

Auto-Recertify

In 2016, 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. Analysis of customers randomly selected for PEV shows that, on average, less than five percent of customers in deciles 1-2 of the model are proven to be ineligible.

PG&E sends direct mail and email to notify these customers of their automatic recertification and provides the opportunity to opt-out if they no longer qualify. The auto-recertification initiative helps reduce outreach and operational costs since these customers no longer need to receive separate recertification notices and go through the process of recertification. To date, the email version of the auto-recertify emails have generated an overall 28% unique open rate with a 2% unique click-thru rate.

Sample auto-recertify creative:

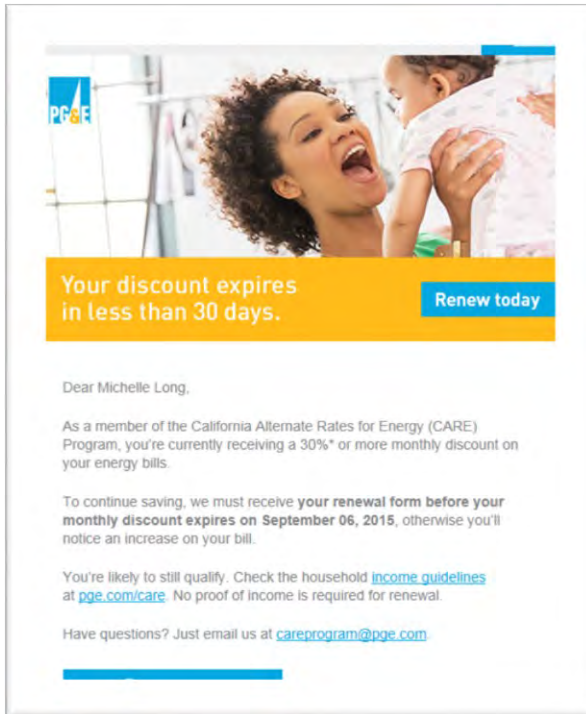


Recertification

For customers outside of deciles 1-2 and not automatically recertified through PG&E's auto-enroll initiative, PG&E sends notifications 120 days before customers' discount expires. This includes a direct mail package with a mail-in application and automated voice messages for those with landlines. To decrease the number of customers who fail to recertify, the PG&E outreach team sends additional email communications to complement the existing recertification process. Based on previous learnings, the PG&E outreach team learned that customers enroll at a higher rate when they receive multi-touch and multi-channel marketing communications. Recertification reminder emails were implemented to go out at 90-days, 60-days, and 30-days prior to the customer's expiration date.

In 2016, the recertification emails generated an improved engagement rate, with overall 39% unique open rate and a 23% unique click-thru rate. The inclusion of the email reminders to the existing recertification process helps to maintain the failed to recertify rate at 16%.

Sample recertification creative:



Your discount expires in less than 30 days. Renew today

Dear Michelle Long,

As a member of the California Alternate Rates for Energy (CARE) Program, you're currently receiving a 30%* or more monthly discount on your energy bills.

To continue saving, we must receive your **renewal form** before your monthly discount expires on **September 06, 2015**, otherwise you'll notice an increase on your bill.

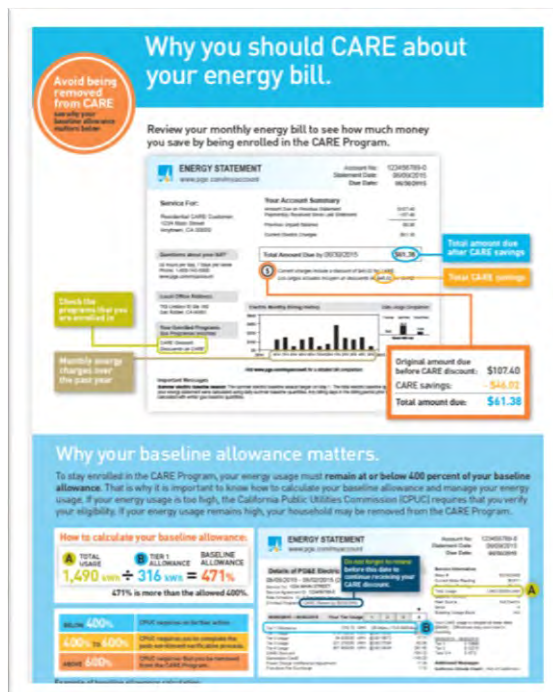
You're likely to still qualify. Check the household [income guidelines](#) at [pge.com/care](#). No proof of income is required for renewal.

Have questions? Just email us at [careprogram@pge.com](#)

Post Enrollment Verification

In March 2016, the PG&E outreach team launched newly revised marketing materials sent through the Standard Post-Enrollment Verification and High Usage processes. For the High Usage marketing communications, PG&E created a new marketing collateral that shows customers how to calculate their baseline allowance to avoid exceeding 400%.

Sample High Usage creative:



Why you should CARE about your energy bill.

Avoid being removed from CARE. See why your baseline allowance matters below.

Review your monthly energy bill to see how much money you save by being enrolled in the CARE Program.

ENERGY STATEMENT
www.pge.com/energystatement

Account No: 123456789-0
Statement Date: 08/01/2015
Due Date: 08/15/2015

Service From:
Residential CARE Customer
1234 Main Street
San Francisco, CA 94102

Your Account Summary
Amount Due at Member Statement: \$107.40
Previously Reported Total Bill Discount: \$46.01
Member Input Notice: \$0.00
Account Status Change: \$0.00

Amounts owed from 08/01
If reported this charge will appear on your bill. Call 1-800-455-4545 for more information.

Amount Due by 08/15/2015
Total amount due after CARE savings: \$61.38

Check the program that you're enrolled in.
Monthly average charges lower than last year.

Original amount due before CARE discount: \$107.40
CARE savings: -\$46.01
Total amount due: \$61.38

Why your baseline allowance matters.
To stay enrolled in the CARE Program, your energy usage must remain at or below 400 percent of your baseline allowance. That is why it is important to know how to calculate your baseline allowance and manage your energy usage. If your energy usage is too high, the California Public Utilities Commission (CPUC) requires that you verify your eligibility. If your energy usage remains high, your household may be removed from the CARE Program.

How to calculate your baseline allowance:
TOTAL USAGE: 1,490 kWh ÷ 316 kWh = 471%
471% is more than the allowed 400%.

ENERGY STATEMENT
www.pge.com/energystatement

Account No: 123456789-0
Statement Date: 08/01/2015
Due Date: 08/15/2015

Service From:
Residential CARE Customer
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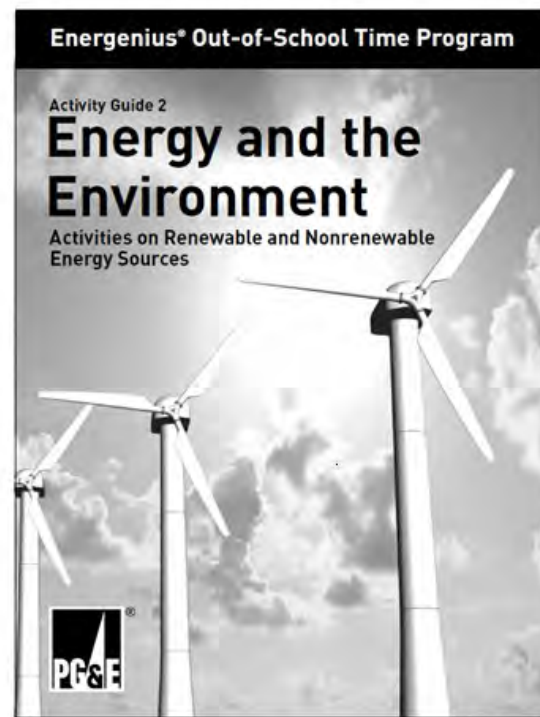
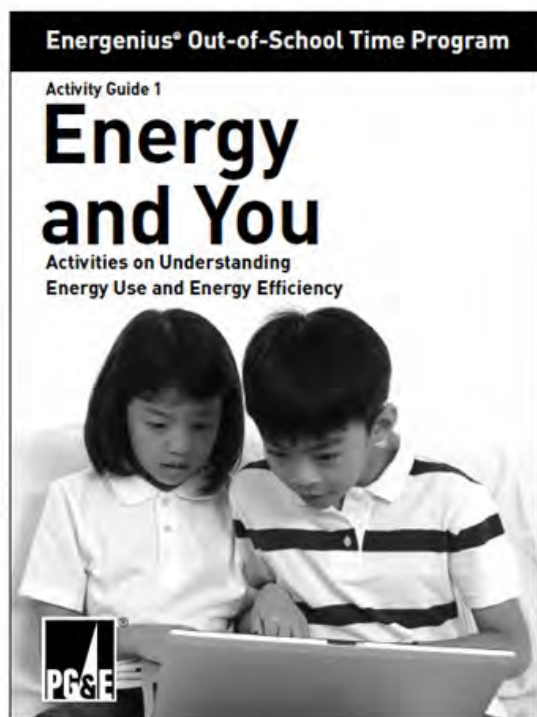
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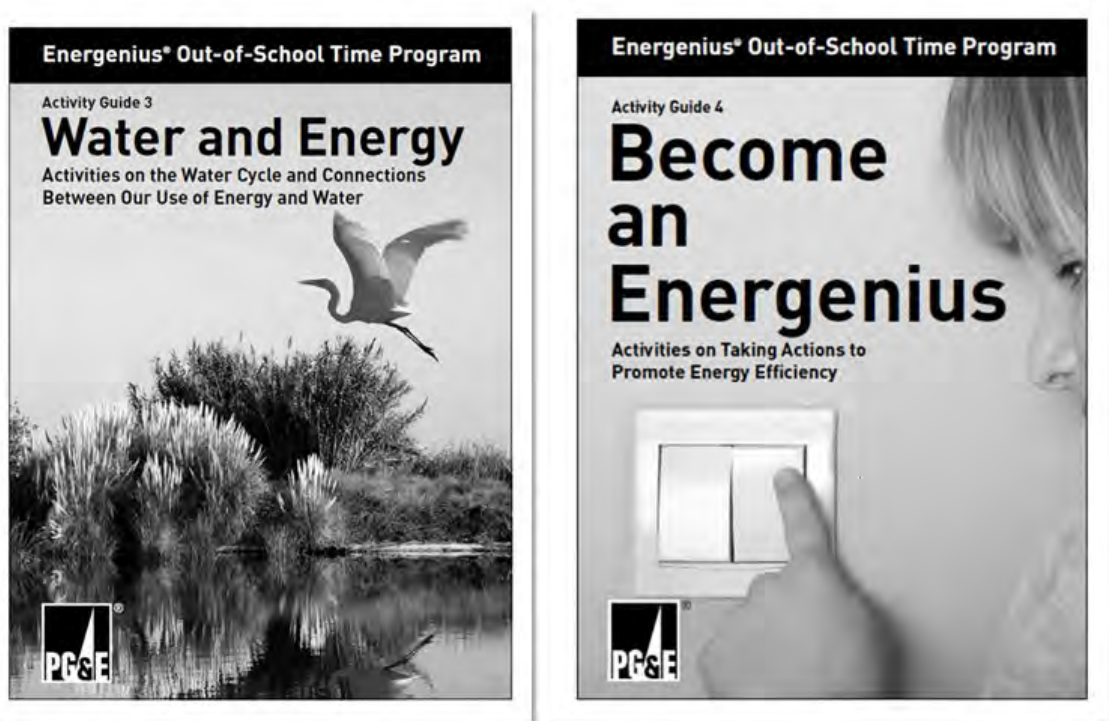
Community Engagement Outreach and Initiatives

Out-of School Time (OST)

In 2016, 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 collaborated to market the new 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.

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.





Energenius®

Out-of-School Time Program

Available for Out-of-School Time programs in PG&E Service Area

These free activity guides and trainings will help programs engage children and youth in environmental education activities to help them conserve energy and water.

In addition, the program provides resources for programs to engage families around saving energy and money through PG&E programs.

FEATURING

Four Training Modules and Corresponding Activity Guides:

- Energy and You!
- Energy and the Environment
- Water and Energy
- Become an Energenius®

Activity Guide Features:

- Three Detailed Lesson Plans
- Vocabulary
- Take-home Activities
- Resources for Families

Want to learn more?

Sign up for our newsletter at calcsac.org/news/subscribe to be the first to hear about the launch of these free resources!

Together, Building a Better California

Communities Responding

The Energenius Out-of-School Time Program is a joint effort of the Pacific Gas and Electric Company (PG&E) and the California State Office of Education (CSE). The program is designed to provide free activity guides and trainings to out-of-school time programs in the PG&E service area. The program is a part of the California State Office of Education's (CSE) commitment to providing high-quality, standards-based education for all students. The program is also a part of the California State Office of Education's (CSE) commitment to providing high-quality, standards-based education for all students.

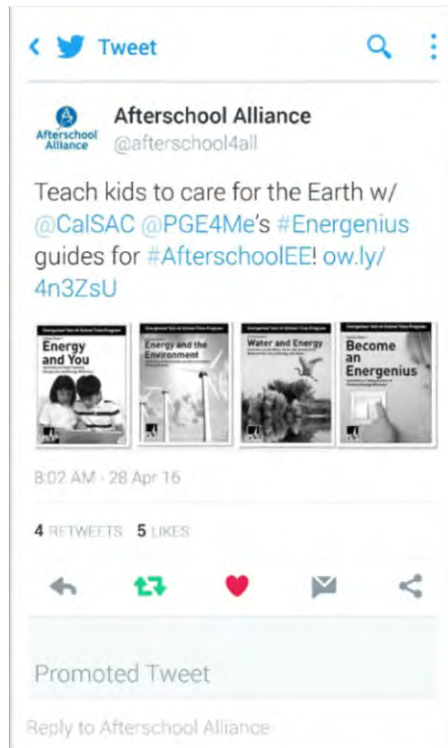
Outreach Method:

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 around 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, largest gathering of OST professionals in the state – April 27-29
 - Designed and facilitated a station to promote the Energenius® OST training and resources, “Engaging Children and Families in Environmental Stewardship”
 - Presented at Region 5 RevUp Conference, the regional conference for Santa Clara, Monterey, Santa Cruz and San Benito Counties – Sept 9
 - Designed and facilitated a workshop to promote Energenius® OST training and resources, “Engaging Children and Families in Environmental Stewardship”
- Presentations:
 - Kern County Program Directors Meeting – April 14
 - Santa Clara County Afterschool Network – May 4
 - Region 7, Tulare County Office of Education – Nov 7
 - Solano County After School Network – Dec 1
- Communications:
 - eCommunications:
 - Monthly eNewsletter – Jan – Dec
 - Environmental Promotional Tweet from Afterschool Alliance – April



- Conference Flyer Distribution-Summer Matters Conference, January 22
 - Bay Area Community Resources Summer Institute, July 29
 - Region 6 Conference, Aug 1
 - Region 2 Conference, Aug 4
- Partnerships with County Offices of Education (COE's)
 - Promotional materials shared with OST Regional Leads for distribution to OST program leaders
- Train of Trainer (ToT) in Fresno, CA – February 4-6, 2016 (not PG&E funded)
 - 55 new trainers, majority from PG&E service areas, eligible to lead Energenius OST curriculum and disseminate information to their networks
- ToT in Los Angeles, CA – October 20-22, 2016 (not PG&E funded)
 - 60 new trainers, majority from PG&E service areas, eligible to lead Energenius OST curriculum and disseminate information to their networks

In addition to the outreach methods listed above, PG&E identified 35 rural and urban counties that had a greater propensity of CARE-eligible families in its service area to set up trainings. The organizations that participated in the trainings included: City of Fresno, Girls, Inc, Yuba City Afterschool Program, and San Joaquin Unified School District (SJUSD) Bridges Afterschool/Assets Program.

The graphic below shows the the six regions within the County Offices of Education where CalSAC focused its efforts.



- **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 events in the Fall of 2016. The Family Engagement concept centered 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.

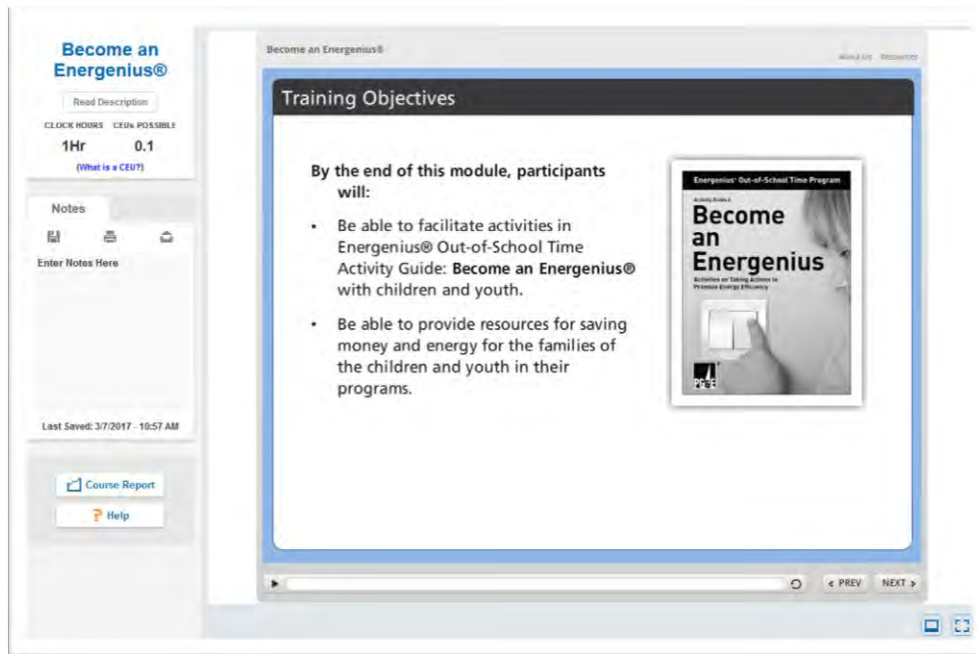
“Parents really appreciated and were excited to hear the resource PG&E provides for them.”

