

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

Application of Southern California Edison
Company (U 338E) for Approval of its Energy
Savings Assistance and California Alternate Rates
for Energy Programs and Budgets for Program
Years 2015-2017.

And Related Matters.

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

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

**ANNUAL REPORT ACTIVITY OF SAN DIEGO GAS & ELECTRIC COMPANY
(U 904 G) ON LOW INCOME ASSISTANCE PROGRAMS FOR 2016**

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(U 904 G) ON LOW INCOME ASSISTANCE PROGRAMS FOR 2016**

This report presents the program year 2016 results and expenditures for San Diego Gas & Electric Company's (SDG&E's) California Alternate Rates for Energy (CARE) Program and Energy Savings Assistance (ESA) Program. The purpose of this report is to consolidate activity for the CARE and ESA Programs, and provide the California Public Utilities Commission's (Commission's) Energy Division with all the necessary information to analyze SDG&E's low income programs.

Respectfully Submitted,

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SAN DIEGO GAS & ELECTRIC COMPANY

**ANNUAL REPORT ACTIVITY
ON LOW INCOME ASSISTANCE PROGRAMS**

**Energy Savings Assistance Program
And
California Alternate Rate for Energy Program**

2016 RESULTS

LOW INCOME ASSISTANCE PROGRAMS ANNUAL REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM ANNUAL REPORT

1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY

SDG&E's Energy Savings Assistance (ESA) Program¹ offers its low income natural gas and electric customers weatherization services, energy efficient lighting, energy efficient appliances, energy education, and other services at no cost. In recognition of the changes in the energy markets and the environment, as well as the needs of low income customers and the larger community, the California Public Utilities Commission (Commission) updated its policy objectives for the ESA Program in D.07-12-051, stating:

[T]he key policy objective for the LIEE programs, like that of our non-LIEE energy efficiency programs, is to provide cost-effective energy savings that will serve as an energy resource and to promote environmental benefits. We retain our commitment to ensuring the LIEE programs add to the participant's quality of life, which implicates equity, energy affordability, bill savings, and safety and comfort for those customers who participate in the LIEE programs.²

To achieve these objectives, the Commission adopted an ESA Program programmatic initiative "to provide all eligible LIEE customers the opportunity to participate in LIEE programs and to offer those who wish to participate, all cost-effective energy efficiency measures in their residences by 2020."³

The long-term California Energy Efficiency Strategic Plan (Strategic Plan) lays out two goals in achieving the vision: 1) By 2020, all eligible customers will be given the opportunity to participate in the ESA Program; and 2) the ESA Program will be an energy resource by delivering increasingly cost-effective and longer-term savings.

¹ The Energy Savings Assistance Program was formerly known as the Low Income Energy Efficiency Program or "LIEE".

² D. 07-12-051 at p. 2.

³ *Id.*

On March 28, 2014, Southern California Edison Company filed a Motion on behalf of itself and other interested parties, requesting an extension for the large investor-owned utilities (IOUs) to file their 2015-2017 Applications until January 30, 2015 and requesting a one-year bridge funding period.⁴ The Motion stated that bridge funding will afford the IOUs sufficient time to incorporate those changes in their portfolios without putting the continuity of the ESA and CARE Programs at risk. It would also afford the Commission sufficient time to consider the IOUs' January 30, 2015 filing, including intervenor comments, and issue a final decision with enough lead time for the IOUs to implement any program changes required by the final decision by January 1, 2016. In D. 14-08-030, the Commission granted the request for one-year bridge funding to minimize disruption to the ESA and CARE Programs and to allow administrative flexibility to meet any unforeseen program needs during the bridge period, subject to the Commission's adopted fund shifting rules. The IOUs were directed to treat 2015 as the fourth program year (PY) and continuation of the 2012-2014 program cycle for fund shifting purposes.⁵ Near the end of 2015, the Commission had not issued a final decision in the proceeding. Therefore, on October 19, 2015, the Joint IOUs filed a motion to request 2016 bridge funding until a final decision is issued for the 2015-2017 programs. D.15-12-024 authorized bridge funding from January 1, 2016 through June 30, 2016 at the 2015 authorized budget level. On April 22, 2016, the Joint IOUs filed a motion to request an extension of the current bridge

