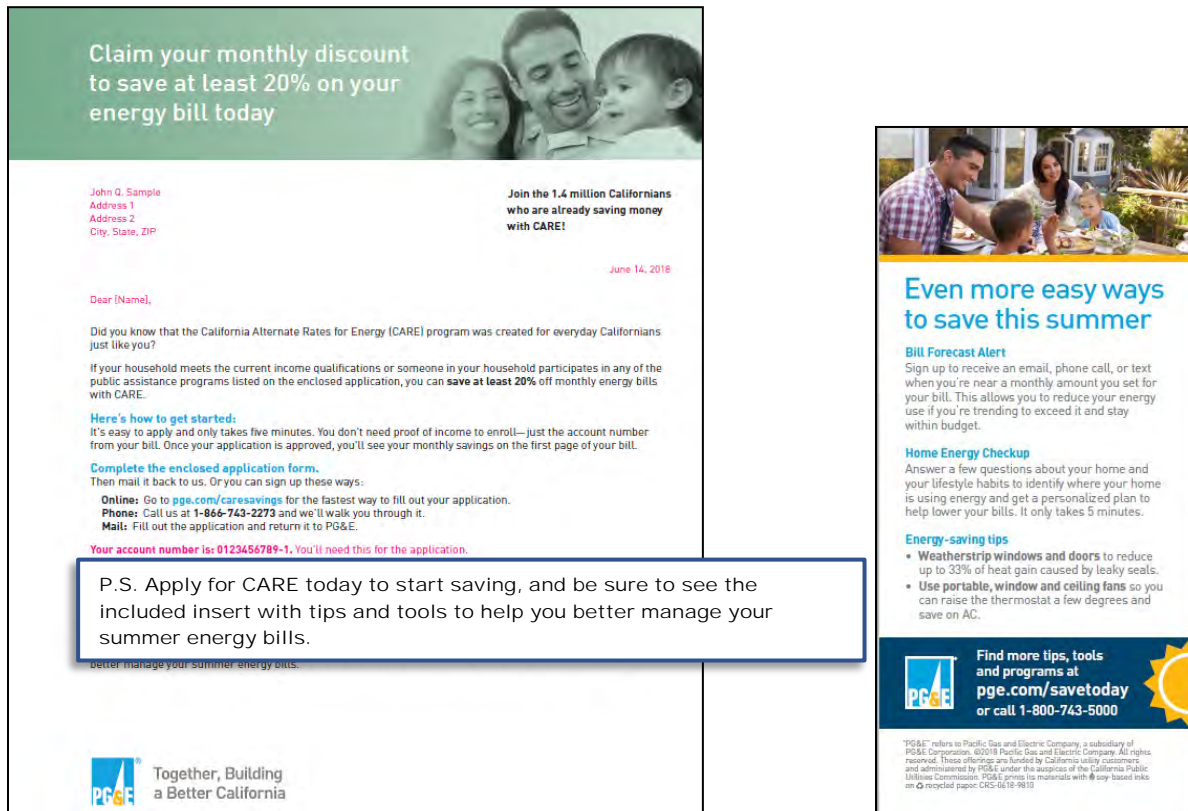
In September PG&E deployed CARE Rate Education Reports via a direct mail test campaign. The letters featured personalized energy usage information and highlighted to eligible, non-CARE enrolled customers how much they would have saved if they were on

## Creative Sample: Rate Education Report



Integration with broader PG&E campaigns were focused on key seasonal periods, with Summer and Winter messaging included in CARE acquisition direct mail deployed in June and December. An insert was included in direct mail packages with a call-to-action to visit [pge.com](http://pge.com) for additional seasonal tips and tools. In addition, the CARE/FERA web page included messaging in the right-hand navigation that drove to the seasonal campaign page.

## Creative Sample: CARE Direct Mail with Summer Insert



The CARE/FERA application was included as an insert to customers' monthly bill package six times throughout the year, targeting residential customers who are not currently participating in CARE. Additional targeting capabilities were tested in September, allowing PG&E to more effectively target residential customers using the CARE propensity model. The new targeting approach is being re-tested in 2019 to validate effectiveness. Bill inserts continue to be one of the most cost-effective enrollment channels, delivering over 20,000 enrollments throughout the year at an average cost-per-enrollment of \$17.

The CARE digital campaign remains an important part of the media mix, driving over 24,000 enrollments for the program. PG&E continued the "always-on" digital strategy, ensuring CARE program visibility and top-of-funnel engagement with customers year-round. At the end of April, the outreach team launched two new CARE banner ads as part of the digital campaign. The new banners were created in English and Spanish and ran in rotation with the existing Control creative. Results across all three creative versions were similar so the banners were continued in equal rotation throughout the year.

## Creative Sample: CARE Banner Ads



In addition to direct mail, email and digital campaigns, television and radio campaigns aired in select markets in Q2 and Q4. PG&E deployed a broadcast test in April to evaluate the impact of TV and radio on the CARE enrollments. The campaign aired in the Fresno, Bakersfield and Stockton/Modesto markets.

Results from the Q2 campaign demonstrated that markets with a combination of TV and radio, and TV only, saw a significant lift above the overall enrollment rate. Additionally, TV and radio were effective at driving incremental enrollments among Hispanic customers and the Rural hard-to-reach group. These insights were then leveraged for the Q4 media campaign. On October 8, PG&E started a broadcast campaign in San Francisco/San Jose, Sacramento/Stockton/Modesto, Bakersfield, Stockton/Modesto, and Chico/Redding designated market areas (DMAs). The campaign utilized TV in select markets, as well as introduced a new radio spot promoting CARE and ESA.

After pausing the CARE New Mover program in 2017 for a vendor transition, PG&E re-launched the program in September 2018 with Bridgevine, Inc. Bridgevine is a third-party service provider that offers assistance to those who would like help setting up cable, internet and satellite services when moving to a new home or apartment. During this process, the representative asks a series of questions, and offers to send the customer information to enroll in CARE if qualified. The program will continue into 2019.

Throughout 2018, PG&E leveraged pge.com to engage with customers, highlighting information about programs tips and tools to support their energy management journey. In order to make it easier for customers to get enrolled in the right program, PG&E launched a combined version of the CARE and FERA website landing page. The combined page intended to simplify program requirement presentation, highlight key program differences and increase FERA visibility.

During the Summer and Winter seasonal campaigns, the CARE/FERA landing page included a call out with a link to a landing page with energy saving tips and tools. Additionally, the CARE and FERA programs were featured several times during the year as a module on the pge.com homepage.



## Creative Sample: CARE Web Page Seasonal Callout

Get discounts on your PG&E bill with the CARE Program

Save 20 percent or more each month.

Lower your bill with the California Alternate Rates for Energy Program

Don't sweat your summer energy bills

LEARN ABOUT OUR TOOLS >

PG&E also leveraged the marketing module in the Home Energy Reports (HERs), promoting CARE in the electronic version in February through March, and the paper version in December. FERA was promoted in the paper version in April through May. HERs were sent to customers deemed eligible for the CARE program according to the probability model, and to customers currently receiving the HER.

## Sample Creative: eHERs and Print HERs marketing modules

Need help paying your energy bill?

See if you qualify to get 20% or more off your monthly energy bill with PG&E's California Alternate Rates for Energy (CARE) program. Applying is simple and secure, with more than 1.4 million customers already participating in the program.

APPLY TODAY

Get discounts on your bill

Save money on your electric bill with FERA

The Family Electric Rate Assistance (FERA) program provides a monthly discount of 12% on your electric bills. The program is designed for income-qualified households of three or more people. The joint CARE/FERA application takes only minutes to complete, so apply today.

Learn more and apply today at [pge.com/FERAsave](http://pge.com/FERAsave)

Targeting approximately 820,000 customers monthly, the low-income version of the digital newsletter continues to be an important vehicle to provide low-income customers with information about programs, and low or no-cost tips and tools. The CARE program was highlighted in the June and December digital newsletters, with content tailored based on whether the customer was CARE-eligible or due for recertification. In the other months, the digital newsletter provides energy savings tools and tips to help customers better manage their energy usage, as well as articles to alert them to important information like the


California Earned Income Tax Credit (EITC) and the California Climate Credit that they would see on their bill.


## Retention Campaigns

In 2018, the PG&E launched an updated version of the CARE Welcome Kit that is sent as bilingual English/Spanish direct mail or email to newly enrolled CARE customers. The revisions included a redesign to simplify the layout and copy so the customer would feel empowered to take the next step in their energy management journey. In addition to providing the customer's recertification date and the requirements to retain the CARE discount, the customer is encouraged to register for an online account and apply for ESA. A paper form pre-filled with customer account number and address, along with a reply envelope were added to the direct mail version of the kit which resulted in generation of over 10,000 ESA applications in 2018.

The digital version was updated to include a revised email and web page that shows customers a simple flow of next steps. In 2018, the email version of the CARE Welcome Kit saw improvement in key metrics, generating a 46% unique open rate (vs. 42% in 2017) and a 18% unique click-thru rate (vs. 13% in 2017).

Sample creative: CARE Welcome Email and Print Versions



**Welcome to CARE**
[Ver en español »](#)



**Congratulations! You are now enrolled in CARE.**

Welcome to the California Alternate Rates for Energy (CARE) program. Stay enrolled in CARE and continue to save 20% or more on your monthly energy bill by following these simple steps.


[Get details now »](#)




Together, Building  
a Better California

**Welcome to CARE**


Your savings start here.






**Step 1:**  
Review CARE  
guidelines

[GO NOW »](#)



**Step 2:**  
Understand your energy  
bill and CARE Savings

[LEARN MORE »](#)



**Step 3:**  
Use other programs to  
save energy and money

[APPLY NOW »](#)



PG&E continued its ongoing monthly automatic recertification efforts for customers who were approaching their two-year program expiration and had been identified as most likely eligible according to the CARE probability model.

An email is sent to notify these customers of their automatic recertification and provides the opportunity to opt-out if they no longer qualify. The auto-recertification email was updated in September to support goals of driving more low-income customers to engage with energy savings opportunities by taking a Home Energy Checkup.

#### Creative Sample: Auto-recertify email



For customers outside of deciles 1-2 and not automatically recertified through PG&E's auto-enroll initiative, the PG&E outreach team continued to send email reminders to encourage customers to re-enroll in CARE. The recertification emails continued to show improved performance, generating a 40% unique open rate (versus 38% in 2017) and a 25% unique click-thru rate (versus 22% in 2017).

As with other marketing channels, the PG&E communications team continued to garner exposure for low-income programs via participation in media interviews. PG&E aired segments across a variety of outlets to raise awareness for the CARE, FERA and ESA programs, and looked to target Spanish- and Chinese-speaking audiences in Fresno, Modesto, Sacramento and the San Francisco Bay Area.

Additionally, PG&E participated in television, radio and print interviews to promote the CARE and ESA Programs. Sample media outlets include:

- KFTV - Univision 21 daily morning show called *Arriba Valle Central* or *Wake up Central Valley*, which serves the Hispanic population in and around the Central Valley
- KLBN in Fresno –LaBuena 101.9 FM targets adults age 25-54, and serves a population of approximately 1.2MM people in Fresno, Madera, Kings, Tulare, Merced and Mariposa counties.
- KMJE in Sacramento – KMJE covers Sacramento and Yolo counties, with listener demographics being Hispanic adults, age 18+ years.
- KABE Univision 39 Bakersfield – Serves the Bakersfield DMA, and covering Kern county. KABE targets Spanish speaking adults ages 18+.
- KLOQ – Community show segments are on KLOQ Radio Lobo 98.7 FM and KGAM Magia 106.3 FM. KLOQ targets Adults, primarily Male, ages 18-49, and KGAM target primarily women ages 25-54, with coverage in Merced and Stanislaus counties.
- KMYX – Radio Campesina Network is part of the Cesar Chavez Foundation, a non-profit organization that seeks the betterment of the Hispanic community. Radio Capesina targets Hispanic Males ages 25-54 and Hispanic Women ages 18-44, and provides coverage in Kern County.
- KTFF Unimas 61 – Weekly community affairs show airs Saturday's and Sundays at 7:30am. KTFF targets Hispanic and bilingual adults age 18-54 covering Merced, Madera, Fresno, Kings and Tualare counties.
- KSFN – News for Chinese radio is the only Chinese media in Northern California to have three separate print editions for the Peninsula, South Bay and East Bay Regions. 24-hour Mandarin Chinese radio station in the Bay Area. It covers SF, Alameda, Santa Clara, San Mateo, and other counties in the Bay Area.

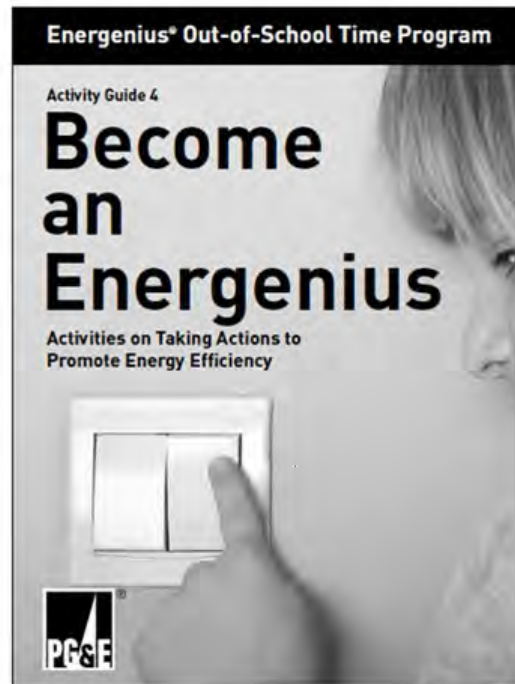
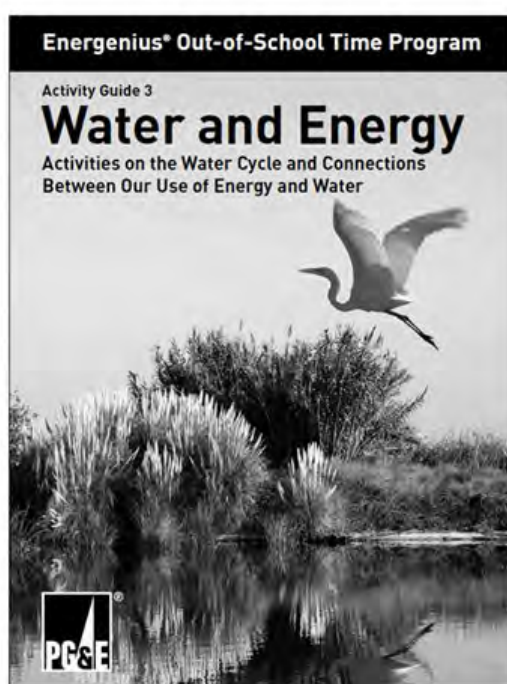
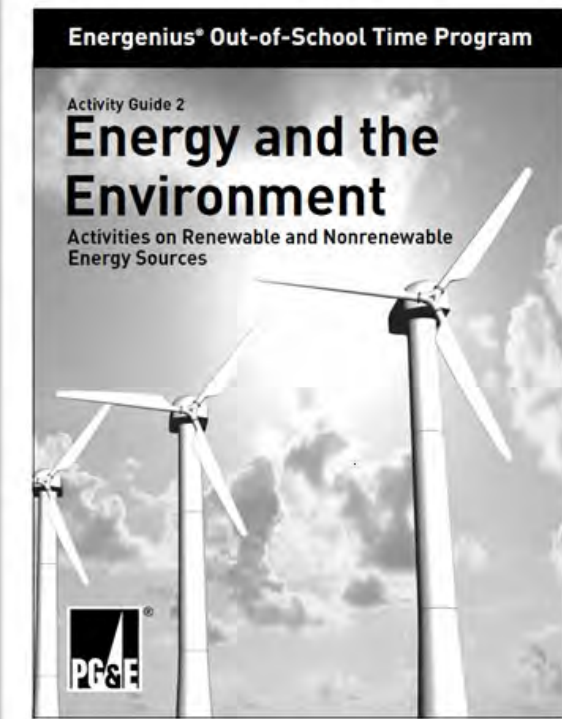
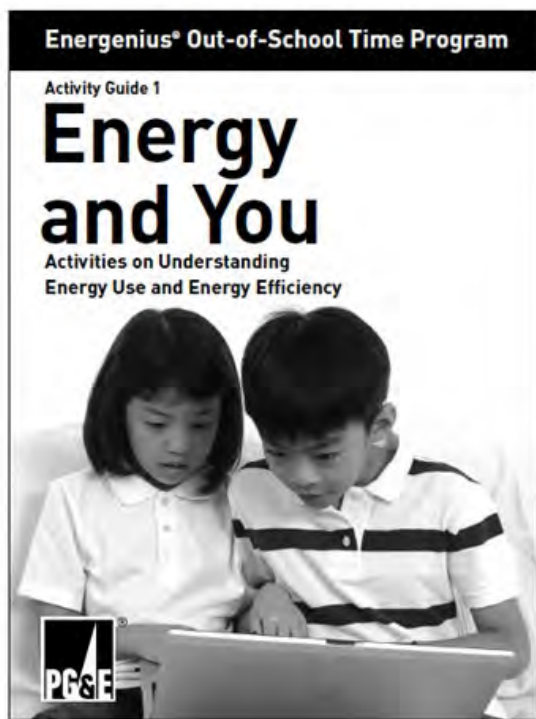
## Community Engagement Outreach and Initiatives

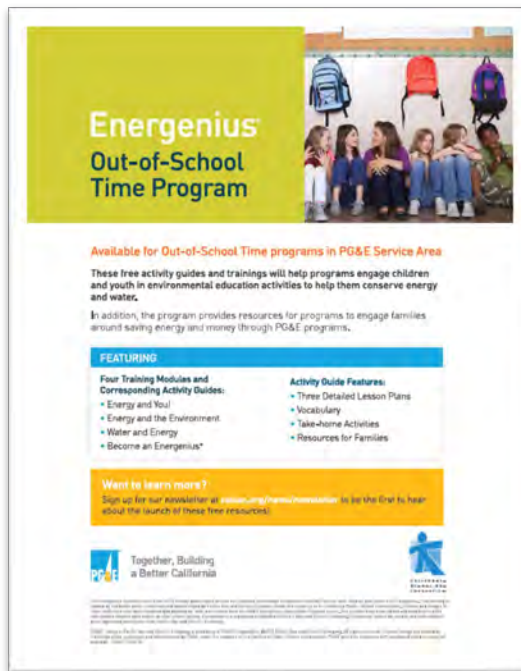
### Out of School Time (OST)

In 2018, the Community Engagement team continued its partnership with the California School Age Consortium (CalSAC) to promote PG&E's Energenius® curriculum to out-of-school time (OST) field staff. The OST field staff CalSAC serves encompasses afterschool, school-age child care, school-based programs, summer learning, parks and recreation, YMCA's, Boys and Girls Clubs, private programs, licensed family home care, and community based organizations. Not only do these programs provide safe places for children, they also help working families and employ members of the community. These programs also provide meaningful first time jobs and career pathways to teaching and other youth serving professions. In order to expand on these afterschool programs in hard-to-reach communities, PG&E and CalSAC continued to collaborate to market the Energenius® OST program in an effort to raise awareness about environmental stewardship and to increase access to PG&E services, like CARE and ESA, for low-income families.

**Activity Guides & Training Curriculum** - Together with CalSAC, PG&E marketed four training modules and four activity guides for the following topics: Energy and You, Energy and the Environment, Water and Energy, and Become an Energenius. These guides featured activities for afterschool educators and service providers to engage children and families in energy saving practices at school and at home. They were written in a way to

engage youth and families through “take home” activities and challenges. View the training modules here: <https://www.calsac.org/energeniusostprogram>





**Outreach Method** - CalSAC actively promoted the Energenius® OST materials to its longstanding, statewide Trainer Network, which were primed for intensive professional development opportunities. Furthermore, in order to reach the highest volume of OST service providers, CalSAC partnered with Afterschool Regional Leads with County of Offices Education. The integral outreach for Community Engagement centered on alignment of OST needs:

- Environmental STEM curriculum
- Alignment to Common Core
- Family Engagement and free resources

Once PG&E and CalSAC implemented the strategy, the outreach channels included the following:

- Conferences:
  - Presented at the BOOST Conference, 2000 OST professionals, May 2-4
    - Designed and facilitated a workshop around a vision for family engagement to ensure programs were centered at the heart of their strategy and families were provided relevant and timely resources.
    - 41 participants attended the workshop
    - Shared materials at exhibitor booth
  - Promoted at CalSAC's annual convening with 250 attendees and at regional exhibitor tables
- eCommunications:
  - CalSAC Monthly eNewsletter and program emails
- Deployment of On-site Training



- 11 agencies serving 16 sites requested and completed 26 on-site training modules. Each agency hosted two trainings across their multiple sites. 52 hours of training was delivered in total.
- Approximately 205 training participants attended
- 1,950 youth served by the organizations who participated in the project
- The organizations that participated in the trainings were from Regions 3, 4, 7, and 8
- Family Engagement
  - Each enrolled agency was required to complete two on-site trainings, utilize 8 hours of TA and host a family engagement event.
  - Approximately 459 families served through family engagement events
  - 91 hours of Technical Assistance focused on supporting family engagement
  - \$8,000 issued to support family engagement events



**Region 1 Humboldt:** Humboldt, Sonoma

**Region 2 Butte:** Glenn, Lassen, Modoc, Plumas, Shasta, Siskiyou, Tehama, Trinity

**Region 3 Sacramento:** Placer, Nevada, Colusa, Alpine, El Dorado, Sierra, Sutter, Yolo, Yuba

**Region 4 Alameda:** Contra Costa/San Francisco/Napa/San Mateo/Marin/Solano

**Region 5 Santa Clara:** Santa Cruz, Monterey, San Benito

**Region 6 Stanislaus:** San Joaquin, Amador, Calaveras, Tuolumne

**Region 7 Fresno:** Kings, Madera, Mariposa, Merced, Tulare

In addition to supporting a robust network of afterschool service providers, PG&E and CalSAC also developed a strategy to outreach to low-income families through Family Engagement. The Family Engagement concept centers around PG&E sponsoring events for the afterschool service providers for the purpose of inviting families to learn more about the energy awareness activities and customer assistance programs PG&E offers. Through these events, income-qualified families could specifically learn about CARE eligibility and enrollment. Below is some unsolicited positive feedback received regarding the Family Engagement events.

*“Families were interested in the information and many did not know about the resources available to them.” – Angela Ruiz-Alvarez, Tulare County*

*“Families seemed very glad to have the information. Thank you for allowing us to share these resources with those in need.” – Andrea Sterling, Kern County*

*“Creation of newsletter templates for site leads to use in monthly family engagement newsletters. Program now has more tools to improve connection with families and make best use of leads' time. – Logan Robertson, Tulare County*

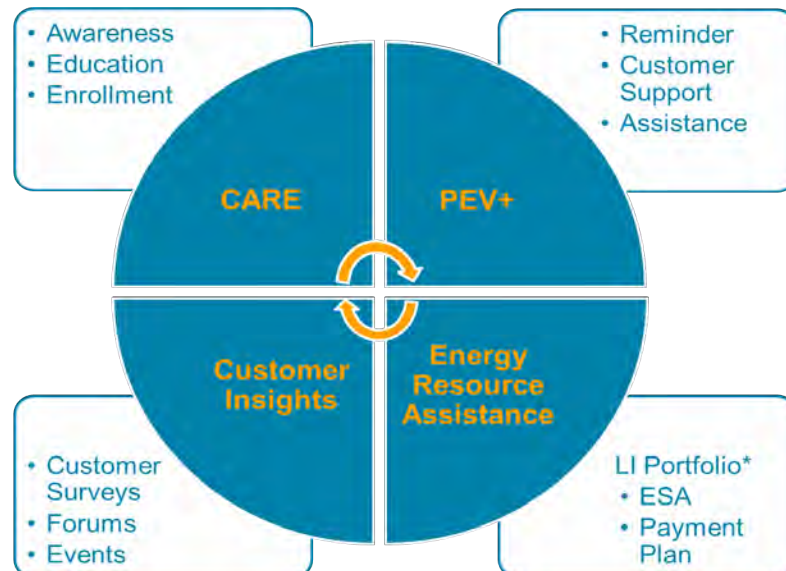
In an effort to further the accessibility of the Energenius® OST Program, PG&E worked with CalSAC in the fourth quarter of 2016 to make training available through interactive online modules. Starting in January 2017, distance or financial limitations to participating in the trainings was no longer a barrier to accessing the free curriculum. In 2018, e-courses were availability online, however, onsite training and family engagement events were the prioritized outreach strategies. As a result, 8 courses were accessed and completed. In addition, 11 activity guides were downloaded. To learn more, visit: [https://calsac.org/e\\_learning/course\\_catalog](https://calsac.org/e_learning/course_catalog)

## CARE Enrollment

- In addition to the energy education, the Energenius OST efforts also helped PG&E enroll 32 customers onto CARE, whereby, 29 resulted as a new enrollment, a 91% new enrollment rate. This high new enrollment rate demonstrates that this channel is tapping into a hard-to-reach community previously not reached through other channels. While the number of enrollments is low, future efforts will determine if there is an opportunity to increase the cost effectiveness of this channel.

## Community Ambassador Pilot

PG&E continued the Community Ambassador Pilot Program (CA) that started in 2016 through February 2018. These CA organizations served as PG&E's "point of contact" resource for community engagement efforts and were designed to foster trust and connections through targeted community partnerships. Ambassadors were primarily responsible for educating residential customers about the California Alternate Rates for Energy Program (CARE) and the importance of its post enrollment verification (PEV) process. They provided CARE post-enrollment verification customers with personalized assistance to complete and submit documentation requirements to retain their discount. The graphic below describes how this pilot works in four key areas.





This pilot established a new standard for PG&E community partnerships. Community Ambassadors were equipped to deliver county-based customer support in hard-to-reach communities. They completed a comprehensive program training that included additional capacity building tools such as customer service skills, outreach best practices, and program knowledge on the full breadth of PG&E's Low Income Portfolio of programs and services. Community Ambassadors also supported hard to reach customers by staffing or hosting community events. Most importantly, Community Ambassadors focused on PEV assistance, ensuring customers were able to navigate through the PEV process and submit the necessary documentation to retain the CARE discount. The pilot started by focusing on geographic areas, by county, that had high customer nonresponse rates to PEV notifications.

PG&E partnered with five nonprofit organizations that serve the following counties that have at least a 35% customer nonresponse rate to the CARE PEV notifications: Alameda, Marin, Monterey, Sacramento, San Benito, San Francisco, San Mateo, Santa Clara, and Santa Cruz.

- Enrolled over 312 new CARE customers in hard-to-reach communities
- Participated in at least 7 community events in diverse neighborhoods
- Delivered CARE PEV Assistance via 5 Community Ambassadors:
  - Contacted 10,518 customers
  - Generated 3,829 CBO-assisted CARE PEV completions, which maintained CARE customers' discount

#### **Health Outreach Workers Initiative**

Vision y Compromiso, a nonprofit organization supporting the Latino community, partnered with PG&E to deliver a culturally and linguistically specific outreach community engagement model that provides community-based health outreach workers with relevant training and support to increase Latino families' awareness of and enrollment in PG&E's low income portfolio of programs (primarily the CARE Program) while also enhancing families' energy education and energy savings. Eight health outreach workers helped PG&E reach out to strategic networks that promoted the penetration of low income programs through education. This outreach effort was focused in Alameda and Yolo counties in 2018. These two counties were chosen because of their 88% and 77% penetration rates. Outreach activities undertaken by this group included Spanish markets, churches, schools, Women Infant Children (WIC) offices and farm fields. Through this effort 17,150 customers were reached, 2,817 CARE applications were submitted, 990 ESA applications were received, and 1,132 customers enrolled to receive Spanish-language PG&E statements.

#### **PG&E Customer Service Office Outreach Events**

In 2018, PG&E Community Engagement (CE) staff participated in and supported 215 community and local PG&E Customer Service Office (CSO) outreach events to create awareness and provide education about the CARE Program. These outreach events were staffed by Customer Service Representatives (CSRs) helping customers with questions, understanding their accounts, and educating customers about CARE, ESA and assistance programs. CSRs provided information on Medical Baseline, Budget Billing, Large Print Bills, and In-Language Bills to give customers more information on our programs. This outreach effort resulted in 1,189 new CARE enrollments.

PG&E's CE team also partnered with ESA Program contractors to conduct outreach at PG&E community events. In addition, the CE Team partnered with ESA to set up ESA-

only Lobby Assistance Days twice a month to promote the ESA program at the Customer Service Offices.

The CE Team also partnered with a Lifeline Phone Provider (Assurance) to provide CARE information that promotes the low income LifeLine Program. The Lifeline provider assisted customers at PG&E Local Customer Service Office outreach events throughout PG&E's service area.

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

Online enrollment was the most effective outreach method in 2018. With 133,031 new online enrollments, this method produced the highest volume of CARE applications, while providing these applicants with an efficient and positive customer experience. With the application available in English, Spanish and Chinese on PG&E's website, customers enrolled using one of two options: completion of a simple form which requires no registration or via "My Energy," which requires user registration. Customers were able to enter the necessary household and income eligibility information, accept the declaration and submit the application electronically. This allowed customers to complete the process at their convenience and from their location of choice. All applications submitted electronically were received and processed quickly. Most 2018 outreach initiatives, including direct mail, email, and digital and print media, drove customers to the CARE website.

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

PG&E continued to leverage the research conducted and incorporated those key insights into our marketing outreach campaigns. With the ultimate goal of increasing participation of households with a high propensity for eligibility, PG&E dedicated time to gain a deeper understanding of the low-income customer segment and their end-to-end experience with PG&E offerings, through qualitative and quantitative research. Key insights show that customers are generally:

- Overwhelmed by financial troubles and left with little time and energy to apply for help
- Unaware of full program benefits, including the magnitude of the CARE discount, leading them to believe that it may not be worth their effort
- Unclear about program eligibility and recertification criteria
- Difficulty believing that the discount has no conditions attached other than income qualification
- Fearful that PG&E will share their information with government agencies, particularly with the Immigration and Naturalization Service
- Need for changes in outreach materials and forms
- Changing political climate adds additional barriers, especially for hard to reach communities

The insights gathered helped PG&E enhance outreach efforts, develop mitigation tactics to enrollment barriers and better serve low income customers through:

- A multi-channel, multi-touch outreach approach that included automated calls, direct mail and email, as well as digital advertising

- Simplified messaging and design; use of iconography and step-by-step, color-aided instructions
- More enticing headers and subject lines, as well as outer envelope messaging
- Clarified qualification criteria, documentation needed and timing; increased urgency to comply
- A more empathetic and friendlier tone
- Mention of simplicity and ease of application, savings potential and confidentiality of the information shared
- Mention of how quickly and where they will see savings on their bill
- Added function to share details with potentially eligible friends and family
- Optimized tracking and measuring mechanisms

Though language did not pose a significant barrier to CARE enrollment in 2018, PG&E recognizes the diversity of customers in its service area and continues to offer CARE materials and services in multiple languages, including English, Spanish, Chinese, Korean, Tagalog, Hmong, Russian and Vietnamese.