– Washington Elementary Afterschool Program, Fresno County

“Overall, we received overwhelmingly positive feedback from the families who participated. Many families were not aware of these resources and programs offered by PG&E because of the lack in outreach in their community. Some of them find it hard to believe that PG&E offers so many incentives to help the communities to save on energy. This is definitely a great way to outreach to the monolingual Chinese communities across the Bay Area. More than half of the families benefited from this events and signed up for CARE and/or Energy Savings Assistance Program as a result of the event.”

-Community Youth Center of San Francisco, San Francisco

In an effort to further the accessibility of the Energenius® OST Program, PG&E worked with CalSAC in fourth quarter to make the trainings available through interactive online modules. Starting in January 2017, distance or financial limitations to participating in the trainings will no longer become a barrier to accessing the free curriculum. Below is a screenshot from the online module. To learn more, visit: https://calsac.org/e_learning/course_catalog



The overall results on trainings for Energenius® are as follows:

- 14 agencies requested and completed 40 on-site training modules totaling 80 hours of training
 - Energy and You! – 11 modules
 - Energy and the Environment – 12 modules
 - Water and Energy – 10 modules
 - Become and Energenius® – 7 modules
- Regions 1 (Humboldt County), 3 (Sacramento Area), 4 (Bay Area)
 - 8 Regional Trainings resulted in: 32 training hours, 73 attendees, 36 participating organizations
- Approximately 640 training participants attended
- 115 family resource packets shared with the agencies

Online

- Activity guidebooks were available to download starting in April 2016. As a result, 135 activity guides were downloaded. Whereby, less than 1% of the downloads were from agencies outside of California.

Family Engagement

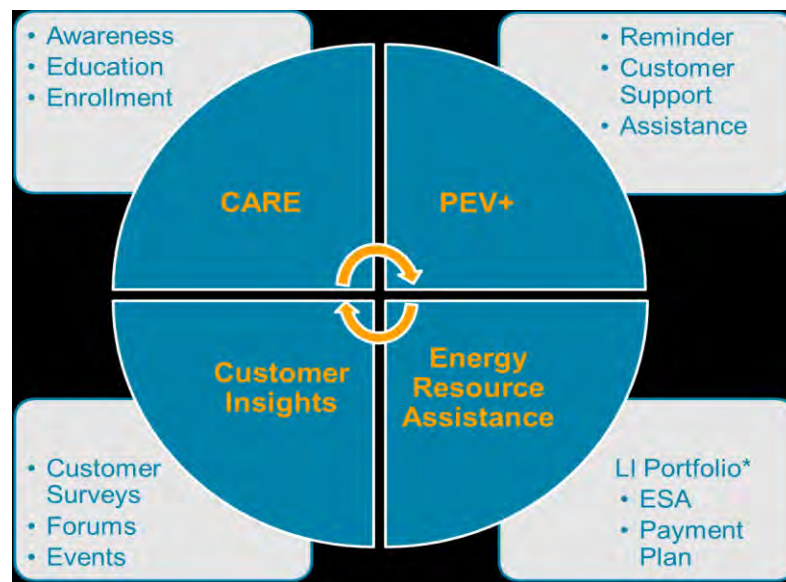
- Over 500 families served at family engagement events, which was piloted in two ways to engage families and expand access to resources:
 - Family Engagement event only: 3 sites with 3 agencies resulted in 86 families in attendance
 - Family Engagement Event and On-Site Training: 16 sites with 5 agencies resulted in 450 families in attendance

CARE Enrollment

- In addition to the energy education, the Energenius OST efforts also helped PG&E enroll 156 customers onto CARE, whereby, 143 resulted as a new enrollment, a 92% new enrollment rate. This high new enrollment rate demonstrates that PG&E is positively penetrating a hard-to-reach community through the education space.

Community Ambassador Pilot

In 2016, PG&E launched the Community Ambassador Pilot Program (CA). 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 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, Santa Cruz.



Community Ambassadors represented by:

- Central Coast Energy Services
- Community Action Marin
- Fresno Center for New Americans
- Heritage Institute for Family Advocacy
- Self Help for the Elderly



Community Ambassador In-Person/Webinar Training Results:

- Enrolled over 275 new CARE customers in hard-to-reach communities
- Participated in 12 community events in diverse neighborhoods
- Delivered CARE PEV Assistance via 5 Community Ambassadors:
 - Contacted 2,584 customers
 - Generated 658 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. Ten 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 2016. Outreach activities undertaken by this group included Spanish markets, churches, schools, Women Infant Children (WIC) offices and farm fields. Through this effort 16,805 customers were reached, 3,545 CARE applications were submitted, 1,857 ESA applications were received, and 1,744 customers enrolled to receive Spanish-language PG&E statements.

PG&E Customer Service Office Outreach Events

In 2016, PG&E Community Engagement (CE) staff participated in and supported 251 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 and understanding their accounts and educating customers about CARE, ESA and assistance programs. An incentive award was given to CSRs who signed up customers for the CARE program. CSRs also provided information on Medical Baseline, Balanced Payment Plan, Large Print Bills, In-Language Bills, SmartRate and SmartAC to give customers well-rounded information and promote a "One PG&E." This outreach effort resulted in over 16,724 customers receiving educational touches, 6,287 CARE applications submitted and processed as new CARE enrollments, 1,590 Medical Baseline applications submitted, 136 customers changing their accounts to In-Language bills, 217 Rate Reform discussions, 242 solar questions and 2,570 customers assisted via kiosks in local offices.

PG&E's CE team also partnered with ESA Program contractors to conduct outreach at PG&E community events. With contractors' help, this partnership resulted in making 1,847 customers aware of the ESA program. 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.

Similar to 2015, online enrollment was the most effective outreach method in 2016. With 140,150 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 2016 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.

Similar to 2015, PG&E spent 2016 leveraging the research conducted and incorporating 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
- Suspicious of PG&E's motives for discounting their bill
- Fearful that PG&E will share their information with government agencies, particularly with the Immigration and Naturalization Service
- Discouraged by the formal tone and confused by onerous outreach materials and forms
- Changing political climate adds additional barriers, especially to 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 2016, 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 to 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 assistance 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 small geographic location of PG&E's service area is shared with other investor owned or municipal utilities. Due to more stringent information security requirements, PG&E is in the process of updating automatic enrollment agreements with SCG, SCE, and Sacramento Municipal Utility District 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 18,795 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 2016, 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 Federal Emergency Relief Administration (FERA) and ESA Programs. 15,083 ESA Program participants were enrolled in the CARE Program in 2016.

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, during 2016 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 two third-party vendors – Momentum and SoundBite Communication - to conduct automated calls, direct mail, email, and digital advertising to certify and recertify to eligible customers. Their functions and effectiveness are described in detail in Section 2.4.

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, 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 and MyEnergy.

The Mobile Home Park (MHP) Utility Upgrade Program affected program management of sub-metered accounts in a positive way. Started in 2015 and running through 2017, the MHP program is a voluntary 3- year pilot program that is aimed at replacing existing MHP gas and electric facilities with new direct utility service. Qualified and selected applicants will have their privately owned master meter/sub-metered utility system replaced with new PG&E owned systems that will deliver energy directly to park residents. The program goal is to upgrade 10% of the 381,000 eligible MHP spaces over the next 3 years. This program will provide residents with safer and more reliable services; relieve owners from maintaining an aging system; and provide solutions to the some of the problems the CARE program encountered during 2016 while administering the program for sub-metered tenants and master-meter customers, as reported in Section 2.1.7 above.

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 anticipated to receive a draft and a final report in 2017 which PG&E will make changes to its processes based on the report finding and recommendation as soon as feasible.

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 2016. These processes and their impacts on program management are discussed below.

High Usage Post Enrollment Verification (PEV) Process

PG&E continued the High Usage PEV process in 2016. 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 can file an expedited appeal with PG&E to prove usage is “necessary, basic, and legitimate”

PG&E’s High Usage PEV results for 2016 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 2016 annual PEV rate was nearly six percent (3 percent high usage + 2 percent model + 1 percent random selection), and applied to all enrolled CARE customers (OP 91).

The table below shows a breakdown of the 2016 Standard PEV results by enrollment type (OP 94d-e).

2016 PEV Results by Enrollment Type		
Status¹	Income	Categorical
Approved	33.2%	30.9%
Over Income	5.1%	4.7%
Request Drop	2.0%	1.2%
No Response	59.7%	63.2%
¹ Status as of March 31, 2017.		

PG&E’s overall 2016 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 107 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 2016. 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 CARE subsidy was \$588 million in 2016. This is a 24 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.

2.7. Pilots

2.7.1. Community Help and Awareness with 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 at the current statewide funding level of \$60,000 a month until the end of 2014. PG&E is responsible for 30%, or \$18,000 a month, of the Joint Utility pilot program cost. D.14-08-030 authorized a CHANGES budget of \$61,200 a month until the end of 2016, a 2% increase from the authorized 2014 CHANGES funding level. As a result, PG&E maintained its monthly contribution of \$18,360 for the continuation of the CHANGES Pilot Program.

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 2016, the CHANGES pilot program continued to provide outreach, education, needs, and dispute resolution to LEP customers. 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. Because of D.15-12-047, CHANGES established itself as an ongoing statewide program, funded directly from the Commission's reimbursable budget. Until a long-term CPUC funding source can be established through budgetary and/or legislative channels, the ongoing CHANGES

program will be funded as a reimbursement from the CARE Program, through the end of the current 2015-2017 program cycle. In June 2016, CHANGES transitioned from a Pilot Program to an ongoing statewide program. PG&E along with the other IOUs established purchase orders to directly reimburse the CPUC for running the CHANGES Program.

In addition, in 2016, 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 2016, 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 2016.

In 2016, 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.

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 84,843 tenants residing within CARE Expansion Program qualified facilities receiving the CARE discount by December 31, 2016. 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:	\$5,405,973
Gas:	\$970,342
Total:	\$6,376,315

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

Electric:	\$419.76
Gas:	\$141.36

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

Electric:	\$5,609.19
Gas:	\$1,149.13

3.4. Outreach

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

In 2016, 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 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 encountered some technical difficulties when the company upgraded from Windows XP to Windows 7 in 2015. Because the databases for the expansion program were not supported on Windows 7, the CARE team had to continue processing the expansion program applications using old computers. To solve this problem, PG&E enhanced the CARE One system to incorporate the expanded programs data. The completion of this enhancement in November 2015 enables the CARE One system to capture all customer information for all facets of the CARE Program: residential, sub-meter, non-profit, agriculture, and migrant farmworkers. Since the migration of the expanded program data to CARE One system in November 2015, the data is more streamline and organized. Using the new system, the CARE team was able to identify any errors quickly and easily, resulting in less processing errors.

Although the CARE team gained processing efficiency using the new system in 2016, the team also identified some system enhancements that will be implemented in 2017.

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 2016 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.14-08-030 (specifying utilities "to treat 2016 as a fifth program year and continuation of the 2012-2014 program cycle for purposes of shifting funds"), PG&E fund shifted among energy efficiency subcategories to cover the overspend in the HVAC-electric and gas subcategories. ESA-Table 12 shows the fund-shift from Appliances-electric to HVAC-electric, and from Enclosure-gas to HVAC-gas to cover the overspend of \$3,912,777-electric and \$1,511,714-gas, for a total of \$5,424,492.

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

The CARE total administrative expenses in 2016 did not exceed the overall authorized budget. However, PG&E was overspent in Outreach, CHANGES Pilot and Program, and

Measurement & Evaluation categories. In compliance with OP 135(c) of D.12 08 044, authorizing CARE fund shifting between categories in the same manner as the 2009-2011 budget cycle, PG&E shifted the following budget to cover the overspend categories: \$1,157,580 from the General Administration category to the Outreach category; \$47,131 from Processing, Certification, Recertification category to CHANGES Pilot and Program category; \$60,165 from Processing, Certification, Recertification category to Measurement & Evaluation category.

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 2016 that fell outside of the fund shifting guidelines in D.12-08-044.

5. Long Term Projects and Obligations

5.1.1. The utilities shall separately track and report all long-term projects and obligations, including all information regarding funds encumbered and estimated date of project completion until such project is completed (D.12-08-044, OP135(a)).

PG&E had no ESA or CARE long-term projects that carried across the current 2012-2015 cycle. The four authorized ESA Studies for the 2012-2015 program cycle have been completed.

Pacific Gas and Electric Company

PY 2016 Energy Savings Assistance Program Annual Report

ESA Table 1

Overall Program Expenses

ESA Program:	2016 Authorized Budget			2016 Annual Expenses			% of Budget Spent		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency									
Appliances [5] [6]	\$ 30,517,609	\$ 3,104,134	\$ 33,621,743	\$ 11,073,682	\$ 378,924	\$ 11,452,607	36%	12%	34%
Domestic Hot Water [4][5]	\$ 924,532	\$ 9,757,809	\$ 10,682,341	\$ 546,241	\$ 7,516,468	\$ 8,062,709	59%	77%	75%
Enclosure [5][6]	\$ 7,457,463	\$ 40,281,549	\$ 47,739,012	\$ 4,725,358	\$ 26,777,028	\$ 31,502,385	63%	66%	66%
HVAC [5][6]	\$ 6,598,078	\$ 4,173,360	\$ 10,771,438	\$ 6,598,078	\$ 4,173,361	\$ 10,771,439	100%	100%	100%
Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Lighting[5]	\$ 28,575,478	\$ -	\$ 28,575,478	\$ 22,884,478	\$ -	\$ 22,884,478	80%	0%	80%
Miscellaneous [2]	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Customer Enrollment[5]	\$ 1,155,071	\$ 621,961	\$ 1,777,032	\$ 539,605	\$ 290,556	\$ 830,161	47%	47%	47%
In Home Education[5]	\$ 9,917,891	\$ 5,340,403	\$ 15,258,294	\$ 5,366,748	\$ 2,889,788	\$ 8,256,536	54%	54%	54%
Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Energy Efficiency TOTAL	\$ 85,146,122	\$ 63,279,216	\$ 148,425,338	\$ 51,734,191	\$ 42,026,125	\$ 93,760,316	61%	66%	63%
Training Center [3]	\$ 676,925	\$ 372,394	\$ 1,049,319	\$ 274,877	\$ 148,011	\$ 422,888	41%	40%	40%
Inspections [3][4]	\$ 4,613,647	\$ 2,616,909	\$ 7,230,556	\$ 2,691,302	\$ 1,449,163	\$ 4,140,465	58%	55%	57%
Marketing and Outreach [3]	\$ 1,260,017	\$ 683,134	\$ 1,943,151	\$ 1,151,422	\$ 619,997	\$ 1,771,419	91%	91%	91%
Statewide Marketing Education and Outreach [1]	\$ 82,550	\$ 44,450	\$ 127,000	\$ -	\$ -	\$ -	0%	0%	0%
Measurement and Evaluation Studies	\$ 133,250	\$ 71,750	\$ 205,000	\$ 97,274	\$ 52,379	\$ 149,653	73%	73%	73%
Regulatory Compliance [3]	\$ 275,649	\$ 154,832	\$ 430,480	\$ 264,118	\$ 142,217	\$ 406,335	96%	92%	94%
General Administration [3]	\$ 2,865,222	\$ 1,615,712	\$ 4,480,934	\$ 2,863,880	\$ 1,542,089	\$ 4,405,969	100%	95%	98%
CPUC Energy Division	\$ 35,750	\$ 19,250	\$ 55,000	\$ 24,219	\$ 13,041	\$ 37,260	68%	68%	68%
TOTAL PROGRAM COSTS	\$ 95,089,131	\$ 68,857,647	\$ 163,946,778	\$ 59,101,284	\$ 45,993,021	\$ 105,094,305	62%	67%	64%
Funded Outside of ESA Program Budget									
Indirect Costs				\$ -	\$ -	\$ -			
NGAT Costs					\$ 2,142,267	\$ 2,142,267			

[1] PG&E have requested in the ESA Testimony, filed on November 18, 2014 to fund shift \$127,000 authorized budget from Statewide Marketing, Education and Outreach to Marketing and Outreach to augment drought efforts and ESA services to CARE high energy users.

[2] The 2014 and 2015 authorized budget in the Miscellaneous category of \$10,854,095 was redistributed to the HVAC category (\$922,598 for AC Fan Delay - Electric and the Enclosure category (\$1,559,579 for Attic Insulation - Electric and \$8,371,918 for Attic Insulation - Gas).

[3] Program budgets have been updated to include employee benefits costs approved in the GRC (D.14-08-032) - Decision Authorizing Pacific Gas and Electric Company's General Rate Case Revenue Requirement for 2014-2016, issue date of August 20, 2014.

[4] Inspections Authorized Budget adjusted to reflect amended application filed in June 2015 (includes adjusted authorized of \$4,270,162 plus benefit costs of \$1,231,634).

[5] This measure category includes the primary contractor's administrative fee and subcontractor direct costs.

[6] The authorized budget in these measure categories were fund-shifted in accordance with the fund-shifting rule authorized in D.12-08-044. Please refer to ESA Table 12 - Fund Shifting for more information.