⁴ Southern California Edison Company's (U338-E) Motion For An Extension Of Time To File Energy Savings Assistance and California Alternate Rates for Energy Programs and Budgets Applications for the Next Program Cycle and for a 2015 Bridge Funding Period, filed on behalf of Pacific Gas and Electric Company (PG&E), Southern California Gas Company (SoCalGas), San Diego Gas & Electric Company (SDG&E), Natural Resources Defense Council (NRDC), The Utility Reform Network (TURN), Office of Ratepayer Advocates, (ORA), Proteus Incorporated (Proteus), The East Los Angeles Community Union (TELACU), Energy Efficiency Council (EEC), Maravilla Foundation, and the Association of California Community and Energy Services (ACCES) (collectively Joint Parties)

⁵ D.14-08-030, Ordering Paragraph 3.

funding period authorized in D.15-12-024 from July 1, 2016 through December 31, 2016, or until a final decision is issued in the low income proceeding. D.16-06-018 granted the Joint IOUs' motion to extend bridge funding through December 2016. On November 21, 2016, the Commission issued D.16-11-022 for the 2015-2017 ESA and CARE Programs and extended the program cycle from 2017 to 2020.

During 2016, SDG&E continued to support the Commission's key policy objective of making the ESA Program a reliable energy resource and to achieve the adopted goal of reaching 25% of SDG&E's willing and eligible households during the 2016 bridge funding period.

This report provides information on SDG&E's ESA Program accomplishments and expenditures for PY 2016. In 2016, the ESA Program treated 19,792 homes, or 97% of the 2016 goal. The program spent \$17,511,142, representing 69% of its authorized 2016 budget. SDG&E's authorized dollars in the amount of \$25,491,565 minus expenditures in the amount of \$17,511,142 equals the unspent amount of \$7,980,423. However, in 2016, SDG&E did not collect the total authorized budget of \$25,491,565. At year end, SDG&E had an over collection of \$4,391,734 of 2016 dollars in its gas and electric balancing accounts. In addition, SDG&E had an over collection of \$18,930,938 of unspent funds in its gas and electric balancing accounts from pre-2016 PYs which excludes the 2016 PY unspent funds over collection.⁶

1.1. Alignment of Energy Savings Assistance Program with Strategic Plan Goals and Strategy

The long-term California Strategic Plan vision for the Energy Savings Assistance (ESA) Program is to have 100% of all eligible and willing low income customers receive

⁶ SDG&E did not collect the total CPUC authorized budgets each year. The unspent funds carried over through 2015 and 2016 in the electric and gas balancing accounts are based on the annual collections minus the annual expenditures with a combined total over-collection at year-end 2016 of \$23,322,672.

all cost-effective ESA Program measures by 2020. The Plan lays out two goals in achieving the ESA Program vision: 1) by 2020, all eligible customers will be given the opportunity to participate in the ESA Program, and 2) the ESA Programs will be an energy resource by delivering increasingly cost-effective and longer-term savings.

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

In the table immediately below, SDG&E has provided the activity for 2016 based upon the California Strategic Plan update in 2011 to reflect the mid-term strategy implementation plan and timeline. There was no approval of its 2016 program plan and funding proposal in Application 14-11-009 and D.15-12-024 and D.16-06-018 directed bridge funding for the majority of PY 2016.⁷

Implementation Plan and Timeline		
Strategies	Term 2012-2016	IOU strategy employed this program year
1: Strengthen program outreach using segmentation analysis and social marketing tools.	<ul style="list-style-type: none"> Implement energy education designed to help customers understand and change behaviors in ways that support ESA savings. 	<ul style="list-style-type: none"> As part of the in-home assessment, customers take part in energy education. The energy education booklet continues to be used as a tool for this process. The leave-behind booklet includes information on energy costs and behavioral changes that can lead to a reduction in energy and water costs. It also includes appliance safety tips and information. The booklet is available in both English and Spanish.
1.2: Develop a	<ul style="list-style-type: none"> Launch integrated 	<ul style="list-style-type: none"> The development of the statewide

⁷ D.16-11-022, issued November 21, 2016, authorized funding for PY 2016; however, it was too late in the year to affect operations or implementation efforts by year-end 2016.