A barrier to the health outreach worker CARE initiative conducted by Vision y Compromiso (discussed in Section 2.4.1), was trust. Many people in the Latino community served by Vision y Compromiso have been misled by individuals and companies who use PG&E's name in an unauthorized manner committing fraud. These previous acts contributed to confusion and a lack of trust among customers when the health outreach workers were trying to work with customers to fill out and complete a CARE application. As a result, a longer process of engagement by the health outreach workers to re-educate families about PG&E and their low income portfolio of offerings (including CARE) was needed. Many customers were hesitant to share personal information with individuals who did not show them a PG&E credential. However, the Vision y Compromiso health outreach workers listened to these families, taking it as an opportunity to increase their understanding about customers' experiences in order to improve their outreach to future PG&E 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.**

A portion of PG&E's service area is shared with other CPUC-regulated energy and water utilities. PG&E has data sharing agreements with SoCalGas, Southern California Edison, California American Water, California Water Service, Del Oro Water, Golden State Water, Great Oaks Water, and San Jose Water to exchange listings of enrolled CARE customers that are identified in the shared service areas.

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

A database of CARE customer contact information is uploaded for weekly distribution to PG&E's ESA Program providers to use for their outreach. Since November 1, 2005, when the ESA and CARE income guidelines were aligned at 200 percent of the Federal Poverty Guidelines, CARE automatically enrolls customers who have participated in the ESA Program.

Since the CARE discount is noted in the customer information system, Customer Service Representatives (CSR) are able to see the CARE status of any customer calling PG&E's contact centers for assistance. This provides important information for CSRs to use when

discussing other benefits and services that may be of assistance to the income qualified customer.

CARE features other financial assistance information on its applications. Each CARE application provides a brief description of other assistance programs available as well as contact numbers.

PG&E's CARE program integrated with other PG&E assistance programs to generate enrollments. CARE applications are on display and available to visitors at Cooling Centers. PG&E provides the CHANGES program contractors with training and collateral to help limited English-proficient customers enroll in CARE and other assistance programs. PG&E conducts monthly data exchanges with the ESA Program to automatically enroll eligible customers in CARE. PG&E also runs monthly reports of customers receiving bill payments received through the Department of Community Services and Development's (CSD) Low Income Home Energy Assistance Program (LIHEAP) and PG&E's Relief for Energy Assistance through Community Help (REACH) programs and automatically enrolled eligible customers in CARE. These efforts resulted in 21,252 new enrollments.

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

Throughout 2018, PG&E targeted existing CARE customers for outreach related to the ESA Program. Because existing CARE customers were likely to qualify for the ESA Program based on their income level, this was a way to ensure that the customer qualified via income guidelines. Other filters were then applied to determine those customers who would be most eligible for the ESA Program.

Additionally, PG&E leveraged our Integrated Programs Brochure that integrates key low income programs, services and savings tips in a step-by-step, easy-to-understand and succinct manner, which is available in seven languages.

PG&E automatically enrolls customers who receive LIHEAP and REACH assistance onto the CARE Program. Furthermore, for the CARE Automated Phone Calls, PG&E integrates information about the Family Electric Rate Assistance (FERA) and ESA Programs. 17,104 ESA Program participants were enrolled in the CARE Program in 2018.

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

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

**contact the other programs or actually become enrolled in other program(s) as a result of these agreements.)**

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

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

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

- Optimizing our targeting strategies with the goal of enrolling truly eligible customers
- Optimizing the multi-touch, multi-channel customer contact strategy with a three-touch strategy
- Using more cost-effective outreach channels, such as automated phone calls and email
- Driving customers to the online enrollment form for quicker processing and lower operational costs
- Testing different messaging and creative versions in market (as opposed to commissioning additional research), identifying quick enhancement opportunities and implementing learnings in real time for optimized results
- Automatically recertifying customers who are most likely qualified and fall within deciles 1-2 of the CARE Probability Model
- Developing more communications 30 days prior to customers falling off the program to improve customer experience and reduce operational and outreach costs

## **2.5. Processing CARE Applications**

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

D.08-11-031, OP 100 authorized PG&E to change the certification period for sub-metered tenants from one year to two years. PG&E mails the recertification package to sub-metered tenants 90 days prior to their CARE expiration date. A reminder letter is also mailed 30 days prior to their CARE expiration date. Tenants are removed from the CARE rate if they do not respond by their due date.

**2.5.2. Describe any contracts the utility has with third parties to conduct certification, recertification and/or verification on the utility's behalf. Describe how these third-party efforts compare to the utility's efforts in comparable customer segments, such as hard-to-reach or**



**under-served. Include comparisons of effectiveness and cost-effectiveness of comparable customer segments, if available.**

PG&E contracted with a third-party vendor, Genesys, to conduct automated calls to recertify eligible customers.

PG&E also contracted with a third-party vendor, Kern USA, to: 1) pick up the CARE mail at PG&E facility, 2) open, sort, capturing all data fields on the application, redact sensitive customer information and scan all applications and documents into the EDGEline workflow system (this occurs at Kern facility). Applications and documents uploaded in the EDGEline workload system were then assigned to CARE processors to be reviewed and approved.

## **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.**

The enactment of Assembly Bill (AB) 327 in the Fall of 2013 established that the CARE electric discount be no less than 30 percent and no greater than 35 percent of revenue. Rate changes associated with AB327 began in August 2014 and will continue in phases through 2018. Rate increases are expected to impact CARE customers disproportionately, significantly affecting program management through increased questions and complaints about higher bills. PG&E is addressing this issue through its Residential Rate Reform outreach. The outreach strategies include helping customers to understand the changes that will impact their current rates and that PG&E has programs, tips, and tools available to help, including new Time of Use rate plans. PG&E is working in our communities to communicate changes and available programs through customer service office events, community based organizations, and community engagement. PG&E is encouraging customers to utilize the resources available to them online at [pge.com](http://pge.com) and MyEnergy.

The State Controller's Office (SCO), through an Interagency Agreement (No. 15IA5003) with the California Public Utilities Commission (PUC), conducted an audit of PG&E's CARE Program for the period of January 1, 2013 through December 31, 2015. The audit began in June 2016 and concluded in January 2017. PG&E received a first draft report in October 2017 and provided response to the draft report in December 2017. PG&E received a second draft report in October 2018 and provided response to that draft report in October 2018. PG&E received a final report in December 2018.

PG&E filed its ESA and CARE Programs and Budget Application for 2015-2017 program years on November 18, 2014. The Commission issued Decision 16-11-022 on November 21, 2016 approved PG&E's Application and sets forth the parameters for the administration and participation in the CARE Program and ESA Program for Program Year (PY) 2017-2020.

Both the High Usage and Standard CARE Post Enrollment Verification (PEV) Processes continued to affect CARE program management significantly in 2018. These processes and their impacts on program management are discussed below.

As ordered in CPUC Resolution M-4833, PG&E has implemented a post-enrollment verification (PEV) freeze in the counties impacted by the California wildfires. The freeze includes not removing customers who are already in the PEV process, as well as not sending new PEV requests. Per the Resolution, PG&E froze all CARE PEV requests for customers impacted by the October 2017 Northern California Wildfires in Butte, Lake,



Mendocino, Napa, Nevada, Plumas, Santa Cruz, Solano, Sonoma, and Yuba counties until December 31, 2018.

In compliance with Decision (D.)18-08-004 and to support customers affected by the devastating wildfires, PG&E expanded the CARE PEV freeze to customers in areas where a new state of emergency proclamation has been issued by the Governor of California due to a disaster that resulted in PG&E's inability to deliver utility services to customers during the months of June, July, and November of 2018. The freeze will be in place for a period of one year commencing from the date the state of emergency proclamation was issued, or until PG&E service is restored. The impacted counties are Butte, Lake, Shasta, Mariposa, Mendocino, and Napa.

### **High Usage Post Enrollment Verification (PEV) Process**

PG&E continued the High Usage PEV process in 2018. CARE customers with usage above 400% of baseline in the previously monthly billing cycle were selected to complete the PEV documentation requirements.

#### **Stage 1 – Income Verification and ESA Agreement**

- Provide an IRS Tax Return Transcript or Verification of Non-Filing
- Agree to participate in the Energy Savings Assistance Program

#### **Stage 2 – ESA Participation**

- Complete participation in the Energy Savings Assistance Program – allow contractor and inspector access to all portions of metered property
- Notice to reduce and/or maintain the usage below 600% of baseline within 90 days

#### **Stage 3 – Usage Monitoring / Appeal Process**

- Maintain usage below 600% of baseline, or be removed from CARE
- Customers removed from CARE are blocked from re-enrolling for two years
  - Removed customers may file an expedited appeal with PG&E to prove usage is “necessary, basic, and legitimate”

In compliance with D.16-11-022, OP 87, the IOUs have developed a document aligning their CARE High Usage Appeal Processes and will use the same criteria and evaluation of customer appeals going forward. PG&E's High Usage PEV results for 2018 are reported in CARE Table 13.

### **Standard PEV Process**

PG&E implemented its Long Term Model for PEV selection in March 2014 (OP 89). PG&E's 2018 annual PEV rate was five percent (1.6 percent high usage + 2.2 percent model + 1.2 percent random selection), and applied to all enrolled CARE customers (OP 91), except for those customers in counties included in the Emergency Consumer Protection Plan (Decision 18-08-004).

The table below shows a breakdown of the 2018 Standard PEV results by enrollment type (OP 94d-e).

2018 PEV Results by Enrollment Type		
Status <sup>1</sup>	Income	Categorical
Approved	35.7%	41.0%
Over Income	6.1%	3.9%
Request Drop	1.7%	1.2%
No Response	56.5%	53.9%
<sup>1</sup> Status as of March 31, 2019.		

PG&E's overall 2018 PEV results are reported in CARE Tables 3A (Model) and 3B (High Usage) (OP 94a-c).

Significant PEV improvements have been gained with the implementation of the CARE Probability Model and high usage requirements. Customers selected for PEV by the model (scores in deciles 9 and 10) are 73 percent more likely than those randomly selected to be verified as ineligible (deemed over income or requested removal from the program) (OP 94f).

The Long Term Model framework, including optimal PEV rate, was proposed in AL 3410-G/4279-E filed on September 3, 2013 (OP 95), and approved by Energy Division effective October 3, 2013. The Long Term Model was implemented in Q1 2014 and remained in effect throughout 2017. The Long Term Model is designed to overlook potential non-responders who look eligible through their PG&E transactions, but are also likely to not respond to the PEV request. This is achieved by an algorithm that looks at the degree to which third-party data overlays are missing, indicating a customer has short tenure and may be more transient and less established. The end result is that the model targets customers for PEV who are likely ineligible and would be denied, regardless of likelihood to respond. The Standard PEV non-response rate of customers selected by the model has decreased as a result of this enhancement.

The annual CARE subsidy was nearly \$611 million in 2018. This is a 21 percent decrease from the highest annual CARE subsidy of \$776 million in 2011. The high usage requirements and Long Term Model will continue to be instrumental in identifying customers who are likely not qualified, thus reducing the subsidy, while maintaining ease of enrollment for the vast majority of customers who are truly in need of the discount.

### Green Tariff Shared Renewables (GTSR) Reporting

D.16-11-022, Ordering Paragraph 126 required "Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company shall make the California Alternate Rates for Energy (CARE) discount available to customers enrolled in the Green Tariff Shared Renewables (GTSR) rate structures, as described in this decision. The utilities shall include in their annual reports the number the number and percentage of customers in the GTSR and Enhanced Community Renewables rate structures and the average total bill discount that CARE Program enrolled GTSR and Enhanced Community Renewables customers receive (in percentage terms) from the CARE Program discount on the distribution portion of their bill. In the event that average bill discounts for CARE Program/GTSR and Enhanced Community Renewables customers are reported to be below the 30% overall CARE Program discount threshold." The similar paragraph on page 338 continues: "this policy may be revisited and utilities may file in its

mid-cycle update Advice Letter to apply the CARE discount to CARE-eligible GTSR customers with the goal of a 30% discount threshold.”

There were 337 CARE-enrolled customers in PG&E’s Solar Choice program as of the end of 2018, representing 0.02% of total CARE customers. The Enhanced Community Renewables portion of the GTSR Program does not yet have any active projects, so there are no CARE or other customers enrolled in that program at this time.

The average total bill discount that CARE-enrolled Solar Choice customers received on their bill from the CARE Program discount was 34.5%.

## California LifeLine Reporting

D.16-11-022, Ordering Paragraph 88 directed PG&E to: 1) distribute CARE and ESA program marketing material to the California LifeLine administrator or providers, stores and kiosks; and 2) assess each California LifeLine service provider’s willingness and administrative viability to participate in the CARE Capitation Program, and enroll all willing and qualified vendors, including California LifeLine providers, in the CARE Capitation Program. This directive includes Veterans Affairs Supportive Housing program partners, IRS Volunteer Income Tax Assistance providers and Covered California outreach and enrollment agencies. Enrollments driven through these efforts should be tracked (through unique CARE Program and ESA Program URLs, toll-free numbers, or other methods) and reported in the annual CARE Program and ESA Program reports.

In 2018, PG&E began to conduct outreach to Lifeline providers and other agencies include VITA, VASH and Covered CA by focusing on areas of opportunity for the CARE program and filtered it based on the following:

- Eligible unenrolled rate above 20%
- Eligible unrolled number of customers above 300 (excluded Berkeley and Davis due to high student populations)

Once agencies are identified in these geographic areas, PG&E reached out to identify whether or not they are interested in partnering with PG&E on this outreach, as well as to determine how they would like to partner (via paper applications or promoting online applications). At a minimum, depending on the level of engagement, PG&E will send the following outreach materials:

- CARE applications (English/in-language)
- ESA applications (English/in-language)
- Integrated brochures (English/in-language)

PG&E assigned the following codes to track CARE new enrollments and referrals received from the agencies:

- “LIFE” for Lifeline agencies
- “VITA” for Volunteer Income Tax Assistance agencies
- “VASH” for Veterans Affairs Supportive Housing
- “CVCA” for Covered California

Despite PG&E’s strategy and implementation plan for cross-promotional activities, PG&E was not able to recruit any LifeLine providers in joining the CARE Capitation Program and ESA and CARE teams were not able to establish contacts with other agencies to send

them the outreach materials. Though, LifeLine providers continued to attend some of the bi-monthly customer assistance days at the local PG&E lobbies to promote their services.

### **Statewide Request for Proposal (RFP) concerning Advanced Metering Infrastructure Data**

D.16-11-022 issued on November 10, 2016 directed Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company to conduct a statewide Request for Proposal (RFP) concerning Advanced Metering Infrastructure Data by June 1, 2017.

The statewide RFP was not issued in 2017 while the IOUs awaited clarification and resolution of PFM issues. Per D.17-12-009 issued on December 14, 2017 that modified D.16-11-022, the due date to conduct a statewide RFP was revised from June 1, 2017 to March 31, 2018.

The statewide RFP for a vendor to provide load disaggregation services was released in March 2018. The IOUs selected Ecotagious, Inc. to perform all work necessary for the proper implementation of the program, and a contract was signed in November 2018. The project scope is divided into two phases. Phase one will produce end-use load profiles and a segmentation report for a sample of CARE customers in the PG&E, SCE and SDG&E service areas. Phase two will expand the analysis to a wider group of customers and provide delivery of results to customers and ESA contractors. The statewide group meets biweekly. In 2018, three milestones were met: the contract was signed, the project plan for phase one was finalized, and the customer segmentation design was completed. The results for phase one are expected by mid-year 2019.

## **2.7. Pilots**

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

The Community Help and Awareness with Natural Gas and Electricity Services (CHANGES) Pilot Program provides funding to community based organizations (CBOs) to assist Limited English Proficient (LEP) customers with energy education and billing issues.

D.12-12-011 approved continued funding of the CHANGES Pilot Program through the CARE Outreach budget until the end of 2014. D.14-08-030 authorized a CHANGES budget until the end of 2016, a 2% increase from the authorized 2014 CHANGES funding level. D.15-12-047, CHANGES established itself as an ongoing statewide program, funded as a reimbursement from the CARE Program until a long-term Commission funding source can be established through budgetary and/or legislative channels. D.16-11-022, issued on November 21, 2016, authorized continued funding for CHANGES program through the 2017-2020 CARE Program budget. Due to the delays in starting the new contract for CHANGES program, the required independent, third-party evaluation study of the ongoing CHANGES program has been extended from June 2017 to June 30, 2018.

The CHANGES Pilot Program maintained reporting procedures for PG&E and other investor-owned utilities to report expenditures, and evaluate individual cases and group workshops/presentations conducted by community based organizations. The reporting requirements were included in CARE Tables 9, 10 and 11 in the monthly filed ESA/CARE reports.

In 2018, the CHANGES program continued to provide outreach, education, and bill issue assistance on natural gas and electricity bills and services to LEP customers in the language of their choice through a statewide network of community-based organizations. The IOUs continued to work with CHANGES implementers to maintain reporting procedures to evaluate individual cases and group workshops/presentations conducted by CBOs in compliance with D.12-12-011 and D.12-08-044. CHANGES data pertaining to program expenditures, one-on-one and group customer assistance sessions is collected from the CBOs and reported in the monthly CARE/ESA report in CARE Tables 9, 10 and 11.

In addition, in 2018, CHANGES CBOs continued to assist LEP customers on a variety of issues, including: helping customers enroll in the CARE and ESA Programs, providing energy efficiency education and bill education, setting up a PG&E account/payment plan, obtaining LI HEAP assistance and help with avoiding service disconnection. While PG&E Customer Service Representatives (CSRs) provide in-language support through its Contact Centers' third party affiliates, the CHANGES Program provided LEP customers with an alternative to getting help with their PG&E billing issues through local, trusted CBOs.

The CPUC's Consumer Service Information Division (CSID) and PG&E have been working together to improve the coordination between CHANGES CBOs and PG&E customer service. In 2014, in coordination with CSID, PG&E modified its customer authorization form (79-1095) to enable a CHANGES CBO representative to speak directly to PG&E CSRs to review a customer's energy bills and set up a payment plan on a customer's behalf. In 2018, PG&E continued the use of this authorization form. In addition, in 2015, to comply with consumer privacy rules and support CHANGES CBOs and their clients, PG&E updated its Customer Operations policies to allow verbal authorization from a customer to discuss their account information with a CHANGES CBO representative. This verbal authorization is only allowed if the customer is asking a CBO representative to communicate on their behalf with a PG&E representative. The verbal authorization is only good for that one phone call. PG&E continued this verbal authorization in 2018.

In response to CHANGES CBOs and CPUC constructive feedback on the CHANGES Toll Free Line experience, PG&E updated its routing system to connect CHANGES CBOs to PG&E Senior Service Representatives (SSRs). The streamlined approach to connect CHANGES CBOs to trained SSRs helped establish recognition of CHANGES CBO's purpose and be more responsive to customers' time-sensitive energy billing/service needs.

In 2018, Consumer Education was provided to 20,046 consumers through CHANGES Program. Education sessions were held in a mix of one on one, and group sessions. Education materials are available as fact sheets on the CPUC Website:

[http://consumers.cpuc.ca.gov/team\\_and\\_changes/](http://consumers.cpuc.ca.gov/team_and_changes/)

<b>2018 CHANGES Disputes Resolution</b>	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	11
Changed 3 <sup>rd</sup> party Company	307
Consumer Education Only (must be pre-approved)	1
Medical Baseline Application	6
Enroll in Energy Assistance Programs	116

Request Meter Service or Testing	2
Request Bill Adjustment	39
Request Customer Service Visit	2
Schedule Energy Audit	0
Payment Extension	22
Payment Plan	101
Solar	13
Stop Disconnection	141
Time of Use	2
Wildfire Related Issue	0
<b>TOTAL</b>	<b>763</b>

Note:

The total number of services may exceed the total number of cases because some cases will include more than one service provided.

Support for disputes resolution was provided in the following languages: Cambodian, Cantonese, Dari, English, Hmong, Japanese, Korean, Lao, Mandarin, Pashto, Portuguese, Samoan, Spanish, Tagalog, Urdu, Vietnamese

<b>2018 CHANGES Needs Assistance</b>	
Add Level Pay Plan	0
Assisted with CARE Re-Certification/Audit	3
Assisted with Changes to Account	153
Energy Efficiency Tool	16
Assisted High Energy User with CARE Doc Submission	1
Assisted with Reconnection	8
Billing Language Changed	78
Consumer Education Only	1
Electricity Aggregation	0
Energy Alerts	0
Energy Assistance Fund (SCE)	0
Energy Assistance Fund (PG&E)	2
Enrolled in Demand Response Programs	1
ESAP	52
Gas Assistance Fund (SCG)	0
HEAP	736
Medical Baseline	132
Neighbor to Neighbor (SDG&E)	0



REACH	4
Reported Safety Problem	0
Reported Scam	0
Set Up 3 <sup>rd</sup> Party Notification	0
Set Up New Account	9
Payment Extension	39
Payment Plan	138
Wildfire Related Issue	0
<b>TOTAL</b>	<b>1,373</b>

Note:

Support for needs assistance was provided in the following languages: Cambodian, Cantonese, Cebuano, Dari, English, Farsi, French, German, Hindi, Hmong, Japanese, Korean, Lao, Mandarin, Pashto, Portuguese, Spanish, Tagalog, Urdu, Vietnamese

### 3. CARE Expansion Program

#### 3.1. Participant Information

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

See CARE-Table 12 – CARE Expansion Program.

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

There were approximately 109,228 tenants residing within CARE Expansion Program qualified facilities receiving the CARE discount by December 31, 2018. This information is not available by energy source. The resulting numbers were representative of the total number of residents housed in all facilities, both residential and commercial, and for both energy commodities.

#### 3.2. Usage Information

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

See CARE-Table 12 – CARE Expansion Program.

#### 3.3. Program Costs

##### 3.3.1. Administrative Cost (Show the CARE Expansion Program's administrative cost by category)

The CARE Expansion program's administrative cost was reported as part of the overall program administrative expenses. See CARE-Table 1 – Overall Program Expenses.

### **3.3.1.1. Discount Information**

Following is the total annual discount, by energy source, for the CARE Expansion Program:

Electric:	\$7,623,698
Gas:	\$1,265,287
Total:	\$8,888,985

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

Electric:	\$563.52
Gas:	\$163.08

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

Electric:	\$6,668.39
Gas:	\$1,594.04

## **3.4. Outreach**

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

In 2018, PG&E continued to use the CARE Program website as a useful source of information for nonprofit, agricultural, and migrant farm workers. As new program information and income guidelines became available, applications were updated online in formats that allowed for easy download and printing. PG&E did not work with third parties to perform outreach for the CARE Expansion Program.

### **3.4.2. Discuss each of the following:**

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

Downloading and printing of the nonprofit group living facility online application has become the most effective outreach method for nonprofit organizations seeking financial assistance. In addition, PG&E is available via telephone or e-mail to address any questions pertaining to their eligibility and account information.

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

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

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

The certification period for nonprofit group living facilities is two years. At the end of the 2-year period, PG&E mails a recertification packet to the listed primary contact. Due to an organization's frequent personnel changes, current staff is not always aware of the CARE Program or the recertification process. As a result, approximately half of the organizations do not recertify though they still qualify for the discount. To address this barrier, PG&E proactively calls customers to remind them to recertify, answer any questions they might have and guide them through the recertification enrollment process.

For the agricultural employee housing facilities, the barriers are the lack of understanding the CARE Program criteria and the perception of inconvenient paperwork. Some of the barriers included facility owners and managers who are unsure about the type of permit requirements; some believe their facility would not qualify because the company was a business, or the tenants do not pay for utilities and/or tenants do not live in the housing facility year round. PG&E overcame these barriers by working one-on-one with the facility owners and managers to ensure they were successfully enrolled.

Some managers were confused by the change of eligibility criteria: the total gross income for all residents and or household s occupying the facility at any given time must meet the current CARE income eligibility guidelines. Previously, each household income occupying the facility at any given time had to meet the current CARE income eligibility guidelines.

PG&E continued to receive phone calls asking for clarification about the definition of a Satellite Facility. PG&E also received calls asking for clarification about the requirement whether non-profit facilities such as homeless shelters, hospices, and women's shelters must be open for operation with at least six beds or six occupants for a minimum of 180 days and/or nights per year at each facility's service address. Based on customers' on-going feedbacks, PG&E revised its Non-Profit application to provide more clarification on requirements and worked with facility owners and managers to answer each of their questions.

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

PG&E continued to reach out to agricultural facilities and implemented a targeted approach to those facilities not currently enrolled in the CARE Program. Additionally, the CARE application is available online for interested organizations to apply which reduced printing and mailing costs.

### **3.5. Program Management**

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

PG&E did not encounter any issues and/or events that significantly affected the CARE expansion program management in 2018.

#### 4. Fund Shifting

##### 4.1.1. Report ESA Program fund shifting activity that falls within rules laid out in Section 6.2 of D.12-08-044.

The ESA total program expenses in 2018 did not exceed the total authorized budget. In compliance with D.12-08-044 (wherein the “Utilities are permitted to shift funds from one year to another within the 2012-2014 cycle without prior approval”) and D.17-12-009, PG&E fund shifted among energy efficiency subcategories to cover the overspend in the HVAC-gas and Appliance-gas subcategories totaling \$1,242,149.

ESA-Table 12 shows:

- the fund-shift from Enclosure-gas to HVAC-gas, to cover the overspend of \$592,663
- the fund-shift from Enclosure-gas to Appliance-gas, to cover the overspend of \$649,486

##### 4.1.2. Report CARE fund shifting activity that falls within rules laid out in Section 6.2 of D.12-08-044.

D.12 08 04, OP 135(c) of 4, authorized CARE fund shifting between categories in the same manner as the 2009-2011 budget cycle. PG&E did not fund shifting between budget categories in 2018 as the total CARE program administrative expenses did not exceed the overall authorized budget.

##### 4.1.3. Was there any ESA Program or CARE fund shifting activity that occurred that falls OUTSIDE the rules laid out in Section 6.2 of D.12-08-044?

There was no ESA or CARE Program fund shifting activity that occurred in 2018 that fell outside of the fund shifting guidelines in D.12-08-044, as updated in D.16-11-022 and D.17-12-009.

## 5. Commonly Used Acronyms

Application Decision	D.16-11-022
CAM	Common Area Measure
CARE	California Alternate Rates for Energy
CBO	Community-Based Organization
CFL	Compact Fluorescent Lamp
CPUC	California Public Utilities Commission
CSI	California Solar Initiative
CEESP	California Energy Efficiency Strategic Plan
CEWG	Cost Effectiveness Working Group
CHANGES	Community Help and Awareness of Natural Gas and Electric Services Program
CSD	California Department of Community Services & Development
D.	Decision
DAWG	Demand Analysis Working Group
DDTP	Deaf and Disabled Telecommunications Program
DRP	Demand Response Program
DSM	Demand Side Management
EE	Energy Efficiency
ESA	Energy Savings Assistance
ESACET	Energy Savings Assistance Cost Effectiveness Test
ETC	Energy Training Center
FERA	Family Electric Rate Assistance
HEAT	Home Energy Assistance Tracking
IHD	In Home Display
IOU	Investor-Owned Utility
kW	Kilowatt
kWh	Kilowatt Hour
LED	Light-Emitting Diode
LIEE	Low Income Energy Efficiency
LIHEAP	Low Income Home Energy Assistance Program
LINA	Low Income Needs Assessment
LIWP	Low Income Weatherization Program
MCWG	Mid-Cycle Working Group
MF	Multifamily



MFWG	Multifamily Working Group
MID	Modesto Irrigation District
MIDI	Moderate Income Direct Install
Modified Decision	D.17-12-009
MOU	Memorandum of Understanding
MUP	Multifamily Upgrade Program
mW	Megawatt
mWh	Megawatt Hour
NEB	Non-Energy Benefit
NGAT	Natural Gas Appliance Testing
OP	Ordering Paragraph
OBF	On-Bill Financing
OBR	On-Bill Repayment
ODRS	On-line Data Reporting Systems
PCT	Programmable Communicating Thermostat
PEV	Post Enrollment Verification
PFM	Petition for Modification
PG&E	Pacific Gas & Electric Company
PMHR	Peninsula Minor Home Repair
PPP	Public Purpose Program
PY	Program Year
REU	Redding Electric Utility
RFP	Request for Proposals
SASH	Single-family Affordable Solar Homes
SCE	Southern California Edison
SDG&E	San Diego Gas & Electric Company
SoCalGas	Southern California Gas Company
SPOC	Single Point Of Contact
SSI	Supplemental Security Income
SSD	Supplemental Security Disability
SSP	Social Security Pension
TDD	Telecommunications Device for the Deaf
TID	Turlock Irrigation District
TOU	Time-Of-Use
TRC	Total Resource Cost Test
UC	Utility Costs

WFTP                      Willingness and Feasibility To Participate

**6. Appendix A: 2018 ESA and CARE Program Compliance and Activities**

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Appendix A

2018 ESA-CARE Program Activities and Compliance					
No.	ESA-CARE Activity	CPUC Directive	Directive Reference	Action Required	Completed Date
1	Included in PG&E 2017 and 2018 Annual Reporting.	D.16-11-022	OP 97	97. Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company (the four large Investor-Owned Utilities) shall direct their eligible Energy Savings Assistance (ESA) Program contractors that install program provided Air Conditioning measures, where feasible, to simultaneously install Air Conditioning Cycling program controls and vice versa. For those customers whose load profiles would demonstrate bill savings from Air Conditioning Cycling or other Demand Response program enrollment, the four large Investor Owned Utilities are directed to create metrics to track the success of these efforts and report them in the California Alternate Rates for Energy Program and ESA Program Annual reports.	1/1/2018
2	Key communication is available in large print and Braille. It is also available in electronic format on PG&E.com website which conforms to Level AA Web Content Accessibility Guidelines 2.0 for text-to-audio screen readers. Additionally, customers can call the Contact Center for information about the program.	D.16-11-022	OP 74	74. Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company shall ensure that all key communications regarding the Energy Savings Assistance Program's Disability Program is provided effectively and appropriately in accessible formats and mechanisms. This includes, at a minimum, accessible versions of printed material, from outreach and enrollment to education and recertification, in large print, Braille, electronic, and audio formats.	1/1/2018
3	Disabled customers made up 25 percent of ESA Program enrollees in 2017 and 28 percent of the ESA Program enrollees in 2018 based on visual observation and unsolicited comments by the household members. Participation of households with disabled inhabitants is likely to be higher than recorded. Additional information is available in section 1.5 of the 2018 ESA and CARE Program Annual Report.	D.16-11-022	OP 72	72. The 15% enrollment goal for persons with disabilities into the Energy Savings Assistance Program is approved. Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company, and Southern California Gas Company shall apply the 15% enrollment goal and shall work with the Center for Accessible Technology to improve methods for voluntary self identification on forms, and also to improve the utilities' databases to ensure better identification of households containing a person with a disability, so as to draw on this information to support any other efforts it makes to ensure that its services are accessible to people with disabilities.	1/2/2018
4	Using Energy Insight (EI), PG&E ran a monthly report of owner occupied single family households that have completed the ESA Program requirements of the CARE Program high usage process. On a monthly basis, this report was uploaded to an Electronic Secure File Transfer (ESFT) site shared with GRID Alternatives	D.16-11-022	OP 84	84. Starting January 1, 2017, Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company shall provide the Single family Affordable Solar Homes Program Administrator, current GRID Alternatives, with a monthly list of owner occupied single family households that have completed the Energy Savings Assistance (ESA) Program requirements of the California Alternate Rates for Energy (CARE) Program high usage process. These referral lists shall contain, at a minimum, the ESA Program workflow outputs with the customer of record's name, address, phone number, preferred language, household income and size. All of these referrals must be tracked in the CARE Program and ESA Program annual reports.	1/3/2018
5	PG&E transferred the second of 2 annual \$1,750,000 payments to MCE for its LIFT Pilot by January 15, 2018.	D.16-11-022	OP 147	147. Marin Clean Energy's LIFT Proposal pilot is approved, in part. The total budget authorized for the pilot is \$3.5 million. The pilot is for 2 years and D.16-11-022 authorizes an annualized payment; \$1,750,000 by Jan 15, 2017 and 2018. To implement the pilot, Marin Clean Energy shall file an Advice Letter with the Commission's Energy Division regarding metrics for program tracking. Pacific Gas and Electric Company shall transfer MCE's annualized ESA Program budget by January 15 of each year. Marin Clean Energy may seek additional funding for future program years after the completion of its pilot via a Petition for Modification (if it is within this program cycle).	1/12/2018
6	PG&E submitted the MF CAM implementation draft to the Working Group on January 15, 2018 prior to submitting plans in a Tier 2 Advice Letter. All comments were reviewed and addressed at Q1 2018 in person working group meeting	D.17-12-009	OP 138 (& 66), p.503 (&479)	Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company shall submit and discuss their multi-family implementation plans with the Working Group by January 15, 2018, to seek to establish consensus on key issues, prior to submitting their plans in a Tier 2 Advice Letter filing on March 1, 2018.	1/16/2018
7	Tracking was set up in PG&E's database in 2017 to ensure that no household receiving energy education alone would be counted as treated. This data is reported in ESA Table 18. 754 homes received energy education-only in 2018.	D.17-12-009	OP11	FOR THE MONTHLY REPORT: The four large Investor Owned Utilities' (Pacific Gas and Electric Company, San Diego Gas & Electric Company, Southern California Edison Company, Southern California Edison Company) (IOUs') shall not count a household as "treated" if provided energy education alone. The four large IOUs must track and report all households that only receive Energy Education in their monthly and annual compliance reports. Households receiving only education will not be permitted to self certify and these households will be required to demonstrate their eligibility to receive energy education.	1/22/2018
8	NDA with Jason Wimbley of CSD was executed on February 2, 2018.	D.17-12-009	OP 140, p.504	For the ESA Program: Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company shall enter into appropriate non-disclosure agreements between themselves and Department of Community Services and Development to facilitate data sharing.	2/2/2018
9	The IOU's annual estimate of customers eligible for CARE program was filed by PG&E on February 9, 2018.	D.16-11-022	Email Ruling dated 12/29/2017	File the annual estimate of customers eligible for the CARE program by February 12th each year; this annual filing was not included in D.16-11-022, so was requested in the Motion for Extension on 12/15/17.	2/9/2018
10	PG&E filed a Tier 2 Advice Letter outlining the respective implementation plan for MF CAM on March 1, 2018	D.17-12-009	OP 66, p.479	Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company (IOUs) shall file a Tier 2 Advice Letter outlining their respective implementation plans for their multi-family (MF) common area activities by March 1, 2018.	3/1/2018