Pacific Gas and Electric Company

PY 2016 Energy Savings Assistance Program Annual Report
ESA Table 2
Expenses and Energy Savings by Measures Installed

Measures	Units	PY Completed & Expensed Installations					
		Quantity Installed	kWh ⁴ (Annual)	kW ⁵ (Annual)	Therms ⁴ (Annual)	Expenses ² (\$)	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Each						
Refrigerators	Each	8,742	5,728,846	779	-	\$ 8,380,708	9.53%
Evaporative Coolers (Replacement)	Each	3,541	988,976	321	-	\$ 2,315,353	2.63%
Smart Power Strips	Each	18,964	460,825	63	-	\$ 868,751	0.99%
Microwaves ⁶	Each	14,807	2,199,864	-	91,357	\$ 1,303,212	1.48%
Domestic Hot Water-[each IOU to do]							
Water Heater Blanket	Each	13,883	74,480	16	78,946	\$ 814,556	0.93%
Low Flow Shower Head	Each	79,992	870,808	120	419,012	\$ 3,171,968	3.61%
Water Heater Pipe Insulation	Home	1,097	4,107	1	7,337	\$ 20,397	0.02%
Faucet Aerator	Home	51,123	110,980	24	146,551	\$ 897,191	1.02%
Water Heater Repair/Repl	Each	1,000	-	-	-	\$ 1,244,423	1.41%
Thermostatic Shower Valve ⁷	Each	62,890	16,687	-	106,692	\$ 1,380,020	1.57%
Enclosure							
Air Sealing / Envelope ¹	Home	48,316	299,418	58	422,615	\$ 21,498,454	24.44%
Caulking	Home						
Attic Insulation	Home	4,621	622,067	811	195,585	\$ 7,751,189	8.81%
HVAC							
FAU Standing Pilot Light Conversion	Each						
Furnace Repair/Replacement	Each	1,230	-	-	4,193	\$ 2,355,397	2.68%
Room A/C Replacement	Each	1,440	285,394	52	-	\$ 1,330,603	1.51%
Central A/C Replacement	Each	1	145	0	-	\$ 6,154	0.01%
Central A/C Tune up	Each	9,070	2,383,649	438	-	\$ 2,330,083	2.65%
Duct Testing and Sealing	Home	3,567	164,220	27	89,363	\$ 1,786,024	2.03%
Maintenance							
Furnace Clean and Tune	Home						
Lighting							
Compact Fluorescent Lights (CFLs)	Each	381,249	6,099,984	778	-	\$ 2,960,203	3.37%
Interior Hard wired CFL fixtures	Each	172,913	2,766,608	353	-	\$ 13,881,220	15.78%
Exterior Hard wired CFL fixtures	Each	23,813	1,150,763	147	-	\$ 3,812,233	4.33%
Torchiere	Each	12,282	1,366,528	174	-	\$ 906,070	1.03%
Occupancy Sensor	Each	3,020	325,452	41	-	\$ 192,575	0.22%
LED Night Lights	Each						
Miscellaneous							
Pool Pumps	Each						
New Measure							
AC Time Delay ⁸	Each	2,780	543,768	1,144	-	\$ 235,597	0.27%
Customer Enrollment							
Outreach & Assessment	Home	74,319				\$ 777,907	0.88%
In-Home Education	Home	74,319				\$ 7,733,993	8.79%
Total Savings/Expenditures			26,463,569	5,346	1,561,652	\$ 87,954,279	100%
Households Weatherized ⁴	Home	63,286					

Homes Treated		
- Single Family Homes Treated	Home	55,565
- Multi-family Homes Treated	Home	14,099
- Mobile Homes Treated	Home	4,655
- Total Number of Homes Treated	Home	74,319
# Eligible Households to be Treated for PY ³	Home	119,940
% OF Homes Treated	%	61.96%
- Total Master-Metered Homes Treated	Home	5,110

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

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

³ Appendix A --- A.11-05-017 Adopted Number of Homes to be Treated

⁴ All savings are calculated based on the following sources: (except note 6, 7, and 8)

⁵ Evergreen Economics "PY2011 Energy Savings Assistance Program Impact Evaluation, Final Report." August 30, 2013

⁶ Costs exclude support costs that are included in Table 1.

⁷ Microwave savings are from ECONorthWest Studies received in December of 2011

⁸ Savings Values for just the valve are derived from PGECODHW113, Revision 4

⁹ Savings value from Work Paper PGE0077 Revision #1 --- California HVAC Upgrade: Efficient Fan Controller(EFC) for Residential

Pacific Gas and Electric Company

PY 2015 Energy Savings Assistance Program Annual Report

ESA Table 3 Cost-Effectiveness

ESA Table 3A

PY - Recorded						
Program Year	Ratio of Benefits Over Costs			Net Benefits; \$ Millions		
	Utility Cost Test	Total Resource Cost Test	Modified Participant Test	Utility Cost Test	Total Resource Cost Test	Modified Participant Test
2016	0.67	0.51	0.68	(33.505)	(49.951)	(33.283)
2015	0.62	0.47	0.70	(50.245)	(69.402)	(40.469)
2014	0.63	0.39	0.64	(45.570)	(74.202)	(51.832)
2013	0.56	0.39	0.62	(55.806)	(78.533)	(50.014)
2012	0.44	0.34	0.58	(70.230)	(83.229)	(54.475)
2011	0.58	0.46	0.64	(58.896)	(75.618)	(52.146)
2010	0.59	0.47	0.66	(56.165)	(73.190)	(48.719)
2009	0.59	0.45	0.61	(36.590)	(48.748)	(35.826)
2008	0.48	0.37	0.62	(33.801)	(40.880)	(28.635)
2007	0.46	0.36	0.63	(39.902)	(47.085)	(27.536)
2006	0.48	0.48	0.68	(45.470)	(45.470)	(27.922)
2005	N/A	N/A	N/A	N/A	N/A	N/A
2004	N/A	N/A	N/A	N/A	N/A	N/A
2003	N/A	N/A	N/A	N/A	N/A	N/A
2002	N/A	N/A	N/A	N/A	N/A	N/A

PY 2016 Energy Savings Assistance Program Annual Report

ESA Table 3b

Cost-Effectiveness as used in PY15-17 Application^[1]

Ratio of Program Benefits over Program Costs			
Program Year	ESA CET (w Admin)		Total Resource Cost Test (w/o Admin)
2016	0.90		1.19
2015	0.92		1.12
2014	0.99		0.93
2013	0.89		N/A
2012 ^[2]	0.73		0.75

[1] The Cost-Effectiveness Tests used in PY15-17 Application are included here in Table 3b is for information purposes only

[2] For 2012 only, the Measure Total Resource Cost Test value of 0.75 is taken from Table 4 of Addendum to ESAP Cost Effectiveness Working Group White Paper. All other values are calculated.

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ESA Table 4

Detail by Housing Type and Source

ESA Table 4A

		2016 Energy Savings				
Customer	Housing Type	# Homes Treated	GWH	MW	M THERM	2016 Expenses ¹
Gas and Electric Customers						
Owners - Total		336,762	8.81	2.01	0.66	30,962,195
	Single Family	305,424	8.06	1.89	0.61	\$ 28,494,031
	Multi Family	5,058	0.11	0.02	0.01	\$ 440,462
	Mobile Homes	26,280	0.63	0.11	0.04	\$ 2,027,703
Renters - Total		366,086	9.99	1.74	0.63	29,586,263
	Single Family	263,377	7.58	1.47	0.50	\$ 22,101,161
	Multi Family	98,392	2.30	0.25	0.13	\$ 7,164,955
	Mobile Homes	4,317	0.12	0.02	0.01	\$ 320,147
Electric Customers (only)						
Owners - Total		97,675	3.81	0.77	0.01	6,434,357
	Single Family	81,654	3.26	0.69	0.01	\$ 5,447,706
	Multi Family	1,163	0.05	0.01	-	\$ 77,332
	Mobile Homes	14,858	0.50	0.08	0.00	\$ 909,319
Renters - Total		83,963	3.68	0.58	0.01	6,315,519
	Single Family	52,479	2.32	0.45	0.01	\$ 4,176,922
	Multi Family	23,714	1.06	0.08	0.00	\$ 1,571,253
	Mobile Homes	7,770	0.31	0.05	0.00	\$ 567,344
Gas Customers (only)						
Owners - Total		18,061	0.10	0.14	0.13	\$ 3,453,133
	Single Family	16,369	0.10	0.14	0.12	\$ 3,196,581
	Multi Family	108	0.00	0.00	0.00	\$ 14,896
	Mobile Homes	1,584	0.00	0.00	0.01	\$ 241,656
Renters - Total		4,071	0.08	0.11	0.13	\$ 2,690,912
	Single Family	2,777	0.08	0.11	0.10	\$ 2,160,540
	Multi Family	1,238	0.00	0.00	0.02	\$ 509,119
	Mobile Homes	56	0.00	0.00	0.00	\$ 21,253
Totals:		74,319	26.46	5.35	1.56	\$ 79,442,380

ESA Table 4B

Penetration History				
Year	Homes Treated ²	Ineligible & Unwilling ³	Estimated Eligible in Current Year ⁴	Current Year Penetration Rate for Homes Treated
2002	70,683	NA		
2003	47,271	NA		
2004	48,456	NA		
2005	57,700	NA		
2006	66,043	NA		
2007	63,319	NA		
2008	61,034	NA		
2009	81,308	2,946		
2010	133,329	8,272		
2011	128,071	11,535		
2012	115,229	10,549		
2013	123,566	40,364		
2014	123,539	64,940	119,940	103.00%
2015	100,573	85,553	119,940	83.85%
2016	74,319	299,116	119,940	61.96%
2017				
2018				
2019				
2020				
Total Homes Treated since 2002	1,294,440			
Total Homes Ineligible & Unwilling since 2009		523,275		

¹ Costs exclude support costs that are included in Table 1.

² Homes treated since 2002 are reported to track progress toward meeting the 2020 Programmatic Initiative.

³ PG&E did not track ineligible and unwilling customers prior to 2009. "Ineligible" customers are those that were not successfully enrolled due to income verification failure or to a technical infeasibility. "Unwilling" customers are those that specifically state that they are not interested or that request to be added to our "do not call" list. The number reported in this column does not include non-responses to mailings, canvassing or other attempted contacts.

⁴ Based on Attachment F of D.12-08-044.

ESA Table 4C

Year	Utility in Shared Service Territory	Ineligible households in Shared Service Territory	Eligible households treated by both utilities in shared service territory
2016	SCG	105,803	2,236
2016	SCE	5,557	0
2016	SDG&E	0	0

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ESA Table 5

Direct Purchases & Installation Contractors

Contractor	County	Contractor Type				2016 Annual Expenditures
		Private	CBO	WMDVBE	LIHEAP	
HVAC Contractors						
Action Air	Fresno, Madera, Kings	X				\$ 355,677.85
Agbayani Construction	Humboldt, Marin, Mendocino, Monterey, Napa, San Benito, Santa Cruz, Shasta, Solano, Sonoma	X		X		\$ 242,504.56
All Bay Heating	Alameda, Contra Costa, Monterey, San Francisco, San Mateo, Santa Cruz	X				\$ 590,064.37
American Insulation Inc. (R&R)	Amador, Merced, San Joaquin, Stanislaus, Tehama	X		X		\$ 329,598.98
Barker Mechanical Services	Alameda, Contra Costa, San Mateo, Santa Clara	X				\$ 668,805.82
Bellows Plumbing Heating & Sewer	Marin, Monterey, Napa, San Benito, Santa Clara, Santa Cruz, Solano, Sonoma	X				\$ 431,139.56
Bickley's Air Conditioning & Heating	Butte, Colusa, Glenn, Humboldt, Shasta, Sutter, Tehama, Yuba	X				\$ 192,651.65
Empire Insulation Inc. (R&R)	Butte, Colusa, Nevada, Placer, Sacramento, San Joaquin, Sutter, Yolo, Yuba	X				\$ 272,035.84
Lovotti Air / Lovotti, Inc.	Amador, Calaveras, Humboldt, Madera, Merced, Monterey, Placer, Sacramento, San Benito, San Joaquin, Santa Cruz, Stanislaus, Yolo, Yuba	X				\$ 719,347.01
Masco Contractor Services (R&R) aka TruTeam of California	Amador, Fresno, Madera, Merced, Placer, Sacramento, San Joaquin, Stanislaus, Yolo	X				\$ 286,321.73
Pelle Heat & Air Conditioning	Monterey, San Joaquin, San Mateo, Santa Clara	X				\$ 236,599.14
Plumblinc Plumbing, Inc.	Fresno, Kings, Madera	X				\$ 219,001.36
Proteus Inc. (R&R)	Fresno, Kern, Kings, Madera, San Bernardino		X			\$ 572,397.20
Self Help Home Improvement (R&R)	Butte, Colusa, Glenn, Humboldt, Shasta, Tehama	X		X		\$ 74,204.59
Thomas Frank Heating & Air	Fresno, Madera	X				\$ 65,084.74
AC Tune-Up Contractors						
ACT - AE3V	Alameda, Contra Costa, Fresno, Kern, Kings, Madera, Marin, Merced, Monterey, Napa, Sacramento, San Benito, San Joaquin, San Luis Obispo, Santa Barbara, Santa Clara, Santa Cruz, Solano, Sonoma, Stanislaus, Tulare, Yolo	X				\$ 815,706.24
ACT- Agbayani Construction Corporation	Merced, Napa, Sacramento, San Benito, San Joaquin, San Mateo Santa Clara, Solano, Sonoma, Stanislaus, Sutter, Tulare, Tuolumne, Yolo	X				\$ 503,039.52
ACT- Lovotti	Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Contra Costa, El Dorado, Fresno, Glenn, Humboldt, Kern, Kings, Lake, Lassen, Madera Marin, Mariposa, Mendocino, Merced, Monterey, Napa, Nevada, Placer, Plumas, Sacramento, San Benito, San Bernardino, San Francisco, San Joaquin, San Luis Obispo, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Shasta, Sierra, Siskiyou, Solano, Sonoma, Stanislaus, Sutter, Tehama, Trinity, Tulare, Tuolumne, Yolo, Yuba	X				\$ 1,308,154.08
Weatherization Contractors						
American Eco Services	San Luis Obispo, Santa Barbara	X		X		\$ 1,174,231.34
American Insulation, Inc.	Merced, Stanislaus, San Joaquin	X		X		\$ 2,834,008.42
Atlas Systems, Inc.	Colusa, Glenn, Humboldt, Sonoma, Tehama, Trinity	X				\$ 849,998.47
Bo Enterprises	Alameda, San Mateo, Santa Clara, Santa Cruz	X				\$ 3,228,594.49
Bright Ideas Inc.	Fresno, Madera, Mariposa, Merced, Sonoma	X				\$ 4,929,103.24
Community Action Agency of Butte County	Butte, Colusa, Glenn, Sutter, Yuba		X		X	\$ 1,449,342.35
Community Housing Opportunities Corp	Contra Costa, Napa, Sacramento, Solano, Yolo		X			\$ 5,660,821.36
California Human Development	Marin, Mendocino, Napa, Sonoma		X			\$ 495,470.20
California Plantinum Properties	Alameda	X				\$ 11,523.31
Carroll Co.	Fresno, Humboldt, Monterey, Sacramento, Santa Cruz, Trinity	X				\$ 6,369,808.50
Community Action Partnership of San Luis Obispo County, Inc.	Monterey, San Luis Obispo, Santa Barbara, Santa Cruz		X		X	\$ 1,259,507.18
Community Energy Services Corporation	Alameda, Contra Costa, Lake, Marin		X			\$ 504,802.60
CWES, Inc.	Fresno	X		X		\$ 4,892,262.66
Eagle Systems dba Synergy Companies	Kern, San Bernardino	X				\$ 65,861.81
El Concilio of San Mateo County	San Mateo, Santa Clara		X			\$ 1,614,810.23
Empire Insulation, Inc.	Sacramento, San Luis Obispo, Santa Barbara, Solano, Yolo	X				\$ 2,855,942.01
Energy Efficiency Inc. dba Synergy Energy Efficiency	Alameda, Contra Cost, Marin, San Francisco, San Joaquin, San Mateo, Santa Clara, Solano, Stanislaus	X		X		\$ 11,853,889.24
Fresno County Economic Opportunity Commission	Fresno		X	X	X	\$ 4,840,803.20
Highlands Energy Services, Inc.	Calaveras, Fresno, Kern, Kings, Merced, San Joaquin, Sonoma, Stanislaus, Tulare, Tuolumne	X		X		\$ 14,699,497.68
Masco Contractor Service of CA aka TruTeam of California	Merced, Sacramento, San Joaquin, Solano, Yolo, Stanislaus	X				\$ 4,423,821.40
Naildown Construction	Sacramento, Tuolumne, Yolo	X		X		\$ 377,365.82
Pacific Coast Energy Conservation Services	Kern, San Luis Obispo	X				\$ 4,363,102.14
Project Go, Inc.	El Dorado, Lake, Nevada, Placer, Sacramento, Yolo		X			\$ 519,040.06
Proteus, Inc.	Fresno, Kern, Kings, Madera, Merced, Tulare		X			\$ 34,810.20
Quality Conservation Services	Alameda, Contra Costa, San Francisco, Santa Clara, Solano	X				\$ 9,308,940.63
Residential Weatherization, Inc.	Butte, Colusa, Glenn, Lake, Lassen, Marin, Mendocino, Nevada, Placer, Plumas, Sacramento, San Francisco, Shasta, Sonoma, Sutter, Tehama, Yuba	X		X		\$ 6,656,340.12
Salco Better Energy Inc.	Butte, Glenn, Marin, Mendocino, Napa, Shasta, Sonoma, Tehema	X				\$ 1,861,534.15
Self-Help Home Improvement Project, Inc.	Shasta, Tehama		X		X	\$ 1,061,745.61
Silicon Valley Foundation	San Mateo, Santa Clara	X				\$ 1,336,099.87
Soleeva Energy Inc	Santa Clara, Alameda	X				\$ 283,718.44
Staples & Associates, Inc.	Alpine, Amador, Calaveras, El Dorado, Kern, Monterey, Nevada, Placer, San Benito, Santa Cruz	X				\$ 10,352,780.09
Sundowner Insulation Co.	Calaveras, Monterey, San Benito, San Joaquin, San Luis Obispo, Stanislaus, Tuolumne	X				\$ 826,742.35
Winegard Energy, Inc.	Fresno, Kern, Kings, Madera, Tulare	X		X		\$ 6,753,823.61
Refrigerator Contractors						
Standards of Excellence	Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Contra Costa, El Dorado, Glenn, Humboldt, Lake, Lassen, Marin, Mendocino, Napa, Nevada, Placer, Plumas, Sacramento, San Francisco, San Joaquin, San Mateo, Santa Clara, Shasta, Sierra, Siskiyou, Solano, Sonoma, Stanislaus, Sutter Tehama, Trinity, Tuolumne, Yuba, Yolo	X				\$ 6,662,447.47
Ventura TV & Appliance Center	Fresno, Kern, Kings, Madera, Mariposa, Merced, Monterey, San Benito, San Bernardino, San Luis Obispo, Santa Barbara, Santa Cruz, Tulare	X				\$ 4,935,105.79