Implementation Plan and Timeline		
Strategies	Term 2012-2016	IOU strategy employed this program year
recognizable and trustworthy Brand/Tagline for the programs.	EE/ESA/DSM brand.	<p>program name was completed during the 2009-2011 program cycle. In 2011, the Commission directed the IOUs to commence using the new program name now known as the Energy Savings Assistance Program.</p> <ul style="list-style-type: none"> • • Assigned Commissioner Ruling issued October 13, 2011 directed the IOUs to cease Engage 360 statewide branding efforts. • D.12-05-015, the Guidance Decision, directed the IOUs to discontinue the use of the Engage 360 brand and to develop a strategy and budget for transitioning toward the use of “Energy Upgrade California” (EUC) as a statewide umbrella brand. It also directed the IOUs to utilize unspent funds from the Engage 360 campaign toward expenditures for EUC ME&O, web portal maintenance, and limited augmentation of programs related to EUC during 2012. • • SDG&E continues to use the ESA Program name and/or tagline in its marketing materials to help support customer awareness efforts.
1.3: Improve program delivery	<ul style="list-style-type: none"> • Use information from segmentation analysis to achieve efficiencies in program delivery. • • Leverage with Local, State, and Federal agencies as well as 	<ul style="list-style-type: none"> • SDG&E uses Athens Research data with SDG&E’s own residential segmentation (based on account usage and history) to identify high opportunity areas to target for outreach efforts. In conjunction with direct marketing tactics, SDG&E also identifies high

Implementation Plan and Timeline		
Strategies	Term 2012-2016	IOU strategy employed this program year
	other organizations to increase seamless coordination, efficiency and enrollment.	<p>population density of targeted audiences (i.e. seniors) by zip code and targeted customers within these opportunity areas through community-based outreach activities.</p> <ul style="list-style-type: none"> • ESA Program continues to leverage services with the California Department of Community Services and Development's (CSD) Low Income Home Energy Assistance Program (LIHEAP) agencies (MAAC and Campesinos Unidos, Inc.) and overlapping customers with Southern California Gas Company to serve customers under both programs, providing customers with more measures and driving efficiencies in the programs.
1.4: Promote the growth of a trained ESA Program workforce.	<ul style="list-style-type: none"> • Implement ESA Program workforce education and training. • • Coordinate resources for training related to ESA program needs to ensure delivery of ESA-trained resources to the program. • • 	<ul style="list-style-type: none"> • In December 2014, SDG&E entered a service agreement with La Cooperativa to develop training for its ESA Program assessors. La Cooperativa reviewed the other IOUs' current training programs for best practices. SDG&E's training plans were approved in D.16-11-022. The Decision directed SDG&E to include additional education as part of its In-Home Energy Education and to collaborate with the other IOUs to provide uniformity to energy education. SDG&E will work with the IOUs to standardize education materials and anticipates incorporating and implementing a new training module in mid-2017.

**1.1.2. Please identify the IOU strategies employed in meeting Goal 2:
Energy Savings Assistance Program is an Energy Resource**

Implementation Plan and Timeline		
Strategies	Term 2012 – 2016	IOU strategy employed this program year
2.1: Increase collaboration and leveraging of other low income programs and services	<ul style="list-style-type: none"> Continue to expand partnerships with stakeholders and seek new opportunities for data sharing. 	<ul style="list-style-type: none"> Continued referring leads between the ESA Program and the Middle-Income Direct Install (MIDI) Program. ESA Program applicants who exceeded income guidelines were referred to the MIDI Program, and MIDI Program applicants who met the ESA Program guidelines were referred to the ESA Program. • ESA Program continued to collaborate with the Multifamily Energy Efficiency Rebate (MFEER) Program to better serve the qualifying customers in multifamily units and ensure they receive all feasible measures from both programs without overlap. • The ESA Program staff worked with the general energy efficiency multifamily programs to develop an integrated strategy targeted to property managers and owners for the 2015-2017 program cycle. • Lastly, in collaboration with SDG&E's Energy Efficiency Team, a joint workshop will be conducted in early 2017. The purpose of the workshop will be to present all SDG&E Multi-Family Programs (MFEER, Energy Upgrade California Multi-Family (EUC MF), MIDI and ESAP) to Multi-Family Property Owners and Managers.
2.2: Coordinate and communicate between Energy	<ul style="list-style-type: none"> Continually reevaluate and update programs to take advantage of 	<ul style="list-style-type: none"> ESA Program participants are made aware of energy efficiency and other programs through an in-home