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2018 ESA-CARE Program Activities and Compliance					
No.	ESA-CARE Activity	CPUC Directive	Directive Reference	Action Required	Completed Date
11	These pilot implementations were submitted via Advice Letter 5242-E.	D.17-12-009	OP 147, p.506	147. Pacific Gas and Electric Company (PG&E), Southern California Edison Company, and San Diego Gas & Electric Company (electric IOUs) shall implement a pilot to examine the demand and energy savings of a "package" consisting of programmable communicating thermostats (PCTs), Time of Use Critical Peak Pricing rates, and a mobile phone application. The electric IOUs shall file Tier 2 Advice Letters detailing the proposals for implementing these pilots as detailed in the appendix by March 1, 2018.	3/1/2018
12	Provided updated training to Energy Specialists in the ESA Program in February 2018 including updated information regarding new issues affecting low income customers.	D.16-11-022	OP 38	38. Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company shall update their energy education modules to include information about new issues affecting residential rates for low income customers adopted in the Retail Rates Order Instituting Rulemaking rate reform (Rulemaking 12-06-013), its anticipated impacts, and opportunities and options to mitigate such impacts via energy efficiency and demand response programs, conservation, and other available alternatives. The utilities are also directed to coordinate internally to align Marketing Education and Outreach strategies and campaigns across the Low Income and Rates proceedings.	3/5/2018
13	PG&E added second refrigerators to its measure mix in 2018.	D.17-12-009	OP 13, p.457	13. Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company shall offer replacement of second refrigerators. The eligibility guidelines shall be the same as the replacement of primary refrigerators, with an additional requirement of the household occupancy of at least six people.	3/5/2018
14	This compliance item was listed as "if feasible" and this was not feasible to comply with. By the time the Low Income Final Decision was issued on 12/20/2017, PG&E had already filed the Residential Rates ME&O Plan Advice Letter in R.12.06.013 on November 1, 2016. Resolution E-4882 approved the Residential Rates ME&O plan on December 14, 2017.	D.17-12-009	OP 34, p.466-467	34. Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company, and Southern California Gas Company shall, if feasible, incorporate their California Alternate Rates for Energy Program and Energy Savings Assistance Program Marketing and Outreach plans into the Rulemaking 12 06 013 mandated Tier 3 advice letter filings for each utility's specific Marketing, Education, and Outreach plans.	3/6/2018
15	The Mid-Cycle Working group's P&P manual update was given during a webinar on January 31, 2018. Final version was updated March 18, 2018.	D.17-12-009	OP 61, p.477	67. The mid cycle Working Group shall update the Energy Savings Assistance (ESA) Program Statewide Policy & Procedure (P&P) Manual in accordance with all applicable components of this Decision. The Statewide P&P Manual is intended to incorporate and complement Commission decision directives and be used as a guide in terms of ESA Program. The mid-cycle Working Group's deliverable will be an updated and enhanced Statewide P&P Manual.	3/16/2018
16	The joint IOUs statewide Request for Proposal concerning Advanced Metering Infrastructure Data was conducted in March 2018.	D.17-12-009	OP 94, p.488	94. Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company shall, by March 31, 2018, conduct a statewide Request for Proposal concerning Advanced Metering Infrastructure Data as detailed in this Decision.	3/30/2018
17	See Section 1.6.3. of this 2018 Annual Report describing PG&E's continued coordination to leverage CSD's LIWP program in 2018. PG&E worked with CSD throughout 2018 to complete contract and agreement terms for this effort, which will begin implementation in 2019 and be reported in ESA Table 2B.	D.17-12-009	OP 30, p.464-465	30. Pacific Gas and Electric Company (PG&E), Southern California Edison Company (SCE), San Diego Gas & Electric Company (SDG&E), and Southern California Gas Company (SoCalGas) shall separately track and report the households treated under the joint Department of Community Services and Development (CSD), California Energy Commission (CEC) and/or California Department of Water Resources (DWR) funding mechanism separately in their annual reports. These households shall count towards the four large Investor Owned Utilities' (IOUs) households treated goals. However, when calculating the remaining eligible population using the methodology adopted in Decision 01-03-028, the IOUs are not to double count these homes jointly treated by the programs. The methodology adopted in Decision 01-03-028 allows the IOUs to deduct the remaining eligible population by the number of households treated by CSD's program as well as those households treated by the ESA program to determine how many households remain to be treated. In instances where the household is jointly treated by both programs, and that household would have already been captured in CSD's household treated data, it should not be accounted for again in the IOU's households treated data. PG&E, SDG&E, and SCE must submit a budget proposal for this effort via its conforming Advice Letter. PG&E, SCE, SDG&E, and SoCalGas shall track and record the costs of these efforts in their annual reports. This shall be a one time effort with a sunset date that will coincide with the conclusion of the CSD, CEC and DWR efforts. Any unspent ratepayer funds remaining at the conclusion of the Utility Drought Mitigation Program will be returned to the ESA Program balancing account, in concurrence with the sunset date outlined in the guidelines for the CSD, CEC, and DWR.	4/3/2018
18	Included in PG&E 2017 and 2018 Annual Reporting.	D.16-11-022	OP 113	113. Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company must include in their annual reports: a) The number of customers at or above the 90th percentile of usage amongst those not subject to our current High Usage Post Enrollment Verification process who have also been on the California Alternate Rates for Energy (CARE) rate at the same meter for at least six years, and the percentage of those who had not yet participated in the Energy Savings Assistance (ESA) Program prior to receiving targeted marketing; b) the number of these enrollments that have led to Energy Savings Assistance measure installations; c) the number of long term tenancy CARE customers who have NOT applied for the ESA Program; d) on the energy usage for those long-term tenancy CARE customers who accept ESA treatment, noting changes before ESA treatment and within three, six, and twelve months after ESA treatment, and those long-term tenancy CARE customers who do not accept ESA treatment.	4/30/2018



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19	Included in PG&E 2017 and 2018 Annual Reporting.	D.17-12-009	OP 132, p.501	132. Uncommitted unspent funds that are not carried forward shall be used to offset future Energy Savings Assistance (ESA) Program year collections for Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company. This will ensure that these funds ultimately serve ESA Program participants, and will help to mitigate any additional collections that would otherwise be required as a result of incremental program budget authorizations.	5/1/2018
20	PG&E provided its Disability Enrollment efforts as Section 1.5 of the 2018 Annual Report.	D.16-11-022	OP 73	73. Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company, and Southern California Gas Company shall continue to report their success at meeting the 15% enrollment goal, including discussion of any outreach approaches introduced or retired, in their annual reports to the Commission.	5/1/2018
21	PG&E continues to utilize existing fund shifting rules between commodity budget categories and describes its fund shifting endeavors in Section 4 of the 2018 Annual Report.	D.16-11-022	OP 131	131. Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company shall utilize the existing fund shifting rules pertaining to shifting funds between gas and electric budget categories, as set forth in Ordering Paragraph 135 of Decision 12-08-044.	5/1/2018
22	PG&E provided its discussion of fund shifting in Section 4 of the 2018 Annual Report.	D.17-12-009	OP 133, p.501	133. Year to year carry over activities and reporting shall be based on annual Energy Savings Assistance (ESA) Program budgets of Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company. Funds carried over to a future year within a given program cycle will augment that future year's authorized budget, resulting in additional ESA Program funds being made available in that future year. Carry over funds shall not count towards the Utilities' future year's budget for the purposes of calculating the following year's carry over threshold.	5/1/2018
23	PG&E provided its Fund Shifting authorizations and amounts in ESA Table 12 of the 2018 Annual Report.	D.16-11-022	OP 136	136. Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company shall include in their annual reports a summary of unspent funds, identifying both funds that are carried over and funds that are not carried over and are instead used to offset collections in the next program year. This report must reference authorizing advice letters, resolutions, or rulings as appropriate. Amounts must be reported by program budget line item. Unspent funds used to offset collections must be applied according to the original funding source: unspent electric funds must offset future collections from electric rates, while unspent gas funds must offset future collections from gas rates.	5/1/2018
24	PG&E tracks and reports remaining uncommitted unspent 2009-2016 funds to the LIOB quarterly. Unspent funding has not been returned to ratepayers, and PG&E used 2009-2016 uncommitted unspent funds for its Mid-Cycle Advice Letter requests.	D.17-12-009	OP 137, p.503	138. Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company shall utilize all current 2009-2016 accumulated Energy Savings Assistance Program Carry Over Funds to offset collections that would otherwise have been required in this program cycle. These funds shall not be returned to ratepayers.	5/1/2018
25	PG&E provided the number of first touches versus go backs in Summary Table 1 and Section 1.4.1 of the 2018 Annual Report.	D.16-11-022	Text-p.69	Text p.69: We direct the utilities to track in its reporting how many visits are "first touches" (households that have not received ESA treatment) versus "go backs." The utilities should track the number of "go backs," the energy savings resulting from the treatment from the "go back" and additional measures to determine what percentage of the utility's energy savings target (as discussed above) is a result from a "go back" versus a "first touch" for a customer.	5/1/2018
26	Provided the number and percentage of customers in the GTSR and Enhanced Community Renewables rate structures, and the average total bill discount that CARE enrolled GTSR and ECR customers received in percentage terms, from the CARE program discount on the distribution portion of their bill.	D.16-11-022	OP 127	127. Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company shall make the California Alternate Rates for Energy (CARE) discount available to customers enrolled in the Green Tariff Shared Renewables (GTSR) rate structures, as described in this decision. The utilities shall include in their annual reports the number the number and percentage of customers in the GTSR and Enhanced Community Renewables rate structures and the average total bill discount that CARE Program enrolled GTSR and Enhanced Community Renewables customers receive (in percentage terms) from the CARE Program discount on the distribution portion of their bill. In the event that average bill discounts for CARE Program/GTSR and Enhanced Community Renewables customers are reported to be below the 30% overall CARE Program discount threshold.	5/1/2018
27	The actual expenditures are provided in CARE Table 1 of the 2018 Annual Report.	D.16-11-022	OP 127	127. The proposed California Alternate Rates for Energy Program Administrative budgets for Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company shall be more closely aligned with actual 2015 expenditure levels, capping increases at not more than 15% over actual 2015 expenditures in 2017, and not more than 20% over 2015 expenditures in 2018, to account for inflation as well as any unforeseen costs.	5/1/2018
28	CARE fund shifting is described in Section 4 of the 2018 Annual Report.	D.16-11-022	OP 139	139. Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company are permitted to shift California Alternate Rates for Energy funds in the same manner as they did in the 2012-2014 budget cycle in Decision 12-08-044, and shall report all such shifting in the same manner as in that budget cycle unless otherwise modified in today's decision.	5/1/2018
29	AB 327 was discussed in Section 2.6 of the 2018 Annual Report.	D.16-11-022	OP 70	70. Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company may use California Alternate Rates for Energy Program funds to cover the costs associated with communications to customers about their enrollment status and about rate changes related to Assembly Bill 327.	5/1/2018

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30	Costs of outreach/retention are tracked in CARE Table 1 of the 2018 Annual Report.	D.16-11-022	OP 71	71. To ensure that the outreach/retention costs are being tracked correctly, Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company must track the costs and accounting thereof in their annual reports.	5/1/2018
31	High Usage Alerts continued in 2018.	D.17-12-009	OP 82, p.484	83. Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company (the three large electric Investor-Owned Utilities or IOUs) shall continue implementation of a high usage alert system for California Alternate Rates for Energy Program High Usage Customers in a month utilizing the three large electric Investor Owned Utilities' upgraded My Energy/My Account systems as well as through traditional outreach methods. Costs associated with these notification directives should be accounted for in the IOUs' Rate Reform memorandum accounts.	5/1/2018
32	Confirmed that HU customers were not counted toward requirement.	D.16-11-022	OP 86	86. California Alternate Rates for Energy Program High Usage customers targeted for Post Enrollment Verification and Recertification by Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company shall not count toward the High Usage Post Enrollment Verification and Recertification rate ceiling requirement set forth in Ordering Paragraph 92 of Decision 12 08 044.	5/1/2018
33	Electric and Gas savings targets and actuals can be found in Summary Table 1 - ESA Program in the 2018 Annual Report.	D.16-11-022	OP5	5. Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company, and Southern California Gas Company shall administer the Energy Savings Assistance Program with an annual energy savings target as follows: Utility Annual Utility Portfolio-Wide Electric Savings Target (GWh) Annual Utility Portfolio-Wide Natural Gas Savings Target (MM Therms) PG&E 47.0 2.0	5/10/2018
34	PG&E worked with the MF WG throughout 2017 and 2018 to develop its MultiFamily Common Area Measure Initiative. PG&E's AL 3943-G/5241-E (March 1, 2018) was approved by Energy Division Disposition Letter (March 28, 2018, effective March 31, 2018). Landlords certify that at least 65% of the building's tenants meet the ESA income eligibility guidelines before they are qualified to participate.	D.16-11-022	OP 43	43. Pacific Gas and Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company shall fund in the Energy Savings Assistance Program common area measures for the following multi-family buildings dedicated to providing affordable housing to low-income Californians in deed restricted, government and non-profit owned multi-family buildings, as described in this Decision, subject to a cap of \$80 million of unspent funds pro-rated by each utility. The landlord must certify that at least 65% of the building's tenants meet the Energy Savings Assistance Program's income eligibility as a threshold for participation for the common area measures.	5/10/2018
35	See Section 1.10 of the 2018 Annual Report. The Impact Evaluation consultant applied the most recent EE EM&V guidelines to its Impact Evaluation ED staff directs the study and the advisory team includes IOU members.	D.17-12-009	OP 52, p.474	52. Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company shall apply the latest version of the Energy Division & Program Administrator Energy Efficiency Evaluation, Measurement and Verification Plan for the oversight, formation, description, tracking, review and approval, and initiation of their Evaluation, Measurement and Verification efforts. The utilities should update its impact evaluations to be in accordance with the guidelines established within this decision.	5/10/2018
36	Provided via ESA Table 8 in the 2018 Annual Report.	D.16-11-022	OP 76	The four large Investor Owned Utilities shall accurately and consistently track households that are unwilling, infeasible, or ineligible to participate in their annual reports, with sub categories as follows: a) Customers who explicitly state to an Energy Savings Assistance Program Contractor or live IOU telemarketer that they are not interested in the program (or asked to be put on the "do not call" list); b) Customers whose landlords refuse to authorize participation; c) Households that are unable to provide necessary documentation; d) Households that enroll in the program but cannot be treated due to scheduling conflicts/missing appointments; e) Households that enroll in the program but cannot be treated due to hazardous environments, or other circumstances that make it impossible for the contractor to treat the home; f) Ineligible – Other; g) Infeasible – Other; h) Unwilling – Other.	5/10/2018
37	See ESA Table 4 in the Annual Report.	D.16-11-022	OP 81	81. Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company shall recalculate and include an estimate for the new remaining Energy Savings Assistance Program eligible population in their annual reports, and shall use those numbers in their next program cycle applications.	5/10/2018
38	See Section 1.10 in the 2017 and 2018 Annual Reports re the ESA Impact Evaluation.	D.16-11-022	Text pp.226-227	We direct energy division to employ its impact evaluation support to coordinate with its mid-cycle update review, so that any changes to the 5% energy savings target increase will be based on impact evaluation data. Impact evaluations are the key source for accurately accounting the impact of the interventions and tracking progress against savings goals. To ensure the integrity of the impact evaluations, we require the IOUs in consultation with Energy Division staff to: 1. Hire independent contractors through competitive solicitations to conduct impact evaluations; 2. Review and update program data collection protocols to ensure necessary data is available for rigorous and timely evaluation; 3. Follow the EM&V public vetting procedures for evaluation plans and draft reports to allow for Energy Division and public comment prior to finalizing; and 4. Evaluation plans and final results should describe methods in detail including how they used best practices for impact evaluation documented in both California Evaluation Framework and in the California Energy Efficiency Evaluation Protocols.	5/10/2018

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39	See Annual Report ESA Table 12.	D.17-12-009	OP 134	The carry over rules cap the amount of unspent funds that can be carried over from program year to program year, within a given program cycle, by Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company (large Investor Owned Utility or IOU) to 25% of the prior year's program budget. This cap includes both committed and uncommitted unspent funds to be carried over. If a large Investor Owned Utility wishes to carry over an amount in excess of the 15% limit, that Utility must first file a fund shifting Advice Letter. If the large IOU does not receive such approval, any unspent funds in excess of the 25% limit may not be carried over for programmatic use, and must instead be used to offset future collections.	5/21/2018
40	See Section 1.10 in the 2017 and 2018 Annual Reports re the LINA Study.	D.17-12-009	OP 56, p.475	56. Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company (four large Investor Owned Utilities) shall move forward with their proposed Low Income Needs Assessment (LINA) study, with an authorized budget of \$500,000. At a minimum, this study shall address the three remaining topics identified in Decision 14 08 030: (1) provide updated assessments of energy insecurity and energy burden; (2) assess the level of burden in providing income documentation for California Alternate Rates for Energy; and (3) identify the most beneficial program measures. The Commission's Energy Division shall work with the four large Investor Owned Utilities and their selected consulting firms to provide the necessary data and allow for stakeholder review and input during the course of the study. In coordination with Energy Division, the four large Investor Owned Utilities shall host public workshops or webinars to allow stakeholders and interested parties to comment and provide input on the study. The scope of the study shall also include consideration of undocumented residents across all 4 IOU service territories.	5/29/2018
41	See Section 1.13 in the 2017-2018 Annual Reports re the CE WG. The CE WG filed White Papers on its assigned tasks.	D.17-12-009	OP 47, p.472	47. The Energy Savings Assistance (ESA) Program Cost Effectiveness Working Group, established in Decision (D.) 12 08 044, shall continue to meet in order to: (1) Identify which measures should be included in the Adjusted ESA Program Cost Effectiveness Test; and (2) for measures excluded from the Adjusted ESA Program Cost Effectiveness Test calculation, develop a methodology to exclude from the calculation all administrative costs and any non energy benefits associated with those measures, including those costs and benefits that may be attributable to the whole program and are not clearly tied to any specific measure; (3) support tracking energy efficiency on a portfolio basis; and (4) other items as identified in this Decision. The Cost Effectiveness Working Group shall comply with D.16 06 007 which requires a single avoided cost model for all proceedings for any cost effectiveness analysis conducted.	6/13/2018
42	See Section 1.13 in the 2017-2018 Annual Reports re the CE WG. The CE WG filed White Papers on its assigned tasks.	D.17-12-009	OP 50, p.473-474	50. The Energy Savings Assistance Program Cost Effectiveness Working Group may submit a progress report, including any completed deliverables, and a revised schedule and work plan for the remaining deliverables to the applicable service list for this proceeding if it is unable to complete its recommendations. The Cost-Effectiveness Working Group need not achieve consensus; instead, a majority proposal and a alternative proposals may be recommended on any given topic.	6/13/2018
43	This public meeting with CSD was held on June 26, 2018. See Section 1.14 in the 2018 Annual Report.	D.17-12-009	text-p63	D.17-12-009: ...we retain the directive for the IOU's to host a workshop with CSD. For efficiency, this workshop shall be incorporated in the public meetings directed in D.12-08-044, OP 5 directing the IOUs' to review and discuss the prior years' CARE and ESA Program activities. D.12-08-044: These Utilities shall convene a minimum of one public meeting per year, within 60 days of their filing of the annual reports and other public meetings as deemed necessary by either the Utilities, ED, the ALJ or the Commission.	6/26/2018
44	The Mid-Cycle Working group provided its recommendations on June 29, 2018.	D.17-12-009	Text .31	We require that the mid-cycle Working Group submit its recommendations by the 2nd Quarter of 2018 for consideration in mid-cycle updates.	6/29/2018
45	See Section 1.13 in the 2017-2018 Annual Reports re the Mid-Cycle. The MC WG met throughout 2017-2018, and filed its final report on June 29, 2018. Public webinars were held, to which LIOB members were invited to attend.	D.17-12-009	OP 136	Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company shall establish a mid-cycle Working Group of the parties to prepare a report to the Commission to evaluate whether the rule and policy changes adopted in this Decision have enabled program participation and prudent program expenditures, or whether adjustments are needed to enable prudent fund expenditures to alleviate low-income energy hardships while considering cost effectiveness. A copy of this report shall also be presented to the Low Income Oversight Board.	6/29/2018
46	Provided in Appendix B Summary Highlights and ESA Table 1 of the Annual Report.	D.17-12-009	OP 98, p.489-490   Text-p327	98. Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company shall track the cost of their energy education programs in their annual reports to 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.	7/3/2018
47	Provided via the Mid-Cycle Advice Letter 3990-G/5329-E (July 16, 2018) and supplemented in Advice 3990-G-A/5329-E-A (September 14, 2018). This was partially authorized by CPUC Energy Division Non Standard Disposition AL3990-G/5329-E-A, 3990-G/5329-E-B on January 4, 2019.	D.17-12-009	OP 57	Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company may submit proposals for the approval and implementation process of cost effective mid cycle new measures, pilots, and initiatives via an advice letter.	7/16/2018

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48	Provided via the Mid-Cycle Advice Letter 3990-G/5329-E (July 16, 2018) and supplemented in Advice 3990-G-A/5329-E-A (September 14, 2018). This was partially authorized by CPUC Energy Division Non Standard Disposition AL3990-G/5329-E-A, 3990-G/5329-E-B on January 4, 2019.	D.17-12-009	OP 58, p.476	58. All proposals for new mid cycle measures submitted by Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company (Utilities) must include budgets and cost effectiveness calculations incorporating results from the recently adopted water energy calculator if applicable. The proposals shall include the measure, pilot or initiative's Measure Total Resource Cost. If the Utilities' calculations indicate that the measures, pilots or other initiatives would not be cost effective (i.e., if the Measure Total Resource Cost is less than 1.0), then the proposal may still be submitted. The submission of a mid-cycle update shall be consolidated and be submitted as an advice letter (referred to in this decision as the mid-cycle update Advice Letter) by July 16, 2018 for consideration in 4th Quarter 2018 and implementation in 2019. We note that using the Advice Letter process for such changes only applies to this budget cycle (2017-2020), and shall sunset on December 31, 2020. Thereafter, all such changes related to budget increases and program changes shall be requested through a Petition for Modification.	7/16/2018
49	PG&E's water leveraging plans were included in its Mid-Cycle Advice Letter 3990-G/5329-E (July 16, 2018) and supplemented in Advice 3990-G-A/5329-E-A (September 14, 2018). Water leveraging activities were authorized by CPUC Energy Division Non Standard Disposition AL3990-G/5329-E-A, 3990-G/5329-E-B on January 4, 2019.	D.17-12-009	OP 59, p.476	Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company shall file a Tier 2 mid-cycle update Advice letter describing new leveraging plans with identified water wholesalers and retailers (water agencies and companies) operating in their service territories, as well as proposals for any other cold-water measures request.	7/16/2018
50	PG&E's data sharing plan was included in its Mid-Cycle Advice Letter 3990-G/5329-E (July 16, 2018) and supplemented in Advice 3990-G-A/5329-E-A (September 14, 2018). This was authorized by CPUC Energy Division Non Standard Disposition AL3990-G/5329-E-A, 3990-G/5329-E-B on January 4, 2019.	D.17-12-009	OP 144, p.505-506	Mid-cycle Update: Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company are directed to file plans outlining the parameters of a data sharing plan in their mid-cycle advice letters. For this purpose, the IOUs and the Department of Community Services and Development (CSD) shall facilitate data exchange through the Energy Data Request Portal or other procedures deemed mutually appropriate to CSD and each respective IOU.	7/16/2018
51	PG&E reports customer opt-ins in ESA Table 1 in the Annual Report.	D.16-11-022	OP7	7. Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company shall require energy education to encourage a customer to "opt-in" to either a demand response program or an alternative tariff when receiving energy assistance measures that could qualify for such participation as a part of the Energy Savings Assistance Program.	7/17/2018
52	LIOB Reporting Requirements: There were 4 LIOB Meetings in 2018 (3/8 in San Francisco, 6/8 in Sacramento, 9/20 in Rialto, and 12/5 in Stockton). PG&E attended all and its regular IOU updates were included at all of these. Agenda and IOU presentations are all available at LIOB website: <a href="http://www.liob.org/">http://www.liob.org/</a> Specifically: p.40: Included in IOU regular update presentation, and also included in ESA Tables 1 and 1A and CARE Table 1. p.54: Included in IOU regular update presentation, and also included in AR (2017: p.26 Section 1.8.) p.196: included in IOU regular update presentation, and also included in ESA Tables 2B, 3, 4A and 5 (water/energy nexus savings not included monthly). And in AR (2017: Spending - ESA Table 2B, Participation - ESA Table 4, and Analysis - p.35, Section 1.15) [Note that MF CAM just begun in last 2 months 2018, Monthly Reporting will begin in 2019.] p.327: Included in IOU regular update presentation, and also included in ESA Table 7, and costs in AR (2017: p.25). p.365-366: Included in IOU regular update presentation, and also included in ESA Tables 1, 1A, 2, 2A, and 2B and CARE Tables 1 and 2.	D.17-12-009	Text -various	LIOB reporting requirements: P.40, IOUs shall continue to report on its balances of unspent and underspent funds to both the Commission in its ongoing reports and in its reports to the LIOB. IOUs shall report on factors driving unspent fund balances, steps taken to appropriately deploy funds, and make suggestions to the mid-cycle Wkg Grp about adjustments that would help deploy funds authorized by this Decision. P.54, Order tracking of customers who elect to "opt-in" to a new DR, TOU, or Critical Peak Pricing (CPP) program, and report that information in the IOUs' ESAP annual reports, and in quarterly reports to the LIOB providing ESA updates. P. 196, IOUs shall report quarterly to the LIOB, and annually in their report to the Commission on Multi-Family common area measure participation, program spending, and provide an analysis of treatment results including, but not limited to, energy and water/energy nexus savings. P.327, ... because several proceedings will benefit from the development of these My Energy/My Account upgrades, carefully track their costs, so that these costs can be considered in this and other proceedings' decision making related to cost effectiveness. Otherwise, the CARE and ESA programs will appear more costly than they truly are (given that all costs are allocated to them, but only some of the benefits), and programs in other proceedings will appear less costly than they truly are (because they receive the benefits of these efforts, without being allocated their costs). We therefore direct the IOUs to track the costs of the above efforts as a separate line item in their annual reports, if any, to identify all of the programs or initiatives that will be able to benefit from them, and to coordinate with the relevant proceedings so that the relevant costs can be considered in those proceedings' cost effectiveness decision making. These findings should be reported in the CARE ESA Annual Report, and to the LIOB P.365-366, With budgets adopted in this Decision, we expect the IOUs to keep pace with the expenditures and to report at least quarterly to the LIOB (in addition to the existing monthly reports to the Commission's ED) and in their annual reports about progress toward achievement of program goals and levels of spending.	9/20/2018
53	PG&E deployed CARE Rate Education Reports via a direct mail test campaign in September 2018.	D.17-12-009	OP 103, p.492	103. San Diego Gas & Electric Company's (SDG&E) proposal to provide potential California Alternate Rates for Energy (CARE) Program customers with Rate Education Reports is approved. A similar process shall also apply to and be implemented by Pacific Gas and Electric Company (PG&E), Southern California Edison Company (SCE), and Southern California Gas Company (SoCalGas). The Rate Education Report shall contain personalized energy use information with a focus on a comparison between the household's current utility bill and the household's utility bill if the customer qualified for and received the CARE Program. To prevent the enrollment of ineligible households into the CARE Program and the generation of false leads into the Energy Savings Assistance Program, the four large Investor Owned Utilities (PG&E, SCE, SDG&E, and SoCalGas) must prescreen these customers so that only those with a high likelihood of CARE Program eligibility are provided the Rate Education Reports.	9/30/2018