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ESA Table 5

Direct Purchases & Installation Contractors

Contractor	County	Contractor Type				2016 Annual Expenditures
		Private	CBO	WMDVBE	LIHEAP	
Refrigeration Leveraging Contractors (LIHEAP)						
Amador-Tuolumne Community Action	Amador, Tuolumne, Calaveras		X		X	\$ 8,000
Central Coast Energy Services	Monterey, San Benito, Santa Clara, Santa Cruz		X		X	\$ 16,000
Redwood Community Action Agency	Humboldt		X		X	\$ 8,000
San Joaquin County Human Services	San Joaquin		X		X	\$ -
Residential Weatherization, Inc.	Colusa, Glenn, Lake, Lassen, Nevada, Placer, Plumas, Shasta, Sierra, Siskiyou, Sutter, Tehama, Yuba, Yolo	X		X		\$ 5,513,406.15
Salco Better Energy Inc.	Mendocino, Napa, Sonoma, Tehema	X				\$ 154,928.27
Self-Help Home Improvement Project, Inc.	Shasta, Tehama		X		X	\$ 900,194.65
Silicon Valley Foundation	Santa Clara	X				\$ 1,507,500.68
Soleeva Energy Inc	Santa Clara, Alameda	X				\$ 3,605,144.17
Staples & Associates, Inc.	Alpine, Amador, El Dorado, Alpine, Amador, Calaveras, El Dorado, Kern, Monterey, Nevada, San Benito, Santa Cruz, Kern, Monterey, Nevada, San Benito, Santa Cruz	X				\$ 7,075,999.19
Sundowner Insulation Co.	Calaveras, San Bernardino, Tuolumne	X				\$ 673,157.78
Winegard Energy, Inc.	Fresno, Kern, Kings, Madera, Mariposa, Merced	X		X		\$ 5,496,471.87
Refrigerator Contractors						
Standards of Excellence	Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Contra Costa, El Dorado, Glenn, Humboldt, Lake, Lassen, Marin, Mendocino, Napa, Nevada, Placer, Plumas, Sacramento, San Francisco, San Joaquin, San Mateo, Santa Clara, Shasta, Sierra, Siskiyou, Solano, Sonoma, Stanislaus, Sutter Tehama, Trinity, Tuolumne, Yuba, Yolo	X				\$ 6,662,447.47
Ventura TV & Appliance Center	Fresno, Kern, Kings, Madera, Mariposa, Merced, Monterey, San Benito, San Bernardino, San Luis Obispo, Santa Barbara, Santa Cruz, Tulare	X				\$ 4,935,105.79
Refrigeration Leveraging Contractors (LIHEAP)						
Amador-Tuolumne Community Action	Amador, Tuolumne, Calaveras		X		X	\$ 8,000
Central Coast Energy Services	Monterey, San Benito, Santa Clara, Santa Cruz		X		X	\$ 16,000
Redwood Community Action Agency	Humboldt		X		X	\$ 8,000
San Joaquin County Human Services	San Joaquin		X		X	\$ -

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ESA Table 6
Cost of Program Installation Contractors

	Unit of Measure	CBO/WMDVBE						Non-CBO/WMDVBE						2016 Program Total				
		Installations		Dwellings		Costs		Installations		Dwellings		Costs		Units Installed	House-holds	Costs ^{1,3}	Cost/ Unit	Cost/ Household
		Units	%	Units	%	\$	%	Units	%	Units	%	\$	%					
Appliances																		
High Efficiency Clothes Washer	Each																	
Refrigerators	Each	0	0.0%	0	0.0%	0	0.0%	8,742	100.0%	8,742	100.0%	8,380,708	100.0%	8,742	8,742	8,380,708	\$ 958.67	\$ 958.67
Evaporative Coolers (Replacement)	Each	2,271	64.1%	2,271	64.1%	1,484,938	64.1%	1,270	35.9%	1,270	35.9%	830,415	35.9%	3,541	3,541	2,315,353	\$ 653.87	\$ 653.87
Microwaves	Each	7,828	52.9%	7,828	52.9%	688,968	52.9%	6,979	47.1%	6,979	47.1%	614,245	47.1%	14,807	14,807	1,303,212	\$ 88.01	\$ 88.01
Domestic Hot Water																		
Water Heater Blanket	Each	7,307	52.6%	7,245	52.6%	428,723	52.6%	6,576	47.4%	6,529	47.4%	385,833	47.4%	13,883	13,774	814,556	\$ 58.67	\$ 59.14
Low Flow Shower Head	Each	42,407	53.0%	28,663	53.1%	1,681,589	53.0%	37,585	47.0%	25,298	46.9%	1,490,379	47.0%	79,992	53,961	3,171,968	\$ 39.65	\$ 58.78
Water Heater Pipe Insulation	Home	682	62.2%	682	62.2%	12,680	62.2%	415	37.8%	415	37.8%	7,716	37.8%	1,097	1,097	20,397	\$ 18.59	\$ 18.59
Faucet Aerator	Home	28,422	55.6%	28,421	55.6%	498,796	55.6%	22,701	44.4%	22,701	44.4%	398,395	44.4%	51,123	51,122	897,191	\$ 17.55	\$ 17.55
Water Heater Repair/Repl	Each	0	0.0%	0	0.0%	0	0.0%	1,000	100.0%	997	100.0%	1,244,423	100.0%	1,000	997	1,244,423	\$ 1,244.42	\$ 1,248.17
Thermostatic Shower Valve	Each	32,361	51.5%	21,626	51.2%	710,110	51.5%	30,529	48.5%	20,651	48.8%	669,910	48.5%	62,890	42,277	1,380,020	\$ 21.94	\$ 32.64
Enclosure																		
Air Sealing / Envelope	Home	27,775	57.5%	27,775	57.5%	12,358,630	57.5%	20,541	42.5%	20,541	42.5%	9,139,824	42.5%	48,316	48,316	21,498,454	\$ 444.96	\$ 444.96
Caulking	Home																	
Weather stripping	Home																	
Utility Gaskets	Home																	
Attic Access Weather stripping	Home																	
Evaporative Cooler Cover	Home																	
AC Vent Cover	Each																	
Attic Insulation	Home	3,205	69.4%	3,205	69.4%	5,376,014	69.4%	1,416	30.6%	1,416	30.6%	2,375,175	30.6%	4,621	4,621	7,751,189	\$ 1,677.38	\$ 1,677.38
HVAC																		
FAU Standing Pilot Light Conversion	Each																	
Furnace Repair/ Replacement ²	Each	0	0.0%	0	0.0%	0	0.0%	1,230	100.0%	1,224	100.0%	2,355,397	100.0%	1,230	1,224	2,355,397	\$ 1,914.96	\$ 1,924.34
Room A/C Replacement	Each	1,065	74.0%	1,065	74.0%	984,092	74.0%	375	26.0%	375	26.0%	346,511	26.0%	1,440	1,440	1,330,603	\$ 924.03	\$ 924.03
Central A/C Replacement	Each	0	0.0%	0	0.0%	0	0.0%	1	100.0%	1	100.0%	6,154	100.0%	1	1	6,154	\$ 6,153.60	\$ 6,153.60
Central A/C Tune-up	Each	1,231	13.6%	1,221	14.3%	316,244	13.6%	7,839	86.4%	7,310	85.7%	2,013,839	86.4%	9,070	8,531	2,330,083	\$ 256.90	\$ 273.13
Duct Testing and Sealing ⁴	Home	2,144	60.1%	2,144	60.1%	1,073,517	60.1%	1,423	39.9%	1,423	39.9%	712,507	39.9%	3,567	3,567	1,786,024	\$ 500.71	\$ 500.71
Maintenance																		
Furnace Clean and Tune	Home																	
Lighting																		
Compact Fluorescent Lights (CFLs)	Each	199,326	52.3%	30,846	52.6%	1,547,664	52.3%	181,923	47.7%	27,780	47.4%	1,412,539	47.7%	381,249	58,626	2,960,203	\$ 7.76	\$ 50.49
Interior Hard wired CFL fixtures	Each	89,327	51.7%	24,521	52.7%	7,171,050	51.7%	83,586	48.3%	22,004	47.3%	6,710,170	48.3%	172,913	46,525	13,881,220	\$ 80.28	\$ 298.36
Exterior Hard wired CFL fixtures	Each	11,139	46.8%	11,124	46.8%	1,783,247	46.8%	12,674	53.2%	12,666	53.2%	2,028,986	53.2%	23,813	23,790	3,812,233	\$ 160.09	\$ 160.25
Torchiere	Each	4,771	38.8%	4,770	38.8%	351,967	38.8%	7,511	61.2%	7,511	61.2%	554,103	61.2%	12,282	12,281	906,070	\$ 73.77	\$ 73.78
Occupancy Sensor	Each	1,734	57.4%	1,412	59.7%	110,571	57.4%	1,286	42.6%	954	40.3%	82,004	42.6%	3,020	2,366	192,575	\$ 63.77	\$ 81.39
LED Night Lights	Each																	
Miscellaneous																		
Pool Pumps	Each																	
Smart Power Strips	Each	8,498	44.8%	8,498	44.8%	389,298.05	44.8%	10,466	55.2%	10,466	55.2%	479,453.21	55.2%	18,964	18,964	868,751	\$ 45.81	\$ 45.81
New Measure																		
AC FAN DELAY	Each	526	18.9%	518	19.4%	44,577	18.9%	2,254	81.1%	2,152	80.6%	191,020	81.1%	2,780	2,670	235,597	\$ 84.75	\$ 88.24
Customer Enrollment																		
Outreach & Assessment	Home													74,319	74,319	777,907	\$ 10.47	\$ 10.47
In-Home Education	Home													74,319	74,319	7,733,993	\$ 104.06	\$ 104.06

Note: Per D.00-07-020, if any utility has a single CBO or private contractor, such that this table would reveal confidential pricing information, the information will be submitted to the Commission, subject to Commission-approved confidentiality agreements.

¹ Costs exclude support costs that are included in Table 1.

² Furnaces includes costs for service calls.

³ Table 6 costs do not include NGAT test, support allocations, penalties/credits and Training No Shows. These costs are included in Table 5.

⁴ Include costs of Duct Testing only when no Duct Sealing is necessary.

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ESA Table 7

Expenditures Recorded by Cost Element

ESA Program:	Labor [1]	Non-Labor [2]	Contractor [3]	Total
Energy Efficiency				
Appliances	\$ -	\$ -	\$ 11,452,607	\$ 11,452,607
Domestic Hot Water	\$ -	\$ -	\$ 8,062,709	\$ 8,062,709
Enclosure	\$ -	\$ -	\$ 31,502,385	\$ 31,502,385
HVAC	\$ -	\$ -	\$ 10,771,439	\$ 10,771,439
Maintenance	\$ -	\$ -	\$ -	\$ -
Lighting	\$ -	\$ -	\$ 22,884,478	\$ 22,884,478
Miscellaneous	\$ -	\$ -	\$ -	\$ -
Customer Enrollment	\$ -	\$ -	\$ 830,161	\$ 830,161
In Home Education	\$ -	\$ -	\$ 8,256,536	\$ 8,256,536
Pilot	\$ -	\$ -	\$ -	\$ -
Energy Efficiency TOTAL	\$ -	\$ -	\$ 93,760,316	\$ 93,760,316
Training Center	\$ 230,715	\$ 17,475	\$ 174,698	\$ 422,888
Inspections	\$ 3,931,233	\$ 192,411	\$ 16,822	\$ 4,140,465
Marketing and Outreach	\$ 295,174	\$ 287,841	\$ 1,188,404	\$ 1,771,419
Statewide Marketing Education and Outreach	\$ -	\$ -	\$ -	\$ -
Measurement and Evaluation Studies	\$ -	\$ -	\$ 149,653	\$ 149,653
Regulatory Compliance	\$ 399,743	\$ 2,525	\$ 4,067	\$ 406,335
General Administration	\$ 3,034,338	\$ (5,914)	\$ 1,377,546	\$ 4,405,969
CPUC Energy Division	\$ -	\$ 37,260	\$ -	\$ 37,260
TOTAL PROGRAM COSTS	\$ 7,891,203	\$ 531,597	\$ 96,671,504	\$ 105,094,305

[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.

[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.

[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.

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ESA Table 8

Homes Unwilling ¹ / Unable to Participate

Reason Provided								
County	Customer/ Landlord Declined Program Measure or is Non- Responsive	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Insufficient feasible Measures	Ineligible Dwelling - Prior Program Participation or Dwelling Age	Household Income Exceeds Allowable Limits	Unable to Provide Required Documentation	Other
Alameda	804	24505	2	84	74	561	0	
Alpine	0	1	0	0	0	0	0	
Amador	97	460	0	0	1	7	0	
Butte	910	8631	5	1537	66	312	2	
Calaveras	96	718	0	0	3	13	0	
Colusa	37	495	0	261	33	17	0	
Contra Costa	2473	14344	2	106	103	615	3	
El Dorado	270	1422	0	134	7	32	1	
Fresno	1345	21499	4	143	143	532	0	
Glenn	128	979	1	307	23	52	0	
Humboldt	47	2521	2	151	9	13	0	
Kern	1307	14940	3	113	180	360	0	
Kings	42	1173	0	0	21	15	0	
Lake	52	961	0	0	4	25	0	
Lassen	1	24	0	0	0	0	0	
Madera	263	1789	1	20	6	102	0	
Marin	81	1573	1	393	1	24	0	
Mariposa	121	224	0	8	0	52	0	
Mendocino	172	732	1	860	5	111	0	
Merced	501	5708	0	41	9	297	2	
Monterey	969	4405	0	30	15	487	1	
Napa	746	1986	0	150	13	200	1	
Nevada	254	1469	0	1216	15	49	0	
Placer	692	2000	1	2009	44	146	0	
Plumas	17	218	0	321	0	14	0	
Sacramento	3982	17763	2	2377	125	1357	0	
San Benito	288	436	1	0	0	106	0	
San Bernardino	0	23	0	0	0	0	0	
San Francisco	214	11985	3	2653	9	51	0	
San Joaquin	1965	18555	4	121	75	653	1	
San Luis Obispo	1533	1720	0	107	17	231	0	
San Mateo	91	3705	0	4	2	19	1	
Santa Barbara	709	1098	0	99	14	84	0	
Santa Clara	437	22724	1	38	57	115	1	
Santa Cruz	557	3164	2	48	17	116	0	
Shasta	950	2851	4	2569	31	1181	1	
Sierra	0	8	0	0	0	0	0	
Siskiyou	0	1	0	0	0	0	0	
Solano	7797	8968	4	308	171	2188	1	
Sonoma	585	5801	2	136	37	285	2	
Stanislaus	1643	8525	1	97	38	682	0	
Sutter	205	2000	2	639	19	63	0	
Tehama	416	2225	1	1047	21	402	0	
Trinity	0	18	0	0	0	0	0	
Tulare	25	1346	0	0	46	10	0	
Tuolumne	61	922	0	0	0	9	0	
Yolo	1322	3687	2	207	17	351	1	
Yuba	200	1460	0	1072	14	49	0	
Total	34,405	231,762	52	19,406	1,485	11,988	18	

¹ Per D.12-08-031 OP.16, PG&E continues to use the current CPUC-authorized 5% unwillingness factor for the 2012-2014 ESA Program.