Implementation Plan and Timeline		
Strategies	Term 2012 – 2016	IOU strategy employed this program year
Savings Assistance Program, energy efficiency and DSM Programs to achieve service offerings that are seamless for the customer.	<p>new technologies.</p> <ul style="list-style-type: none"> • Explore in-home displays; home area networks and/or “pay-as-you-go” technology to help low income customers manage their use. 	<p>education session during the initial visit, in addition to receiving an informational booklet “Extra Help When You Need It,” which provides conservation information and identifies other resources for saving energy.</p> <ul style="list-style-type: none"> • SDG&E continues to work with Grid Alternatives to provide ESA services to qualifying low income customers who would also be participating in the Single-Family Affordable Solar Homes (SASH) Program⁸. In 2016, Grid Alternatives provided SDG&E with 130 referrals, resulting in 12 ESA Program enrollments. • In addition, SDG&E partnered with Center for Sustainable Energy (CSE) to bring solar to customers in multifamily housing through the Multifamily Affordable Solar Housing (MASH) Program. CSE provided SDG&E with 94 leads and 5 enrollments in 2016.
2.3: Provide low income customers with measures that result in the most savings in the Energy Savings Assistance Program.	<ul style="list-style-type: none"> • Assess opportunities to incorporate new energy efficiency measures into the ESA program, e.g., plug-load reduction, new HVAC technology. • 	<ul style="list-style-type: none"> • The authorized list of ESA Program measures did not change in 2016. SDG&E continued to provide customers with major appliances such as refrigerators, high-efficiency (HE) clothes washers, and microwaves to drive larger savings for customers. D.16-11-022 approved SDG&E’s request to offer

⁸ The SASH Program originated with California Assembly Bill 2723, which directed that a minimum of 10% of California Solar Initiative (CSI) funds be set aside for programs assisting low income households in accessing solar technology.

Implementation Plan and Timeline		
Strategies	Term 2012 – 2016	IOU strategy employed this program year
		new measures under the ESA Program such as LED lights, heat pump water heaters, tub diverters, Tier 2 smart power strips, efficient fan controllers, combined showerheads/ thermostatic shower valves and prescriptive duct sealing. SDG&E will incorporate the new measures in mid-2017.
2.4: Increase delivery of efficiency programs by identifying segmented concentrations of customers.	<ul style="list-style-type: none"> • Evaluate approach and determine whether additional segments are needed. • 	<ul style="list-style-type: none"> • SDG&E used residential segmentation data overlaid with Athens Research data to identify customers who live in areas with historically low penetration but who also have mid-high eligibility propensity. • • SDG&E continued to expand and build upon its relationships with Community-Based Organizations (CBOs) to help connect with customers who have limited English proficiency or other cultural and ethnic barriers. This network is comprised of more than 250 grassroots, nonprofit and neighborhood centric organizations. These partners help educate and engage customers through a variety of tactics including presentations, events, workshops, and messaging.

1.2. Energy Savings Assistance Program Overview

1.2.1. Provide a summary of the Energy Savings Assistance Program elements as approved in Decision 14-08-030:

Program Summary			
	Authorized / Planning Assumptions	Actual	%
Budget	\$25,491,565	\$17,511,142	69%
Homes Treated	20,316	19,792	97%
kWh Saved	5,723,386	3,446,861	60%
kW Demand Reduced	1,025	405	39%
Therms Saved	331,283	249,582	75%
GHG Emissions Reduced (Tons)	5,086	3,356	66%