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2018 ESA-CARE Program Activities and Compliance					
No.	ESA-CARE Activity	CPUC Directive	Directive Reference	Action Required	Completed Date
54	See Section 1.10 in the 2018 Annual Reports re the NEB Study.	D.17-12-009	OP 48	Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company shall coordinate with the Energy Savings Assistance Program Cost Effectiveness Working Group to revise as needed the non energy benefits study work plan and provide the group with an opportunity to review and comment on draft study deliverable.	10/12/2018
55	Budgets and coordination efforts were included in PG&E's 2018 Annual Cooling Center Program Report, filed on December 19, 2018.	D.17-12-009	text-p340-341	We direct the utilities to continue current coordination efforts with local and tribal entities with respect to cooling center operations, and approve cooling center budgets for SCE, SDG&E, and PG&E that are more closely aligned with actual expenditures for prior program years, instead of relying solely on previously authorized amount.	12/3/2018
56	Incremental benefit to existing local government cooling center patrons resulting from authorized cooling center funding are reported in PG&E's 2018 Annual Cooling Center Program Report, filed on December 19, 2018, and described in PG&E's CARE Cooling Center brochure and PG&E's Integrated Program brochure.	D.17-12-009	OP 121	121. Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company shall continue to produce the cooling center compliance annual report, but may in the future revisit the existing metrics and modify where appropriate. The reports must inform the Commission of how ratepayer funds are being utilized to support and promote cooling centers and simultaneously encourage low income program enrollments and participation throughout the state. The reports must also include a description of any changes to cooling center operations that were enabled by ratepayer funding, such as extended hours or the opening of additional locations. If no such changes occurred, that must still be reported.	12/19/2018
57	PG&E deployed CARE Rate Education Reports via a direct mail test campaign in September 2018.	D.17-12-009	OP 104, p.492	104. Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company (the four large Investor-Owned Utilities) shall deliver Rate Education Reports via e-mail or direct mail, dependent upon a customer's communication preference or other justification. These mailers may be combined with the four large Investor Owned Utilities' Home Energy Reports (HER) as a single mailer/e mail for those customers already participating in the HER program.	12/21/2018
58	PG&E deployed CARE Rate Education Reports via a direct mail test campaign in September 2018.	D.17-12-009	OP 106, p.493	108. Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company shall each have an authorized budget for the Rate Education Reports effort of \$137,500 each year for 2017 and 2018 to be co funded and coordinated between the Home Energy Report effort and California Alternate Rates for Energy Program Outreach budget. Additional collections that would ordinarily be required for this funding authorization will be mitigated or rendered unnecessary through the application of unspent 2009 2016 Energy Savings Assistance Program funds, which will offset collections in this Program cycle.	12/21/2018
59	The IOUs signed a contract with Ecotagious, Inc. in November 2018 to perform load disaggregation services as directed in D.16-11-022. The project scope is divided into two phases. Phase one will produce end-use load profiles and a segmentation report for a sample of CARE customers in the PG&E, SCE and SDG&E service areas. Phase two will expand the analysis to a wider group of customers and provide delivery of results to customers and ESA contractors.	D.17-12-009	OP 146	145. Pacific Gas and Electric Company's (PG&E) home area network is denied. PG&E must continue implementing any and all cost effective improvements to its Advanced Metering Infrastructure (AMI) analysis as permanent system wide enhancements to the Energy Savings Assistance (ESA) Program, not as a pilot. Once PG&E, Southern California Edison Company, or San Diego Gas & Electric Company, have experience fielding AMI informed ESA Program outreach and installations, those utilities may opt to file a Petition for Modification to seek authorization for new, cost effective measures for specific customer segments.	12/27/2018
60	PG&E initiated the cross promotional activities in 2018, reported in Section 1.3.2 and 2.6.1 of the 2018 Annual Report.	D.17-12-009	OP89	90. San Diego Gas & Electric Company's request for funding of its Third Party Outreach and Enrollment cross promotional activities is approved, to be split between the California Alternate Rates for Energy Program and Energy Savings Assistance Program Administrative line items. This budget allocation is also adopted and directed for Pacific Gas and Electric Company, Southern California Edison Company, and Southern California Gas Company.	12/28/2018
61	IOUs coordinated with CalTF in 2018 re the impact evaluation, however more CalTF review and feedback is expected in 2019 as the impacts are finalized. CalTF participated in the ESA Impact Evaluation workshop in 2019 and multiple calls are scheduled to discuss in 2019.	D.17-12-009	Text p.405	We direct the IOUs to coordinate with the California Technical forum to recommend prospective savings values and revisions to its EM&V methodologies for the low-income program. CalTF will formally review and provide comments to the ESA Impact Evaluation results in March of 2018.	12/31/2018
62	PG&E tracks and reports remaining uncommitted unspent 2009-2016 funds to the LIOB quarterly. Unspent funding has not been returned to ratepayers, and PG&E used 2009-2016 uncommitted unspent funds for its Mid-Cycle Advice Letter requests. PG&E continues to use remaining unspent funds to fund ESA program and policy objectives.	Res.G-3531	OP 6	Any remaining unspent funds not authorized in this Resolution shall be utilized to fund program and policy objectives adopted in D.16-11-022, and to offset the program collections that would otherwise have been required. These funds shall be used to achieve ESA program and policy objectives and are not to be returned to ratepayers at this time.	12/31/2018
63	PG&E initiated the cross promotional activities in 2018, reported in Section 1.3.2 and 2.6.1 of the 2018 Annual Report.	D.17-12-009	OP87	87. Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company proposals for Third Party Outreach and Enrollment with California LifeLine, Covered California, and other agency coordination for California Alternate Rates for Energy Program and Energy Savings Assistance Program enrollment, retention, and post enrollment verification activity, set forth in their applications, are approved.	12/31/2018



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Appendix A

2018 ESA-CARE Program Activities and Compliance					
No.	ESA-CARE Activity	CPUC Directive	Directive Reference	Action Required	Completed Date
64	PG&E initiated the cross promotional activities in 2018, reported in Section 1.3.2 and 2.6.1 of the 2018 Annual Report.	D.17-12-009	OP 88, p.485-486	88. Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company (the four large Investor Owned Utilities) shall distribute California Alternate Rates for Energy (CARE) Program and Energy Savings Assistance (ESA) Program marketing material to the California LifeLine administrator or providers, stores and kiosks. The IOUs will assess each California Life Line service provider's willingness and administrative viability (as determined by the CARE/ESA program) to participate in the CARE Capitation Program and can enroll all willing and qualified vendors, including California LifeLine providers, in the CARE Capitation Program. The CARE Program will fund the costs associated with a California LifeLine provider's participation in the CARE Capitation Program. This directive includes Veterans Affairs Supportive Housing program partners, IRS Volunteer Income Tax Assistance providers and Covered California outreach and enrollment agencies. Enrollments driven through these efforts should be tracked (through unique CARE Program and ESA Program URLs, toll free numbers, or other methods) and reported in the four large Investor Owned Utilities' annual CARE Program and ESA Program reports.	12/31/2018
65	PG&E reported on CHANGES in CARE Monthly Report in 2018.	D.15-12-047	OP 28	Pacific Gas and Electric Company, Southern California Edison, Southern California Gas Company, and San Diego Gas & Electric Company shall include the Community Help and Awareness of Natural Gas and Electricity Services bill issue assistance and education workshop materials and attendance statistics in their monthly CARE reports until long-term funding is established from the Commission's budget.	Reoccur monthly on the 21st

## 7. **Appendix B: ESA and CARE Program Tables**

Summary Table – ESA Program and CARE Program

ESA Program – Table 1 – Overall Program Expenses

ESA Program – Table 2 – Expenses & Energy Savings by Measures Installed

ESA Program – Table 2A - Expenses & Energy Savings by Measures Installed: CSD Leveraging

ESA Program – Table 2B - Expenses & Energy Savings by Measures Installed: MF Common Area

ESA Program – Table 3 – Cost Effectiveness

ESA Program – Table 4 – Detail By Housing Type and Source

ESA Program – Table 5 – Direct Purchases & Installation Contractors

ESA Program – Table 6 – Installation Cost of Program Installation Contractors

ESA Program – Table 7 – Expenditures by Cost Elements

ESA Program – Table 8 – Homes Unwilling/Unable to Participate

ESA Program – Table 9 – Life Cycle Bill Savings by Measure

ESA Program – Table 10 – Energy Rate Used for Bill Savings Calculations

ESA Program – Table 11 – Bill Savings Calculations by Program Year

ESA Program – Table 12 – Fund Shifting

ESA Program – Table 13 – Categorical Enrollment

ESA Program – Table 14 – Leveraging and Integration

ESA Program – Table 15 – Lighting

ESA Program – Table 16 – “Add Back” Measures

ESA Program – Table 17 – Expenditures for Pilots and Studies

ESA Program – Table 18 – Miscellaneous (2nd Refrigerators, Education Only, A/C Cycling, etc.)

CARE Program – Table 1 – CARE Overall Program Expenses

CARE Program – Table 2 – CARE Enrollment, Re-certification, Attrition, and Penetration

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

CARE Program – Table 3B – CARE Post Enrollment Verification Results (High Usage)

CARE Program – Table 4 – Self Certification and Re-Certification

CARE Program – Table 5 – Enrollment by County

CARE Program – Table 6 – Re-certification Results

CARE Program – Table 7 – Capitation Contractors

CARE Program – Table 8 – Participants per Month

CARE Program – Table 9 – Average Monthly Usage & Bill

CARE Program – Table 10 – CARE Surcharge & Revenue

CARE Program – Table 11 – CARE Capitation Applications

CARE Program – Table 12 – CARE Expansion Program

CARE Program – Table 13 – CARE High Usage Verification Results

CARE Program – Table 13A – CARE Customer Usage and ESA Program Treatment

CARE Program – Table 14 – CARE Categorical Enrollment

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Energy Savings Assistance Program and  
California Alternate Rates for Energy Program  
Pacific Gas and Electric Company  
2018 Summary Highlights

ESA Program

2018 Energy Savings Assistance Program Summary			
2018	Authorized / Planning Assumptions	Actual	%
Budget	\$142,898,913	\$122,110,739	85%
Funded from 2009-2017 Unspent Funds	\$18,570,833	\$2,477,114	13%
Summary Homes Treated	94,532	85,168	90%
Summary kWh Saved	49,350,000	60,276,089	122%
Summary kW Demand Reduced	N/A	82,153	149%
Summary Therms Saved	1,900,000	1,910,796	101%
First Touches Homes Treated		35,280	
- kWh Saved		23,867,990	
- kW Demand Reduced		32,861	
- Therms Saved		794,952	
Go-Backs/Retreated Homes		49,888	
- kWh Saved		36,348,687	
- kW Demand Reduced		49,293	
- Therms Saved		1,115,844	

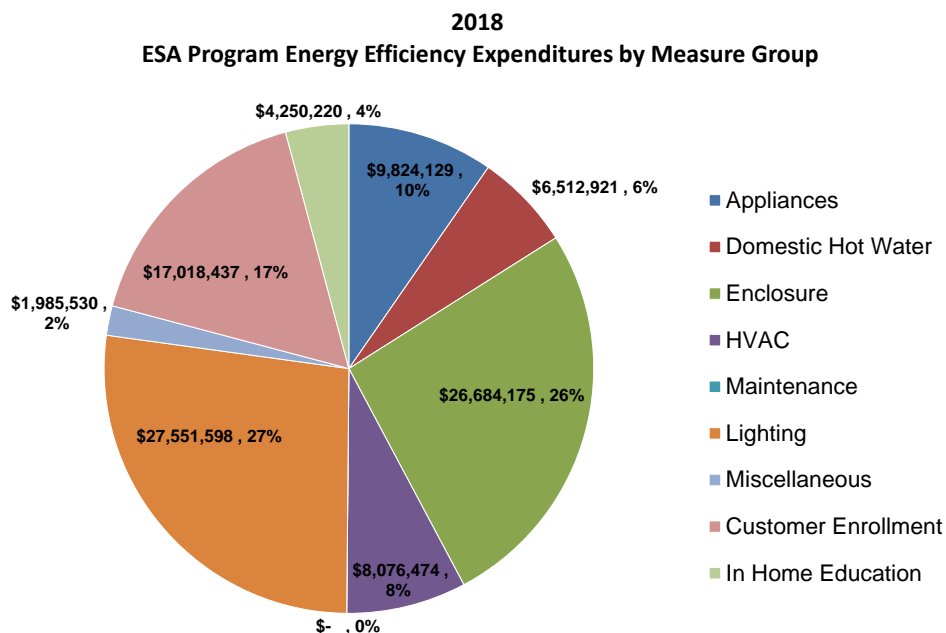
Note: The authorized budgets (including from unspent funding) and values shown for planning assumptions are from PG&E authorized funding per year in D.16-11-022 and approved midcycle request as per approval from AL 3990-G/5329-E A/B on January 4, 2019.

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

CARE Program

2018 CARE Program Summary			
2018	Authorized Budget	Actual	%
Administrative Expenses	\$ 18,480,164	\$ 11,865,518	64%
Subsidies	\$ 587,313,000	\$ 610,623,696	104%
Service Establishment Charge			
<b>Total Program Costs and Discounts [1]</b>	<b>\$ 605,793,164</b>	<b>\$ 622,489,214</b>	<b>103%</b>
<b>2018 CARE New Enrollments</b>	<b>Automatically Enrolled via Data Sharing, ESA Participation, etc</b>	<b>Self Certified as Categorically Eligible</b>	<b>Self Certified as Income Eligible</b>
Method	21,252	92,139	125,585
<b>2018 CARE Penetration</b>	<b>Estimated Eligible Participants</b>	<b>Participants</b>	<b>Penetration Rate</b>
<b>Total Enrolled</b>	<b>1,535,554</b>	<b>1,376,003</b>	<b>90%</b>

[1] Total program administrative expenses did not exceed the overall authorized budget. The CARE discount exceeded the authorized amount by \$23,310,696. Per D.02-09-021, PG&E is authorized to recover the full value of the discount through the CARE two-way balancing account on an automatic pass-through basis.



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	A	B	C	D	E	F	G	H	I	J
1	<b>ESA Table 1 - ESA Overall Program Expenses</b> <b>Pacific Gas and Electric Company</b> <b>Program Year 2018</b>									
2		2018 Authorized Budget* [1],[2],[3]			2018 Annual Expenses			% of Budget Spent		
3	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
4	Energy Efficiency									
5	Appliances	\$ 10,586,681	\$ 1,216,628	\$ 11,803,309	\$ 8,607,502	\$ 1,216,628	\$ 9,824,129	81%	100%	83%
6	Domestic Hot Water	\$ 414,597	\$ 8,439,166	\$ 8,853,763	\$ 310,379	\$ 6,202,542	\$ 6,512,921	75%	73%	74%
7	Enclosure	\$ 5,966,947	\$ 25,940,608	\$ 31,907,554	\$ 4,803,152	\$ 21,881,023	\$ 26,684,175	80%	84%	84%
8	HVAC	\$ 5,868,612	\$ 4,038,551	\$ 9,907,163	\$ 4,037,923	\$ 4,038,551	\$ 8,076,474	69%	100%	82%
9	Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
10	Lighting	\$ 29,615,749	\$ -	\$ 29,615,749	\$ 27,551,598	\$ -	\$ 27,551,598	93%	0%	93%
11	Miscellaneous	\$ 2,172,395	\$ -	\$ 2,172,395	\$ 1,985,530	\$ -	\$ 1,985,530	91%	0%	91%
12	Customer Enrollment	\$ 11,836,390	\$ 8,571,179	\$ 20,407,568	\$ 9,870,694	\$ 7,147,743	\$ 17,018,437	83%	83%	83%
13	In Home Education	\$ 2,465,128	\$ 1,785,092	\$ 4,250,220	\$ 2,465,128	\$ 1,785,092	\$ 4,250,220	100%	100%	100%
14	Pilot	\$ 347,960	\$ 173,040	\$ 521,000	\$ 322,351	\$ 151,788	\$ 474,139	93%	88%	91%
15	Implementation [4]	\$ 3,714,493	\$ 2,689,806	\$ 6,404,299	\$ 2,994,677	\$ 2,168,559	\$ 5,163,237	81%	81%	81%
16	Energy Efficiency TOTAL	\$ 72,988,952	\$ 52,854,069	\$ 125,843,020	\$ 62,948,933	\$ 44,591,927	\$ 107,540,860	86%	84%	85%
17										
18	Training Center	\$ 698,411	\$ 505,746	\$ 1,204,157	\$ 547,767	\$ 396,659	\$ 944,426	78%	78%	78%
19	Inspections	\$ 2,406,441	\$ 1,742,596	\$ 4,149,037	\$ 2,192,318	\$ 1,587,540	\$ 3,779,859	91%	91%	91%
20	Marketing and Outreach	\$ 1,236,646	\$ 895,502	\$ 2,132,148	\$ 998,600	\$ 723,124	\$ 1,721,724	81%	81%	81%
21	Statewide Marketing Education and Outreach	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
22	Measurement and Evaluation Studies	\$ 124,802	\$ 90,374	\$ 215,176	\$ 99,436	\$ 72,005	\$ 171,441	80%	80%	80%
23	Regulatory Compliance	\$ 518,284	\$ 375,309	\$ 893,594	\$ 423,517	\$ 306,684	\$ 730,202	82%	82%	82%
24	General Administration	\$ 4,875,294	\$ 3,530,386	\$ 8,405,680	\$ 4,172,676	\$ 3,021,593	\$ 7,194,269	86%	86%	86%
25	CPUC Energy Division	\$ 32,538	\$ 23,562	\$ 56,100	\$ 16,216	\$ 11,743	\$ 27,959	50%	50%	50%
26										
27	TOTAL PROGRAM COSTS	\$ 82,881,368	\$ 60,017,544	\$ 142,898,913	\$ 71,399,464	\$ 50,711,276	\$ 122,110,739	86%	84%	85%
28	Funded Outside of ESA Program Budget									
29	Indirect Costs				\$ -	\$ -	\$ -			
30	NGAT Costs				\$ -	\$ 6,364,935	\$ 6,364,935			
31	<p>[*] <b>Authorized Budget:</b> Authorized budget includes \$1,823,560 carried over from the 2017 General Administration line into 2018 General Administration; it also includes fund shift per Advice Letter AI 3977-G/5298-E of \$877,047 from 2017 Inspection budget and \$905,057 from 2018 Inspection budget to 2018 General Administration.</p> <p>[1] Reflects the authorized funding per year in D.16-11-022 and approved midcycle request as per approval from AL 3990-G/5329-E A/B on January 4, 2019.</p> <p>[2] Reflects fund shifting of (\$1,242,149) from Enclosure (gas) to Appliance (gas) \$649,486 and HVAC (gas) \$592,663 due to overspend.</p> <p>[3] Program budgets have been updated by \$1,738,402 to include employee benefits costs approved in the GRC (D.17-05-013) - Decision Authorizing Pacific Gas and Electric Company's General Rate</p> <p>[4] This budget category includes the administrative fee paid to PG&amp;E's ESA Regional Administrators. In the past, PG&amp;E apportioned this fee across measures, but now tracks it separately.</p> <p><b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.</p>									
32										
33										
34										
35										
36										
37										
38										



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	A	B	C	D	E	F	G	H	I	J
1	<b>ESA Table 1A - Expenses Funded From 2009-2016 Unspent ESA Program Funds</b> <b>Pacific Gas and Electric Company</b> <b>Program Year 2018</b>									
2										
3										
4		<b>Authorized Budget [1]</b>			<b>Annual Expenses</b>			<b>% of Budget Spent YTD</b>		
5	<b>ESA Program</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Energy Efficiency</b>									
7	Appliances [2]	\$ 6,721,671	\$ -	\$ 6,721,671	\$ -	\$ -	\$ -	0%	0%	0%
8	HVAC	\$ 6,000,000	\$ 223,942	\$ 6,223,942						
9	Domestic Hot Water [2]			\$ -	\$ -	\$ -	\$ -	0%	0%	0%
10	Lighting [2]			\$ -	\$ -	\$ -	\$ -	0%	0%	0%
11	In Home Energy Education [2]	\$ 226,877	\$ 151,251	\$ 378,128	\$ 144,578	\$ 104,694	\$ 249,272	64%	69%	66%
12	Implementation [3]	\$ 173,375	\$ 125,547	\$ 298,923	\$ 61,845	\$ 57,087	\$ 118,932	36%	45%	40%
13	Multi-Family Common Area Measures	\$ 930,713	\$ 673,964	\$ 1,604,677	\$ 98,074	\$ 90,530	\$ 188,604	11%	13%	12%
14	Leveraging - CSD and MCE [4]	\$ 2,173,806	\$ 306,894	\$ 2,480,701	\$ 1,750,000		\$ 1,750,000	81%	0%	71%
15	Pilot			\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16	Measurement and Evaluation Studies			\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17	Regulatory Compliance	\$ 474,000	\$ 126,000	\$ 600,000	\$ 31,833	\$ 29,384	\$ 61,217	7%	23%	10%
18	General Administration	\$ 152,420	\$ 110,373	\$ 262,793	\$ 56,726	\$ 52,362	\$ 109,088	37%	47%	42%
19										
20	<b>TOTAL UNSPENT PROGRAM COSTS [1]</b>	<b>\$ 16,852,862</b>	<b>\$ 1,717,971</b>	<b>\$ 18,570,833</b>	<b>\$ 2,143,056</b>	<b>\$ 334,058</b>	<b>\$ 2,477,114</b>	<b>13%</b>	<b>19%</b>	<b>13%</b>
21										
22	[1] Reflects the authorized funding per year in D.16-11-022 and approved midcycle request as per approval from AL 3990-G/5329-E A/B on January 4, 2019									
23										
24	[2] Incremental increases in existing energy efficiency measures from new directives (e.g., removal of 3 measure minimum) use authorized funds shown in Table 1 until depleted, then will use carryover funds.									
25	[3] This budget category includes the primary administrative fee for Implementer(s), including multifamily SPOC activities.									
26	[4] Includes unspent funds transferred to Marin Clean Energy (as authorized by OP 147 in Decision 16-11-022) and unspent funds to support Department of Community Services and Development's Low-Income Weatherization Program initiative.									
27	<b>Note:</b> Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

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	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
1	ESA Table 2 - Measure Installations and Savings																							
2	Pacific Gas and Electric Company																							
3	Program Year 2018																							
4																								
5																								
6	ESA Program (Summary)Total												ESA Program (First Touch Homes Treated)						ESA Program (Re-Treated Homes/Go Backs)					
7	Measures	Units	2018 Completed & Expensed Installation							Units	2018 Completed & Expensed Installation							Units	2018 Completed & Expensed Installation					
8			Quantity Installed (K+S)	kWh [4] (Annual) (L+T)	kW [4] (Annual) (M+U)	Therms [4] (Annual) (N+V)	Expenses (\$) (O+W)	% of Expenditure			Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses (\$)	% of Expenditure			Quantity Installed	kWh [4] (Annual)	kW [4] (Annual)	Therms [4] (Annual)	Expenses (\$)	% of Expenditure
9	Appliances																							
10	High Efficiency Clothes Washer [5]	Each	952	64,584	11	11,816	\$ 858,417	0.9%		Each	293	29,312	5	3,641	\$ 264,198	0.3%		Each	659	35,272	6	8,176	\$ 594,220	0.6%
11	Refrigerators	Each	6,599	4,307,887	586	-	\$ 6,587,768	6.7%		Each	2,015	1,440,159	196	-	\$ 2,011,570	2.0%		Each	4,584	2,867,728	390	-	\$ 4,576,198	4.6%
12	Microwaves [5]	Each	21,067	457,518	-	261,014	\$ 2,039,703	2.1%		Each	8,242	275,560	-	92,724	\$ 797,989	0.8%		Each	12,825	181,957	-	168,290	\$ 1,241,714	1.3%
13	Domestic Hot Water																							
14	Water Heater Blanket [6]	Each	9,258	39,275	8	53,468	\$ 711,443	0.7%		Each	4,211	21,364	5	24,830	\$ 323,600	0.3%		Each	5,047	17,911	4	28,639	\$ 387,843	0.4%
15	Low Flow Shower Head [6]	Each	81,130	251,807	45	333,517	\$ 2,019,924	2.0%		Each	33,622	123,466	23	136,024	\$ 837,099	0.8%		Each	47,508	128,342	22	197,493	\$ 1,182,824	1.2%
16	Water Heater Pipe Insulation [6]	Home	1,130	1,734	0	14,853	\$ 25,520	0.0%		Home	491	880	0	6,354	\$ 11,089	0.0%		Home	639	854	0	8,499	\$ 14,431	0.0%
17	Faucet Aerator [6]	Home	68,188	68,907	15	151,590	\$ 715,886	0.7%		Home	25,187	30,688	7	55,832	\$ 264,431	0.3%		Home	43,001	38,220	8	95,759	\$ 451,455	0.5%
18	Water Heater Repair/Replacement	Each	454	-	-	1,738	\$ 1,087,429	1.1%		Each	135	-	-	492	\$ 323,355	0.3%		Each	319	-	-	1,246	\$ 764,075	0.8%
19	Thermostat-controlled Shower Valve	Each	48,070	201,750	48	259,715	\$ 1,702,344	1.7%		Each	19,815	96,773	23	106,764	\$ 701,726	0.7%		Each	28,255	104,977	25	152,951	\$ 1,000,619	1.0%
20	New - Combined Showerhead/TSV	Each								Each								Each						
21	New - Heat Pump Water Heater	Each								Each								Each						
22	New - Tub Diverter/ Tub Spout	Each								Each								Each						
23	Enclosure																							
24	Air Sealing / Envelope [1]	Home	66,964	1,259,139	243	508,351	\$ 21,902,276	22.2%		Home	27,402	548,356	106	211,651	\$ 8,962,520	9.1%		Home	39,562	710,783	137	296,700	\$ 12,939,756	13.1%
25	Attic Insulation	Home	3,394	450,596	702	145,023	\$ 3,655,803	3.7%		Home	1,859	234,013	376	79,648	\$ 2,002,398	2.0%		Home	1,535	216,582	326	65,374	\$ 1,653,405	1.7%
26	HVAC																							
27	FAU Standing Pilot Conversion	Each								Each								Each						
28	Furnace Repair/Replacement	Each	390	-	-	1,263	\$ 2,050,395	2.1%		Each	104	-	-	346	\$ 546,772	0.6%		Each	286	-	-	917	\$ 1,503,623	1.5%
29	Room A/C Replacement	Each	1,692	332,581	61	-	\$ 1,008,089	1.0%		Each	404	79,977	15	-	\$ 240,702	0.2%		Each	1,288	252,604	46	-	\$ 767,387	0.8%
30	Central A/C replacement	Each	1	145	0	-	\$ 1,338	0.0%		Each	-	-	-	-	\$ -	0.0%		Each	1	145	0	-	\$ 1,338	0.0%
31	Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
32	Evaporative Cooler (Replacement)	Each	3,239	828,898	269	-	\$ 1,687,805	1.7%		Each	1,166	290,554	94	-	\$ 607,589	0.6%		Each	2,073	538,345	175	-	\$ 1,080,216	1.1%
33	Duct Testing and Sealing	Home	6,703	18,135	3	216,980	\$ 1,826,771	1.8%		Home	2,907	8,423	1	95,546	\$ 792,246	0.8%		Home	3,796	9,712	2	121,434	\$ 1,034,525	1.0%
34	New - Energy Efficient Fan Control	Each	1,333	200,039	214	29,976	\$ 290,142	0.3%		Home	478	71,529	79	12,125	\$ 104,042	0.1%		Home	855	128,510	135	17,852	\$ 186,100	0.2%
35	New - Prescriptive Duct Sealing	Home								Home								Home						
36	New - High Efficiency Forced Air Unit (HE FAU)	Home								Home								Home						
37	Central A/C Tune up	Home	2,115	533,981	98	-	\$ 865,432	0.9%		Home	771	198,089	36	-	\$ 315,484	0.3%		Home	1,344	335,892	62	-	\$ 549,949	0.6%
38	Maintenance																							
39	Furnace Clean and Tune	Home								Home								Home						
40	Lighting	Home								Home								Home						
41	Compact Fluorescent Lights (CFL)	Each								Each								Each						
42	Interior Hard wired CFL fixtures	Each								Each								Each						
43	Exterior Hard wired CFL fixtures	Each								Each								Each						
44	Torchiere (CFL)	Each								Each								Each						
45	Interior Hard wired LED fixtures	Each	276,774	18,601,576	34,382	-	\$ 15,016,433	15.2%		Each	99,816	6,727,390	12,435	-	\$ 5,415,539	5.5%		Each	176,958	11,874,187	21,948	-	\$ 9,600,894	9.7%
46	Exterior Hard wired LED fixtures	Each	67,779	6,999,075	5,547	-	\$ 3,932,814	4.0%		Each	25,854	2,669,314	2,115	-	\$ 1,500,155	1.5%		Each	41,925	4,329,761	3,432	-	\$ 2,432,659	2.5%
47	Torchiere LED	Each	23,509	1,603,842	2,909	(766)	\$ 1,320,241	1.3%		Each	9,017	615,225	1,113	(333)	\$ 506,385	0.5%		Each	14,492	988,617	1,796	(433)	\$ 813,855	0.8%
48	Vacancy Sensor	Each	781	83,469	11	-	\$ 45,040	0.0%		Each	315	34,653	4	-	\$ 18,166	0.0%		Each	466	48,816	6	-	\$ 26,874	0.0%
49	LED Night Lights	Each								Each								Each						
50	New - LED Diffuse Bulb (60W Replacement)	Each								Each								Each						
51	New - LED Reflector Bulb	Each	2,821	125,901	226	-	\$ 24,099	0.0%		Each	2,070	92,384	166	-	\$ 17,684	0.0%		Each	751	33,517	60	-	\$ 6,416	0.0%
52	New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
53	New - LED A-Lamps	Each	679,948	19,794,229	36,039	-	\$ 6,108,431	6.2%		Each	296,773	8,668,765	15,767	-	\$ 2,666,112	2.7%		Each	383,175	11,125,464	20,272	-	\$ 3,442,319	3.5%
54	Miscellaneous																							
55	Pool Pumps	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
56	Smart Power Strips - Tier 1	Each	19,025	467,567	63	-	\$ 820,723	0.8%		Each	8,971	221,939	30	-	\$ 387,002	0.4%		Each	10,054	245,628	33	-	\$ 433,721	0.4%
57	New - Smart Power Strips - Tier 2	Each	16,821	3,524,041	672	(77,744)	\$ 1,161,838	1.2%		Each	6,625	1,389,177	265	(30,691)	\$ 457,593	0.5%		Each	10,196	2,134,863	407	(47,053)	\$ 704,245	0.7%
58	Pilots																							
59	Customer Enrollment																							
60	Outreach & Assessment	Home	85,168				\$ 17,018,437	17.2%		Home	35,280				\$ 7,049,719	7.1%		Home	49,888				\$ 9,968,718	10.1%
61	In-Home Education	Home	85,168				\$ 4,348,241	4.4%		Home	35,280				\$ 1,801,216	1.8%		Home	49,888				\$ 2,547,025	2.6%
62																								
63																								
64	Total Savings/Expenditures			60,216,677	82,154	1,910,796	\$ 98,832,784				23,867,990	32,861	794,952	\$ 38,926,377					36,348,687	49,293	1,115,844	\$ 59,906,407		
65																								
66	Total Households Weatherized [2]		61,115								25,123								35,992					
67																								
68	Households Treated	Total (K+S)								First Touches								Re-treated Homes/Go-Backs						
69	- Single Family Households Treated	Home	61,997							Home	25,394							Home	36,603					
70	- Multi-Family Households Treated	Home	16,372							Home	6,759							Home	9,613					
71	- Mobile Homes Treated	Home	6,799							Home	3,127							Home	3,672					
72	Total Number of Households Treated	Home	85,168							Home	35,280													

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	A	B	C	D	E	F	G	H
1	<b>ESA Table 2A - CSD Measure Installations and Savings</b>							
2	<b>Pacific Gas and Electric Company</b>							
3	<b>Program Year 2018</b>							
4								
5			<b>ESA Program - CSD Leveraging [6]</b>					
6			<b>2018 Completed &amp; Expensed Installation</b>					
7	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh [3] (Annual)</b>	<b>kW [3] (Annual)</b>	<b>Therms [3] (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Expenditure</b>
8	<b>Appliances</b>							
9	High Efficiency Clothes Washer	Each						#DIV/0!
10	Refrigerators	Each						#DIV/0!
11	Microwaves [4]	Each						#DIV/0!
12	<b>Domestic Hot Water</b>							
13	Water Heater Blanket [5]	Home						#DIV/0!
14	Low Flow Shower Head [5]	Home						#DIV/0!
15	Water Heater Pipe Insulation [5]	Home						#DIV/0!
16	Faucet Aerator [5]	Home						#DIV/0!
17	Water Heater Repair/Replacement	Each						#DIV/0!
18	Thermostat-controlled Shower Valve	Each						#DIV/0!
19	New - Combined Showerhead/TSV	Each						#DIV/0!
20	New - Heat Pump Water Heater	Each						#DIV/0!
21	New - Tub Diverter/ Tub Spout	Each						#DIV/0!
22	<b>Enclosure</b>							
23	Air Sealing / Envelope [1]	Home						#DIV/0!
24	Attic Insulation	Home						#DIV/0!
25	<b>HVAC</b>							
26	FAU Standing Pilot Conversion	Each						#DIV/0!
27	Furnace Repair/Replacement	Each						#DIV/0!
28	Room A/C Replacement	Each						#DIV/0!
29	Central A/C replacement	Each						#DIV/0!
30	Heat Pump Replacement	Each						#DIV/0!
31	Evaporative Cooler (Replacement)	Each						#DIV/0!
32	Duct Testing and Sealing	Home						#DIV/0!
33	New - Energy Efficient Fan Control	Home						#DIV/0!
34	New - Prescriptive Duct Sealing	Home						#DIV/0!
35	New - High Efficiency Forced Air Unit (HE FAU)	Home						#DIV/0!
36	<b>Maintenance</b>							
37	Furnace Clean and Tune	Home						#DIV/0!
38	Central A/C Tune up	Home						#DIV/0!
39	<b>Lighting</b>							
40	Compact Fluorescent Lights (CFL)	Each						#DIV/0!
41	Interior Hard wired CFL fixtures	Each						#DIV/0!
42	Exterior Hard wired CFL fixtures	Each						#DIV/0!
43	Torchiere (CFL)	Each						#DIV/0!
44	Interior Hard wired LED fixtures	Each						#DIV/0!
45	Exterior Hard wired LED fixtures	Each						#DIV/0!
46	LED Torchiere	Each						#DIV/0!
47	Vacancy Sensor	Each						#DIV/0!
48	LED Night Lights	Each						#DIV/0!
49	New - LED Diffuse Bulb (60W Replacement)	Each						#DIV/0!
50	New - LED Reflector Bulb	Each						#DIV/0!
51	New - LED Reflector Downlight Retrofit Kits	Each						#DIV/0!
52	New - LED A-Lamps	Each						#DIV/0!
53	<b>Miscellaneous</b>							
54	Pool Pumps	Each						#DIV/0!
55	Smart Power Strips - Tier 1	Each						#DIV/0!
56	New - Smart Power Strips - Tier 2	Each						#DIV/0!
57	<b>Pilots</b>							
58								
59	<b>Customer Enrollment</b>							
60	Outreach & Assessment	Home					-	#DIV/0!
61	In-Home Education	Home					-	#DIV/0!
62								
63	<b>Total Savings/Expenditures</b>			-	-	-	\$ -	#DIV/0!
64								
65	Total Households Weatherized [2]							
66								
67	CSD MF Buildings Treated					Total		
68								
69	- Multifamily							
70								
71								
72	[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and							
73	minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.							
74	[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.							
75	[3] All savings are calculated based on the following sources:							
76	Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013							
77	[4] Microwave savings are from ECONorthWest Studies received in December of 2011.							
78	[5] Evergreen Economics "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011							
79	[6] LIWP leveraging will begin in 2019. PG&E has a signed agreement with CSD to leverage funding for CSD LIWP efforts for those measures provided by the ESA Program, preserving the remaining CSD funding for use to install central systems and common area., as required by D.17-12-009, OP.41.d.							