Pacific Gas and Electric Company

PY 2016 Energy Savings Assistance Program Annual Report

ESA Table 9

Life Cycle Bill Savings by Measure

Measure Description		2016 Number Installed	Per Measure Electric Impact (kWh)	Per Measure Gas Impact (Therms)	Effective Useful Life (EUL)	2016 Total Measure Life Cycle Bill Savings
Appliances						
High Efficiency Clothes Washer	Each					
Refrigerators	Each	8,742	5,728,846.43	-	15	\$ 9,255,805.77
Evaporative Cooler (Replacement)	Each	3,541	988,976.00	-	15	\$ 1,597,838.22
Microwaves	Each	14,807	2,199,863.75	91,357.32	15	\$ 4,697,987.75
Domestic Hot Water						
Water Heater Blanket	Each	13,883	74,479.62	78,945.82	5	\$ 453,659.41
Low Flow Shower Head	Each	79,992	870,808.00	419,012.00	10	\$ 4,904,064.71
Water Heater Pipe Insulation	Home	1,097	4,106.60	7,337.40	15	\$ 98,497.96
Faucet Aerator	Home	51,123	110,979.76	146,550.88	5	\$ 824,115.08
Water Heater Repair/Replacement	Each	1,000	-	-	13	\$ -
Thermostatic Shower Valve [7]	Each	62,890	16,687.00	106,692.40	8	\$ 837,513.57
Enclosure						
Air Sealing / Envelope [1]	Home	48,316	299,418.32	422,614.81	7	\$ 3,171,073.36
Caulking	Home					
Weatherstripping	Home					
Utility Gaskets	Home					
Attic Access Weatherstripping	Home					
Evaporative Cooler Cover	Home					
AC Vent Cover	Each					
Attic Insulation	Home	4,621	622,066.96	195,585.50	20	\$ 4,181,422
HVAC						
FAU Standing Pilot Light Conversion	Each					
Furnace Repair/Replacement	Each	1,230	-	4,192.50	16	\$ 54,901
Room A/C Replacement	Each	1,440	285,393.63	-	15	\$ 461,096
Central A/C Replacement	Each	1	145.14	-	18	\$ 265
Central A/C Tune-up	Each	9,070	2,383,649.10	-	15	\$ 3,851,141
Duct Testing and Sealing	Home	3,567	164,220.47	89,363.07	25	\$ 1,909,507
Maintenance						
Furnace Clean and Tune	Home					
Lighting						
Compact Fluorescent Lights (CFLs)	Each	381,249	6,099,984.00	-	8	\$ 6,056,990
Interior Hard wired CFL fixtures	Each	172,913	2,766,608.00	-	16	\$ 4,675,248
Exterior Hard wired CFL fixtures	Each	23,813	1,150,763.23	-	20	\$ 2,250,956
Torchiere	Each	12,282	1,366,528.48	-	9	\$ 1,495,174
Occupancy Sensor	Each	3,020	325,451.67	-	8	\$ 323,158
LED Night Lights	Each					
Miscellaneous						
Pool Pumps	Each					
Smart Power Strips	Each	18,964	460,825.20	-	5	\$ 304,642
New Measure						
AC Time Delay [8]	Each	2,780	543,768.00	-	10	\$ 647,600
Total Homes Served By the Program	74,319					
Life Cycle Bill Savings Per Home						\$ 700.39

Pacific Gas and Electric Company

PY 2016 Energy Savings Assistance Program Annual Report ESA Table 10

Energy Rate Used for Bill Savings Calculations

Year	\$/kWh ¹	\$/Therm ¹
2016	0.1442	1.1172
2017	0.2821	2.1860
2018	0.4141	3.2085
2019	0.5403	4.1868
2020	0.6611	5.1228
2021	0.7766	6.0182
2022	0.8872	6.8749
2023	0.9930	7.6945
2024	1.0941	8.4786
2025	1.1909	9.2288
2026	1.2836	9.9465
2027	1.3722	10.6332
2028	1.4570	11.2901
2029	1.5381	11.9186
2030	1.6156	12.5198
2031	1.6899	13.0951
2032	1.7609	13.6455
2033	1.8289	14.1720
2034	1.8939	14.6757
2035	1.9561	15.1577
2036	2.0156	15.6188
2037	2.0725	16.0599
2038	2.1269	16.4819
2039	2.1790	16.8857
2040	2.2289	17.2720

¹ For 2016 the average cost per kWh and Therms paid by participants.
Cost is escalated 3% annually in 24 subsequent years.

Pacific Gas and Electric Company

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ESA Table 11

Bill Savings Calculations by Program Year

Program Year	Program Costs	Program Lifecycle Bill Savings	Program Bill Savings/ Cost Ratio	Per Home Average Lifecycle Bill
2011	\$ 145,900,978	\$ 58,889,388	0.40	\$ 460
2012	\$ 131,145,519	\$ 44,191,560	0.34	\$ 384
2013	\$ 142,181,389	\$ 54,007,801	0.38	\$ 437
2014	\$ 145,940,449	\$ 53,008,314	0.36	\$ 429
2015	\$ 136,775,345	\$ 63,956,471	0.47	\$ 636
2016	\$ 105,094,305	\$ 52,052,655	0.50	\$ 700

Pacific Gas and Electric Company

PY2016 Energy Savings Assistance Program Annual Report
ESA Table 12
Fund Shifting

		Budget			Expenditures			(Shift) or Carried Forward (Budget - Expenditures = Variance)			FUND SHIFT AMOUNT														
Date	Program Year 2016	Electric	Gas	Total Authorized	Electric	Gas	Total Expenditures	Variance			(1) Shift of Current Year Authorized			(2) Shift of Carry Forward			(3) Shift of Carry Back			Total Shifted Gas/ Electric	% of Authorized Total	Fund Shifting Source 1. Current Year Authorized 2. Carried Forward 3. Carried Back	To/From Year	Fund Shift Description	Authorization
								Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total						
	ESA Program:																								
	Energy Efficiency																								
March-2017	Appliance	\$34,430,387	\$ 3,104,134	\$ 37,534,521	\$11,073,682	\$ 378,924	\$ 11,452,607	\$23,356,705	\$ 2,725,209	\$26,081,914	\$ (3,912,777)	\$ -	\$ (3,912,777)									1. Current Year Authorized 2. 3.	1. From 2016 2. 3.	1. Fund shift from Appliances Electric to HVAC Electric	1. 12-08-044 2. 3.
	Domestic Hot Water	\$ 924,532	\$ 9,757,809	\$ 10,682,341	\$ 546,241	\$ 7,516,468	\$ 8,062,709	\$ 378,291	\$ 2,241,341	\$ 2,619,632												1. 2. 3.	1. 2. 3.		1. 2. 3.
March-2017	Enclosure	\$ 7,457,463	\$41,793,263	\$ 49,250,726	\$ 4,725,358	\$26,777,028	\$ 31,502,385	\$ 2,732,105	\$15,016,235	\$17,748,341		\$ (1,511,714)	\$ (1,511,714)									1. Current Year Authorized 2. 3.	1. From 2016 2. 3.	1. Fund shift from Enclosure gas to HVAC gas	1. 12-08-044 2. 3.
March-2017	HVAC	\$ 2,685,301	\$ 2,661,646	\$ 5,346,947	\$ 6,598,078	\$ 4,173,361	\$ 10,771,439	\$ (3,912,777)	\$ (1,511,714)	\$ (5,424,492)	\$ 3,912,777	\$ 1,511,714	\$ 5,424,492							\$ 5,424,492	3%	1. 2. 3.	1. To 2016 2. 3.	1. Fund shift from Appliance electric to HVAC electric 2. Fund shift from Enclosure gas to HVAC gas	1. 12-08-044 2. 3.
	Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -												1. 2. 3.	1. 2. 3.		1. 2. 3.
	Lighting	\$28,575,478	\$ -	\$ 28,575,478	\$22,884,478	\$ -	\$ 22,884,478	\$ 5,691,000	\$ -	\$ 5,691,000												1. 2. 3.	1. 2. 3.		1. 2. 3.
	Miscellaneous	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -												1. 2. 3.	1. 2. 3.		1. 2. 3.
	Customer Enrollment	\$ 1,155,071	\$ 621,961	\$ 1,777,032	\$ 539,605	\$ 290,556	\$ 830,161	\$ 615,466	\$ 331,405	\$ 946,871												1. 2. 3.	1. 2. 3.		1. 2. 3.
	In Home Education ²	\$ 9,917,891	\$ 5,340,403	\$ 15,258,294	\$ 5,366,748	\$ 2,889,788	\$ 8,256,536	\$ 4,551,143	\$ 2,450,615	\$ 7,001,758												1. 2. 3.	1. 2. 3.		1. 2. 3.
	Pilot ²	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -												1. 2. 3.	1. 2. 3.		1. 2. 3.
	Energy Efficiency TOTAL	\$85,146,123	\$63,279,216	\$148,425,339	\$51,734,191	\$42,026,125	\$ 93,760,316	\$33,411,932	\$21,253,091	\$54,665,024	\$ -	\$ -	\$ -	\$ -	##	\$ -				\$ 5,424,492	3%	1. 2. 3.	1. 2. 3.		1. 2. 3.
	Training Center ²	\$ 676,925	\$ 372,394	\$ 1,049,319	\$ 274,877	\$ 148,011	\$ 422,888	\$ 402,047	\$ 224,383	\$ 626,430												1. 2. 3.	1. 2. 3.		1. 2. 3.
	Inspections ²	\$ 4,613,647	\$ 2,616,909	\$ 7,230,556	\$ 2,691,302	\$ 1,449,163	\$ 4,140,465	\$ 1,922,344	\$ 1,167,746	\$ 3,090,090												1. 2. 3.	1. 2. 3.		1. 2. 3.
	Marketing and Outreach ²	\$ 1,260,017	\$ 683,134	\$ 1,943,151	\$ 1,151,422	\$ 619,997	\$ 1,771,419	\$ 108,595	\$ 63,137	\$ 171,732												1. 2. 3.	1. 2. 3.		1. 2. 3.
	Statewide ME&O ²	\$ 82,550	\$ 44,450	\$ 127,000	\$ -	\$ -	\$ -	\$ 82,550	\$ 44,450	\$ 127,000												1. 2. 3.	1. 2. 3.		1. 2. 3.
	M&E Studies ²	\$ 133,250	\$ 71,750	\$ 205,000	\$ 97,274	\$ 52,379	\$ 149,653	\$ 35,976	\$ 19,371	\$ 55,347												1. 2. 3.	1. 2. 3.		1. 2. 3.
	Regulatory Compliance ²	\$ 275,649	\$ 154,832	\$ 430,480	\$ 264,118	\$ 142,217	\$ 406,335	\$ 11,531	\$ 12,615	\$ 24,146												1. 2. 3.	1. 2. 3.		1. 2. 3.
	General Administration ²	\$ 2,865,222	\$ 1,615,712	\$ 4,480,934	\$ 2,863,880	\$ 1,542,089	\$ 4,405,969	\$ 1,342	\$ 73,623	\$ 74,965												1. 2. 3.	1. 2. 3.		1. 2. 3.
	CPUC Energy Division ₂	\$ 35,750	\$ 19,250	\$ 55,000	\$ 24,219	\$ 13,041	\$ 37,260	\$ 11,531	\$ 6,209	\$ 17,741												1. 2. 3.	1. 2. 3.		1. 2. 3.
																						1. 2. 3.	1. 2. 3.		1. 2. 3.
	TOTAL PROGRAM COSTS	\$95,089,132	\$ 68,857,647	\$163,946,779	\$59,101,284	\$ 45,993,021	\$ 105,094,305	\$35,987,848	\$22,864,626	\$58,852,475	\$ -	\$ -	\$ -	##	\$ -					\$ 5,424,492	3%				
	Carry Forward from PY	\$ -	\$ -	\$ -						\$ -															
	Carry Back from PY	\$ -	\$ -	\$ -																					
	TOTAL PROGRAM INCLUDING CARRY FORWARD and FUND SHIFTING	\$ 95,089,132	\$ 68,857,647	\$ 163,946,779	\$ 59,101,284	\$ 45,993,021	\$ 105,094,305	\$ 35,987,848	\$ 22,864,626	\$ 58,852,475															

¹ Numbers reported in standard accounting format, with negative amounts displayed in parentheses (\$xxx).

² Prior written authorization from the Commission is required before the utilities can shift into or out of these categories.

Note: This Table does not include prior cycle's unspent funds.

Pacific Gas and Electric Company

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ESA Table 13

Categorical Enrollment

Type of Enrollment	Number of customers treated ¹
80/20	100
Allensworth/Alpaugh	2
CARE Income Qualified	5,569
Food Stamps	3,129
Head Start - Tribal	3
Healthy Families	88
Indian Affairs General Assistance	6
Issuance History	6
LIHEAP	124
Medi-Cal	3,193
NSL - Free Lunch	525
Qualified Public Housing	420
SSI	4,273
TANF	588
WIC	8,490
Zip - 7	2,393

¹ Number of customers treated reflects categorical programs selected by customer. Please note in some case customer select more than one eligible program for a single account.

Pacific Gas and Electric Company

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ESA Table 14

Leveraging & Integration

Coordination Type ¹	Partner	Enrollments Resulting from Leveraging Effort ⁴	Methodology ⁵	Meets all Criteria	If not, Explain
Program Coordination	Amadore-Tuolumne Community Action Agency	Installed 10 refrigerators		N	Unknown amount of energy or dollar savings
Program Coordination	American Eco Services	322 into SoCal Gas		N	Unknown amount of energy or dollar savings
Program Coordination	American Insulation	147 into MID and TID, collectively		N	Unknown amount of energy or dollar savings
Program Coordination	Atlas	86 into LIHEAP		N	Unknown amount of energy or dollar savings
Program Coordination	Bright Ideas Inc	14 into LIHEAP		N	Unknown amount of energy or dollar savings
Program Coordination	Central Coast Energy Services	Installed 20 refrigerators		N	Unknown amount of energy or dollar savings
Program Coordination	Community Action Agency of Butte County, Inc	2 into ECIP		N	Unknown amount of energy or dollar savings
Program Coordination	Community Action Partnership - San Luis Obispo	9 into LIHEAP and SoCal Gas, collectively		N	Unknown amount of energy or dollar savings
Program Coordination	Community Energy Services Corporation	60 into LIHEAP, Contra Costa Home Repair and Antioch Home Repair, collectively		N	Unknown amount of energy or dollar savings
Program Coordination	El Concilio	100 into unknown		N	Unknown amount of energy or dollar savings
Program Coordination	Empire	184 into SoCal Gas		N	Unknown amount of energy or dollar savings
Program Coordination	Highlands Energy Services	11 into SoCal Gas		N	Unknown amount of energy or dollar savings
Program Coordination	Pacific Coast Energy	6 into SoCal Gas		N	Unknown amount of energy or dollar savings
Program Coordination	Quality Conservation Services	452 into unknown		N	Unknown amount of energy or dollar savings
Program Coordination	Redwood Community Action Agency	Installed 10 refrigerators		N	No energy or dollar savings
Program Coordination	Residential Weatherization Services	175 into Cal Am Water Program and REF Program		N	Unknown amount of energy or dollar savings
Program Coordination	San Joaquin Human Services Agency	Installed 0 refrigerators		N	Unknown amount of energy or dollar savings
Program Coordination	Self Help Home Improvement	26 customers enrolled into LIHEAP		N	Unknown amount of energy or dollar savings
Program Coordination	Synergy	68 into Southern California Edison		N	Unknown amount of energy or dollar savings
Program Coordination	Winegard Energy	38 into LIEE Gas Co and 1 into LIHEAP		N	Unknown amount of energy or dollar savings
Interdepartmental Integration	ESA Water Project	0		N	Unknown amount of energy or dollar savings
Interdepartmental Integration	ESA/LGP MIDI Program	1,974 homes served in MIDI		N	Unknown amount of energy or dollar savings
Interdepartmental Integration	IDSM ESA Program Coordination	0		N	Unknown amount of energy or dollar savings
Interdepartmental Integration	Residential Newsletter	0		N	Unknown amount of energy or dollar savings
Interdepartmental Integration	SmartAC and ESA	In 2016, ESA contractors had 724 referrals for SmartAC		N	Unknown amount of energy or dollar savings

¹ Leveraging, Interdepartmental integration, Program Coordination, Data Sharing, ME&O, etc.

² Leveraging and Integration efforts are measurable and quantifiable in terms of dollars saved by the IOU (Shared/contributed/donated resources, shared marketing materials, shared information)

³ Energy savings/benefits. Leveraging efforts are measurable and quantifiable in terms of home energy benefits/ savings to the eligible households.

⁴ Enrollment increases. Leveraging efforts are measurable and quantifiable in terms of program enrollment increases and/or customers served.

⁵ In footnotes, provide information on methodology used to calculate cost and/or resource savings.

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ESA Table 15

Lighting

<i>CFL bulbs used within PG&E ESA program</i>					
Bulb Name / Identification	Bulb Description (wattage, lumens)	Bulb Cost (material)	Admin Cost (overhead, contractor fee, marketing, etc.)	Total Bulb Cost (material + admin)	AB 1109 Compliant? ¹
CFL - Low	CFL - Low	\$2.20	\$5.28	\$7.48	Yes
CFL- Medium	CFL- Medium	\$2.44	\$5.28	\$7.72	Yes
CFL - High	CFL - High	\$2.65	\$5.28	\$7.93	Yes

Year	Number of Homes Treated in ESA Program	Number of Homes Provided CFLs	Avg. # of CFL bulbs given per home	Est. total energy savings from installed CFLs ^{2,3}
2009	81,308	69,970	4.57	5.12
2010	133,329	109,663	4.69	8.23
2011	128,071	105,849	4.69	7.95
2012	115,229	91,906	4.67	5.88
2013	123,566	92,655	4.56	5.84
2014	123,539	96,508	4.60	6.12
2015	100,573	79,887	4.93	6.30
2016	74,319	58,626	6.50	6.10

¹ Compliant in regards to: 1) Do bulbs meet or exceed CEC energy efficiency standards for general purpose lighting?

Do all models comply with Europe's RoHS standards on toxicity?