1.3. Marketing, Education, and Outreach

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

SDG&E continued its targeting efforts by integrating Athens Research⁹ data with customer account data from its residential segmentation profiles. Using this information, SDG&E has distinct segments among residential customers based on various factors such as: demographics and home characteristics, household electricity consumption, contact history, and program participation. This segmentation allowed for targeted messaging to customers with high potential for eligibility. Likewise, the utilization of customers’ preferred channel of communication enabled SDG&E to drive customer enrollment. A series of

⁹ See Compliance Filing of Pacific Gas & Electric Company (U 39-M), On Behalf of Itself, Southern California Gas Company (U 904-G), San Diego Gas & Electric Company (U 902-M), and Southern California Edison Company (U 338-E), Regarding Annual Estimates of CARE Eligible Customers And Related Information, dated February 10, 2016.

communication tactics such as direct and email, outbound calling, and door-to-door canvassing were deployed to potentially eligible customers within specific neighborhoods. In addition, SDG&E's Branch Office locations continued to provide customers with the ability to apply for the ESA Program.

An example of this multi-touch, integrated approach is the 2016 ESA targeted marketing campaign in which SDG&E sent an email and/or direct mail postcard to more than 146,000 CARE customers, encouraging them to save more through the ESA Program. SDG&E also provided canvassing lists to its three ESA Program outreach and assessment (O&A) contractors as follow-up to the direct marketing efforts, providing ESA Program penetration rates and PRIZM¹⁰ code information for each zip code. See Appendix 1 for a sample of this creative.

SDG&E coordinated these tactics to help increase awareness and to drive enrollments in the ESA Program. As part of its customer engagement outreach plan, SDG&E also built on earlier success with its community partners by educating and providing materials on the ESA Program which included utilizing the online enrollment process to facilitate program enrollments for customers. The ability of these neighborhood-based community partners to penetrate hard-to-reach customer segments also helped SDG&E enroll customers in areas with significant language, ethnic or cultural barriers. In addition, the continued expansion of the Energy Solutions Partner Network¹¹ allowed leveraging of both

¹⁰ PRIZM® is The Nielsen Company's lifestyle segmentation system that combines data such as demographic, consumer behavior, and geographic to help define 66 distinct consumer segments.

¹¹ SDG&E's Energy Solutions Partner Networks consists of over 250 local, grassroots and community-based organizations.

traditional messaging (e-mail, newsletters, direct mail) and social media (Facebook, Twitter, Pinterest, Instagram, LinkedIn and YouTube) platforms to effectively deliver tailored messages to customers from organizations they are aligned with and trust. SDG&E also worked with our Energy Solutions Partners to provide education and engagement opportunities at approximately 1,500 presentations and events throughout its service territory. At the events with multicultural/multilingual partners or communities, SDG&E secured bilingual representatives in order to communicate effectively with non-English speaking customers who often represent SDG&E's hardest-to-reach populations.

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

SDG&E continued to utilize its residential segmentation data overlaid with the Athens Research Study. Using this information, SDG&E has identified distinct segments among residential customers based on various factors such as:

- Demographics and home characteristics;
- Household electricity consumption, contact history, program participation;
- Household-level PRIZM segments;
- Perceived ability and willingness to take action to change energy consumption patterns and behaviors;
- Motivations for adopting new behaviors, including underlying values that drive decisions;
- Attitudes toward energy efficiency and environmental issues; and
- Affinity for new technologies and energy management tools.

To connect with the target audiences, SDG&E featured actual customers participating in the ESA Program, allowing them to tell their story through multiple mediums. Email, print, television and online campaigns showcased a widowed senior citizen, as well as a multifamily resident, both of whom participated in both the CARE and ESA Programs and carried a comforting message.

SDG&E also utilized the segmentation data for direct marketing through door-to-door and email efforts employed throughout 2016.

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

SDG&E's delivery strategies did not significantly change from the previous year. As described above, SDG&E continued to utilize segmentation information to provide targeted marketing strategies to help improve customer engagement and participation in the ESA Program. Additionally, no significant changes were made in the Assessment, Audit, Measure Installation, or Inspection processes.

In D.16-11-022, several new directives were ordered which will significantly change the program delivery, energy education, assessment and measure installation for the program. Given the Decision was received in late 2016, SDG&E was unable to incorporate any of the changes ordered and will begin implementing these changes in 2017.