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	A	B	C	D	E	F	G	H
1	<b>ESA Table 2B - MF CAM Measure Installations and Savings</b>							
2	<b>Pacific Gas and Electric Company</b>							
3	<b>Program Year 2018</b>							
4								
5	<b>*ESA Program - Multifamily Common Area [1]</b>							
6	<b>2018 Completed &amp; Expensed Installation</b>							
7	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh (Annual)</b>	<b>kW (Annual)</b>	<b>Therms (Annual)</b>	<b>Expenses (\$)</b>	<b>% of Total Expenditure [2]</b>
8	<b>Appliances</b>							
9	High Efficiency Clothes Washer	Each						
10	Refrigerators	Each						
11	Microwaves [4]	Each						
12	<b>Domestic Hot Water</b>							
13	Water Heater Blanket [5]	Home						
14	Low Flow Shower Head [5]	Home						
15	Water Heater Pipe Insulation [5]	Home						
16	Faucet Aerator [5]	Home						
17	Water Heater Repair/Replacement□	Each						
18	Thermostat-controlled Shower Valve□	Each						
19	New - Combined Showerhead/TSV□	Each						
20	New - Heat Pump Water Heater	Each						
21	New - Tub Diverter/ Tub Spout□	Each						
22	<b>Enclosure</b>							
23	Air Sealing / Envelope [1]	Home						
24	Attic Insulation	Home						
25	<b>HVAC</b>							
26	FAU Standing Pilot Conversion	Each						
27	Furnace Repair/Replacement	Each						
28	Room A/C Replacement	Each						
29	Central A/C replacement	Each						
30	Heat Pump Replacement	Each						
31	Evaporative Cooler (Replacement)	Each						
32	Duct Testing and Sealing	Home						
33	New - Energy Efficient Fan Control	Home						
34	New - Prescriptive Duct Sealing	Home						
35	New - High Efficiency Forced Air Unit (HE FAU)	Home						
36	<b>Maintenance</b>							
37	Furnace Clean and Tune	Home						
38	Central A/C Tune up	Home						
39	<b>Lighting</b>							
40	Compact Fluorescent Lights (CFL)	Each						
41	Interior Hard wired CFL fixtures	Each						
42	Exterior Hard wired CFL fixtures	Each						
43	Torchiere (CFL)	Each						
44	Interior Hard wired LED fixtures	Each						
45	Exterior Hard wired LED fixtures	Each						
46	LED Torchiere	Each						
47	Vacancy Sensor	Each						
48	LED Night Lights	Each						
49	New - LED Diffuse Bulb (60W Replacement)	Each						
50	New - LED Reflector Bulb	Each						
51	New - LED Reflector Downlight Retrofit Kits	Each						
52	New - LED A-Lamps	Each						
53	<b>Miscellaneous</b>							
54	Pool Pumps	Each						
55	Smart Power Strips - Tier 1	Each						
56	New - Smart Power Strips - Tier 2	Each						
57	<b>Ancillary Services</b>							
58	Commissioning	Home						
59	Audit	Home	43				\$ 4,364	0.0%
60	Administration [3]	Home					\$ 37,684	0.1%
61	<b>Pilots</b>							
62								
63	<b>Customer Enrollment</b>							
64	Outreach & Assessment	Home					\$ -	
65	In-Home Education	Home					\$ -	
66								
67	<b>Total Savings/Expenditures</b>			-	-	-	\$ -	
68								
69	Total Multifamily Buildings Weatherized [2]							
70								
71	<b>Multifamily Buildings Treated</b>	<b>Total</b>						
72								
73	- Multifamily		0					
74								
75								
76	[1] Implementation of the MF CAM Initiative began after approval of PG&E's March 1, 2018. PG&E is working with the ED and the other IOU's to revise ESA Table 2B. MF CAM reporting categories other than Audit, Administration and Treated are currently under discussion.							
77	[2] PG&E's total authorized 2017-2020 MF CAM budget is \$36M.							
78	[3] Per D.16-11-022 at p.210, the CPUC imposes a cap of 10% of ESA Program funds for administrative activities and a ceiling of 20% for direct implementation non-incentive costs.							
79								
80	* Note: Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022 where 65% of tenants are income eligible based on CPUC income requirements of at or below 200% of the Federal Poverty Guidelines.							

	A	B	C	D	E
1	<b>ESA Table 3 - Program Cost Effectiveness</b> <b>Pacific Gas and Electric Company</b> <b>Program Year 2018</b>				
2					
3					
4	Ratio of Benefits Over Costs			Net Benefits (\$ in Millions)	
5	ProgramYear	ESACET	Resource TRC	ESACET	ResourceTRC
6	2018	1.13	1.07	15.28	4.75
7	Notes: - All program measures "resource and non-resource measures" are included in the ESACET. Only measures considered "resource measures" (measures with savings in kWh/Therms) are included in the Resource TRC. - The ESACET includes energy and non-energy benefits and all program costs including measure, installation, and administrative costs. - The Resource TRC includes energy benefits and program measure and installation costs, and does not include administration costs. - D.14-08-030 Ordering Paragraph 34 adopted the 2013 ESA Impact Evaluation. The results from that study were used in this Annual Report, except as indicated in ESA Table 2. - D.14-08-030, Ordering Paragraph 43 directs the application of the two new cost effectiveness tests, ESACET and Resource Measure TRC.				
8					
9					
10					
11					
12					
13					

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	A	B	C	D	E	F	G
	<b>ESA Table 4 - Detail by Housing Type and Source [1]</b>						
	<b>Pacific Gas and Electric Company</b>						
	<b>Program Year 2018</b>						
1							
2							
3	<b>Table 4A - 2018 Energy Savings<sup>1</sup></b>						
4	<b>Customer</b>	<b>Housing Type</b>	<b># Homes Treated</b>	<b>(GWh)</b>	<b>MW</b>	<b>(MM Therm)</b>	<b>2018 Expenses</b>
5	<b>Gas and Electric Customers</b>						
6	<b>Owners - Total</b>		<b>31,665</b>	<b>27,111</b>	<b>38.863</b>	<b>1.039</b>	<b>\$ 35,345,259</b>
7		Single Family	27,968	24,845	35.575	0.959	\$ 32,391,215
8		Multi Family	427	0.227	0.334	0.006	\$ 316,542
9		Mobile Homes	3,270	2.039	2.954	0.074	\$ 2,637,501
10	<b>Renters - Total</b>		<b>24,931</b>	<b>15,726</b>	<b>21.291</b>	<b>0.573</b>	<b>\$ 21,035,474</b>
11		Single Family	16,000	11.664	15.771	0.474	\$ 15,200,708
12		Multi Family	8,607	3.882	5.278	0.093	\$ 5,614,936
13		Mobile Homes	324	0.180	0.242	0.006	\$ 219,830
14	<b>Electric Customers (only)</b>						
15	<b>Owners - Total</b>		<b>10,184</b>	<b>10.597</b>	<b>13.716</b>	<b>0.006</b>	<b>\$ 9,219,059</b>
16		Single Family	7,855	9.188	11.760	(0.013)	\$ 7,659,941
17		Multi Family	220	0.140	0.185	0.000	\$ 158,913
18		Mobile Homes	2,109	1.269	1.771	0.019	\$ 1,400,206
19	<b>Renters - Total</b>		<b>10,789</b>	<b>6.928</b>	<b>8.252</b>	<b>0.020</b>	<b>\$ 7,548,587</b>
20		Single Family	4,240	3.915	4.570	(0.002)	\$ 3,775,286
21		Multi Family	5,991	2.736	3.325	0.021	\$ 3,477,644
22		Mobile Homes	558	0.277	0.357	0.001	\$ 295,657
23	<b>Gas Customers (only)</b>						
24	<b>Owners - Total</b>		<b>4,446</b>	<b>(0.064)</b>	<b>0.021</b>	<b>0.186</b>	<b>\$ 2,883,438</b>
25		Single Family	3,946	(0.054)	0.015	0.170	\$ 2,644,888
26		Multi Family	16	0.001	0.001	0.000	\$ 6,836
27		Mobile Homes	484	(0.011)	0.005	0.015	\$ 231,715
28	<b>Renters - Total</b>		<b>3,153</b>	<b>(0.081)</b>	<b>0.012</b>	<b>0.087</b>	<b>\$ 1,434,289</b>
29		Single Family	1,988	(0.042)	0.010	0.067	\$ 975,560
30		Multi Family	1,111	(0.038)	0.002	0.019	\$ 440,195
31		Mobile Homes	54	(0.001)	-	0.001	\$ 18,535
32	<b>Gas and Electric Total</b>		<b>85,168</b>	<b>60.22</b>	<b>82.15</b>	<b>1.91</b>	<b>\$ 77,466,106</b>
33	<b>Multifamily Common Area Bldgs - Total</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>\$ -</b>
34							
35	<b>Totals:</b>		<b>85,168</b>	<b>60.217</b>	<b>82.154</b>	<b>1.911</b>	<b>\$ 77,466,106</b>
36							
37	<sup>1</sup> Ordering Paragraph 34 of D.14-08-030 adopts the 2013 ESA Impact Evaluation. The results from that study were used in this Annual Report.						
38							
39							
40	<b>Tables 4B - Penetration History</b>						
41	<b>Year</b>	<b>Homes Treated<sup>1</sup></b>	<b>Ineligible &amp; Unwilling<sup>2</sup></b>	<b>Estimated Eligible in Current Year<sup>3</sup></b>	<b>Current Year Penetration Rate for Homes Treated<sup>4</sup></b>		
42	2002	70,683					
43	2003	47,271					
44	2004	48,456					
45	2005	57,700					
46	2006	66,043					
47	2007	63,319					
48	2008	61,034					
49	2009	81,308					
50	2010	133,329					
51	2011	128,071					
52	2012	115,229					
53	2013	123,566					
54	2014	123,539					
55	2015	100,573					
56	2016	74,319					
57	2017 <sup>1</sup>	51,442					
58	2018 <sup>1</sup>	35,280	123,499	1,689,909	2.3%		
59	2019 <sup>1</sup>						
60	2020 <sup>1</sup>						
61	<b>Total Homes Treated since 2002<sup>1</sup></b>	<b>1,381,162</b>	<b>123,499</b>	<b>1,689,909</b>	<b>88.2%</b>		
62							
63	<sup>1</sup> Homes treated since 2002 are reported to track progress toward meeting the 2020 Programmatic Initiative. Beginning in 2017, IOUs were allowed to re-treat customer homes that had been treated by the ESA Program since 2002, although these homes do not count toward the 2020 goal. <b>For 2017-2020: This cumulative total includes only the First Touch homes treated by PG&amp;E (and does not include previously counted Go-Back homes).</b> Additionally, this total does not include the homes treated by CSD's LIHEAP program that are allowed to count towards PG&E's 2020 goal.						
64	<sup>2</sup> Customers that were ineligible, unwilling, or infeasible to participate. Estimate is 40% of the total remaining eligible population (Column D minus Column B), based on the 60% remaining Willing and Feasible to Participate (WFTP) factor authorized in D.16-11-022 and D.17-12-009 for the 2017-2020 cycle (40% of the 308,723 remaining homes to be treated is 123,489). Per the Commission authorized methodology, the WFTP factor is applied to the escalated 2020 estimated eligible population. On this table, there is no escalation, and it is applied to the remaining 2018 estimated eligible population, updated annually by Athens Research from census data.						
65	<sup>3</sup> Based on Attachment F of D.12-08-044, D.14-08-030, and Ordering Paragraph 79 of D.16-11-022. Total eligibility shown in this column is unescalated Athens Research ESA eligible households for 2018, and does not deduct homes treated by CSD's LIHEAP program, as authorized by the Commission.						
66	<sup>4</sup> Penetration is percent of customers treated (Column B) relative to the total remaining eligible customers (Column D minus Column B) less the unwilling/ineligible customers (Column C): <b>B/(D-C)</b> . This calculation is consistent with PG&E's methodology for estimating customers willingness / unwillingness to participate as authorized by the Commission, except that it is not applied to an escalated estimated 2020 eligibility and does not discount homes treated by CSD's LIHEAP program. PG&E updated WFTP forecasts in its Mid-Cycle Update Advice Letter in July 2018.						
67							
68							
69	<b>Table 4C - Households in Shared Service Territory</b>						
70							
71	<b>Year</b>	<b>Utility in Shared Service Territory</b>	<b>Eligible Households in Shared Service Territory</b>	<b>Eligible households treated by both utilities in shared service territory</b>			
72	2018	SCE	5,453	1			
73	2018	SoCalGas	94,836	3,952			
74							
75							
76							
77	[*] Summary data which includes ESA Program, CSD Leveraging, and MF efforts.						



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1	<b>ESA Table 5 - ESA Direct Purchases &amp; Installation Contractors</b> <b>Pacific Gas and Electric Company</b> <b>Program Year 2018</b>						
2	<b>Contractor</b>	<b>County</b>	<b>Contractor Type</b> <b>(Check one or more if applicable)</b>				<b>2018 Annual Expenditures</b>
3			<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>	
4	<b>Implementer 1</b>						
5	California Builder Appliances, Inc. dba Monark of California	Alameda Contra Costa Marin Napa San Francisco	x				\$ 1,202,905
6	Community Energy Services Corporation	Alameda Contra Costa Marin		x			\$ 32,639
7	Community Housing Opportunities Corporation (CHOC)	Contra Costa Napa		x			\$ 1,439,847
8	Energy Efficiency, Inc. dba Synergy EEI	Alameda Contra Costa San Francisco Marin	x		x		\$ 8,311,934
9	Highlands Diversified, Inc. dba Highlands Trade Partners	Alameda	x		x		\$ 1,730,701
10	Quality Conservation Services Inc. (QCS)	Alameda Contra Costa San Francisco Napa	x				\$ 7,797,665
11	Residential Weatherization, Inc	Napa San Francisco Contra Costa	x		x		\$ 113,870
12	Sierra Weatherization Company Inc. dba Bo Enterprises	Alameda	x				\$ 1,047,759
13	Barker Heating and Cooling	Alameda Contra Costa Marin Napa San Francisco	x				\$ 279,214
14	<b>Implementer 1 Total</b>						<b>\$ 21,956,533</b>
15	<b>Implementer 2</b>						
16	Action Air Conditioning, Heating & Plumbing	Fresno	x				\$ 175,360.18
17	American Eco Services	San Luis Obispo Santa Barbara	x		x		\$ 241,148.08
18	American Insulation	San Joaquin Stanislaus San Luis Obispo Santa Barbara	x		x		\$ 2,998,832.94
19	Barker Heating and Cooling	Monterey San Benito San Mateo Santa Clara Santa Cruz Solano Sonoma Yolo	x				\$ 170,296.21
20	Sierra Weatherization Company Inc. dba Bo Enterprises	Santa Clara Santa Cruz	x				\$ 3,037,266.55
21	Bright Ideas Construction & Mechanical Inc.	Madera Mariposa Merced San Joaquin Tuolumne	x				\$ 4,388,106.10
22	CAA Butte	Butte Colusa Glenn Sutter Yuba		x		x	\$ 536,770.77

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1	<b>ESA Table 5 - ESA Direct Purchases &amp; Installation Contractors</b> <b>Pacific Gas and Electric Company</b> <b>Program Year 2018</b>						
2	<b>Contractor</b>	<b>County</b>	<b>Contractor Type</b> <b>(Check one or more if applicable)</b>				<b>2018 Annual Expenditures</b>
3			<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>	
23	Carroll Co.	Fresno Humboldt Siskiyou Trinity	x		x		\$ 4,804,278.04
24	Community Housing Opportunities Corporation (CHOC)	Sacramento Solano Yolo		x			\$ 2,863,649.41
25	CWES, Inc	Fresno	x		x		\$ 1,543,684.48
26	Community Action Partnership of San Luis Obispo, Inc.	Monterey San Luis Obispo Santa Barbara Santa Cruz		x	x	x	\$ 613,137.53
27	Community Energy Services Corporation	Alameda and Contra Costa		x			\$ 3,526.72
28	El Concilio of San Mateo County	San Mateo Santa Clara		x			\$ 412,682.46
29	Empire Insulation	San Joaquin Stanislaus Sacramento Yolo	x		x		\$ 4,026,845.46
30	Energy Efficiency Inc. dba Synergy EEI	Santa Clara San Mateo	x		x		\$ 2,452,200.91
31	Fresno Economic Opportunities Commission	Fresno		x	x	x	\$ 1,651,017.20
32	Highlands Diversified, Inc. dba Highlands Trade Partners	San Mateo Fresno Kings Tulare Kern Merced San Joaquin Stanislaus Tuolumne	x		x		\$ 9,492,096.16
33	Lovotti, Inc	Solano Fresno Madera Mariposa Merced San Joaquin Stanislaus Tuolumne	x				\$ 847,185.63
34	Pacific Coast Energy Conservation Services	Monterey San Luis Obispo Kern	x				\$ 3,245,431.90
35	Project Go, Inc	Plumas Yolo		x		x	\$ 220,024.10
36	Proteus Inc	Fresno Kern Kings Tulare		x			\$ 1,407,336.46
37	Quality Conservation Services Inc. (QCS)	San Bernardino Solano Sonoma	x				\$ 2,016,919.03

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1	<b>ESA Table 5 - ESA Direct Purchases &amp; Installation Contractors</b> <b>Pacific Gas and Electric Company</b> <b>Program Year 2018</b>						
2	Contractor	County	Contractor Type (Check one or more if applicable)				2018 Annual Expenditures
3			Private	CBO	WMDVBE	LIHEAP	
		Colusa Glenn Lake Lassen Mendocino Nevada Placer Plumas Sacramento Sierra Shasta Tehema Sutter Yolo					
38	Residential Weatherization, Inc	Yuba	x		x		\$ 2,466,089.88
		Colusa Glenn Mendocino Shasta Sonoma Tehema Yolo					
39	Salco Better Energy, Inc.	Humboldt	x				\$ 2,869,648.87
40	Self Help Home Improvement	Shasta Tehema		x		x	\$ 1,042,575.91
41	Silicon Valley Foundation, Inc	Santa Clara	x		x		\$ 2,326,781.79
		Monterey San Benito Santa Cruz Alpine Amador Calaveras Kern El Dorado Nevada Placer					
42	Staples & Associates, Inc.	Sacramento	x				\$ 8,587,928.26
		San Joaquin Stanislaus					
43	Sundowner Insulation	San Luis Obispo	x				\$ 798,853.32
44	AE3V dba Western Cooling	All Counties in each Region	x				\$ 515,304.40
		Fresno Kern Kings Madera Tulare					
45	Winegard Energy	All Counties in each Region	x				\$ 4,481,172.53
46	Ventura TV Video Appliance Center, Inc.	All Counties in each Region	x				\$ 3,630,533.00
47	California Builder Appliances, Inc. dba Monark of California	All Counties in each Region	x				\$ 2,102,086.07
48	<b>Implementer 2 Total</b>						<b>\$ 75,968,770</b>
49	<b>Program Total</b>						<b>\$ 97,925,303</b>

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	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	<b>ESA Table 6 - ESA Installation Cost of Program Installation Contractors</b> <b>Pacific Gas and Electric Company</b> <b>Program Year 2018</b>																		
2		<b>Unit of Measure</b>	<b>CBO/WMDVBE</b>						<b>Non-CBO/WMDVBE</b>						<b>2018 Program Total</b>				
3			<b>Installations</b>		<b>Dwellings</b>		<b>Costs</b>		<b>Installations</b>		<b>Dwellings</b>		<b>Costs</b>		<b>Units Installed</b>	<b>Household</b>	<b>Costs</b>	<b>Cost/ Unit</b>	<b>Cost/ Household</b>
4			<b>Units</b>	<b>%</b>	<b>Units</b>	<b>%</b>	<b>\$</b>	<b>%</b>	<b>Units</b>	<b>%</b>	<b>Units</b>	<b>%</b>	<b>\$</b>	<b>%</b>					
5	<b>Dwellings</b>	<b>Each</b>																	
6	<b>Appliances</b>																		
7	High Efficiency Clothes Washer	Each	525	55%	524	55%	\$ 473,485	55%	427	45%	426	45%	\$ 384,932	45%	952	950	\$ 858,417	\$ 902	\$ 904
8	Refrigerators	Each	4,242	64%	4,214	64%	\$ 4,233,128	64%	2,357	36%	2,344	36%	\$ 2,354,640	36%	6,599	6,558	\$ 6,587,768	\$ 998	\$ 1,005
9	Microwaves	Each	13,116	62%	13,060	62%	\$ 1,270,134	62%	7,951	38%	7,913	38%	\$ 769,569	38%	21,067	20,973	\$ 2,039,703	\$ 97	\$ 97
10	<b>Domestic Hot Water</b>																		
11	Water Heater Blanket	Each	6,022	65%	5,961	65%	\$ 462,982	65%	3,236	35%	3,199	35%	\$ 248,461	35%	9,258	9,160	\$ 711,443	\$ 77	\$ 78
12	Low Flow Shower Head	Each	49,560	61%	35,193	61%	\$ 1,236,600	61%	31,570	39%	22,293	39%	\$ 783,324	39%	81,130	57,486	\$ 2,019,924	\$ 25	\$ 35
13	Water Heater Pipe Insulation	Home	676	60%	676	60%	\$ 15,267	60%	454	40%	454	40%	\$ 10,253	40%	1,130	1,130	\$ 25,520	\$ 23	\$ 23
14	Faucet Aerator	Home	47,112	69%	47,112	69%	\$ 494,615	69%	21,076	31%	21,076	31%	\$ 221,271	31%	68,188	68,188	\$ 715,886	\$ 10	\$ 10
15	Water heater Repair/Replacement	Each	344	76%	343	76%	\$ 825,195	76%	110	24%	109	24%	\$ 262,234	24%	454	452	\$ 1,087,429	\$ 2,395	\$ 2,406
16	Thermostat-controlled Shower	Each	28,332	59%	18,670	59%	\$ 1,002,074	59%	19,738	41%	13,047	41%	\$ 700,271	41%	48,070	31,717	\$ 1,702,344	\$ 35	\$ 54
17	New - Combined Showerhead/TSV	Each																	
18	New - Heat Pump Water Heater	Each																	
19	New Tub Diverter/ Tub Spout	Each																	
20	<b>Enclosure</b>																		
21	Air Sealing / Envelope [1]	Home	41,510	62%	41,510	62%	\$ 13,576,899	62%	25,454	38%	25,454	38%	\$ 8,325,377	38%	66,964	66,964	\$ 21,902,276	\$ 327	\$ 327
22	Attic Insulation	Home	2,179	64%	2,179	64%	\$ 2,347,081	64%	1,215	36%	1,215	36%	\$ 1,308,721	36%	3,394	3,394	\$ 3,655,803	\$ 1,077	\$ 1,077
23	<b>HVAC</b>																		
24	FAU Standing Pilot Light	Each																	
25	Furnace Repair/Replacement	Each	316	81%	315	81%	\$ 1,664,625	81%	74	19%	73	19%	\$ 385,770	19%	390	388	\$ 2,050,395	\$ 5,257	\$ 5,285
26	Room A/C Replacement	Each	973	58%	838	57%	\$ 579,409	57%	719	42%	620	43%	\$ 428,680	43%	1,692	1,458	\$ 1,008,089	\$ 596	\$ 691
27	Central A/C Replacement	Each	1	100%	1	100%	\$ 1,338	100%	-	0%	-	0%	\$ -	0%	1	1	\$ 1,338	\$ 1,338	\$ 1,338
28	Heat Pump Replacement	Each																	
29	Evaporative Coolers (Replacement)	Each	1,781	55%	1,436	57%	\$ 959,877	57%	1,458	45%	1,089	43%	\$ 727,929	43%	3,239	2,525	\$ 1,687,805	\$ 521	\$ 668
30	Duct Testing and Sealing	Home	3,674	55%	3,674	55%	\$ 1,001,276	55%	3,029	45%	3,029	45%	\$ 825,494	45%	6,703	6,703	\$ 1,826,771	\$ 273	\$ 273
31	New - Energy Efficient Fan Control	Each	1,082	81%	1,038	81%	\$ 233,826	81%	251	19%	250	19%	\$ 56,316	19%	1,333	1,288	\$ 290,142	\$ 218	\$ 225
32	New - Prescriptive Duct Sealing	Home																	
33	New - High Efficiency Forced Air Unit	Home																	
34	Central A/C Tune-up	Home	1,464	69%	1,464	69%	\$ 599,051	69%	651	31%	651	31%	\$ 266,381	31%	2,115	2,115	\$ 865,432	\$ 409	\$ 409
35	<b>Maintenance</b>																		
36	Furnace Clean and Tune	Home																	
37		Home																	
38	<b>Lighting</b>																		
39	Compact Fluorescent Lights (CFL)	Each																	
40	Interior Hard wired CFL fixtures	Each																	
41	Exterior Hard wired CFL fixtures	Each																	
42	Torchiere (CFL)	Each																	
43	Interior Hard wired LED fixtures	Each	161,374	58%	56,291	60%	\$ 8,986,042	60%	115,400	42%	37,776	40%	\$ 6,030,391	40%	276,774	94,067	\$ 15,016,433	\$ 54	\$ 160
44	Exterior Hard wired LED fixtures	Each	38,889	57%	17,047	57%	\$ 2,254,445	57%	28,890	43%	12,691	43%	\$ 1,678,369	43%	67,779	29,738	\$ 3,932,814	\$ 58	\$ 132
45	Torchiere (LED)	Each	15,010	64%	9,970	62%	\$ 816,450	62%	8,499	36%	6,152	38%	\$ 503,791	38%	23,509	16,122	\$ 1,320,241	\$ 56	\$ 82
46	Vacancy Sensor	Each	598	77%	399	79%	\$ 35,446	79%	183	23%	108	21%	\$ 9,594	21%	781	507	\$ 45,040	\$ 58	\$ 89
47	LED Night Lights	Each																	
48	New - LED Diffuse Bulb (60W Replac)	Each																	
49	New - LED Reflector Bulb	Each	1,201	43%	175	44%	\$ 10,704	44%	1,620	57%	219	56%	\$ 13,395	56%	2,821	394	\$ 24,099	\$ 9	\$ 61
50	New - LED Reflector Downlight Retro	Each																	
51	New - LED A-Lamps	Each	419,715	62%	42,316	62%	\$ 3,809,027	62%	260,233	38%	25,545	38%	\$ 2,299,404	38%	679,948	67,861	\$ 6,108,431	\$ 9	\$ 90
52	<b>Miscellaneous</b>																		
53	Pool Pumps	Each																	
54	Smart Power Strips	Each	9,387	49%	5,535	49%	\$ 398,798	49%	9,638	51%	5,856	51%	\$ 421,926	51%	19,025	11,391	\$ 820,723	\$ 43	\$ 72
55	New - Smart Power Strips - Tier 2	Each	11,171	66%	5,277	63%	\$ 737,256	63%	5,650	34%	3,039	37%	\$ 424,582	37%	16,821	8,316	\$ 1,161,838	\$ 69	\$ 140
56	<b>Ancillary Services</b>																		
57	Commissioning [2]	Home																	
58	Audit	Home																	
59	Administration [3]	Home																	
60	<b>Pilots</b>																		
61		Each																	
62		Each																	
63	<b>Customer Enrollment</b>																		
64	Outreach & Assessment	Home													85,168	85,168	\$ 17,018,437	\$ 200	\$ 200
65	In-Home Education	Home													85,168	85,168	\$ 4,348,241	\$ 51	\$ 51
66																			
67																			
68	[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.																		
69	[2] Refers to optimizing the installation of the measure installed such as retrofitting pipes, etc.																		
70	[3] Per D.16-11-022 at p.210, the CPUC imposes a cap of 10% of ESA Program funds for administrative activities and a ceiling of 20% for direct implementation non-incentive costs.																		
71																			
72																			

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1	<b>ESA Table 7 - Expenditures Recorded by Cost Element</b> <b>Pacific Gas and Electric Company</b> <b>Program Year 2018</b>				
2	<b>ESA Program:</b>	<b>Labor [1]</b>	<b>Non-Labor [2]</b>	<b>Contractor [3]</b>	<b>Total</b>
3	<b>Energy Efficiency</b>				
4	Appliances			\$ 9,824,129	\$ 9,824,129
5	Domestic Hot Water			\$ 6,512,921	\$ 6,512,921
6	Enclosure			\$ 26,684,175	\$ 26,684,175
7	HVAC			\$ 8,076,474	\$ 8,076,474
8	Maintenance			\$ -	\$ -
9	Lighting			\$ 27,551,598	\$ 27,551,598
10	Miscellaneous			\$ 1,985,530	\$ 1,985,530
11	Customer Enrollment			\$ 17,018,437	\$ 17,018,437
12	In Home Education			\$ 4,499,492	\$ 4,499,492
13	Pilot			\$ 474,139	\$ 474,139
14	Implementation [4]			\$ 5,282,169	\$ 5,282,169
15	<b>Energy Efficiency TOTAL</b>			<b>\$ 107,909,064</b>	<b>\$ 107,909,064</b>
16					
17	Training Center	\$ 304,677	\$ 31,208	\$ 608,541	\$ 944,426
18	Inspections	\$ 3,767,736	\$ 7,163	\$ 4,960	\$ 3,779,859
19	Marketing and Outreach	\$ 288,711	\$ 252,036	\$ 1,180,976	\$ 1,721,724
20	Statewide Marketing Education and Outreach				\$ -
21	Measurement and Evaluation Studies	\$ 3,475		\$ 167,966	\$ 171,441
22	Regulatory Compliance	\$ 624,841	\$ 1,720	\$ 164,858	\$ 791,419
23	General Administration	\$ 6,254,208	\$ 11,639	\$ 1,037,511	\$ 7,303,358
24	CPUC Energy Division		\$ 27,959		\$ 27,959
25	Multi-Family Common Area Measures	\$ 1,635		\$ 186,969	\$ 188,604
26	Leveraging - CSD and MCE [4]		\$ 1,750,000		\$ 1,750,000
27					
28	<b>TOTAL PROGRAM COSTS</b>	<b>\$ 11,245,283</b>	<b>\$ 2,081,725</b>	<b>\$ 111,260,845</b>	<b>\$ 124,587,853</b>
29					
30	[1] Labor costs include any internal direct (administrative and/or implementation) costs (indirect costs are a separate line item), burdened by overhead, that represents person hours.				
31	[2] Non-Labor costs include all direct internal (administrative and/or implementation) costs (indirect costs are given as a separate line item) not covered under labor.				
32	[3] Contract costs include all outsourced costs (administrative and/or implementation). Contract costs do not need to be further broken out by labor/non-labor. This category includes agency employees.				
33	[4] This budget category includes the primary administrative fee for Implementer(s).				
34	Note: This table is consistent with costs reflected on ESA Table 1 and Table 1A, and includes total program costs from both authorized costs (Table 1) and authorized costs from unspent funding (Table 1A).				