² Impacts are from Evergreen Economics "PY2011 Energy Savings Assistance Program Impact Evaluation, Final Report." August 30, 2013

³ Energy savings in GWH

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ESA Table 16

"Add Back" Measures

Measure	Climate Zone	Ratio of Benefits Over Costs			Quantity Installed	Budget Impact of "Add Back"	LC_Energy Savings Impact
		Utility Cost Test	Modified Participant Test	Total Resource Cost Test			
Air Slg/Envelope : ESH w/CZ2 w/SF V12	2	0.20	0.69	0.15	72	\$ 32,037	\$ 4,977
Air Slg/Envelope : ESH w/CZ4 w/SF V12	4	-	-	-	21	\$ 9,344	\$ -
Air Slg/Envelope : ESH w/CZ2 w/MH V12	2	0.30	1.07	0.22	14	\$ 6,229	\$ 1,500
Air Slg/Envelope : GSH w/CZ4 w/MF V12	4	0.05	0.17	0.04	32	\$ 14,239	\$ 561
Air Slg/Envelope : ESH w/CZ3 w/MF V12	3A	0.18	0.64	0.13	8	\$ 3,560	\$ 487
Air Slg/Envelope : ESH w/CZ3 w/MF V12	3B	0.18	0.64	0.13	15	\$ 6,674	\$ 917
Air Slg/Envelope : GSH w/CZ2 w/MF V12	2	0.04	0.13	0.03	42	\$ 18,688	\$ 582
Air Slg/Envelope : ESH w/CZ2 w/MF V12	2	0.19	0.64	0.14	13	\$ 5,784	\$ 826
Air Slg/Envelope : ESH w/CZ1 w/MF V12	1	0.39	1.45	0.29	17	\$ 7,564	\$ 2,423
Air Slg/Envelope : ESH w/CZ4 w/MF V12	4	-	-	-	250	\$ 111,239	\$ -
Air Slg/Envelope : GSH w/CZ3 w/MF V12	3A	0.04	0.13	0.03	61	\$ 27,142	\$ 845
Air Slg/Envelope : GSH w/CZ3 w/MF V12	3B	0.04	0.13	0.03	40	\$ 17,798	\$ 554
Air Slg/Envelope : ESH w/CZ1 w/SF V12	1	0.39	1.44	0.29	14	\$ 6,229	\$ 1,991
Air Slg/Envelope : ESH w/CZ4 w/MH V12	4	-	-	-	3	\$ 1,335	\$ -
Air Slg/Envelope : ESH w/CZ3 w/SF V12	3A	-	-	-	12	\$ 5,339	\$ -
Air Slg/Envelope : ESH w/CZ3 w/SF V12	3B	-	-	-	8	\$ 3,560	\$ -
Air Slg/Envelope : ESH w/CZ1 w/MF	1	0.39	1.45	0.29	25	\$ 11,124	\$ 3,565
Air Slg/Envelope : ESH w/CZ1 w/MH	1	0.40	1.47	0.29	1	\$ 445	\$ 143
Air Slg/Envelope : ESH w/CZ1 w/SF	1	0.39	1.44	0.29	15	\$ 6,674	\$ 2,131
Air Slg/Envelope : ESH w/CZ2 w/MF	2	0.19	0.64	0.14	330	\$ 146,835	\$ 21,005
Air Slg/Envelope : ESH w/CZ2 w/MH	2	0.30	1.07	0.22	3	\$ 1,335	\$ 322
Air Slg/Envelope : ESH w/CZ2 w/SF	2	0.20	0.69	0.15	85	\$ 37,821	\$ 5,874
Air Slg/Envelope : ESH w/CZ3 w/MF	3A	0.18	0.64	0.13	1,688	\$ 751,084	\$ 102,822
Air Slg/Envelope : ESH w/CZ3 w/MF	3B	0.18	0.64	0.13	501	\$ 222,923	\$ 30,592
Air Slg/Envelope : ESH w/CZ3 w/MH	3A	0.03	0.11	0.02	2	\$ 890	\$ 21
Air Slg/Envelope : ESH w/CZ3 w/MH	3B	0.03	0.11	0.02	3	\$ 1,335	\$ 31
Air Slg/Envelope : ESH w/CZ3 w/SF	3A	-	-	-	132	\$ 58,734	\$ -
Air Slg/Envelope : ESH w/CZ3 w/SF	3B	-	-	-	108	\$ 48,055	\$ -
Air Slg/Envelope : ESH w/CZ1 w/MF	4	-	-	-	482	\$ 214,468	\$ -
Air Slg/Envelope : ESH w/CZ4 w/MH	4	-	-	-	2	\$ 890	\$ -
Air Slg/Envelope : ESH w/CZ4 w/SF	3B	-	-	-	1	\$ 445	\$ -
Air Slg/Envelope : ESH w/CZ4 w/SF	4	-	-	-	176	\$ 78,312	\$ -
Air Slg/Envelope : ESH w/CZ5 w/MF	5	-	-	-	32	\$ 14,239	\$ -
Air Slg/Envelope : ESH w/CZ5 w/SF	5	-	-	-	16	\$ 7,119	\$ -
Air Slg/Envelope : ESH w/CZ11 w/MF	11	0.21	0.71	0.16	24	\$ 10,679	\$ 1,713
Air Slg/Envelope : ESH w/CZ11 w/MH	11	0.13	0.43	0.10	21	\$ 9,344	\$ 912
Air Slg/Envelope : ESH w/CZ1 w/SF	11	0.17	0.58	0.13	60	\$ 26,697	\$ 3,507
Air Slg/Envelope : ESH w/CZ12 w/MF	12	0.03	0.09	0.02	72	\$ 32,037	\$ 655
Air Slg/Envelope : ESH w/CZ12 w/MH	12	-	-	-	9	\$ 4,005	\$ -
Air Slg/Envelope : ESH w/CZ12 w/SF	12	-	-	-	117	\$ 52,060	\$ -
Air Slg/Envelope : ESH w/CZ13 w/MF	13	0.07	0.23	0.05	16	\$ 7,119	\$ 366
Air Slg/Envelope : ESH w/CZ13 w/MH	13	0.06	0.18	0.04	6	\$ 2,670	\$ 108
Air Slg/Envelope : ESH w/CZ13 w/SF	13	0.06	0.20	0.04	67	\$ 29,812	\$ 1,305
Air Slg/Envelope : ESH w/CZ16 w/MH	16	0.20	0.69	0.15	2	\$ 890	\$ 137
Air Slg/Envelope : ESH w/CZ16 w/SF	16	0.26	0.91	0.19	25	\$ 11,124	\$ 2,188
Air Slg/Envelope : OGS w/CZ3 w/MF	3A	0.04	0.13	0.03	1	\$ 445	\$ 14
Air Slg/Envelope : GSH w/CZ1 w/MF	1	0.06	0.18	0.04	7	\$ 3,115	\$ 134
Air Slg/Envelope : GSH w/CZ2 w/MF	2	0.04	0.13	0.03	243	\$ 108,124	\$ 3,367
Air Slg/Envelope : GSH w/CZ3 w/MF	3A	0.04	0.13	0.03	2,018	\$ 897,920	\$ 27,963
Air Slg/Envelope : GSH w/CZ3 w/MF	3B	0.04	0.13	0.03	620	\$ 275,872	\$ 8,591
Air Slg/Envelope : GSH w/CZ4 w/MF	4	0.05	0.17	0.04	438	\$ 194,890	\$ 7,682
Air Slg/Envelope : GSH w/CZ11 w/MF	11	0.04	0.12	0.03	33	\$ 14,684	\$ 425
Air Slg/Envelope : GSH w/CZ12 w/MF	12	0.10	0.31	0.07	223	\$ 99,225	\$ 7,282
Air Slg/Envelope : GSH w/CZ13 w/MF	13	0.10	0.33	0.08	128	\$ 56,954	\$ 4,485
Attic Insulation : GSH w/o AC w/CZ2 w/MF	2	0.42	0.49	0.32	2	\$ 3,355	\$ 1,264
Attic Insulation : GSH w/o AC w/CZ2 w/SF	2	0.43	0.49	0.33	21	\$ 35,225	\$ 13,161
Attic Insulation : GSH w/o AC w/CZ3 w/MF	3A	0.46	0.53	0.35	19	\$ 31,870	\$ 13,042
Attic Insulation : GSH w/o AC w/CZ3 w/MF	3B	0.46	0.53	0.35	6	\$ 10,064	\$ 4,133
Attic Insulation : GSH w/o AC w/CZ3 w/SF	3A	0.46	0.54	0.35	233	\$ 390,830	\$ 160,286
Attic Insulation : GSH w/o AC w/CZ3 w/SF	3B	0.46	0.54	0.35	146	\$ 244,898	\$ 100,459
Attic Insulation : GSH w/o AC w/CZ4 w/MF	4	0.47	0.55	0.36	4	\$ 6,710	\$ 2,846
Attic Insulation : GSH w/o AC w/CZ4 w/SF	4	0.48	0.56	0.37	150	\$ 251,608	\$ 108,454
Attic Insulation : GSH w/o AC w/CZ11 w/SF	11	0.46	0.53	0.35	92	\$ 154,319	\$ 62,985
Attic Insulation : GSH w/o AC w/CZ12 w/MF	12	0.47	0.55	0.36	1	\$ 1,677	\$ 692
Attic Insulation : GSH w/o AC w/CZ12 w/SF	12	0.48	0.57	0.37	164	\$ 275,091	\$ 119,911
Attic Insulation : GSH w/o AC w/CZ13 w/SF	13	0.51	0.60	0.39	75	\$ 125,804	\$ 57,996
Attic Insulation : GSH w/o AC w/CZ16 w/SF	16	0.46	0.54	0.35	10	\$ 16,774	\$ 6,922

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ESA Table 16

"Add Back" Measures

Measure	Climate Zone	Ratio of Benefits Over Costs			Quantity Installed	Budget Impact of "Add Back"	LC_Energy Savings Impact
		Utility Cost Test	Modified Participant Test	Total Resource Cost Test			
Attic Insulation : OGS w/o AC w/CZ11 w/SF	11	0.46	0.53	0.35	3	\$ 5,032	\$ 2,062
Attic Insulation : OGS w/o AC w/CZ12 w/SF	12	0.49	0.57	0.38	1	\$ 1,677	\$ 722
Attic Insulation : OGS w/o AC w/CZ13 w/SF	13	0.50	0.60	0.39	6	\$ 10,064	\$ 4,658
Attic Insulation : OGS w/o AC w/CZ16 w/SF	16	0.45	0.54	0.35	2	\$ 3,355	\$ 1,398
Attic Insulation : GSH w/AC w/CZ3 w/MF	3A	0.64	0.82	0.48	1	\$ 1,677	\$ 989
Attic Insulation : GSH w/AC w/CZ3 w/SF	3A	0.51	0.61	0.39	25	\$ 41,935	\$ 19,198
Attic Insulation : GSH w/AC w/CZ3 w/SF	3B	0.51	0.61	0.39	44	\$ 73,805	\$ 33,814
Water Heater Blanket MF/CZ-All/Elec	1	-	-	-	1	\$ 59	\$ -
Water Heater Blanket MF/CZ-All/Elec	11	-	-	-	23	\$ 1,349	\$ -
Water Heater Blanket MF/CZ-All/Elec	12	-	-	-	23	\$ 1,349	\$ -
Water Heater Blanket MF/CZ-All/Elec	13	-	-	-	43	\$ 2,523	\$ -
Water Heater Blanket MF/CZ-All/Elec	2	-	-	-	2	\$ 117	\$ -
Water Heater Blanket MF/CZ-All/Elec	3A	-	-	-	2	\$ 117	\$ -
Water Heater Blanket MF/CZ-All/Elec	3B	-	-	-	4	\$ 235	\$ -
Water Heater Blanket MF/CZ-All/Elec	4	-	-	-	2	\$ 117	\$ -
Water Heater Blanket MF/CZ-All/Elec	5	-	-	-	7	\$ 411	\$ -
Low Flow Shower Head MF/CZ-All/Elec	1	2.00	7.47	1.41	39	\$ 1,546	\$ 6,995
Low Flow Shower Head MF/CZ-All/Elec	11	2.00	7.47	1.42	93	\$ 3,688	\$ 16,873
Low Flow Shower Head MF/CZ-All/Elec	12	2.00	7.47	1.41	288	\$ 11,420	\$ 51,550
Low Flow Shower Head MF/CZ-All/Elec	13	2.00	7.47	1.40	200	\$ 7,931	\$ 35,320
Low Flow Shower Head MF/CZ-All/Elec	2	2.00	7.47	1.41	73	\$ 2,895	\$ 13,185
Low Flow Shower Head MF/CZ-All/Elec	3A	2.00	7.47	1.39	729	\$ 28,907	\$ 125,574
Low Flow Shower Head MF/CZ-All/Elec	3B	2.00	7.47	1.39	249	\$ 9,874	\$ 42,993
Low Flow Shower Head MF/CZ-All/Elec	4	2.00	7.47	1.40	326	\$ 12,927	\$ 57,405
Low Flow Shower Head MF/CZ-All/Elec	5	2.00	7.47	1.44	33	\$ 1,309	\$ 6,417
Low Flow Shower Head MF/CZ-All/Gas	1	1.34	2.80	0.99	43	\$ 1,705	\$ 3,180
Low Flow Shower Head MF/CZ-All/Gas	11	1.34	2.80	0.99	848	\$ 33,626	\$ 62,702
Low Flow Shower Head MF/CZ-All/Gas	12	1.34	2.80	0.99	2,278	\$ 90,331	\$ 168,441
Low Flow Shower Head MF/CZ-All/Gas	13	1.34	2.80	0.99	1,283	\$ 50,876	\$ 94,868
Low Flow Shower Head MF/CZ-All/Gas	16	1.36	2.80	1.00	1	\$ 40	\$ 73
Low Flow Shower Head MF/CZ-All/Gas	2	1.34	2.80	0.99	787	\$ 31,207	\$ 58,193
Low Flow Shower Head MF/CZ-All/Gas	3A	1.34	2.80	0.99	3,071	\$ 121,776	\$ 227,075
Low Flow Shower Head MF/CZ-All/Gas	3B	1.34	2.80	0.99	1,365	\$ 54,127	\$ 100,930
Low Flow Shower Head MF/CZ-All/Gas	4	1.34	2.80	0.99	1,617	\$ 64,120	\$ 119,563
Faucet Aerator MF/CZ-All/Elec	1	-	-	-	34	\$ 597	\$ -
Faucet Aerator MF/CZ-All/Elec	11	-	-	-	93	\$ 1,632	\$ -
Faucet Aerator MF/CZ-All/Elec	12	-	-	-	301	\$ 5,282	\$ -
Faucet Aerator MF/CZ-All/Elec	13	-	-	-	191	\$ 3,352	\$ -
Faucet Aerator MF/CZ-All/Elec	2	-	-	-	76	\$ 1,334	\$ -
Faucet Aerator MF/CZ-All/Elec	3A	-	-	-	607	\$ 10,653	\$ -
Faucet Aerator MF/CZ-All/Elec	3B	-	-	-	216	\$ 3,791	\$ -
Faucet Aerator MF/CZ-All/Elec	4	-	-	-	282	\$ 4,949	\$ -
Faucet Aerator MF/CZ-All/Elec	5	-	-	-	40	\$ 702	\$ -
Water Heater Pipe Insulation MF/CZ-All/Elec	11	-	-	-	19	\$ 353	\$ -
Water Heater Pipe Insulation MF/CZ-All/Elec	12	-	-	-	15	\$ 279	\$ -
Water Heater Pipe Insulation MF/CZ-All/Elec	13	-	-	-	34	\$ 632	\$ -
Water Heater Pipe Insulation MF/CZ-All/Elec	2	-	-	-	6	\$ 112	\$ -
Water Heater Pipe Insulation MF/CZ-All/Elec	3A	-	-	-	1	\$ 19	\$ -
Water Heater Pipe Insulation MF/CZ-All/Elec	3B	-	-	-	1	\$ 19	\$ -
Water Heater Pipe Insulation MF/CZ-All/Elec	5	-	-	-	3	\$ 56	\$ -
A/C Replacement-Room w/CZ13 w/MF	13	0.18	0.27	0.16	14	\$ 12,936	\$ 2,111
A/C Replacement-Room w/CZ13 w/MH	13	0.46	0.80	0.41	160	\$ 147,845	\$ 72,837
A/C Replacement-Room w/CZ13 w/SF	13	0.52	0.94	0.46	1,263	\$ 1,167,049	\$ 671,454
Duct Sealing - ESH & AC w/CZ11 w/MH	11	-	-	-	1	\$ 501	\$ -
Duct Sealing - ESH & AC w/CZ11 w/SF	11	-	-	-	2	\$ 1,001	\$ -
Duct Sealing - ESH & AC w/CZ12 w/SF	12	-	-	-	29	\$ 14,521	\$ -
Duct Sealing - ESH & AC w/CZ13 w/SF	13	-	-	-	11	\$ 5,508	\$ -
Duct Sealing - GSH & AC w/CZ2 w/MH	2	1.38	1.74	1.08	8	\$ 4,006	\$ 8,971
Duct Sealing - GSH & AC w/CZ2 w/SF	2	1.37	1.75	1.08	2	\$ 1,001	\$ 2,284
Duct Sealing - GSH & AC w/CZ3 w/MH	3A	1.26	1.45	0.98	5	\$ 2,504	\$ 4,515
Duct Sealing - GSH & AC w/CZ3 w/MH	3B	1.25	1.45	0.98	2	\$ 1,001	\$ 1,871
Duct Sealing - GSH & AC w/CZ3 w/SF	3A	1.37	1.74	1.06	48	\$ 24,034	\$ 51,462
Duct Sealing - GSH & AC w/CZ3 w/SF	3B	1.37	1.74	1.06	87	\$ 43,562	\$ 93,444
Duct Sealing - GSH & AC w/CZ4 w/MH	4	1.16	1.19	0.91	1	\$ 501	\$ 768
Duct Sealing - GSH & AC w/CZ4 w/SF	4	1.28	1.49	1.00	47	\$ 23,533	\$ 44,704
Duct Sealing - GSH & AC w/CZ11 w/MH	11	0.85	0.80	0.66	22	\$ 11,016	\$ 10,297
Duct Sealing - GSH & AC w/CZ11 w/SF	11	1.09	1.16	0.85	34	\$ 17,024	\$ 23,908