1.4. Energy Savings Assistance Program Customer Enrollment

1.4.1. Distinguish between customers treated as “go backs” and brand new customers so that the Commission has a clear idea of how many new customers the IOUs are adding to the Energy Savings Assistance Program.

SDG&E has maintained ESA Program records in its Home Energy Assistance Tracking (HEAT) database since 2006. SDG&E does not actively market to past participants because the goal of the ESA Program has been to serve as many new customers as possible during the PY.¹² If a customer requests ESA Program service and the dwelling has: 1) not been served by the program since 2002; or 2) has a qualifying “go back” measure (refrigerator, attic insulation, furnace), SDG&E will re-qualify and serve that customer. This approach allows prior customers to receive services they are eligible for while keeping the program focused on new customers who have never received services. In 2016, 198 customers (or 1%) were served as “go backs”.

In D.16-11-022, the IOUs were ordered to eliminate the “Go-Back Rule” and to begin to prioritize the retreatment of homes. Given the Decision was received in late 2016, SDG&E was unable to incorporate any of the changes ordered and will begin implementing these changes in 2017.

¹² In Ordering Paragraph 46 of D. 08-11-031, the Commission authorized the IOUs to treat customers served prior to 2002 but stressed that IOU should first seek out new households that have not yet been treated.

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

In 2016, the CARE and ESA Program teams implemented system enhancements to improve opportunities to streamline customer enrollment by leveraging CARE income verifications to automatically generate leads for the ESA Program when a customer verified as eligible for the CARE Program. Income verified CARE customers receive a letter informing them that a contractor from the ESA Program will contact them to schedule an appointment. Additionally, when an ESA enrollment is created in the HEAT system, the customer information is automatically sent to the CARE system for enrollment. This process is seamless to the customer and improves the overall customer experience with the programs.

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

SDG&E achieved 97% of its annual goal in 2016. SDG&E's annual goal for 2016 was to treat 20,316 homes; however, SDG&E fell slightly short by treating 19,792 homes. SDG&E has achieved 103% of its cumulative homes treated goal for PYs 2009 through 2016. SDG&E partners work closely with Outreach and Assessment contractors to generate leads by providing a bi-monthly marketing list and leveraging CARE outreach efforts to create opportunities for ESA Program enrollment.

Looking toward 2020, SDG&E believes that the goal to treat all willing and eligible homes will be reached, perhaps as early as 2019. D.16-11-022

established new program rules which eliminated the Go-Back and 3 Measure Minimum rules. In 2017, SDG&E will continue to focus efforts on “first touch” homes and will incorporate new efforts to target customers who may benefit from re-treatment by the ESA Program. The combination of these two efforts will benefit contractors and help the success of the program by generating word-of-mouth participation in highly targeted neighborhoods that may once again be served by the program. Additionally, CSD leveraging opportunities and the Single Point of Contact (SPOC) model for the multi-family sector will improve enrollment opportunities and help the ESA program reach the homes treated goals.

1.5. Disability Enrollment Efforts

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

SDG&E’s ESA Program disability enrollment penetration rate for 2016 was 9.4% and did not meet the program’s 15% goal.¹³ SDG&E’s Marketing, Education, and Outreach (ME&O) communications are designed to specifically address the communication needs of its customers with disabilities. Customers with visual impairments are provided with large font printed materials or information booklets in Braille. Customers with hearing impairments are provided videos in American Sign Language and/or closed-captioned videos.

¹³ In OP 29 of D. 08-11-031, the Commission set a goal for the IOUs to increase disabled household enrollment so that customers with disabilities would represent 15% of the new ESA Program enrollments annually. OP 31 of the Decision specified how the IOUs would be allowed to count customers with disabilities. For example, IOUs are permitted to count customers who self-identify as being disabled, but are not permitted to ask a customer if they have a disability.

SDG&E also actively promotes the ESA Program with a variety of Community-Based Organizations (CBOs) serving customers with special needs. These partners provide customized messaging through email, e-blasts, newsletters, social media posts like Facebook and Twitter, as well as at events, workshops and/or training with the organizations' staff.