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1	<b>ESA Table 8 - ESA Homes Unwilling / Unable to Participate [1]</b>							
	<b>Pacific Gas and Electric Company</b>							
	<b>Program Year 2018</b>							
2	<b>ESA Program</b>		<b>Reason Provided</b>					
3								
4	<b>County</b>	<b>Customer Unwilling/Declined Program Measures</b>	<b>Customer Unavailable - Scheduling Conflicts</b>	<b>Hazardous Environment (unsafe/unclean)</b>	<b>Landlord Refused to Authorize Participation</b>	<b>Household Income Exceeds Allowable Limits</b>	<b>Unable to Provide Required Documentation</b>	<b>Other Infeasible/ Ineligible</b>
5	ALAMEDA	897	3020	6	394	77	0	560
6	ALPINE	0	0	0	0	0	0	0
7	AMADOR	76	123	0	22	1	0	13
8	BUTTE	1109	1927	49	124	49	0	357
9	CALAVERAS	86	138	0	4	0	0	13
10	COLUSA	94	266	0	15	7	0	71
11	CONTRA COSTA	859	2211	2	350	84	0	1054
12	EL DORADO	217	297	0	7	2	0	97
13	FRESNO	505	4993	5	113	80	0	1568
14	GLENN	147	365	0	10	21	0	55
15	HUMBOLDT	104	563	0	60	21	0	110
16	KERN	1091	4245	21	240	48	0	1078
17	KINGS	62	341	0	6	1	0	44
18	LAKE	365	1101	0	9	9	0	56
19	LASSEN	7	18	0	0	0	0	3
20	MADERA	268	526	0	103	16	0	316
21	MARIN	89	506	0	88	8	0	58
22	MARIPOSA	21	26	0	0	1	0	15
23	MENDOCINO	322	617	0	6	7	0	43
24	MERCED	429	1058	1	84	21	0	476
25	MONTEREY	433	1344	0	145	13	0	434
26	NAPA	132	255	3	44	5	0	109
27	NEVADA	211	253	2	30	6	0	72
28	PLACER	369	512	0	115	21	0	188
29	PLUMAS	27	95	1	2	0	0	19
30	SACRAMENTO	1817	3337	26	614	73	0	786
31	SAN BENITO	111	177	0	8	4	0	73
32	SAN BERNARDINO	3	20	1	0	0	0	1
33	SAN FRANCISCO	271	1023	2	93	13	0	165
34	SAN JOAQUIN	1573	5208	46	264	130	0	916
35	SAN LUIS OBISPO	123	409	0	35	9	0	154
36	SAN MATEO	138	550	5	84	20	0	229
37	SANTA BARBARA	156	605	1	28	7	0	131
38	SANTA CLARA	580	1159	0	240	15	0	410
39	SANTA CRUZ	263	482	1	67	10	0	137
40	SHASTA	278	1009	1	10	36	0	178
41	SIERRA	0	4	0	0	0	0	0
42	SISKIYOU	0	0	0	0	0	0	0
43	SOLANO	448	899	1	303	43	0	566
44	SONOMA	823	1120	1	81	16	0	203
45	STANISLAUS	1127	2758	72	175	90	0	454
46	SUTTER	372	1070	2	27	14	0	110
47	TEHAMA	182	709	3	39	26	0	163
48	TRINITY	0	7	0	0	0	0	1
49	TULARE	51	275	0	12	2	0	70
50	TUOLUMNE	27	122	0	4	6	0	44
51	YOLO	257	658	2	137	65	0	271
52	YUBA	377	738	0	16	17	0	104
53	<b>Total</b>	<b>16,897</b>	<b>47,139</b>	<b>254</b>	<b>4,208</b>	<b>1,094</b>	<b>0</b>	<b>11,975</b>
54								
55	[1] The data in this table shows the number of households that did not qualify or declined to participate at the referral pre-assessment stage.							
56	Households that did not qualify or declined to participate at the time of the physical home assessment are not included.							



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1	<b>ESA Table 9 - Life Cycle Bill Savings by Measure[1]</b> <b>Pacific Gas and Electric Company</b> <b>Program Year 2018</b>						
2	<b>Measure Description</b>		<b>2018 Number Installed</b>	<b>Per Measure Electric Impact (kWh)</b>	<b>Per Measure Gas Impact (Therms)</b>	<b>Effective Useful Life (EUL)</b>	<b>2018 Total Measure Life Cycle Bill Savings</b>
3	<b>Appliances</b>						
4	High Efficiency Clothes Washer	Each	952	64,584	11,816	14	\$ 212,775
5	Refrigerators	Each	6,599	4,307,887	-	15	\$ 6,331,218
6	Microwaves [2]	Each	21,067	457,518	261,014	15	\$ 3,512,881
7	<b>Domestic Hot Water</b>						
8	Water Heater Blanket [3]	Each	9,258	39,275	53,468	5	\$ 261,703
9	Low Flow Shower Head [3]	Each	81,130	251,807	333,517	10	\$ 2,948,213
10	Water Heater Pipe Insulation [3]	Home	1,130	1,734	14,853	15	\$ 164,190
11	Faucet Aerator [3]	Home	68,188	68,907	151,590	5	\$ 716,441
12	Water Heater Repair/Replacement	Each	454	-	1,738	13	\$ 17,054
13	Thermostat-controlled Shower Valve	Each	48,070	201,750	259,715	8	\$ 1,919,247
14	New - Combined Showerhead/TSV	Each					
15	New - Heat Pump Water Heater	Each					
16	New Tub Diverter/ Tub Spout	Each					
17	<b>Enclosure</b>						
18	Air Sealing / Envelope	Home	66,964	1,259,139	508,351	7	\$ 4,053,956
19	Attic Insulation	Home	3,394	450,596	145,023	20	\$ 2,712,476
20	<b>HVAC</b>						
21	FAU Standing Pilot Light Conversion	Each					
22	Furnace Repair/Replacement	Each	390	-	1,263	16	\$ 14,373
23	Room A/C Replacement	Each	1,692	332,581	-	15	\$ 488,787
24	Central A/C Replacement	Each	1	145	-	18	\$ 241
25	Heat Pump Replacement	Each					
26	Evaporative Coolers (Replacement)	Each	3,239	828,898	-	15	\$ 1,218,216
27	Duct Testing and Sealing	Home	6,703	18,135	216,980	25	\$ 3,294,308
28	New - Energy Efficient Fan Control	Each	1,333	200,039	29,976	10	\$ 457,176
29	New - Prescriptive Duct Sealing	Home					
30	New - High Efficiency Forced Air Unit (HE FAU)	Home					
31	<b>Maintenance</b>						
32	Furnace Clean and Tune	Home					
33	Central A/C Tune-up	Home	2,115	533,981	-	15	\$ 784,782
34	<b>Lighting</b>						
35	Compact Fluorescent Lights (CFL)	Each					
36	Interior Hard wired CFL fixtures	Each					
37	Exterior Hard wired CFL fixtures	Each					
38	Torchiere (CFL)	Each					
39	Interior Hard wired LED fixtures	Each	276,774	18,601,576	-	16	\$ 28,594,513
40	Exterior Hard wired LED fixtures	Each	67,779	6,999,075	-	16	\$ 10,759,042
41	Torchiere (LED)	Each	23,509	1,603,842	(766)	9	\$ 1,590,641
42	Vacancy Sensor	Each	781	83,469	-	8	\$ 75,393
43	LED Night Lights	Each					
44	New - LED Diffuse Bulb (60W Replacement)	Each					
45	New - LED Reflector Bulb	Each	2,821	125,901	-	16	\$ 193,537
46	New - LED Reflector Downlight Retrofit Kits	Each					
47	New - LED A-Lamps	Each	679,948	19,794,229	-	16	\$ 30,427,868
48	<b>Miscellaneous</b>						
49	Pool Pumps	Each					
50	Smart Power Strips	Each	19,025	467,567	-	5	\$ 281,173
51	New - Smart Power Strips - Tier 2	Each	16,821	3,524,041	(77,744)	5	\$ 1,773,018
52	<b>Ancillary Services</b>						
53	Commissioning [4]	Home					
54	Audit	Home					
55	Administration [5]	Home					
56	<b>Pilots</b>						
57							
58							
59	<b>Total</b>			<b>60,216,677</b>	<b>1,910,796</b>		<b>\$ 102,803,223</b>
60							
61	<b>Total Homes Served By the Program</b>		<b>85,168</b>				
62	<b>Life Cycle Bill Savings Per Home</b>						<b>\$ 1,207</b>

[1] Ordering Paragraph 34 of D.14-08-030 adopts the 2013 ESA Impact Evaluation (Evergreen Economics "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." August 30, 2013). Unless otherwise noted, the results from that study were used in this Annual Report.

[2] For microwaves, the savings estimate comes from a separate analysis completed by Evergreen Economics. A reasonable estimate for the usage of the microwave, which would be shown as negative kWh, is not available at this time; however, we expect this to be addressed in the next impact evaluation.

[3] Energy savings are from: Evergreen Economics "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011

[4] Refers to optimizing the installation of the measure installed such as retrofitting pipes, etc.

[5] Per D.16-11-022 at p.210, the CPUC imposes a cap of 10% of ESA Program funds for administrative activities and a ceiling of 20% for direct implementation non-incentive costs.

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	A	B	C
1	<b>ESA Table 10 - Energy Rate Used for Bill Savings Calculations[1]</b>		
	<b>Pacific Gas and Electric Company</b>		
	<b>Program Year 2018</b>		
2	<b>Year</b>	<b>\$/kWh</b>	<b>\$/Therm</b>
3	2018	0.13	0.97
4	2019	0.2566	1.9001
5	2020	0.3766	2.7889
6	2021	0.4915	3.6393
7	2022	0.6014	4.4528
8	2023	0.7065	5.2311
9	2024	0.8070	5.9758
10	2025	0.9032	6.6882
11	2026	0.9953	7.3698
12	2027	1.0834	8.0218
13	2028	1.1676	8.6457
14	2029	1.2482	9.2425
15	2030	1.3253	9.8135
16	2031	1.3991	10.3598
17	2032	1.4697	10.8825
18	2033	1.5372	11.3825
19	2034	1.6018	11.8609
20	2035	1.6636	12.3185
21	2036	1.7228	12.7564
22	2037	1.7793	13.1753
23	2038	1.8335	13.5761
24	2039	1.8852	13.9595
25	2040	1.9348	14.3264
26	2041	1.9822	14.6773
27	2042	2.0275	15.0131
28			
29			
30	[1] For 2018, the average cost per kWh and therm paid by ESA participants is shown. Cost is calculated using the CPUC discount rate at 7.66%		

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	A	B	C	D	E
1	<b>ESA Table 11 - Bill Savings Calculations by Program Year</b> <b>Pacific Gas and Electric Company</b> <b>Program Year 2018</b>				
2	<b>Program Year</b>	<b>Program Costs</b>	<b>Program Lifecycle Bill Savings</b>	<b>Program Bill Savings/ Cost Ratio</b>	<b>Per Home Average Lifecycle Bill Savings</b>
3	2011	\$ 145,900,978	\$ 58,889,388	0.40	\$ 460
4	2012	\$ 131,145,519	\$ 44,191,560	0.34	\$ 384
5	2013	\$ 142,181,389	\$ 54,007,801	0.38	\$ 437
6	2014	\$ 145,940,449	\$ 53,008,314	0.36	\$ 429
7	2015	\$ 136,775,345	\$ 63,956,471	0.47	\$ 636
8	2016	\$ 105,094,305	\$ 52,052,655	0.50	\$ 700
9	2017*	\$ 122,778,059	\$ 106,566,378	0.87	\$ 1,224
10	2018*	\$ 122,576,966	\$ 102,803,203	0.84	\$ 1,207
11	* Increased bill savings due to introduction of LEDs and Smart Power Strip in 2017, increased installations resulting from removal of measure caps in 2017, and LED cost reductions.				
12					
13					

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	A	B
1	<b>ESA Table 13 - Categorical and Other Enrollment [1]</b> <b>Pacific Gas and Electric Company</b> <b>Program Year 2018</b>	
2	<b>Type of Enrollment</b>	<b>Number of Homes Treated</b>
3	Women, Infants, and Children Program (WIC)	2,167
4	Supplemental Security Income (SSI)	2,819
5	CalFresh/Supplemental Nutrition Assistance Program - Food Stamps	950
6	CalWORKs/Temporary Assistance for Needy Families (TANF) or Tribal TANF	99
7	Medicaid/Medi-Cal	3,016
8	Medi-Cal for Families (Healthy Families A & B)	702
9	National School Lunch Program (NSLP) - Free Lunch	203
10	Low-income Home Energy Assistance Program (LIHEAP)	68
11	Bureau of Indian Affairs General Assistance	1
12	Head Start Income Eligible - (Tribal Only)	-
13	Categorical - Multiple [2]	81
14	Property Owner Income Certified	2,844
15	CARE Income Qualified	1,913
16	Targeted Self Certification	2,869
17	Standard Enrollment	64,586
18	Incomplete Data [3]	2,850
19	<b>Total</b>	<b>85,168</b>
20		
21	[1] Does not include MF common area efforts.	
22	[2] Households that qualified for the program based on participation in more than one public assistance program.	
23	[3] Incomplete data is due to data migration disparity from legacy ESA database to current database. Eligibility records exist on individual bases.	

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	A	B	C	D	E	F	G	H	I	J	K	L
1	<b>ESA Table 14 - Leveraging &amp; Integration</b> <b>Pacific Gas and Electric Company</b> <b>Program Year 2018</b>											
2	Coordination Type <sup>1</sup>	Partner	Brief Description of Effort	Relationship outside the IOU?	MOU Present?	Amount of Dollars Saved <sup>2</sup>	Amount of Energy Savings <sup>3</sup>	Other Measurable Benefits <sup>3</sup>	Enrollments Resulting from Leveraging Effort <sup>4</sup>	Methodology <sup>5</sup>	Meets all Criteria	If not, Explain
3	Program Coordination	American Insulation	Coordination with Modesto Irrigation District (MID), Turlock Irrigation District (TID), and LIHEAP	Yes	Yes	\$ 78,849	Unknown	Unknown	57 enrollments as a result of MID leveraging, 28 enrollments as of result of TID leveraging, 25 customers referred to LIHEAP	Unknown	N	Unknown amount of energy savings
4	Program Coordination	Barker Heating and Cooling	Coordination with LIHEAP	Yes	Yes	Unknown	Unknown	Unknown	Approximately 500 customers referred to LIHEAP	Unknown	N	Unknown amount of energy or dollar savings
5	Program Coordination	El Concilio	Coordination with Community Help and Awareness of Natural Gas and Electric Services Program (CHANGES) and Peninsula Minor Home Repair (PMHR)	Yes	Unknown	Unknown	Unknown	Unknown	121 enrollments as a result of CHANGES and PMHR leveraging.	Unknown	N	Unknown amount of energy or dollar savings
6	Program Coordination	Empire	Coordination with LIHEAP	Yes	Unknown	Unknown	Unknown	Unknown	8 customers referred to LIHEAP.	Unknown	N	Unknown amount of energy or dollar savings
7	Program Coordination	Residential Weatherization Inc.	Coordination with Yuba County Water Program and Cal Am Water Program	Yes	Unknown	\$ 17,602	Unknown	Unknown	284 enrollments as a result of Yuba County Water Program leveraging, 2 enrollments as a result of Cal Am Water Program leveraging.	Unknown	N	Unknown amount of energy savings
8	Program Coordination	Self Help Home Improvement (SHIP)	Coordination with LIHEAP, and Redding Electric Utility (REU)	Yes	Yes	\$ 21,412	Unknown	Unknown	24 enrollments as a result of LIHEAP leveraging. 704 PG&E gas customer homes rec'd electric measures from REU's weatherization program.	Shared contractor for Redding Electric	N	Unknown amount of energy savings
9	Program Coordination	Winegard Energy	Coordination with Southern California Edison	Yes	Yes	Unknown	Unknown	Unknown	75 customers referred into UEE Gas Co.	Shared contractor with Southern California Edison	N	Unknown amount of energy or dollar savings
10	Leveraging	Redwood Community Action Agency	Through Refrigerator Leveraging Contracts with PG&E, LIHEAP agencies in PG&E's service area that are not ESA contractors can receive ESA Program funding to purchase refrigerators for qualified PG&E electric customers, thus freeing up more LIHEAP funding to provide other services to low income households. PG&E counts these refrigerators and their savings, but not the ESA shared dollar savings.	Yes	Yes	\$ 2,400	2,280 kWh 0 kW	Unknown	3 ESA refrigerators provided to LIHEAP customers.	Cost: PG&E provided 3 refrigerators Energy Savings: ESA refrigerator savings	Y	NA
11	Leveraging	GRID Alternatives	Affordable Solar Homes Program Administrator, current GRID Alternatives, with a monthly list of owner-occupied single-family households that have completed the Energy Savings Assistance (ESA) Program requirements of the California Alternate Rates for Energy (CARE) Program high usage process.	Yes	Unknown	Unknown	Unknown	Unknown	There were 414 ESA enrollments resulting from this leveraging effort and PG&E provided GRID 1,602 CARE High Usage referrals	Unknown	N	Unknown amount of energy savings
12	Leveraging	GRID Alternatives	Electric Home Energy Program Administrator, current GRID Alternatives, with a monthly list of referrals along with what installation measures were received in the homes, if any.	Yes	Unknown	Unknown	Unknown	Unknown	There were 414 ESA enrollments resulting from this leveraging effort and PG&E provided GRID 911 referrals	Unknown	N	Unknown amount of energy savings
13	Program Coordination	ESA Energy-Water Leveraging Program	This purpose of this effort is to allow ESA contractors to offer water measures, which are paid by Water Agencies, while they treat ESA customers. Water Agencies select from a standardized menu of options to customer their water offerings that can include replacing toilets, leak detection, meter checks, etc. Water offerings are paid by each Water Agency.	Yes	Yes	Unknown	~12,900 kWh/year ~8.9 million gallons of water	TBD	972 HHs rec'd water measures	Unknown	N	Unknown amount of dollar savings
14	Interdepartmental Integration	ESA/ MIDI Program	The Moderate Income Direct Install Program (MIDI) is focused on reaching moderate income, underserved, disadvantaged and/or hard to reach communities. This population is a large, underserved portion of the residential customer segment and represents a unique direct install energy efficiency opportunity for customers whose income exceeds ESA's income eligibility guidelines.	No	No	Unknown	Net Total kW Savings: 751 kW Net Total kWh Savings: 2,060 MWh Net Total Therms Savings: 17,872	Unknown	2,575	Unknown	N	Unknown amount of dollar savings
15	Interdepartmental Integration	Residential Newsletter	As part of the residential integrated Campaign, the Residential Newsletter is sent out monthly to over 2.6 million residential customers, with approximately 1.24 million receiving a version tailored to low income customers. The goal of this effort is to go beyond a transactional one-time interaction with our customers in exchange for a continued dialogue about energy efficiency and management. Emails were sent out monthly to general population and low-income households.	No	No	N/A	N/A	N/A	Unknown	N/A	N/A	Unknown amount of energy or dollar savings
16	Interdepartmental Integration	SmartAC and ESA	The purpose of this effort is to increase customer participation in the SmartAC program by using the existing ESA program as a marketing and outreach channel to promote SmartAC. SmartAC leverages established relationships between ESA contractors and residential customers by authorizing an annual telemarketing effort to recruit eligible ESA customers into the SmartAC program. The campaign typically occurs during winter and spring months in order to onboard customers before the	No	No	Unknown	This recruitment effort provides approximately half a megawatt of aggregate load reduction value	Unknown	1026 enrollments	Unknown	N	Unknown amount of dollar savings
17	(1) Leveraging, Interdepartmental integration, Program Coordination, Data Sharing, ME&O, etc.											
18	(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).											
19	(3) Annual Energy savings/benefits for measures installation in 2018. Leveraging efforts are measurable and quantifiable in terms of home energy benefits/ savings to the eligible households.											
20	(4) Enrollment increases. Leveraging efforts are measurable and quantifiable in terms of program enrollment increases and/or customers served.											
21	(5) Methodology used to calculate cost and/or resource savings.											
22												
23												
24												
25	Fields not applicable to specific efforts are marked "N/A"											



	A	B	C	D	E	F
1	<b>ESA Table 15 - Lighting (CFLs) [4]</b>					
2	<b>Pacific Gas and Electric Company</b>					
3	<b>Program Year 2018</b>					
4	<b>ESA Program CFL Tracking Table</b>					
5	<i>CFL bulbs used within PG&amp;EESA program</i>					
6	<b>Bulb Name / Identification</b>	<b>Bulb Description (wattage, lumens)</b>	<b>Bulb Cost (material)</b>	<b>Admin Cost (overhead, contractor fee, marketing, etc.)</b>	<b>Total Bulb Cost (material + admin) [1]</b>	<b>AB 1109 Compliant? [2]</b>
7	CFL - Low	CFL - Low				
8	CFL - Medium	CFL - Medium				
9	CFL - High	CFL - High				
10	<b>Year</b>	<b>Number of Homes Treated in ESA Program</b>	<b>Number of Homes Provided CFLs</b>	<b>Avg. # of CFL bulbs given per home</b>	<b>Est. total energy savings from installed CFLs [3]</b>	
11	2009	81,308	69,970	4.57	5.12	
12	2010	133,329	109,663	4.69	8.23	
13	2011	128,071	105,849	4.69	7.95	
14	2012	115,229	91,906	4.67	5.88	
15	2013	123,566	92,655	4.56	5.84	
16	2014	123,539	96,508	4.60	6.12	
17	2015	100,573	79,887	4.93	6.30	
18	2016	74,319	58,626	6.50	6.10	
19	2017	87,052	17,684	7.59	2.15	
20	2018	85,168	-	-	-	
21						
22	[1] Bulb cost and admin cost were combined effective 2013.					
23	[2] Compliant in regards to: 1) Do bulbs meet or exceed CEC energy efficiency standards for general purpose lighting?					
24	Do all models comply with Europe's RoHS standards on toxicity?					
25	[3] Ordering Paragraph 34 of D.14-08-030 adopts the 2013 ESA Impact Evaluation. The results from that study were used in this Annual Report.					
26	[4] PG&E transitioned from CFLs to LEDs in 2017, and by mid-year was not installing any CFLs. This table does not include LEDs.					

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	A	B	C	D	E	F	G
	<b>ESA Table 16 - "Add Back" Measures</b> <b>Pacific Gas and Electric Company</b> <b>Program Year 2018</b>						
1							
2			Ratio of Benefits Over Costs				
3	Measure [1]	Climate Zone	ESACET	Resouce TRC	Quantity Installed	Budget Impact of "Add Back"	Lifecycle Bill Savings Impact
4	Air Sealing / Envelope-ESH-MF-1	1	1.45	0.28	32	\$10,466	\$2,759
5	Air Sealing / Envelope-ESH-MF-11	11	0.75	0.14	337	\$110,224	\$14,342
6	Air Sealing / Envelope-ESH-MF-12	12	0.11	0.02	200	\$65,415	\$1,210
7	Air Sealing / Envelope-ESH-MF-13	13	0.26	0.05	36	\$11,775	\$501
8	Air Sealing / Envelope-ESH-MF-1-AC	1	1.43	0.28	6	\$1,962	\$520
9	Air Sealing / Envelope-ESH-MF-2	2	0.68	0.12	339	\$110,879	\$13,105
10	Air Sealing / Envelope-ESH-MF-2-AC	2	0.69	0.12	34	\$11,121	\$1,288
11	Air Sealing / Envelope-ESH-MF-3A	3A	1.38	0.27	918	\$300,255	\$76,112
12	Air Sealing / Envelope-ESH-MF-3A-AC	3A	0.66	0.12	1	\$327	\$39
13	Air Sealing / Envelope-ESH-MF-3B	3B	1.10	0.21	212	\$69,340	\$13,955
14	Air Sealing / Envelope-ESH-MF-3B-AC	3B	0.67	0.13	4	\$1,308	\$161
15	Air Sealing / Envelope-ESH-MF-4	4	0.00	0.00	391	\$127,886	\$35
16	Air Sealing / Envelope-ESH-MF-4-AC	4	0.00	0.00	3	\$981	\$0
17	Air Sealing / Envelope-ESH-MF-5	5	1.01	0.19	33	\$10,793	\$1,948
18	Air Sealing / Envelope-ESH-MH-1	1	1.45	0.28	1	\$327	\$86
19	Air Sealing / Envelope-ESH-MH-11	11	0.48	0.08	55	\$17,989	\$1,432
20	Air Sealing / Envelope-ESH-MH-12	12	0.00	0.00	27	\$8,831	\$0
21	Air Sealing / Envelope-ESH-MH-13	13	0.27	0.05	23	\$7,523	\$328
22	Air Sealing / Envelope-ESH-MH-16	16	0.57	0.10	4	\$1,308	\$124
23	Air Sealing / Envelope-ESH-MH-2	2	1.11	0.21	33	\$10,793	\$2,168
24	Air Sealing / Envelope-ESH-MH-2-AC	2	1.09	0.21	39	\$12,756	\$2,506
25	Air Sealing / Envelope-ESH-MH-3A	3A	0.12	0.02	21	\$6,869	\$135
26	Air Sealing / Envelope-ESH-MH-3A-AC	3A	0.12	0.02	1	\$327	\$6
27	Air Sealing / Envelope-ESH-MH-3B	3B	0.26	0.04	8	\$2,617	\$108
28	Air Sealing / Envelope-ESH-MH-4	4	0.00	0.00	9	\$2,944	\$0
29	Air Sealing / Envelope-ESH-MH-5	5	0.00	0.00	1	\$327	\$0
30	Air Sealing / Envelope-ESH-SF-1	1	1.44	0.28	23	\$7,523	\$1,974
31	Air Sealing / Envelope-ESH-SF-11	11	0.63	0.11	295	\$96,487	\$10,473
32	Air Sealing / Envelope-ESH-SF-12	12	0.05	0.01	298	\$97,468	\$897
33	Air Sealing / Envelope-ESH-SF-13	13	0.24	0.04	130	\$42,520	\$1,758
34	Air Sealing / Envelope-ESH-SF-16	16	0.95	0.18	21	\$6,869	\$1,149
35	Air Sealing / Envelope-ESH-SF-1-AC	1	1.43	0.28	10	\$3,271	\$863
36	Air Sealing / Envelope-ESH-SF-2	2	0.74	0.14	102	\$33,362	\$4,256
37	Air Sealing / Envelope-ESH-SF-2-AC	2	0.74	0.13	95	\$31,072	\$3,921
38	Air Sealing / Envelope-ESH-SF-3A	3A	0.01	0.00	113	\$36,960	\$74
39	Air Sealing / Envelope-ESH-SF-3A-AC	3A	0.00	0.00	2	\$654	\$0
40	Air Sealing / Envelope-ESH-SF-3B	3B	0.00	0.00	89	\$29,110	\$0
41	Air Sealing / Envelope-ESH-SF-3B-AC	3B	0.00	0.00	2	\$654	\$0
42	Air Sealing / Envelope-ESH-SF-4	4	0.00	0.00	66	\$21,587	\$0
43	Air Sealing / Envelope-ESH-SF-4-AC	4	0.00	0.00	2	\$654	\$0
44	Air Sealing / Envelope-ESH-SF-5	5	1.19	0.23	19	\$6,214	\$1,331
45	Air Sealing / Envelope-ESH-SF-5-AC	5	1.40	0.27	1	\$327	\$83
46	Air Sealing / Envelope-GSH-MF-1	1	1.37	0.28	7	\$2,290	\$613
47	Air Sealing / Envelope-GSH-MF-11	11	0.78	0.16	371	\$121,345	\$18,302
48	Air Sealing / Envelope-GSH-MF-12	12	0.42	0.11	596	\$194,937	\$20,558
49	Air Sealing / Envelope-GSH-MF-13	13	0.62	0.15	671	\$219,468	\$31,620
50	Air Sealing / Envelope-GSH-MF-16	16	1.01	0.20	11	\$3,598	\$692
51	Air Sealing / Envelope-GSH-MF-1-AC	1	1.61	0.35	11	\$3,598	\$1,153
52	Air Sealing / Envelope-GSH-MF-2	2	0.70	0.14	445	\$145,549	\$19,824
53	Air Sealing / Envelope-GSH-MF-2-AC	2	0.67	0.14	20	\$6,542	\$843
54	Air Sealing / Envelope-GSH-MF-3A	3A	0.38	0.10	3268	\$1,068,882	\$96,004
55	Air Sealing / Envelope-GSH-MF-3A-AC	3A	0.17	0.05	32	\$10,466	\$469
56	Air Sealing / Envelope-GSH-MF-3B	3B	0.32	0.09	776	\$253,810	\$20,419
57	Air Sealing / Envelope-GSH-MF-3B-AC	3B	0.35	0.09	35	\$11,448	\$962
58	Air Sealing / Envelope-GSH-MF-4	4	0.21	0.06	712	\$232,878	\$12,148
59	Air Sealing / Envelope-GSH-MF-4-AC	4	0.20	0.05	1	\$327	\$17
60	Air Sealing / Envelope-GSH-MF-5	5	0.00	0.00	81	\$26,493	\$0
61	Attic Insulation -GSH-MF-11	11	0.98	0.84	1	\$1,077	\$839
62	Attic Insulation -GSH-MF-12	12	1.00	0.86	8	\$8,617	\$6,997
63	Attic Insulation -GSH-MF-13	13	1.20	1.10	1	\$1,077	\$1,097
64	Attic Insulation -GSH-MF-3A	3A	1.05	0.91	2	\$2,154	\$1,821
65	Attic Insulation -GSH-MF-3B	3B	1.05	0.91	5	\$5,386	\$4,591
66	Attic Insulation -GSH-MF-4	4	0.90	0.76	5	\$5,386	\$3,817
67	Attic Insulation -GSH-SF-11	11	0.94	0.79	107	\$115,254	\$85,525
68	Attic Insulation -GSH-SF-12	12	1.01	0.88	458	\$493,329	\$405,501
69	Attic Insulation -GSH-SF-13	13	1.10	0.95	128	\$137,874	\$123,655
70	Attic Insulation -GSH-SF-16	16	0.84	0.68	9	\$9,694	\$6,251
71	Attic Insulation -GSH-SF-2	2	0.96	0.82	9	\$9,694	\$7,384
72	Attic Insulation -GSH-SF-3A	3A	0.90	0.76	151	\$162,648	\$115,827
73	Attic Insulation -GSH-SF-3A-AC	3A	0.90	0.76	18	\$19,388	\$13,615