Pacific Gas and Electric Company

PY 2016 Energy Savings Assistance Program Annual Report

ESA Table 16

"Add Back" Measures

Measure	Climate Zone	Ratio of Benefits Over Costs			Quantity Installed	Budget Impact of "Add Back"	LC_Energy Savings Impact
		Utility Cost Test	Modified Participant Test	Total Resource Cost Test			
Duct Sealing - GSH & AC w/CZ12 w/MH	12	1.06	1.09	0.83	17	\$ 8,512	\$ 11,387
Duct Sealing - GSH & AC w/CZ12 w/SF	12	1.26	1.44	0.99	1,498	\$ 750,060	\$ 1,384,333
Duct Sealing - GSH & AC w/CZ13 w/MH	13	0.80	0.77	0.61	3	\$ 1,502	\$ 1,268
Duct Sealing - GSH & AC w/CZ13 w/SF	13	0.93	0.95	0.71	949	\$ 475,172	\$ 493,489
Duct Sealing - GSH & AC w/CZ16 w/MH	16	-	-	-	1	\$ 501	\$ -
Duct Sealing - ESH w/o AC w/CZ3 w/SF	3A	-	-	-	1	\$ 501	\$ -
Duct Sealing - ESH w/o AC w/CZ3 w/SF	3B	-	-	-	1	\$ 501	\$ -
Duct Sealing - ESH w/o AC w/CZ4 w/SF	4	-	-	-	1	\$ 501	\$ -
Duct Sealing - ESH w/o AC w/CZ11 w/MH	11	-	-	-	1	\$ 501	\$ -
Duct Sealing - ESH w/o AC w/CZ12 w/SF	12	-	-	-	15	\$ 7,511	\$ -
Duct Sealing - ESH w/o AC w/CZ13 w/SF	13	-	-	-	1	\$ 501	\$ -
Duct Sealing - GSH w/o AC w/CZ2 w/MH	2	-	-	-	13	\$ 6,509	\$ -
Duct Sealing - GSH w/o AC w/CZ2 w/SF	2	-	-	-	4	\$ 2,003	\$ -
Duct Sealing - GSH w/o AC w/CZ3 w/MH	3A	-	-	-	12	\$ 6,008	\$ -
Duct Sealing - GSH w/o AC w/CZ3 w/MH	3B	-	-	-	5	\$ 2,504	\$ -
Duct Sealing - GSH w/o AC w/CZ3 w/SF	3A	-	-	-	188	\$ 94,133	\$ -
Duct Sealing - GSH w/o AC w/CZ3 w/SF	3B	-	-	-	152	\$ 76,108	\$ -
Duct Sealing - GSH w/o AC w/CZ4 w/SF	4	-	-	-	102	\$ 51,072	\$ -
Duct Sealing - GSH w/o AC w/CZ11 w/MH	11	-	-	-	2	\$ 1,001	\$ -
Duct Sealing - GSH w/o AC w/CZ11 w/SF	11	-	-	-	3	\$ 1,502	\$ -
Duct Sealing - GSH w/o AC w/CZ12 w/MH	12	-	-	-	2	\$ 1,001	\$ -
Duct Sealing - GSH w/o AC w/CZ12 w/SF	12	-	-	-	288	\$ 144,204	\$ -
Duct Sealing - GSH w/o AC w/CZ13 w/MH	13	-	-	-	1	\$ 501	\$ -
Duct Sealing - GSH w/o AC w/CZ13 w/SF	13	-	-	-	6	\$ 3,004	\$ -
Duct Sealing - ESH & AC w/CZ3 w/SF	3A	-	-	-	1	\$ 501	\$ -
Duct Sealing - ESH & AC w/CZ3 w/SF	3B	-	-	-	1	\$ 501	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/SF	1	0.07	0.03	-	5	\$ 6,222	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/SF	11	0.07	0.03	-	29	\$ 36,088	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/SF	12	0.07	0.03	-	337	\$ 419,371	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/SF	13	0.07	0.03	-	306	\$ 380,793	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/SF	14	0.07	0.03	-	7	\$ 8,711	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/SF	16	0.07	0.03	-	1	\$ 1,244	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/SF	2	0.07	0.03	-	6	\$ 7,467	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/SF	3A	0.07	0.03	-	74	\$ 92,087	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/SF	3B	0.07	0.03	-	81	\$ 100,798	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/SF	4	0.07	0.03	-	74	\$ 92,087	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/MF	12	0.07	0.03	-	4	\$ 4,978	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/MF	13	0.07	0.03	-	1	\$ 1,244	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/MF	3B	0.07	0.03	-	1	\$ 1,244	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/MF	4	0.07	0.03	-	1	\$ 1,244	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/MH	1	0.07	0.03	-	1	\$ 1,244	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/MH	11	0.07	0.03	-	10	\$ 12,444	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/MH	12	0.07	0.03	-	33	\$ 41,066	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/MH	13	0.07	0.03	-	10	\$ 12,444	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/MH	14	0.07	0.03	-	1	\$ 1,244	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/MH	2	0.07	0.03	-	2	\$ 2,489	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/MH	3A	0.07	0.03	-	2	\$ 2,489	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/MH	3B	0.07	0.03	-	2	\$ 2,489	\$ -
Water Heater Repair & Replacement - GWH w/CZ w/MH	4	0.07	0.03	-	10	\$ 12,444	\$ -
Water Heater Repair & Replacement - OGWH w/CZ w/SF	13	0.07	0.03	-	1	\$ 1,244	\$ -
Water Heater Repair & Replacement - OGWH w/CZ w/MH	13	0.07	0.03	-	1	\$ 1,244	\$ -
AC TIME DELAY SF/CZ3	3A	0.37	0.16	0.33	5	\$ 424	\$ 157
AC TIME DELAY SF/CZ3	3B	0.37	0.16	0.33	14	\$ 1,186	\$ 444

¹ Based on Appendix H.1 and H.2 in D.12-08-044. Add-back measures are measures having cost effectiveness below the 0.25 cost effectiveness threshold adopted in D.12-08-044. Add-backs include both measures 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.

Pacific Gas and Electric Company

PY 2016 CARE Annual Report

CARE Table 1

Overall Program Expenses

Category	Overall [1]		Total [1]	Authorized Budget [1]	% of Budget Spent	Total Shifted[2]	Shifted to/from?
	Electric	Gas					
Outreach	\$ 5,673,269	\$ 1,330,767	\$ 7,004,035	\$ 5,846,455	120%	\$ 1,157,580	Shifted from General Administration category
Processing, Certification, Recertification	\$ 1,033,408	\$ 242,404	\$ 1,275,813	\$ 3,961,081	32%	\$ (107,296)	Shifted \$47,131 to CHANGES Pilot Program category, and \$60,165 to Measurement & Evaluation category
Post Enrollment Verification	\$ 884,933	\$ 207,577	\$ 1,092,509	\$ 2,097,136	52%		
IT Programming	\$ 561,683	\$ 131,753	\$ 693,436	\$ 735,794	94%		
Cool Centers	\$ 122,028	\$ -	\$ 122,028	\$ 134,904	90%		
CHANGES Pilot Program	\$ 341,789	\$ 80,173	\$ 421,962	\$ 374,831	113%	\$ 47,131	Shifted from Processing, Certification, Recertification category
Measurement & Evaluation	\$ 87,614	\$ 20,551	\$ 108,165	\$ 48,000	225%	\$ 60,165	Shifted from Processing, Certification, Recertification category
Regulatory Compliance	\$ 284,844	\$ 66,815	\$ 351,659	\$ 387,587	91%		
General Administration	\$ 835,353	\$ 195,947	\$ 1,031,301	\$ 2,229,066	46%	\$ (1,157,580)	Shifted \$1,157,580 to Outreach category
CPUC Energy Division	\$ 93,376	\$ 21,903	\$ 115,279	\$ 128,000	90%		
TOTAL Program Costs	\$ 9,918,297	\$ 2,297,890	\$ 12,216,187	\$ 15,942,853	77%		
CARE Rate Discount	\$ 489,890,983	\$ 97,825,083	\$ 587,716,066	\$ 605,950,000	97%		
Service Establishment Charge Discount							
TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 499,809,279	\$ 100,122,973	\$ 599,932,252	\$ 621,892,853	96%		

[1] Program authorized budget per D.14-08-030 has been updated to include \$848,000 employee benefits costs approved in the GRC (D.14-08-032) - Decision Authorizing Pacific Gas and Electric Company's General Rate Case Revenue Requirement for 2014-2016, approved on August 14, 2014. Actual employee benefit burden costs have been included in the program expenses.

[2] Total program administrative expenses did not exceed the overall authorized budget. 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.

Pacific Gas and Electric Company

PY 2016 CARE Annual Report

CARE Table 2

Enrollment, Recertification, Attrition, & Penetration

2016	New Enrollment								Recertification					Attrition					Enrollment			Estimated CARE Eligible	Pene- tration Rate % (W/X)	
	Automatic Enrollment				Self-Certification (Income or Categorical)				Capitation	Total New Enrollment (E+I+J)	Scheduled	Non- Scheduled (Duplicates)	Automatic	Total Re- certification (L+M+N)	No Response ⁴	Failed PEV	Failed Recertifica- tion	Other ⁵	Total Attrition (P+Q+R+S)	Gross (K+O)	Net (K-Adjusted T)			
	Inter- Utility ¹	Intra- Utility ²	Leveraging Ingr ³	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)																
January	0	1,589	0	1,589	14,402	10,566	1,381	26,349	69	28,007	27,512	8,168	7,251	42,931	n/a	3,456	5,305	6,285	15,046	70,938	12,961	1,436,950	1,612,148	89%
February	0	1,920	0	1,920	13,480	12,445	1,152	27,077	69	29,066	29,612	9,844	10,166	49,622	n/a	4,836	5,488	12,653	22,977	78,688	6,089	1,443,039	1,612,148	90%
March	0	1,539	0	1,539	12,443	9,291	1,577	23,311	82	24,932	32,291	8,824	7,683	48,839	n/a	10,661	4,681	12,942	28,284	73,771	-3,352	1,439,687	1,612,148	89%
April	0	1,705	0	1,705	9,260	5,353	567	15,180	71	16,956	51,547	7,315	8,900	67,762	n/a	10,041	6,424	9,610	26,075	84,718	-9,119	1,430,568	1,612,148	89%
May	0	1,806	0	1,806	9,885	5,436	2,073	17,394	42	19,242	32,205	6,315	9,794	48,314	n/a	4,743	6,845	11,974	23,562	67,556	-4,320	1,426,248	1,612,148	88%
June	0	1,587	0	1,587	10,627	6,463	1,297	18,387	100	20,074	33,735	7,860	10,333	51,928	n/a	4,671	6,371	12,768	23,810	72,002	-3,736	1,422,512	1,612,148	88%
July	0	1,589	0	1,589	9,910	3,940	587	14,437	94	16,120	39,069	6,025	8,476	53,570	n/a	291	6,170	12,019	18,480	69,690	-2,360	1,420,152	1,612,148	88%
August	0	1,550	0	1,550	13,706	7,268	960	21,934	80	23,564	30,472	7,466	7,327	45,265	n/a	1,617	6,743	12,216	20,576	68,829	2,988	1,423,140	1,612,148	88%
September	0	1,549	0	1,549	11,925	7,775	1,176	20,876	206	22,631	36,243	6,606	8,620	51,469	n/a	6,451	6,763	13,140	26,354	74,711	-3,723	1,419,417	1,612,148	88%
October	0	1,172	0	1,172	11,370	5,380	712	17,462	97	18,731	31,160	7,232	8,484	46,876	n/a	7,598	8,170	10,635	26,403	65,607	-7,672	1,411,745	1,612,148	88%
November	0	1,462	0	1,462	11,002	7,546	1,016	19,564	101	21,127	34,334	5,391	8,943	48,668	n/a	4,918	6,101	9,870	20,889	69,795	238	1,411,983	1,612,148	88%
December	0	1,284	0	1,284	12,140	9,497	1,265	22,902	108	24,294	32,098	7,869	8,154	48,121	n/a	394	5,574	6,985	12,953	72,415	11,341	1,423,324	1,612,148	88%
YTD Total	0	18,752	0	18,752	140,150	90,960	13,763	244,873	1,119	264,744	410,278	88,956	104,131	603,365	n/a	59,677	74,635	131,097	265,409	868,109	-665	1,423,324	1,612,148	88%

¹ Enrollments via data sharing between the IOUs.

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

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

⁴ PG&E counts attrition due to no response in the Failed PEV and Failed Recertification columns, respectively.

⁵ Includes customers who closed their accounts, requested to be removed, or were otherwise ineligible for the program.

Pacific Gas and Electric Company

PY 2016 CARE Annual Report

CARE Table 3A

Post-Enrollment Verification Results (Model)

2016	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify	CARE Households De-Enrolled (Due to no response)	CARE Households De-Enrolled (Verified as Ineligible) ¹	Total Households De-Enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-Enrolled
January	1,436,950	2,654	0.18%	1,731	173	1,904	71.74%	0.13%
February	1,443,039	2,290	0.16%	1,541	114	1,655	72.27%	0.11%
March	1,439,687	4,349	0.30%	2,867	347	3,214	73.90%	0.22%
April	1,430,568	5,380	0.38%	3,574	366	3,940	73.23%	0.28%
May	1,426,248	0	0.00%	0	0	0	n/a	0.00%
June	1,422,512	0	0.00%	0	0	0	n/a	0.00%
July	1,420,152	4,445	0.31%	3,230	234	3,464	77.93%	0.24%
August	1,423,140	4,084	0.29%	3,347	143	3,490	85.46%	0.25%
September	1,419,417	2,128	0.15%	1,500	96	1,596	75.00%	0.11%
October	1,411,745	4,637	0.33%	3,440	222	3,662	78.97%	0.26%
November	1,411,983	5,511	0.39%	4,271	178	4,449	80.73%	0.32%
December	1,423,324	6,151	0.43%	4,461	234	4,695	76.33%	0.33%
YTD Total	1,423,324	41,629	2.92%	29,962	2,107	32,069	77.04%	2.25%

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

² Verification results are tied to the month initiated.

CARE Table 3B

Post-Enrollment Verification Results (High Usage)

2016	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify	CARE Households De-Enrolled (Due to no response)	CARE Households De-Enrolled (Verified as Ineligible) ¹	Total Households De-Enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-Enrolled
January	1,436,950	9,011	0.63%	8,695	240	8,935	99.16%	0.62%
February	1,443,039	8,845	0.61%	8,266	298	8,564	96.82%	0.59%
March	1,439,687	1,305	0.09%	1,237	56	1,293	99.08%	0.09%
April	1,430,568	878	0.06%	807	40	847	96.47%	0.06%
May	1,426,248	0	0.00%	0	0	0	n/a	0.00%
June	1,422,512	1,289	0.09%	1,254	25	1,279	99.22%	0.09%
July	1,420,152	3,242	0.23%	3,160	60	3,220	99.32%	0.23%
August	1,423,140	5,022	0.35%	4,724	146	4,870	96.97%	0.34%
September	1,419,417	5,214	0.37%	5,017	85	5,102	97.85%	0.36%
October	1,411,745	2,231	0.16%	2,120	53	2,173	97.40%	0.15%
November	1,411,983	1,068	0.08%	1,026	14	1,040	97.38%	0.07%
December	1,423,324	832	0.06%	801	16	817	98.20%	0.06%
YTD Total	1,423,324	38,937	2.74%	37,107	1,033	38,140	97.95%	2.68%

¹ Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.

² Verification results are tied to the month initiated.

Pacific Gas and Electric Company

PY 2016 CARE Annual Report

CARE Table 4

Self-Certification and Self-Recertification Applications

	Provided ¹	Received	Approved	Denied	Pending/ Never Completed	Duplicates
Total	13,742,020	541,585	485,804	29,428	26,353	88,956
Percentage ²		100.00%	89.70%	5.43%	4.87%	16.43%

¹ 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

² Percentage of Received. Duplicates are also counted as Approved, so the total will not add up to 100%.