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

SDG&E's marketing, education, and outreach (ME&O) activities are designed to specifically support the needs of customers with disabilities. As an enhancement to customer segmentation efforts, SDG&E utilizes CBOs – which includes nonprofit organizations, hospitals and community clinics and county/city agencies that provide direct services to this customer segment -- to provide education and engagement opportunities in support of the ESA Program. Partner segments include:

- Hearing & Vision
- Movement & Health Conditions
- Learning, Communicating & Remembering
- Mental Health

CBO partners work with SDG&E through SDG&E's Customer Assistance Collaborative, which meets on an annual basis and provides an opportunity for SDG&E to educate them on program changes/updates, as well as other energy related matters. SDG&E is also able to gain input and recommendations on what activities and materials are needed or working well. The annual meeting was held

in August of 2016. Meeting participants included representatives from the following organizations:

- Able-Disabled Advocacy, Inc.
- Access to Independence
- American Cancer Society
- American Red Cross
- ARC – San Diego
- The Burn Institute
- City of San Diego Office of Emergency Services
- Deaf Community Services of San Diego
- ElderHelp
- Family Health Centers of San Diego
- Father Joe’s Villages
- Foundation for Senior Care
- Goodwill Industries
- Interfaith Shelter Network
- Mental Health Association
- Kalusugan Community Services
- Mental Health Association of San Diego County
- Neighborhood Healthcare
- Paralyzed Veterans of San Diego
- Ramona Senior Center
- San Ysidro Health Center

- Sharp
- Somali Family Services
- Southern Care Givers Resource Center

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

SDG&E's Marketing, Education, and Outreach (ME&O) communications are designed to specifically address the communication needs of its customers with disabilities as detailed below.

For customers with visual impairments, SDG&E has provided large font printed collateral materials and provides program information booklets in Braille.

For customers with hearing impairments, SDG&E has provided:

- Videos in American Sign Language (ASL)
- Closed-captioned videos

SDG&E also actively promotes the ESA Program with a variety of CBOs serving customers with special needs, including:

Abled-Disabled Advocacy, Inc.	Access to Independence
ARC - San Diego	Autism Society of San Diego
Christie's Place	Community Interface Services
Community Research Foundation	Department of Rehabilitation
Disability Rights California/WIPA	Dystonia Support & Advocacy Group of San Diego County
Episcopal Community Services	Mental Health America of San Diego
Mental Health Systems Employment Services	RI International
State Council on Developmental Disabilities	San Diego Regional Center
Sycuan Inter-Tribal Vocational Rehabilitation	Towards Maximum Independence
United Cerebral Palsy	

These partners provide customized messaging through email, e-blasts, newsletters, social media posts like Facebook and Twitter, as well as at events, workshops and/or training with the organizations' staff.

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

In 2016, SDG&E's ESA Program achieved an estimated 9.4% participation rate from the disabled community. To identify disabled customers, contractors can visually identify a disabled customer in the home, the customer can self-declare their disability, or the account is identified through participation in the Medical Baseline program. Contractors are not allowed to inquire about disability status in the home and customers do not generally provide that information without it being requested. Based on the current method of identification, SDG&E is limited in the ability to accurately reflect program participation from the disabled community.

As described in Section 1.5.3, SDG&E partners with various organizations to help improve the opportunities to enroll customers with disabilities into the program. SDG&E will continue these efforts and continue to partner with contractors to improve the ESA Program enrollments for customers with disabilities.

1.6. Leveraging Success, Including LIHEAP

Decision 08-11-031 defines leveraging as "an IOU's effort to coordinate its LIEE programs with programs outside the IOU that serve low income customers, including programs offered by the public, private, non-profit or for-profit, local, state, and federal

government sectors that result in energy efficiency measure installations in low income households”. Progress will be measured by tracking the following criteria:

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

1.6.1. Describe the efforts taken to reach out and coordinate the Energy Savings Assistance Program with other related low income program offered outside the IOU that serve low income customers.

SDG&E’s ESA Program collateral materials include program information advising customers that they may also be eligible for the programs offered by CSD. Customers whose homes are not eligible for the ESA Program due to inability to meet program requirements are referred to CSD for possible participation in its Weatherization Assistance Program.