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	A	B	C	D	E	F	G
1	<b>ESA Table 16 - "Add Back" Measures</b> <b>Pacific Gas and Electric Company</b> <b>Program Year 2018</b>						
2	Measure [1]	Climate Zone	Ratio of Benefits Over Costs		Quantity Installed	Budget Impact of "Add Back"	Lifecycle Bill Savings Impact
3			ESACET	Resouce TRC			
74	Attic Insulation -GSH-SF-3B	3B	0.91	0.77	195	\$210,042	\$150,982
75	Attic Insulation -GSH-SF-3B-AC	3B	0.94	0.80	33	\$35,546	\$26,650
76	Attic Insulation -GSH-SF-4	4	0.94	0.81	184	\$198,193	\$149,848
77	Duct Testing and Sealing-ESH-MF-12-AC	12	0.00	0.00	1	\$273	\$0
78	Duct Testing and Sealing-ESH-MF-13-AC	13	0.00	0.00	1	\$273	\$0
79	Duct Testing and Sealing-ESH-MH-13-AC	13	0.00	0.00	1	\$273	\$0
80	Duct Testing and Sealing-ESH-SF-12	12	1.09	1.66	4	\$1,090	\$1,698
81	Duct Testing and Sealing-ESH-SF-12-AC	12	0.91	1.34	37	\$10,084	\$12,615
82	Duct Testing and Sealing-ESH-SF-13-AC	13	0.00	0.00	20	\$5,451	\$0
83	Duct Testing and Sealing-ESH-SF-16-AC	16	0.78	0.83	1	\$273	\$210
84	Duct Testing and Sealing-ESH-SF-2-AC	2	0.99	1.47	1	\$273	\$371
85	Duct Testing and Sealing-ESH-SF-3A	3A	0.99	1.33	1	\$273	\$336
86	Duct Testing and Sealing-GSH-MF-11-AC	11	0.00	0.00	1	\$273	\$0
87	Duct Testing and Sealing-GSH-MF-12-AC	12	0.48	0.42	5	\$1,363	\$537
88	Duct Testing and Sealing-GSH-MF-13-AC	13	0.00	0.00	1	\$273	\$0
89	Duct Testing and Sealing-GSH-MH-11	11	1.22	1.68	4	\$1,090	\$1,695
90	Duct Testing and Sealing-GSH-MH-11-AC	11	1.23	1.71	6	\$1,635	\$2,646
91	Duct Testing and Sealing-GSH-MH-12	12	1.32	1.96	27	\$7,358	\$13,494
92	Duct Testing and Sealing-GSH-MH-12-AC	12	1.38	2.21	51	\$13,899	\$28,889
93	Duct Testing and Sealing-GSH-MH-13	13	1.22	1.68	13	\$3,543	\$5,625
94	Duct Testing and Sealing-GSH-MH-13-AC	13	1.27	1.81	48	\$13,081	\$22,501
95	Duct Testing and Sealing-GSH-MH-16-AC	16	0.00	0.00	2	\$545	\$0
96	Duct Testing and Sealing-GSH-MH-2	2	1.25	1.77	8	\$2,180	\$3,712
97	Duct Testing and Sealing-GSH-MH-2-AC	2	1.65	3.87	6	\$1,635	\$6,099
98	Duct Testing and Sealing-GSH-MH-3A	3A	1.36	2.08	46	\$12,536	\$24,471
99	Duct Testing and Sealing-GSH-MH-3B	3B	1.36	2.08	61	\$16,624	\$32,419
100	Duct Testing and Sealing-GSH-MH-3B-AC	3B	1.35	2.08	1	\$273	\$535
101	Duct Testing and Sealing-GSH-MH-4	4	1.15	1.50	64	\$17,442	\$24,271
102	Duct Testing and Sealing-GSH-MH-4-AC	4	1.14	1.48	2	\$545	\$746
103	Duct Testing and Sealing-GSH-SF-11	11	1.36	2.11	20	\$5,451	\$10,875
104	Duct Testing and Sealing-GSH-SF-11-AC	11	1.39	2.23	151	\$41,152	\$86,658
105	Duct Testing and Sealing-GSH-SF-12	12	1.47	2.50	666	\$181,505	\$425,801
106	Duct Testing and Sealing-GSH-SF-12-AC	12	1.49	2.62	2782	\$758,179	\$1,868,750
107	Duct Testing and Sealing-GSH-SF-13	13	1.40	2.24	121	\$32,976	\$69,727
108	Duct Testing and Sealing-GSH-SF-13-AC	13	1.40	2.26	1500	\$408,795	\$871,031
109	Duct Testing and Sealing-GSH-SF-2	2	1.56	2.91	53	\$14,444	\$39,409
110	Duct Testing and Sealing-GSH-SF-2-AC	2	1.59	3.15	57	\$15,534	\$45,925
111	Duct Testing and Sealing-GSH-SF-3A	3A	1.50	2.63	357	\$97,293	\$239,658
112	Duct Testing and Sealing-GSH-SF-3A-AC	3A	1.58	3.02	14	\$3,815	\$10,780
113	Duct Testing and Sealing-GSH-SF-3B	3B	1.50	2.64	295	\$80,396	\$198,499
114	Duct Testing and Sealing-GSH-SF-3B-AC	3B	1.59	3.17	35	\$9,539	\$28,772
115	Duct Testing and Sealing-GSH-SF-4	4	1.37	2.12	235	\$64,045	\$127,434
116	Duct Testing and Sealing-GSH-SF-4-AC	4	1.56	3.49	4	\$1,090	\$3,696
117	Faucet Aerator-EWH-MF	System	0.00	0.00	2346	\$24,630	\$44
118	Furnace Repair/Replacement-GSH-MH-11	11	0.23	0.02	1	\$5,257	\$109
119	Furnace Repair/Replacement-GSH-MH-12	12	0.15	0.01	8	\$42,059	\$584
120	Furnace Repair/Replacement-GSH-MH-13	13	0.08	0.01	13	\$68,347	\$511
121	Furnace Repair/Replacement-GSH-MH-3B	3B	0.22	0.02	2	\$10,515	\$213
122	Furnace Repair/Replacement-GSH-MH-4	4	0.15	0.01	1	\$5,257	\$74
123	Furnace Repair/Replacement-GSH-SF-11	11	0.11	0.01	5	\$26,287	\$258
124	Furnace Repair/Replacement-GSH-SF-12	12	0.09	0.01	149	\$783,356	\$6,599
125	Furnace Repair/Replacement-GSH-SF-13	13	0.08	0.01	96	\$504,713	\$3,777
126	Furnace Repair/Replacement-GSH-SF-2	2	0.12	0.01	2	\$10,515	\$117
127	Furnace Repair/Replacement-GSH-SF-3A	3A	0.11	0.01	48	\$252,356	\$2,410
128	Furnace Repair/Replacement-GSH-SF-3B	3B	0.11	0.01	36	\$189,267	\$1,824
129	Furnace Repair/Replacement-GSH-SF-4	4	0.09	0.01	29	\$152,465	\$1,265
130	Low Flow Shower Head-EWH-MF	System	1.51	1.12	1,694	\$42,176	\$44,811
131	Low Flow Shower Head-GWH-MF	System	1.06	0.83	11,192	\$278,651	\$218,263
132	New - A/C Time Delay-SF-3B	3B	1.49	0.57	9	\$1,959	\$1,036
133	Room A/C Replacement-MF-13	13	0.39	0.25	7	\$4,171	\$1,002
134	Room A/C Replacement-MH-13	13	0.63	0.44	92	\$54,813	\$23,024
135	Room A/C Replacement-SF-13	13	1.06	0.87	1,592	\$948,509	\$780,504
136	Water Heater Blanket-EWH-MF	System	0.00	0.00	148	\$11,373	\$0
137	Water Heater Pipe Insulation-EWH-MF	System	0.00	0.00	92	\$2,078	\$0
138	Water Heater Repair/Replacement-GWH-MF	System	0.67	0.06	2	\$4,790	\$263
139	Water Heater Repair/Replacement-GWH-MH	System	0.50	0.04	26	\$62,276	\$2,520
140	Water Heater Repair/Replacement-GWH-SF	System	0.19	0.02	426	\$1,020,363	\$15,516
141							
142	Notes:						

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	A	B	C	D	E	F	G
1	ESA Table 16 - "Add Back" Measures Pacific Gas and Electric Company Program Year 2018						
2	Measure [1]	Climate Zone	Ratio of Benefits Over Costs		Quantity Installed	Budget Impact of "Add Back"	Lifecycle Bill Savings Impact
3			ESACET	Resouce TRC			
143	[1] Based on Appendix H.1 and H.2 in D.12-08-044 and D.14-08-030.						

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	A	B	C	D	E	F	G	H	I	J	K	L	M
1	ESA Table 17 - ESA Expenditures for Pilots and Studies Pacific Gas and Electric Company Program Year 2018												
2		Authorized 2018 Funding			2018 Expenses			% of Budget Expended					
3		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total			
4	Pilots												
5	Programmable Controllable Thermostat/ Smart Thermostat TOU <sup>[1]</sup>	\$290,000	\$ -	\$ 290,000	\$ 112,739	\$ -	\$ 112,392	39%		39%			
6	Consumption Driven Weatherization <sup>[2]</sup>	\$250,100	\$159,900	\$ 408,000	\$ 209,612	\$151,788	\$ 361,747	84%	95%	89%			
7	Total Pilots	\$540,100	\$159,900	\$698,000	\$322,351	\$151,788	\$474,139	60%	95%	68%			
8													
9	Studies												
10	Low Income Needs Assessment (LINA) Study <sup>[3]</sup>	\$ 78,000	\$ 72,000	\$ 150,000	\$ 37,578	\$ 34,687	\$ 72,264	48%	48%	48%			
11	Load Impact Evaluation Study <sup>[4]</sup>	\$ 85,800	\$ 79,200	\$ 165,000	\$ 51,571	\$ 47,604	\$ 99,176	60%	60%	60%			
12	Non Energy Benefits (NEB) Study <sup>[5]</sup>	\$ 23,400	\$ 21,600	\$ 45,000									
13	2017 Potential and Goals Study	\$ 46,800	\$ 43,200	\$ 90,000									
14	Rapid Feedback Research and Analysis	\$104,000	\$ 96,000	\$ 200,000									
15	Total Studies	\$338,000	\$312,000	\$650,000	\$89,149	\$82,291	\$171,440	26%	26%	26%			
16													
17	<sup>[1]</sup> D.17-12-009, Attachment 1 (modified D.16-11-022), OP.66 directed electric IOUs to file PCT pilot implementation plans by March 1, 2018. PG&E's AL 5242-E was approved April 27, 2018 and authorized \$290,000.												
18	<sup>[2]</sup> PG&E proposed the CDWx pilot in its 2015-2017 ESA Application, authorized in D.16-11-022, OP.144. In December 2017, PG&E requested and was granted an extension to implement this pilot so that CSD could be included in it. This pilot was completed in 2018 and the pilot report will be completed in 2019.												
19	<sup>[3]</sup> A contract for this statewide study was awarded in January 2018. SCE is the project manager.												
20	<sup>[4]</sup> SCG is the contract manager of this co-funded statewide study.												
21	<sup>[5]</sup> This statewide study was awarded in 2018. SDG&E is the contract manager. No cross billing occurred in 2018.												
22													
23	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												
24													

	A	B	C	D
1	ESA Table 18 - Homes Receiving Second Refrigerators and In-Home Energy Education Only Pacific Gas and Electric Company Program Year 2018			
2				
3	Measures	Units	Received Refrigerator	Not eligible for Refrigerator Due to Less than Six Occupants
4	Second Refrigerators [1]	Each	273	329
5				
6				
7				
8	Measures	Units	Households that Only Received Energy Education [2]	
9	In-Home Energy Education	Home	754	
10				
11				
12				
13	Households for My Energy/My Account Platform [3]			
14	Opt-Out	Already Enrolled	Opt-In	
15	2,676	77,674	4,818	
16				
17	[1] PG&E implemented 2nd refrigerators in 2018.			
18	[2] D.16-11-022 allowed customers to receive energy education only. Customers flagged as Energy Education Only in 2018, may convert to a treated home in 2019.			
19	[3] PG&E implemented My Energy/ My Account tracking in 2018.			



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	A	B	C	D	E	F	G	H
1	<b>PY 2018 CARE Annual Report</b>							
2	<b>CARE Table 1</b>							
3	<b>Overall Program Expenses</b>							
4	Category	Overall Expenditures [1]		Total	Authorized Budget	% of Budget Spent	Total Shifted [2]	Shifted to/from?
5		Electric	Gas					
6	Outreach	\$ 5,843,332	\$ 1,460,833	\$ 7,304,165	\$ 10,125,723	72%		
7	Processing, Certification, Recertification	\$ 713,479	\$ 178,370	\$ 891,848	\$ 2,006,668	44%		
8	Post Enrollment Verification	\$ 998,415	\$ 249,604	\$ 1,248,019	\$ 1,679,803	74%		
9	IT Programming	\$ 364,771	\$ 91,193	\$ 455,964	\$ 2,047,667	22%		
10	Cool Centers	\$ 124,890	\$ -	\$ 124,890	\$ 143,544	87%		
11	Pilots	\$ 391,987	\$ 97,997	\$ 489,984	\$ 527,782	93%		
12	Measurement & Evaluation	\$ 101,854	\$ 25,463	\$ 127,317	\$ 153,289	83%		
13	Regulatory Compliance	\$ 332,813	\$ 83,203	\$ 416,017	\$ 505,258	82%		
14	General Administration	\$ 573,869	\$ 143,467	\$ 717,336	\$ 1,162,431	62%		
15	CPUC Energy Division	\$ 71,982	\$ 17,996	\$ 89,978	\$ 128,000	70%		
16								
17	<b>TOTAL Program Costs</b>	<b>\$ 9,517,393</b>	<b>\$ 2,348,126</b>	<b>\$ 11,865,518</b>	<b>\$ 18,480,164</b>	<b>64%</b>		
18								
19	CARE Rate Discount	\$ 508,582,432	\$ 102,041,263	\$ 610,623,696	\$ 587,313,000	104%		
20	Service Establishment Charge Discount							
21								
22	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	<b>\$ 518,099,825</b>	<b>\$ 104,389,389</b>	<b>\$ 622,489,214</b>	<b>\$ 605,793,164</b>	<b>103%</b>		
23								
24	[1] Program authorized budget per D.16-11-022 has been updated to include \$878,743 as authorized in the 2017 GRC Decision (D.) 17-05-013 - Decision Authorizing Pacific Gas and Electric Company's General Rate Case Revenue Requirement for 2017-2019. Actual employee benefit burden costs have been included in the program expenses.							
25	[2] Total program administrative expenses did not exceed the overall authorized budget. The CARE discount exceeded the authorized amount by \$23,310,696. Per D.02-09-021, PG&E is authorized to recover the full value of the discount through the CARE two-way balancing account on an automatic pass-through basis. The information in the "Total Shifted" and "Shifted to/from?" column is for illustrative purposes only, to disclose how funds from the overall authorized budget can be shifted between categories per Section 20.3.3 in D.08-11-031.							
26								
27								

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	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
1	PY 2018 CARE Annual Report																								
2	CARE Table 2																								
3	Enrollment, Recertification, Attrition, & Penetration																								
4	Month	Automatic Enrollment				New Enrollment					Total New Enrollment (C+J)	Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)
5		Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)		Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response <sup>4</sup>	Failed PEV	Failed Recertification	Other <sup>5</sup>	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)			
6	January	0	1,301	0	1,301	7,468	7,962	456	97	15,983	17,284	33,671	8,023	7,517	49,211	n/a	7,858	6,120	22,718	36,696	66,495	-19,412	1,386,984	1,535,554	90.3%
7	February	0	2,243	0	2,243	12,606	7,256	624	88	20,574	22,817	39,042	7,799	19,516	66,357	n/a	3,020	5,893	12,237	21,150	89,174	-1,667	1,388,651	1,535,554	90.4%
8	March	0	1,251	0	1,251	14,088	7,903	895	98	22,984	24,235	35,302	9,824	7,176	52,302	n/a	5,473	5,452	8,668	19,593	76,537	-4,642	1,393,293	1,535,554	90.7%
9	April	0	333	0	333	10,070	4,422	734	86	15,312	15,645	40,006	6,724	4,659	51,389	n/a	6,119	5,943	6,589	18,651	67,034	-3,006	1,390,287	1,535,554	90.5%
10	May	0	3,817	0	3,817	9,239	5,828	588	76	15,731	19,548	34,392	6,495	20,497	61,384	n/a	4,057	6,720	13,432	24,209	80,932	-4,661	1,385,626	1,535,554	90.2%
11	June	0	1,736	0	1,736	12,152	4,826	956	96	18,030	19,766	28,104	7,595	9,563	45,262	n/a	4,776	7,480	12,751	25,007	65,028	-5,241	1,380,385	1,535,554	89.9%
12	July	0	2,014	0	2,014	10,071	4,719	884	78	15,752	17,766	31,630	12,134	10,717	54,481	n/a	4,105	6,076	9,611	19,792	72,247	-2,026	1,378,359	1,535,554	89.8%
13	August	0	633	0	633	12,901	3,290	965	65	17,211	17,844	25,057	7,176	15,915	48,148	n/a	3,076	6,593	12,123	21,792	65,992	-3,948	1,374,411	1,535,554	89.5%
14	September	0	1,758	0	1,758	12,952	9,576	795	170	23,493	25,251	38,127	11,582	8,374	58,083	n/a	1,749	9,855	7,056	14,660	83,334	10,591	1,385,002	1,535,554	90.2%
15	October	0	1,995	0	1,995	11,833	7,006	314	90	19,243	21,238	28,798	7,767	9,226	45,791	n/a	10,565	5,181	10,527	26,273	67,029	-5,035	1,379,967	1,535,554	89.9%
16	November	0	2,454	0	2,454	8,285	5,533	627	60	14,505	16,959	28,968	4,885	11,236	45,089	n/a	5,759	6,156	12,806	24,721	62,048	-7,762	1,372,205	1,535,554	89.4%
17	December	0	1,717	0	1,717	11,366	6,721	742	77	18,906	20,623	31,269	8,926	8,009	48,204	n/a	1,372	5,520	9,933	16,825	68,827	3,798	1,376,003	1,535,554	89.6%
18	YTD Total	0	21,252	0	21,252	133,031	75,032	8,580	1,081	217,724	238,976	394,366	98,930	132,405	625,701	0	57,929	72,989	138,451	269,369	864,677	-30,393	1,376,003	1,535,554	89.6%
19																									
20																									
21	<sup>1</sup> Enrollments via data sharing between the IOUs.																								
22	<sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.																								
23	<sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																								
24	<sup>4</sup> PG&E counts attrition due to no response in the Failed PEV and Failed Recertification columns, respectively.																								
25	<sup>5</sup> Includes customers who closed their accounts, requested to be removed, or were otherwise ineligible for the program.																								
26																									

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	A	B	C	D	E	F	G	H	I
1	<b>PY 2018 CARE Annual Report</b>								
2	<b>CARE Table 3A</b>								
3	<b>Post-Enrollment Verification Results (Model)</b>								
4	<b>Month</b>	<b>Total CARE Households Enrolled</b>	<b>Households Requested to Verify<sup>1</sup></b>	<b>% of CARE Enrolled Requested to Verify Total</b>	<b>CARE Households De-enrolled (Due to no response)</b>	<b>CARE Households De-enrolled (Verified as Ineligible)<sup>2</sup></b>	<b>Total Households De-enrolled<sup>3</sup></b>	<b>% De-enrolled through Post Enrollment Verification<sup>4</sup></b>	<b>% of Total CARE Households De-enrolled</b>
5	January	1,386,984	3,337	0.24%	2,217	53	2,270	68.03%	0.16%
6	February	1,388,651	3,097	0.22%	2,165	36	2,201	71.07%	0.16%
7	March	1,393,293	4,452	0.32%	3,155	70	3,225	72.44%	0.23%
8	April	1,390,287	6,263	0.45%	4,342	73	4,415	70.49%	0.32%
9	May	1,385,626	5,333	0.38%	3,811	96	3,907	73.26%	0.28%
10	June	1,380,385	3,590	0.26%	2,594	170	2,764	76.99%	0.20%
11	July	1,378,359	5,590	0.41%	3,960	269	4,229	75.65%	0.31%
12	August	1,374,411	2,356	0.17%	1,653	123	1,776	75.38%	0.13%
13	September	1,385,002	3,043	0.22%	2,126	174	2,300	75.58%	0.17%
14	October	1,379,967	4,438	0.32%	3,350	218	3,568	80.40%	0.26%
15	November	1,372,205	4,674	0.34%	3,528	213	3,741	80.04%	0.27%
16	December	1,376,003	564	0.04%	435	20	455	80.67%	0.03%
17	<b>YTD Total</b>	<b>1,376,003</b>	<b>46,737</b>	<b>3.40%</b>	<b>33,336</b>	<b>1,515</b>	<b>34,851</b>	<b>74.57%</b>	<b>2.53%</b>
18									
19	<sup>1</sup> Includes customers selected randomly or via PG&E's CARE probability model.								
20	<sup>2</sup> Includes customers verified as over income or who requested to be de-enrolled.								
21	<sup>3</sup> Verification results are tied to the month initiated.								
22	<sup>4</sup> Percentage of customers dropped compared to the total participants requested to provide verification in that month.								
23									
24									
25	<b>PY 2018 CARE Annual Report</b>								
26	<b>CARE Table 3B</b>								
27	<b>Post-Enrollment Verification Results (Electric only High Usage)</b>								
28	<b>Month</b>	<b>Total CARE Households Enrolled</b>	<b>Households Requested to Verify<sup>1</sup></b>	<b>% of CARE Enrolled Requested to Verify Total</b>	<b>CARE Households De-enrolled (Due to no response)</b>	<b>CARE Households De-enrolled (Verified as Ineligible)<sup>2</sup></b>	<b>Total Households De-enrolled<sup>3</sup></b>	<b>% De-enrolled through HU Post Enrollment Verification</b>	<b>% of Total CARE Households De-enrolled</b>
29	January	1,386,984	3,390	0.24%	3,236	63	3,299	97.32%	0.24%
30	February	1,388,651	3,864	0.28%	3,692	58	3,750	97.05%	0.27%
31	March	1,393,293	880	0.06%	835	16	851	96.70%	0.06%
32	April	1,390,287	1,122	0.08%	1,026	33	1,059	94.39%	0.08%
33	May	1,385,626	397	0.03%	365	9	374	94.21%	0.03%
34	June	1,380,385	427	0.03%	395	12	407	95.32%	0.03%
35	July	1,378,359	1,135	0.08%	1,034	38	1,072	94.45%	0.08%
36	August	1,374,411	5,229	0.38%	4,757	133	4,890	93.52%	0.36%
37	September	1,385,002	3,800	0.27%	3,548	98	3,646	95.95%	0.26%
38	October	1,379,967	1,197	0.09%	1,118	25	1,143	95.49%	0.08%
39	November	1,372,205	418	0.03%	392	14	406	97.13%	0.03%
40	December	1,376,003	421	0.03%	396	5	401	95.25%	0.03%
41	<b>YTD Total</b>	<b>1,376,003</b>	<b>22,280</b>	<b>1.62%</b>	<b>20,794</b>	<b>504</b>	<b>21,298</b>	<b>95.59%</b>	<b>1.55%</b>
42									
43	<sup>1</sup> Includes all participants who were selected for high usage verification process.								
44	<sup>2</sup> Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.								
45	<sup>3</sup> Verification results are tied to the month initiated.								
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Pacific Gas and Electric Company  
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	A	B	C	D	E	F	G
1	<b>PY 2018 CARE Annual Report</b>						
2	<b>CARE Table 4</b>						
3	<b>CARE Self-Certification and Self-Recertification Applications<sup>1</sup></b>						
4		<b>Provided <sup>2</sup></b>	<b>Received</b>	<b>Approved</b>	<b>Denied</b>	<b>Pending/Never Completed</b>	<b>Duplicates</b>
5	<b>Total (Y-T-D)</b>	16,944,874	475,451	444,649	27,805	2,997	98,930
6	<b>Percentage<sup>3</sup></b>		100%	94%	6%	1%	21%
7							
8	<sup>1</sup> Includes sub-metered customers.						
9	<sup>2</sup> Includes number of applications provided via direct mail campaigns, call centers, bill inserts and other outreach methods. Because there are other means by which customers obtain applications which are not counted, this number is only an approximation.						
10	<sup>3</sup> Percentage of Received. Duplicates are also counted as Approved, so the total will not add up to 100%.						