Pacific Gas and Electric Company

PY 2016 CARE Annual Report

CARE Table 5

Enrollment by County

County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
	Urban	Rural ¹	Total	Urban	Rural ¹	Total	Urban	Rural ¹	Total
ALAMEDA	140,562	2	140,564	122,149	3	122,152	87%	n/a	87%
ALPINE	0	154	154	0	9	9	n/a	6%	6%
AMADOR	1	4,790	4,791	0	4,334	4,334	n/a	90%	90%
BUTTE	28,140	12,549	40,689	24,646	12,410	37,056	88%	99%	91%
CALAVERAS	57	7,387	7,444	55	5,284	5,339	96%	72%	72%
COLUSA	10	3,155	3,165	11	3,385	3,396	109%	107%	107%
CONTRA COSTA	91,877	7	91,884	84,784	3	84,787	92%	42%	92%
EL DORADO	7,154	6,707	13,861	5,581	5,689	11,270	78%	85%	81%
FRESNO	138,860	246	139,106	151,669	120	151,789	109%	49%	109%
GLENN	0	4,953	4,953	1	4,688	4,689	n/a	95%	95%
HUMBOLDT	0	24,670	24,670	0	18,257	18,257	n/a	74%	74%
KERN	37,086	56,028	93,114	42,794	62,316	105,110	115%	111%	113%
KINGS	200	9,464	9,664	141	8,987	9,128	70%	95%	94%
LAKE	1	15,693	15,694	2	12,097	12,099	n/a	77%	77%
LASSEN	0	210	210	0	186	186	n/a	88%	88%
MADERA	14,402	6,844	21,246	16,364	5,473	21,837	114%	80%	103%
MARIN	19,385	0	19,385	12,126	0	12,126	63%	n/a	63%
MARIPOSA	19	3,249	3,268	17	2,273	2,290	90%	70%	70%
MENDOCINO	14	15,452	15,466	6	10,092	10,098	42%	65%	65%
MERCED	18,310	18,593	36,903	19,727	20,714	40,441	108%	111%	110%
MONTEREY	40,608	5,556	46,164	36,448	6,091	42,539	90%	110%	92%
NAPA	14,328	1	14,328	10,482	0	10,482	73%	n/a	73%
NEVADA	10	9,604	9,614	1	9,056	9,057	10%	94%	94%
PLACER	20,232	10,448	30,680	12,460	7,927	20,387	62%	76%	66%
PLUMAS	110	3,233	3,343	12	1,798	1,810	11%	56%	54%
SACRAMENTO	150,635	0	150,635	104,404	0	104,404	69%	n/a	69%
SAN BENITO	127	5,689	5,816	59	4,720	4,779	47%	83%	82%
SAN BERNARDINO	80	392	471	42	263	305	53%	67%	65%
SAN FRANCISCO	76,262	0	76,262	62,425	0	62,425	82%	n/a	82%
SAN JOAQUIN	80,034	9,679	89,713	81,097	8,797	89,894	101%	91%	100%
SAN LUIS OBISPO	12,364	20,122	32,486	5,343	13,407	18,750	43%	67%	58%
SAN MATEO	47,042	0	47,042	33,881	0	33,881	72%	n/a	72%
SANTA BARBARA	17,740	1,507	19,247	16,909	706	17,615	95%	47%	92%
SANTA CLARA	109,566	4,154	113,720	99,792	2,863	102,655	91%	69%	90%
SANTA CRUZ	26,978	6	26,985	19,769	1	19,770	73%	16%	73%
SHASTA	12,906	12,385	25,292	10,427	9,168	19,595	81%	74%	77%
SIERRA	5	314	319	2	144	146	44%	46%	46%
SISKIYOU	0	24	24	0	9	9	n/a	38%	38%
SOLANO	40,958	0	40,958	42,625	0	42,625	104%	n/a	104%
SONOMA	49,594	2,659	52,253	37,351	2,474	39,825	75%	93%	76%
STANISLAUS	32,240	27,264	59,504	26,798	24,371	51,169	83%	89%	86%
SUTTER	12,964	0	12,964	13,956	0	13,956	108%	n/a	108%
TEHAMA	13	11,736	11,749	10	11,494	11,504	75%	98%	98%
TRINITY	0	604	604	0	287	287	n/a	48%	48%
TULARE	696	7,976	8,671	356	9,163	9,519	51%	115%	110%
TUOLUMNE	0	9,780	9,780	0	7,137	7,137	n/a	73%	73%
YOLO	26,225	1	26,225	20,802	1	20,803	79%	n/a	79%
YUBA	10,942	124	11,066	11,500	103	11,603	105%	83%	105%
Total	1,278,738	333,410	1,612,148	1,127,024	296,300	1,423,324	88%	89%	88%

¹ "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.

Pacific Gas and Electric Company

PY 2016 CARE Annual Report

CARE Table 6

Recertification Results

2016	Total CARE Population	Participants Requested to Recertify ¹	% of Population Total	Participants Recertified ²	Participants Dropped	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
January	1,436,950	34,270	2.38%	27,846	6,424	81.25%	0.45%
February	1,443,039	38,389	2.66%	31,544	6,845	82.17%	0.47%
March	1,439,687	34,226	2.38%	27,855	6,371	81.39%	0.44%
April	1,430,568	35,901	2.51%	29,731	6,170	82.81%	0.43%
May	1,426,248	55,274	3.88%	48,531	6,743	87.80%	0.47%
June	1,422,512	38,280	2.69%	31,517	6,763	82.33%	0.48%
July	1,420,152	43,156	3.04%	34,986	8,170	81.07%	0.58%
August	1,423,140	40,108	2.82%	34,007	6,101	84.79%	0.43%
September	1,419,417	30,930	2.18%	25,356	5,574	81.98%	0.39%
October	1,411,745	46,656	3.30%	37,963	8,693	81.37%	0.62%
November	1,411,983	36,786	2.61%	29,711	7,075	80.77%	0.50%
December	1,423,324	46,651	3.28%	37,798	8,853	81.02%	0.62%
YTD Total	1,423,324	480,627	33.77%	396,845	83,782	82.57%	5.89%

¹ Does not include participants who closed their accounts during the 90-day response period.

² Results are tied to the month initiated.

Pacific Gas and Electric Company

PY 2016 CARE Annual Report
CARE Table 7
Capitation Contractors

Contractor Name	Contractor Type (Check one or more if applicable)				Enrollments		
	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
ACC Senior Services (formerly Asian Community Center)		X			0	5	5
Amador-Tuolumne Community Action Agency		X			5	0	5
Anderson Cottonwood Christian Assistance		X			1	7	8
APA Family Support Services		X			0	0	0
Arc of San Francisco		X			0	0	0
Area 12 Agency on Aging		X			2	0	2
Area Agency on Aging Serving Napa and Solano		X			0	1	1
Arriba Juntos					0	0	0
Asian Community Mental Health Services		X			0	1	1
Asian Pacific American Community Center		X			0	0	0
Berkeley Housing Authority		X			2	15	17
Breathe California of the Bay Area					0	0	0
California Association of Area Agencies on Aging					10	121	131
California Human Development Corporation		X			1	4	5
Catholic Charities Diocese of Fresno					2	50	52
Center of Vision Enhancement		X			1	0	1
Central California Legal Services, Inc.					0	0	0
Central Coast Energy Services, Inc.					19	76	95
Child Abuse Prevention Council of San Joaquin County					0	0	0
Chinese Christian Herald Crusades		X			0	1	1
Chinese Newcomers Service Center					0	16	16
Community Action Marin					0	46	46
Community Health for Asian Americans		X			0	2	2
Community Pantry of San Benito County		X			0	1	1
Community Resource Project, Inc.					0	97	97
Community Resources for Independent Living		X			0	1	1
County of San Joaquin					8	143	151
Delta Community Services, Inc.					0	0	0
Disability Resource Agency for Independent Living		X			0	1	1
Ebony Counseling Center		X			0	0	0
Filipino American Development Foundation					2	1	3
Fresno Center for New Americans		X			0	9	9
Golden Umbrella		X			2	1	3
Goodwill Industries of San Francisco, San Mateo, and Marin Counties					0	0	0
Heritage Institute for Family Advocacy					0	133	133
Hip Housing Human Investment Project, Inc.					0	3	3
Housing Authority of the City of Fresno					0	0	0
Housing Authority of the County of Kern					4	0	4
Independent Living Center of Kern County, Inc.					9	13	22
KidsFirst					2	4	6
Kings Community Action Organization, Inc.		X			4	0	4
La Luz Bilingual Center					0	1	1
Lao Khmu Assoc., Inc.					0	8	8
Marin Center for Independent Living					0	0	0
Merced County Community Action Agency		X			2	3	5
Merced Lao Family Community Inc.		X			0	4	4
Moncada Outreach					0	60	60
Monument Crisis Center		X			0	0	0
Mutual Assistance Network of Del Paso Heights					0	1	1
National Asian American Coalition		X			0	2	2
Oakland Citizens Committee for Urban Renewal					0	4	4
Opportunity Junction					0	3	3
Project Access, Inc.					0	0	0
Project GO, Inc.					22	59	81
REDI (Renewable Energy Development Institute)					10	1	11
Resources for Independence Central Valley					0	0	0
Rising Sun Energy Center					0	4	4
Sacred Heart Community Service					1	58	59
Second Harvest Food Bank of Santa Cruz and San Benito Counties					0	1	1
Self-Help for the Elderly					0	31	31
Silicon Valley Independent Living Center					0	0	0
Suscol Intertribal Council					0	0	0
Transitions Mental Health Association					0	1	1
Tri-County Independent Living Center					2	1	3
United Way of Fresno County					0	2	2
UpValley Family Centers					0	5	5
Valley Oak Children's Services, Inc.					1	1	2
West Valley Community Services		X			0	1	1
Yolo County Housing Authority					0	0	0
Yolo Family Resource Center					0	4	4
Total Enrollments							1,119

Pacific Gas and Electric Company

PY 2016 CARE Annual Report

CARE Table 8

Participants per Month

2016	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration Rate	% Change
January	861,787	230,848	344,315	1,436,950	1,612,148	89%	0.9%
February	864,977	232,909	345,153	1,443,039	1,612,148	90%	0.4%
March	862,136	233,390	344,161	1,439,687	1,612,148	89%	-0.2%
April	855,310	233,585	341,673	1,430,568	1,612,148	89%	-0.6%
May	851,740	233,042	341,466	1,426,248	1,612,148	88%	-0.3%
June	849,516	231,421	341,575	1,422,512	1,612,148	88%	-0.3%
July	848,511	230,071	341,570	1,420,152	1,612,148	88%	-0.2%
August	850,567	229,580	342,993	1,423,140	1,612,148	88%	0.2%
September	848,541	228,474	342,402	1,419,417	1,612,148	88%	-0.3%
October	844,009	226,900	340,836	1,411,745	1,612,148	88%	-0.5%
November	851,698	205,659	354,626	1,411,983	1,612,148	88%	0.0%
December	850,260	229,115	343,949	1,423,324	1,612,148	88%	0.8%

Pacific Gas and Electric Company

PY 2016 CARE Annual Report

CARE Table 9

Average Monthly Usage & Bill

Average Monthly Gas / Electric Usage			
Residential Non-CARE vs. CARE Customers			
Customer	Gas Therms	Gas Therms	Total
	Tier 1	Tier 2	
Non-CARE	23.4	8.9	32.3
CARE	22.4	6.1	28.4
Customer	Electric kWh	Electric kWh	Total
	Tier 1	Tier 2	
Non-CARE	279	214	493
CARE	331	176	507

Average Monthly Gas / Electric Bill		
Residential Non-CARE vs. CARE Customers ¹		
(Dollars per Customer)		
Customer	Gas	Electric
Non-CARE	\$46.99	\$110.12
CARE	\$34.38	\$67.21

¹ Excludes master-meter usage.

Pacific Gas and Electric Company

PY 2016 CARE Annual Report

CARE Table 10

Surcharge & Revenue

Electric					
CARE Surcharge and Revenue Collected by Customer Class					
Customer Class	Average Monthly		CARE Surcharge as Percent of Bill	Total CARE Surcharge Revenue Collected	Percentage of CARE Surcharge Revenue Collected
	CARE Surcharge	Monthly Bill			
Residential ¹	\$ 4.52	\$ 110.97	4.1%	\$ 190,678,268	28.1%
Commercial	\$ 44.35	\$ 843.36	5.3%	\$ 286,518,446	42.2%
Agricultural	\$ 57.50	\$ 1,155.69	5.0%	\$ 60,893,862	9.0%
Large/Indust	\$ 9,613.38	\$ 110,855.85	8.7%	\$ 141,085,023	20.8%

Gas					
CARE Surcharge and Revenue Collected by Customer Class					
Customer Class	Average Monthly		CARE Surcharge as Percent of Bill	Total CARE Surcharge Revenue Collected	Percentage of CARE Surcharge Revenue Collected
	CARE Surcharge	Monthly Bill			
Residential ¹	\$ 0.70	\$ 46.99	1.5%	\$ 29,418,673	33.1%
Commercial	\$ 6.46	\$ 229.96	2.8%	\$ 17,053,875	19.2%
NG Vehicle	\$ 33.24	\$ 860.25	3.9%	\$ 759,957	0.9%
Industrial ²	\$ 5,525.83	\$ 56,085.21	9.9%	\$ 41,682,849	46.9%

¹ Excludes CARE customers.

² 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 2016 CARE Annual Report
CARE Table 11
Capitation Applications

Entity	Total Received	Approved	Denied	Pending/ Never Completed	Duplicates
ACC Senior Services (formerly Asian Community Center)	10	5	4	0	1
Amador-Tuolumne Community Action Agency	8	5	3	0	0
Anderson Cottonwood Christian Assistance	20	8	8	0	4
APA Family Support Services	1	0	1	0	0
Area 12 Agency on Aging	8	2	5	0	1
Area Agency on Aging Serving Napa and Solano	2	1	1	0	0
Asian Community Mental Health Services	1	1	0	0	0
Berkeley Housing Authority	24	17	6	0	1
California Association of Area Agencies on Aging	1,087	131	777	0	179
California Human Development Corporation	12	5	6	0	1
Catholic Charities Diocese of Fresno	122	52	58	0	12
Center of Vision Enhancement	1	1	0	0	0
Central Coast Energy Services, Inc.	248	95	148	0	5
Chinese Christian Herald Crusades	3	1	2	0	0
Chinese Newcomers Service Center	33	16	15	0	2
Community Action Marin	98	46	51	0	1
Community Health for Asian Americans	4	2	2	0	0
Community Pantry of San Benito County	2	1	0	0	1
Community Resource Project, Inc.	140	97	34	0	9
Community Resources for Independent Living	1	1	0	0	0
County of San Joaquin	375	151	224	0	0
Delta Community Services, Inc.	1	0	1	0	0
Disability Resource Agency for Independent Living	3	1	2	0	0
Filipino American Development Foundation	7	3	3	0	1
Fresno Center for New Americans	29	9	14	0	6
Golden Umbrella	7	3	4	0	0
Heritage Institute for Family Advocacy	235	133	95	0	7
Hip Housing Human Investment Project, Inc.	5	3	2	0	0
Housing Authority of the City of Fresno	21	0	8	0	13
Housing Authority of the County of Kern	4	4	0	0	0
Independent Living Center of Kern County, Inc.	29	22	5	0	2
KidsFirst	9	6	2	0	1
Kings Community Action Organization, Inc.	9	4	4	0	1
La Luz Bilingual Center	5	1	4	0	0
Lao Khmu Assoc., Inc	24	8	16	0	0
Merced County Community Action Agency	5	5	0	0	0
Merced Lao Family Community Inc.	6	4	1	0	1
Moncada Outreach	130	60	69	0	1
Monument Crisis Center	1	0	1	0	0
Mutual Assistance Network of Del Paso Heights	2	1	1	0	0
National Asian American Coalition	53	2	51	0	0
Oakland Citizens Committee for Urban Renewal	7	4	3	0	0
Opportunity Junction	4	3	1	0	0
Project Access, Inc	1	0	1	0	0
Project GO, Inc	122	81	41	0	0
REDI (Renewable Energy Development Institute)	20	11	9	0	0
Resources for Independence Central Valley	6	0	5	0	1
Rising Sun Energy Center	15	4	10	0	1
Sacred Heart Community Service	119	59	54	0	6
Second Harvest Food Bank of Santa Cruz and San Benito Counties	13	1	3	0	9
Self-Help for the Elderly	60	31	28	0	1
Transitions Mental Health Association	1	1	0	0	0
Tri-County Independent Living Center	6	3	3	0	0
United Way of Fresno County	5	2	3	0	0
UpValley Family Centers	9	5	4	0	0
Valley Oak Children's Services, Inc.	3	2	0	0	1
West Valley Community Services	3	1	1	0	1
Yolo County Housing Authority	2	0	1	0	1
Yolo Family Resource Center	6	4	2	0	0
Totals	3,187	1,119	1,797	0	271

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CARE Table 12

Expansion Program

Participating Facilities by Month						
2016	Gas			Electric		
	CARE Residential Facilities	CARE Commercial Facilities	Total Gas	CARE Residential Facilities	CARE Commercial Facilities	Total Electric
January	2,707	495	3,202	3,594	670	4,264
February	2,722	495	3,217	3,596	672	4,268
March	2,695	495	3,190	3,556	670	4,226
April	2,728	493	3,221	3,856	670	4,526
May	2,733	492	3,225	3,852	665	4,517
June	2,823	495	3,318	3,830	671	4,501
July	2,801	487	3,288	3,877	652	4,529
August	2,861	495	3,356	3,909	669	4,578
September	2,893	497	3,390	3,940	685	4,625
October	2,902	500	3,402	3,954	691	4,645
November	2,972	502	3,474	4,018	695	4,713
December	2,953	516	3,469	3,992	723	4,715

Average Monthly Gas / Electric Usage ¹		
Customer	Gas	Electric
	Therms	KWh
Residential Facilities	40	507
Commercial Facilities	565	6,839

CARE Expansion Self-Certification and Self-Recertification Applications					
	Received	Approved	Denied	Pending/Never Completed	Duplicates
Total	347	259	7	81	0
Percentage	100.0%	74.6%	2.0%	23.3%	0.0%

¹ Excludes master meter usage.

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CARE Table 13

High Usage Verification Results

Stage 1 - IRS Documentation and ESA Agreement				Stage 2 - ESA Participation			Stage 3 - Usage Monitoring		
Households Requested to Verify	Removed (No Response)	Removed (Verified Ineligible) ¹	Income Verified and Referred to ESA	Failed and Removed ²	Ineligible ³	Completed ⁴	Removed ⁵	Appeals Denied	Appeals Approved
76,064	60,547	3,869	11,648	1,154	6,155	3,917	416	1	183

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

² Includes customers who declined to participate in ESA, failed to respond to appointment requests, or missed multiple appointments.

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

⁴ Does not include 422 customers still pending ESA Participation.

⁵ Customers removed for exceeding 600% of baseline in any monthly billing cycle after the 90-day grace period following ESA Participation.

Note: Results as of March 31, 2017 (reflecting verification requests mailed in 2015 or 2016).

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CARE Table 14

Categorical Enrollment¹

Type of Enrollment	Number of Customers Enrolled ¹
Food Stamps	66,716
Head Start - Tribal	1,757
Healthy Families	67,017
Indian Affairs General Assistance	438
LIHEAP	27,558
Medi-Cal (Over 65)	24,270
Medi-Cal (Under 65)	78,802
NSL - Free Lunch	37,221
SSI	37,046
TANF	15,953
WIC	34,372

¹ Number of customers enrolled reflects categorical programs selected by customer. Please note that in some cases customers select more than one eligible program for a single account.