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	A	B	C	D	E	F	G	H	I	J
1	<b>PY 2018 CARE Annual Report</b>									
2	<b>CARE Table 5</b>									
3	<b>CARE Enrollment by County</b>									
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
5		Urban	Rural <sup>1</sup>	Total	Urban	Rural <sup>1</sup>	Total	Urban	Rural <sup>1</sup>	Total
6	ALAMEDA	130,438	4	130,442	115,855	5	115,860	89%	124%	89%
7	ALPINE	0	274	274	0	6	6	n/a	2%	2%
8	AMADOR	1	5,960	5,961	0	4,193	4,193	0%	70%	70%
9	BUTTE	28,470	12,575	41,045	18,193	12,019	30,212	64%	96%	74%
10	CALAVERAS	60	9,158	9,218	41	5,000	5,041	68%	55%	55%
11	COLUSA	8	2,974	2,982	12	3,399	3,411	152%	114%	114%
12	CONTRA COSTA	81,306	15	81,321	84,412	3	84,415	104%	20%	104%
13	EL DORADO	7,828	6,744	14,572	5,212	5,382	10,594	67%	80%	73%
14	FRESNO	136,866	291	137,157	150,163	120	150,283	110%	41%	110%
15	GLENN	0	5,351	5,351	1	4,587	4,588	355%	86%	86%
16	HUMBOLDT	0	22,822	22,823	0	16,902	16,902	0%	74%	74%
17	KERN	36,633	56,856	93,488	43,372	63,539	106,911	118%	112%	114%
18	KINGS	135	7,824	7,959	113	9,036	9,149	84%	115%	115%
19	LAKE	1	15,785	15,786	2	12,306	12,308	186%	78%	78%
20	LASSEN	0	289	289	0	168	168	n/a	58%	58%
21	MADERA	13,328	6,656	19,984	16,524	5,382	21,906	124%	81%	110%
22	MARIN	19,771	0	19,771	11,971	0	11,971	61%	n/a	61%
23	MARIPOSA	27	3,509	3,536	13	2,164	2,177	48%	62%	62%
24	MENDOCINO	15	14,956	14,970	6	10,056	10,062	41%	67%	67%
25	MERCED	17,600	20,215	37,815	19,390	20,482	39,872	110%	101%	105%
26	MONTEREY	37,419	5,150	42,568	35,762	6,116	41,878	96%	119%	98%
27	NAPA	12,251	1	12,252	10,495	0	10,495	86%	0%	86%
28	NEVADA	13	11,674	11,687	1	9,144	9,145	8%	78%	78%
29	PLACER	18,595	10,409	29,004	11,998	7,405	19,403	65%	71%	67%
30	PLUMAS	127	3,052	3,179	10	1,756	1,766	8%	58%	56%
31	SACRAMENTO	138,729	0	138,729	96,008	0	96,008	69%	n/a	69%
32	SAN BENITO	111	5,020	5,132	63	4,738	4,801	57%	94%	94%
33	SAN BERNARDINO	67	305	372	35	244	279	52%	80%	75%
34	SAN FRANCISCO	67,859	0	67,859	61,794	0	61,794	91%	n/a	91%
35	SAN JOAQUIN	74,744	8,091	82,835	78,541	8,676	87,217	105%	107%	105%
36	SAN LUIS OBISPO	11,313	17,365	28,678	4,742	12,472	17,214	42%	72%	60%
37	SAN MATEO	44,636	0	44,636	31,944	0	31,944	72%	0%	72%
38	SANTA BARBARA	16,398	1,353	17,751	16,775	688	17,463	102%	51%	98%
39	SANTA CLARA	106,738	4,442	111,180	95,039	2,628	97,667	89%	59%	88%
40	SANTA CRUZ	26,362	8	26,370	19,423	1	19,424	74%	12%	74%
41	SHASTA	13,009	12,208	25,217	9,611	8,559	18,170	74%	70%	72%
42	SIERRA	5	249	254	2	121	123	41%	49%	48%
43	SISKIYOU	0	18	18	0	5	5	n/a	28%	28%
44	SOLANO	40,057	0	40,057	41,059	0	41,059	103%	n/a	103%
45	SONOMA	40,547	3,178	43,724	37,285	2,489	39,774	92%	78%	91%
46	STANISLAUS	30,926	26,527	57,454	24,426	22,634	47,060	79%	85%	82%
47	SUTTER	13,529	0	13,530	13,510	0	13,510	100%	0%	100%
48	TEHAMA	11	12,084	12,095	12	11,297	11,309	110%	93%	93%
49	TRINITY	0	540	540	0	280	280	n/a	52%	52%
50	TULARE	710	7,856	8,567	337	9,415	9,752	47%	120%	114%
51	TUOLUMNE	0	10,551	10,551	0	6,788	6,788	0%	64%	64%
52	YOLO	24,891	1	24,892	19,891	1	19,892	80%	132%	80%
53	YUBA	11,529	151	11,680	11,646	108	11,754	101%	72%	101%
54	<b>Total</b>	<b>1,203,064</b>	<b>332,489</b>	<b>1,535,554</b>	<b>1,085,689</b>	<b>290,314</b>	<b>1,376,003</b>	<b>90%</b>	<b>87%</b>	<b>90%</b>

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

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1	<b>PY 2018 CARE Annual Report</b>							
2	<b>CARE Table 6</b>							
3	<b>CARE Recertification Results</b>							
4	<b>Month</b>	<b>Total CARE Households</b>	<b>Households Requested to Recertify <sup>1</sup></b>	<b>% of Households Total (C/B)</b>	<b>Households Recertified <sup>2</sup></b>	<b>Households De-enrolled <sup>3</sup></b>	<b>Recertification Rate % <sup>4</sup> (E/C)</b>	<b>% of Total Households De-enrolled (F/B)</b>
5	<b>January</b>	1,386,984	15,451	1.1%	9,508	5,943	62%	0.43%
6	<b>February</b>	1,388,651	18,183	1.3%	11,463	6,720	63%	0.48%
7	<b>March</b>	1,393,293	20,465	1.5%	12,985	7,480	63%	0.54%
8	<b>April</b>	1,390,287	16,244	1.2%	10,168	6,076	63%	0.44%
9	<b>May</b>	1,385,626	9,688	0.7%	3,095	6,593	32%	0.48%
10	<b>June</b>	1,380,385	16,444	1.2%	10,589	5,855	64%	0.42%
11	<b>July</b>	1,378,359	15,506	1.1%	10,325	5,181	67%	0.38%
12	<b>August</b>	1,374,411	18,236	1.3%	12,080	6,156	66%	0.45%
13	<b>September</b>	1,385,002	15,894	1.1%	10,374	5,520	65%	0.40%
14	<b>October</b>	1,379,967	17,003	1.2%	10,889	6,114	64%	0.44%
15	<b>November</b>	1,372,205	15,164	1.1%	10,088	5,076	67%	0.37%
16	<b>December</b>	1,376,003	19,982	1.5%	13,498	6,484	68%	0.47%
17	<b>YTD</b>	<b>1,376,003</b>	<b>198,260</b>	<b>14.41%</b>	<b>125,062</b>	<b>73,198</b>	<b>63%</b>	<b>5.32%</b>
18								
19	<sup>1</sup> Excludes count of customers recertified through the probability model.							
20	<sup>2</sup> Recertification results are tied to the month initiated.							
21	<sup>3</sup> Includes customers who did not respond or who requested to be de-enrolled.							
22	<sup>4</sup> Percentage of customers recertified compared to the total participants requested to recertify in that month.							
23								



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	A	B	C	D	E	F	G	H	I
1	<b>PY 2018 CARE Annual Report</b>								
2	<b>CARE Table 7</b>								
3	<b>CARE Capitation Contractors</b>								
4	Contractor Name <sup>1</sup>	Contractor Type (Check one or more if applicable)				Enrollments <sup>2</sup>			Total Expenditures
5		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total	
6	ACC Senior Services (formerly Asian Community Center)		x			0	5	5	\$ 100
7	Afghan Coalition		x			2	21	23	\$ 460
8	Amador-Tuolumne Community Action Agency		x		x	29	0	29	\$ 580
9	Area Agency on Aging Serving Napa and Solano		x			0	0	0	\$ -
10	Arriba Juntos		x			0	0	0	\$ -
11	Breathe California Central Coast		x			0	1	1	\$ 20
12	Breathe California of the Bay Area		x			0	0	0	\$ -
13	California Human Development Corporation		x			0	0	0	\$ -
14	Catholic Charities Diocese of Fresno		x			6	32	38	\$ 760
15	Center of Vision Enhancement		x	x		0	1	1	\$ 20
16	Central California Legal Services, Inc.		x			1	9	10	\$ 200
17	Central Coast Energy Services, Inc.		x		x	7	220	227	\$ 4,540
18	Child Abuse Prevention Council of San Joaquin County		x			0	0	0	\$ -
19	Chinese Christian Herald Crusades		x			0	0	0	\$ -
20	Chinese Newcomers Service Center		x			0	33	33	\$ 660
21	Community Action Marin		x		x	0	6	6	\$ 120
22	Community Action Partnership of Madera County		x		x	26	60	86	\$ 1,720
23	Community Health for Asian Americans		x			0	0	0	\$ -
24	Community Resource Project, Inc.		x		x	0	104	104	\$ 2,080
25	Community Resources for Independent Living		x			0	0	0	\$ -
26	County of San Joaquin		x		x	2	108	110	\$ 2,200
27	Disability Resource Agency for Independent Living		x			1	1	2	\$ 40
28	Filipino American Development Foundation		x			0	1	1	\$ 20
29	Fresno Center for New Americans		x			0	10	10	\$ 200
30	Golden Umbrella		x			1	2	3	\$ 60
31	Good Samaritan Family Resource Center of San Francisco		x			0	5	5	\$ 100
32	Heritage Institute for Family Advocacy		x			0	199	199	\$ 3,980
33	Hip Housing Human Investment Project, Inc.		x			0	0	0	\$ -
34	Housing Authority of the City of Fresno		x			0	16	16	\$ 320
35	Housing Authority of the County of Kern		x			0	1	1	\$ 20
36	Independent Living Center of Kern County, Inc.		x			5	10	15	\$ 300
37	KidsFirst		x			1	0	1	\$ 20
38	Kings Community Action Organization, Inc.		x		x	0	0	0	\$ -
39	Korean American Community Services Inc		x			0	3	3	\$ 60
40	Lao Khmu Assoc., Inc					0	0	0	\$ -
41	Madera Coalition for Community Justice		x			0	3	3	\$ 60
42	Marin Center for Independent Living					0	3	3	\$ 60
43	Merced County Community Action Agency		x		x	4	10	14	\$ 280
44	Merced Lao Family Community Inc.					0	0	0	\$ -
45	Moncada Outreach		x			0	0	0	\$ -
46	Monument Crisis Center		x			0	1	1	\$ 20
47	Mutual Assistance Network of Del Paso Heights					0	0	0	\$ -
48	National Asian American Coalition		x			0	1	1	\$ 20
49	Oakland Citizens Committee for Urban Renewal		x			0	12	12	\$ 240
50	Project Access, Inc		x			0	1	1	\$ 20
51	REDI (Renewable Energy Development Institute)					0	0	0	\$ -
52	Redwood Community Action Agency		x		x	11	0	11	\$ 220
53	Resources for Independence Central Valley		x			0	0	0	\$ -
54	Rising Sun Energy Center		x			0	3	3	\$ 60
55	Sacred Heart Community Service		x		x	2	32	34	\$ 680
56	Second Harvest Food Bank of Santa Cruz and San Benito Counties					0	0	0	\$ -
57	Self-Help for the Elderly		x			0	57	57	\$ 1,140
58	Southeast Asian Community Center		x			0	0	0	\$ -
59	Suscol Intertribal Council		x			0	0	0	\$ -
60	Tri-County Independent Living Center		x			1	0	1	\$ 20
61	UpValley Family Centers		x			0	4	4	\$ 80
62	Valley Oak Children's Services, Inc.		x			1	2	3	\$ 60
63	West Valley Community Services		x			0	0	0	\$ -
64	Yolo County Housing Authority		x			1	3	4	\$ 80
65	Yolo Family Resource Center		x			0	0	0	\$ -
66	<b>Total Enrollments and Expenditures</b>					<b>101</b>	<b>980</b>	<b>1,081</b>	<b>\$ 21,620</b>
67									
68	<sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.								
69	<sup>2</sup> Enrollments reflect new enrollments only.								

Pacific Gas and Electric Company  
PY 2018 ESA-CARE Annual Report

	A	B	C	D	E	F	G	H
1	<b>PY 2018 CARE Annual Report</b>							
2	<b>CARE Table 8</b>							
3	<b>CARE Participants as of Month-End</b>							
4	<b>Month</b>	<b>Gas and Electric</b>	<b>Gas Only</b>	<b>Electric Only</b>	<b>Total</b>	<b>Eligible Households</b>	<b>Penetration</b>	<b>% Change</b>
5	<b>January</b>	827,542	223,988	335,454	1,386,984	1,535,554	90%	-1.4%
6	<b>February</b>	828,739	224,084	335,828	1,388,651	1,535,554	90%	0.1%
7	<b>March</b>	832,261	224,207	336,825	1,393,293	1,535,554	91%	0.3%
8	<b>April</b>	829,745	223,837	336,705	1,390,287	1,535,554	91%	-0.2%
9	<b>May</b>	827,271	222,375	335,980	1,385,626	1,535,554	90%	-0.3%
10	<b>June</b>	823,754	221,441	335,190	1,380,385	1,535,554	90%	-0.4%
11	<b>July</b>	823,381	219,958	335,020	1,378,359	1,535,554	90%	-0.1%
12	<b>August</b>	822,425	217,422	334,564	1,374,411	1,535,554	90%	-0.3%
13	<b>September</b>	829,463	218,463	337,076	1,385,002	1,535,554	90%	0.8%
14	<b>October</b>	826,110	217,327	336,530	1,379,967	1,535,554	90%	-0.4%
15	<b>November</b>	821,063	216,922	334,220	1,372,205	1,535,554	89%	-0.6%
16	<b>December</b>	823,580	217,586	334,837	1,376,003	1,535,554	90%	0.3%

Pacific Gas and Electric Company  
PY 2018 ESA-CARE Annual Report

	A	B	C	D	E
1	<b>PY 2018 CARE Annual Report</b> <b>CARE Table 9</b> <b>CARE Average Monthly Usage &amp; Bill</b>				
2					
3					
4					
5	<b>Average Monthly Gas / Electric Usage</b>				
6	<b>Residential Non-CARE vs. CARE Customers</b>				
7	<b>Customer</b>	<b>Gas Therms</b>	<b>Gas Therms</b>	<b>Total</b>	
8		<b>Tier 1</b>	<b>Tier 2</b>		
9	<b>Non-CARE</b>	24.6	9.7	34.3	
10	<b>CARE</b>	21.6	6.4	27.9	
11	<b>Customer</b>	<b>Electric KWh</b>	<b>Electric KWh</b>	<b>Total</b>	
12		<b>Tier 1</b>	<b>Tier 2 and Above</b>		
13	<b>Non-CARE</b>	256	212	467	
14	<b>CARE</b>	321	175	495	
15					
16					
17	<b>Average Monthly Gas / Electric Bill <sup>2</sup></b>				
18	<b>Residential Non-CARE vs. CARE Customers <sup>1</sup></b>				
19	<b>(Dollars per Customer)</b>				
20	<b>Customer</b>	<b>Gas</b>	<b>Electric</b>		
21	<b>Non-CARE</b>	\$48.89	\$102.01		
22	<b>CARE</b>	\$32.88	\$68.20		
23					
24					
25	<sup>1</sup> Excludes master-meter usage.				
26	<sup>2</sup> Average Monthly Gas/Electric Bill reflects residential Non-CARE (CARE) 2018 total billed				
27	revenues divided by the average number of Non-CARE (CARE) 2018 monthly bills.				

Pacific Gas and Electric Company  
PY 2018 ESA-CARE Annual Report

	A	B	C	D	E	F
1	PY 2018 CARE Annual Report CARE Table 10 CARE Surcharge & Revenue					
2						
3						
4						
5	Electric					
6	CARE Surcharge and Revenue Collected by Customer Class					
7	Customer Class <sup>1</sup>	Average Monthly		CARE Surcharge as Percent of Bill	Total CARE Surcharge Revenue Collected	Percentage of CARE Surcharge Revenue Collected
8		CARE	Monthly Bill			
9		Surcharge				
10	Residential	\$4.29	\$102.78	4.2%	\$186,128,845	28.4%
11	Commercial	\$42.14	\$753.32	5.6%	\$274,479,751	41.9%
12	Agricultural	\$52.62	\$1,139.74	4.6%	\$56,593,466	8.6%
13	Large / Industrial	\$9,510.03	\$107,363.33	8.9%	\$137,543,485	21.0%
14						
15						
16	Gas					
17	CARE Surcharge and Revenue Collected by Customer Class					
18	Customer Class <sup>1</sup>	Average Monthly		CARE Surcharge as Percent of Bill	Total CARE Surcharge Revenue Collected	Percentage of CARE Surcharge Revenue Collected
19		CARE	Monthly Bill			
20		Surcharge				
21	Residential	\$0.87	\$48.89	1.8%	\$36,529,019	34.7%
22	Commercial	\$7.97	\$275.22	2.9%	\$20,737,109	19.7%
23	Natural Gas Vehicle	\$40.99	\$1,086.22	3.8%	\$936,525	0.9%
24	Industrial <sup>2</sup>	\$6,513.26	\$106,525.90	6.1%	\$47,007,819	44.7%
25						
26	<sup>1</sup> Excludes CARE customers.					
27	<sup>2</sup> Industrial includes both G-NT(D), G-NT(T), G-NT(BB), and GNGV4 and is net of volumes qualifying for G-COG.					

Pacific Gas and Electric Company  
PY 2018 ESA-CARE Annual Report

	A	B	C	D	E	F
1	<b>PY 2018 CARE Annual Report</b> <b>CARE Table 11</b> <b>CARE Capitation Applications<sup>1</sup></b>					
2						
3						
4	<b>Entity</b>	<b>Total Received</b>	<b>Approved<sup>2</sup></b>	<b>Denied</b>	<b>Pending/ Never Completed</b>	<b>Duplicate</b>
5	ACC Senior Services (formerly Asian Community Center)	14	5	2	0	7
6	Afghan Coalition	30	23	1	0	6
7	Amador-Tuolumne Community Action Agency	44	29	8	0	7
8	Arriba Juntos	1	0	0	0	1
9	Breathe California Central Coast	13	1	2	0	10
10	Catholic Charities Diocese of Fresno	104	38	16	0	50
11	Center of Vision Enhancement	2	1	0	0	1
12	Central California Legal Services, Inc.	23	10	4	0	9
13	Central Coast Energy Services, Inc.	496	227	102	0	167
14	Child Abuse Prevention Council of San Joaquin County	1	0	0	0	1
15	Chinese Newcomers Service Center	51	33	5	0	13
16	Community Action Marin	8	6	0	0	2
17	Community Action Partnership of Madera County	180	86	70	0	24
18	Community Resource Project, Inc.	131	104	12	0	15
19	County of San Joaquin	230	110	53	0	67
20	Disability Resource Agency for Independent Living	2	2	0	0	0
21	Filipino American Development Foundation	2	1	0	0	1
22	Fresno Center for New Americans	20	10	7	0	3
23	Golden Umbrella	5	3	0	0	2
24	Good Samaritan Family Resource Center of San Francisco	6	5	0	0	1
25	Heritage Institute for Family Advocacy	389	199	27	0	163
26	Housing Authority of the City of Fresno	21	16	2	0	3
27	Housing Authority of the County of Kern	2	1	0	0	1
28	Independent Living Center of Kern County, Inc.	18	15	0	0	3
29	KidsFirst	3	1	0	0	2
30	Kings Community Action Organization, Inc.	1	0	1	0	0
31	Korean American Community Services Inc	5	3	0	0	2
32	Madera Coalition for Community Justice	9	3	4	0	2
33	Marin Center for Independent Living	3	3	0	0	0
34	Merced County Community Action Agency	24	14	2	0	8
35	Merced Lao Family Community Inc.	1	0	1	0	0
36	Monument Crisis Center	1	1	0	0	0
37	National Asian American Coalition	1	1	0	0	0
38	Oakland Citizens Committee for Urban Renewal	25	12	5	0	8
39	Project Access, Inc	1	1	0	0	0
40	Redwood Community Action Agency	22	11	6	0	5
41	Rising Sun Energy Center	14	3	3	0	8
42	Sacred Heart Community Service	80	34	18	0	28
43	Self-Help for the Elderly	137	57	14	0	66
44	Tri-County Independent Living Center	3	1	0	0	2
45	UpValley Family Centers	5	4	1	0	0
46	Valley Oak Children's Services, Inc.	3	3	0	0	0
47	Yolo County Housing Authority	6	4	1	0	1
48	Yolo Family Resource Center	1	0	0	0	1
49	<b>Total</b>	<b>2,138</b>	<b>1,081</b>	<b>367</b>	<b>0</b>	<b>690</b>
50						
51	<sup>1</sup> Includes sub-metered customers.					
52	<sup>2</sup> Includes new enrollments only.					
53						

Pacific Gas and Electric Company  
PY 2018 ESA-CARE Annual Report

	A	B	C	D	E	F	G
1	PY 2018 CARE Annual Report						
2	CARE Table 12						
3	CARE Expansion Program						
4							
5	Participating Facilities by Month						
6	2018	Gas			Electric		
7		CARE Residential Facilities	CARE Commercial Facilities	Total Gas	CARE Residential Facilities	CARE Commercial Facilities	Total Electric
8	January	3,013	510	3,523	3,995	806	4,801
9	February	2,964	500	3,464	3,984	794	4,778
10	March	2,970	505	3,475	3,973	804	4,777
11	April	2,724	469	3,193	3,768	757	4,525
12	May	2,975	505	3,480	3,941	810	4,751
13	June	2,987	507	3,494	3,946	816	4,762
14	July	2,757	473	3,230	3,735	787	4,522
15	August	3,063	514	3,577	4,025	852	4,877
16	September	2,737	464	3,201	3,712	807	4,519
17	October	3,090	511	3,601	4,044	874	4,918
18	November	3,082	511	3,593	3,818	886	4,704
19	December	2,759	467	3,226	3,516	814	4,330
20							
21							
22	Average Monthly Gas / Electric Usage <sup>1</sup>						
23	Customer	Gas	Electric				
24		Therms	KWh				
25	Residential Facilities	43	497				
26	Commercial Facilities	702	8,598				
27							
28							
29	CARE Expansion Self-Certification and Self-Recertification Applications						
30		Received	Approved	Denied	Pending/Never Completed	Duplicates	
31	Total	274	221	10	41	2	
32	Percentage		81%	4%	15%	1%	
33							
34							
35	<sup>1</sup> Excludes master meter usage.						



Pacific Gas and Electric Company  
PY 2018 ESA-CARE Annual Report

	A	B	C	D	E	F	G	H	I	J
1	<b>PY 2018 CARE Annual Report</b>									
2	<b>CARE Table 13</b>									
3	<b>CARE High Usage Verification Results<sup>5</sup></b>									
4	<b>Stage 1 - IRS Documentation and ESA Agreement</b>				<b>Stage 2 - ESA Participation <sup>6</sup></b>			<b>Stage 3 - Usage Monitoring</b>		
5	<b>Households Requested to Verify</b>	<b>Removed (No Response)</b>	<b>Removed (Verified Ineligible)<sup>1</sup></b>	<b>Income Verified and Referred to ESA</b>	<b>Failed and Removed<sup>2</sup></b>	<b>Ineligible<sup>3</sup></b>	<b>Completed</b>	<b>Removed<sup>4</sup></b>	<b>Appeals Denied</b>	<b>Appeals Approved</b>
6	56,943	46,097	2,264	8,582	613	4,464	1,853	234	1	113
7										
8	<sup>1</sup> Includes customers who were verified as over income, requested to be removed, or did not agree to participate in ESA Program.									
9	<sup>2</sup> 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.									
10	<sup>3</sup> 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.									
11	<sup>4</sup> Customers removed for exceeding 600% of baseline in any monthly billing cycle, after the 90-day grace period following ESA Participation.									
12	<sup>5</sup> High usage is defined as a customer that exceeds 400% of baseline. Results as of March 31, 2019 (reflecting verification requests mailed in 2017 or 2018).									
13	<sup>6</sup> Does not include 1,652 customers still pending ESA participation.									

Pacific Gas and Electric Company  
PY 2018 ESA-CARE Annual Report

	A	B	C	D	E	F	G	H	I
1	PY 2018 CARE Annual Report								
2	CARE Table 13A								
3	CARE Customer Usage and ESA Program Treatment								
4	# of CARE customers at or above 90th Percentile of Usage not subject to High Usage PEV <sup>1</sup>	Percent of those CARE customers not served by ESA Program <sup>2</sup>	# of Enrollments led to ESA Program measure Installations	# of Long-Term tenancy CARE customers who have not applied for ESA Program <sup>3</sup>	Energy Usage of Long-Term Tenancy CARE Customers who Accept ESA Program Treatment <sup>4</sup>				Energy Usage of CARE customers who do not accept ESA Program treatment <sup>4</sup>
5					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	
6	172,768	41%	101,795	70,427	752	687	660	660	654
7									
8	1 Those CARE customers who have been on CARE rate at the same meter for at least six years.								
9	2 Includes those customers who have not applied for ESA as well as 546 customers who enrolled in ESA but did not accept any measure installations.								
10	3 PG&E implemented "targeted marketing" to this group in 2018.								
11	4 Reflects average monthly kWh usage								

Pacific Gas and Electric Company  
PY 2018 ESA-CARE Annual Report

	A	B
1	<b>PY 2018 CARE Annual Report</b> <b>CARE Table 14</b> <b>Categorical Enrollment</b>	
2		
3		
4	<b>Type of Enrollment</b>	<b>Number of Customer Enrollments<sup>1</sup></b>
5	Bureau of Indian Affairs General Assistance	438
6	CalFresh/Supplemental Nutrition Assistance Program - Food Stamps	59,979
7	CalWORKs/Temporary Assistance for Needy Families (TANF) <sup>2</sup>	13,662
8	Head Start Income Eligible - (Tribal Only)	1,759
9	Healthy Families A&B	72,389
10	Low-income Home Energy Assistance Program (LIHEAP)	28,356
11	Medicaid/Medi-Cal	86,381
12	National School Lunch Program (NSLP) - Free Lunch	31,368
13	Supplemental Security Income (SSI)	39,533
14	Tribal TANF <sup>2</sup>	13,662
15	Women, Infants, and Children Program (WIC)	28,580
16	<sup>1</sup> Number of customers enrolled reflects categorical programs selected by customer. Customers may select more than one eligible program for a single account. <sup>2</sup> CalWORKS and Tribal TANF are combined categorical programs with no distinction between the two programs.	
17		
18		

## **8. Appendix C: PG&E's Preliminary Non-Deed Restricted Property Analysis**

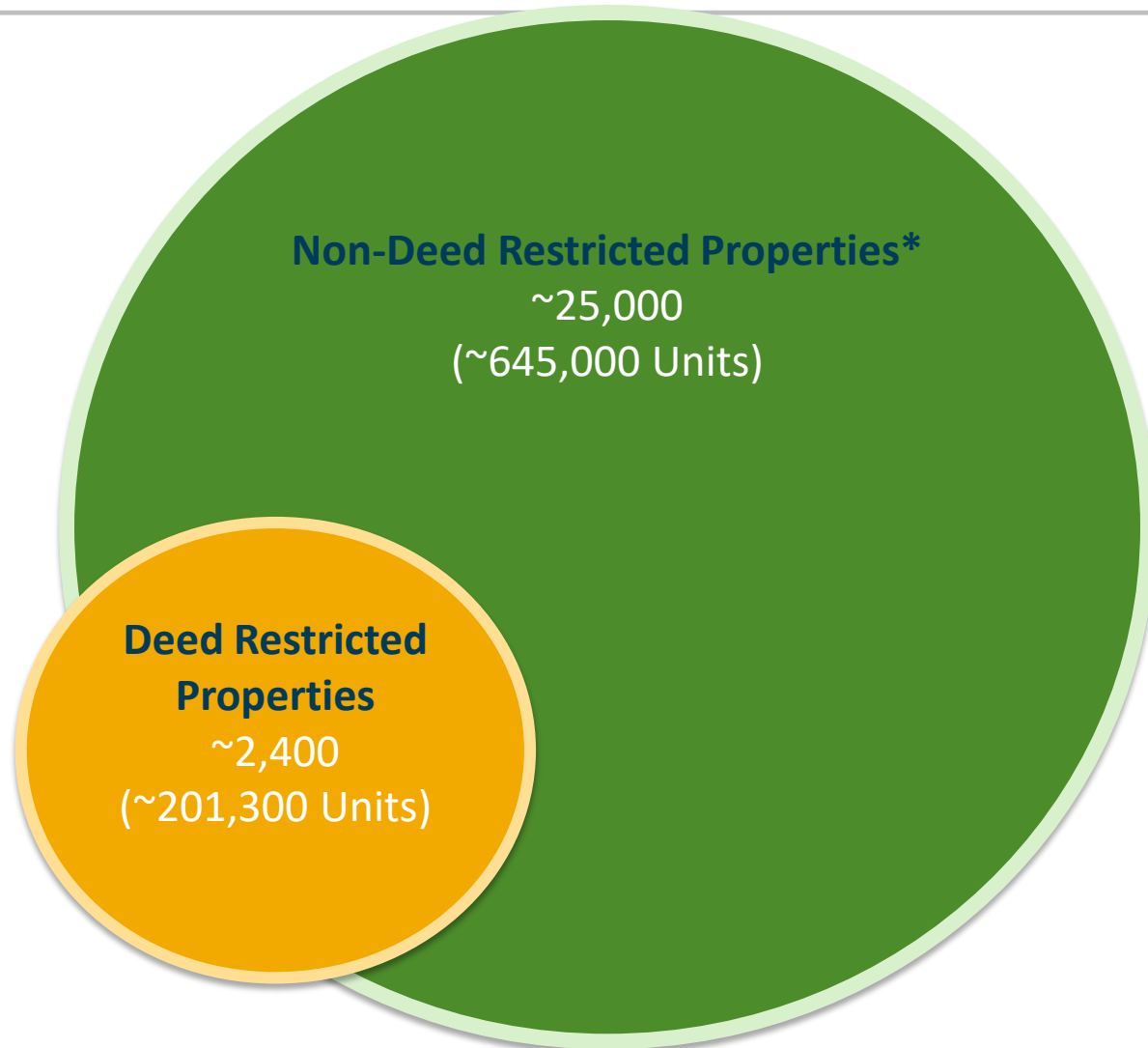


# PG&E ESA MF CAM NON-DEED RESTRICTED PROPERTY ANALYSIS

March 15, 2019



# PG&E Non-Deed Restricted Market Potential

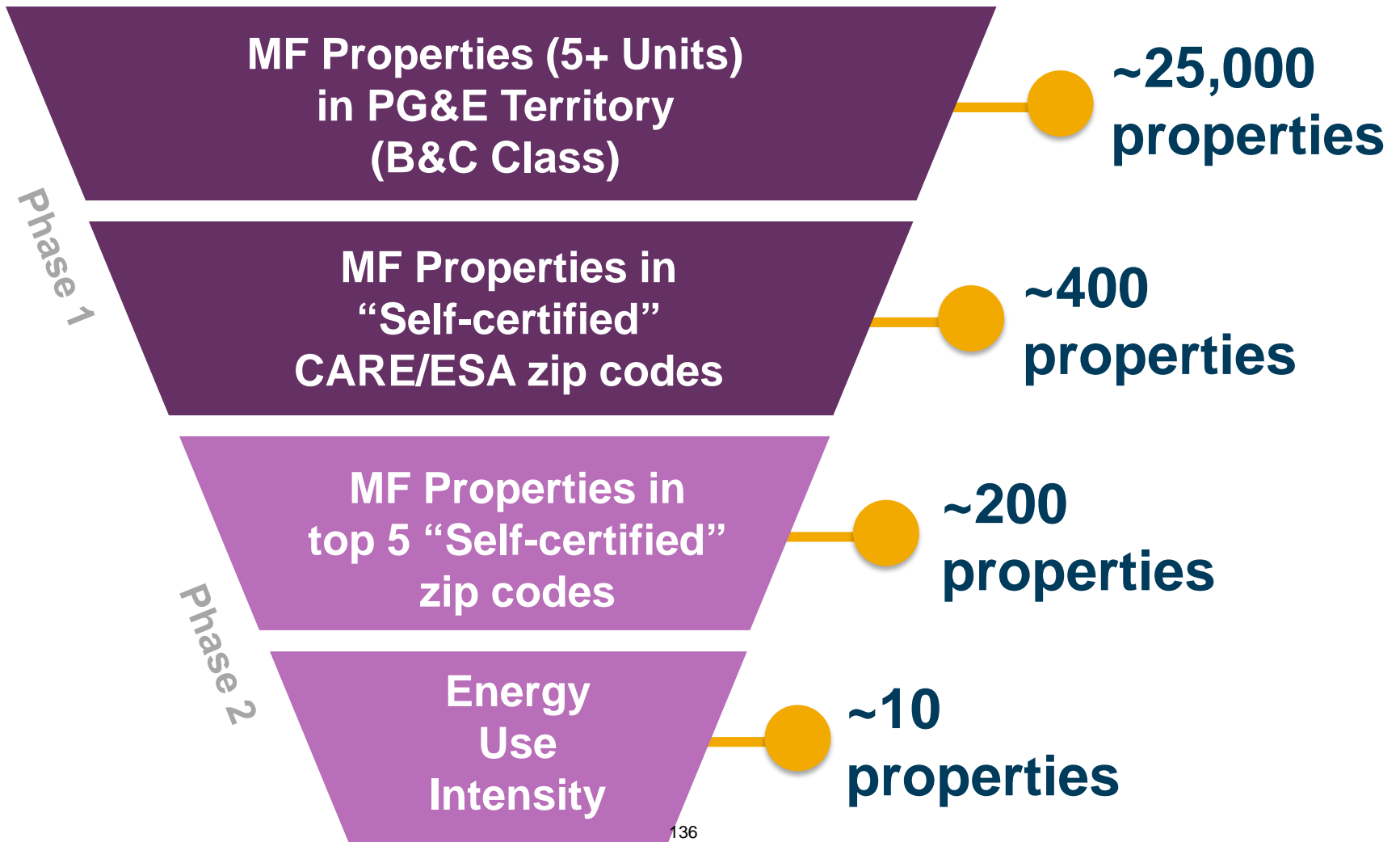


\*B&C Class Properties with 5+ units



- Phase 1 (March 2019)
  - Prioritizing large dataset using
    - CoStar:
      - Property class – B&C Class\*
      - Property size – Properties >5,000sf
      - Property Vintage – Built prior to 2000
    - “Self-certified” CARE/ESA eligibility (Athens Research) – Geographic
- Phase 2 (April 2019)
  - Energy consumption data (kBtu/sf/yr) of 10 Properties

# Methodology



## Top 5 Zip Codes



95926  
ESA Elg.  
Rate = 84%  
59 Prop.

93701  
ESA Elg.  
Rate = 88%  
52 Prop.

93702  
ESA Elg.  
Rate = 84%  
45 Prop.

93703  
ESA Elg.  
Rate = 85%  
26 Prop.

93305  
ESA Elg.  
Rate = 81%  
25 Prop.



# Phase I Results



## Top 5 Zip Codes

- Averages:
  - Vintage – 1977 (B Class), 1966 (C Class)
  - Square Footage – ~20,000 (B Class), ~17,000 (C Class)
  - Three properties have reported retrofits since 2000



## Next Steps/Outcomes



- Finalize Phase II analysis
- Future program considerations and recommendations in the ESA Annual Report
- Real-time ESA CAM program design recommendations