In response to the drought emergency in California, SDG&E began collaborating with the San Diego County Water Authority (SDCWA) in 2015 to help customers reduce their cold water use. Through these efforts, SDG&E began offering water conservation education and began providing customers with toilet die tabs to detect leaks as well as shower timers. In 2016, SDG&E’s O&A contractor distributed 8,454 die tabs and shower timers to customers through this effort.

In addition, SDG&E’s primary O&A contractor, Richard Heath and Associates (RHA), collaborates with public service agencies, low income housing

initiatives, and schools to enroll eligible customers in the ESA program. In 2017, RHA will expand the ESA Program presence through coordination of enrollment stations outside County public assistance agency offices. RHA will focus effort to high traffic days, when clients are providing updated eligibility information.

SDG&E continues to work closely with Grid Alternatives to efficiently identify and serve any ESA Program eligible customers with all feasible measures. As a result, Single-Family Affordable Solar Homes (SASH) Program participants can move forward with their solar installation at an accelerated pace. Grid Alternatives provided SDG&E with 130 referrals, resulting in 12 ESA Program enrollments in 2016. In addition, SDG&E partners with Center for Sustainable Energy (CSE) to bring solar to customers in multifamily housing through the Multifamily Affordable Solar Housing (MASH) Program. CSE provided SDG&E with 94 leads and 5 enrollments in 2016.

1.6.2. In addition to tracking and reporting whether each leveraging effort meets the above criteria in order to measure the level of success, please describe the Other Benefits resulting from this particular partnership not captured under the 3 criteria described above.

SDG&E has found that the other benefits resulting from leveraging partnership is that it provides customers with a more robust set of solutions to help reduce the burden of the day-to-day necessities in the home. Partnerships with organizations such as CSD also help streamline the enrollment processes for the programs and increase the number of measures installed in the home. These efforts help improve the customer experience by making information on other programs available for their ease and convenience.

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

Beginning in 2013, SDG&E worked with CSD on the development and implementation of a Solar Water Heating Pilot Program. CSD concluded the pilot program in March 2015. During the remainder of 2015, CSD worked on evaluating the results of the Solar Water Heating Pilot. CSD issued a draft of the final report in March 2016 for comments but has not yet issued its final report.

In 2015, SDG&E met with one of CSD's local Low Income Home Energy Assistance Program (LIHEAP) agencies' Weatherization Assistance Program (WAP), Campesinos Unidos, to develop a Memorandum of Understanding between the local CSD LIHEAP agencies and SDG&E's primary O&A contractor. Initial 2015 efforts were successful in improving leveraging efforts; however, in 2016 the numbers decreased and combined efforts yielded 31 additional enrollments.

In D.16-11-022, the Commission directed several new leveraging efforts with CSD, which included:

- CSD Low Income Weatherization Program (LIWP) coordination efforts
- Coordinate with CSD's Weatherization Assistance Program (WAP) to develop a referral process
- CSD access to customer specific usage data and information for CSD treated households

In 2016, the IOUs began discussions with CSD to outline processes for the various leveraging efforts ordered in the Decision. SDG&E will continue to discuss and develop processes for these directives, and looks forward to the

opportunity to leverage programs to provide greater benefits to low income customers in 2017.

1.7. Integration Success

Per D.08-11-031:

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

1.7.1. Describe the new efforts in program year to integrate and coordinate the Energy Savings Assistance Program with the CARE Program.

As discussed in Section 1.4.2, SDG&E implemented system enhancements to improve opportunities to leverage CARE income verifications to generate leads for the ESA Program and to automate the enrollment process for ESA participants into the CARE Program. Previously, there were manual processes in place to share information. The update provided greater efficiencies for both programs.

Additionally, SDG&E continued to use an integrated online ESA Program and CARE enrollment form to provide a one-stop process for customers looking to participate in SDG&E's low income programs. Customers are screened for eligibility for the ESA, CARE, and FERA Programs and either enrolled or contacted by a contractor for enrollment in the ESA Program. This online solution has helped to integrate direct marketing efforts and streamline the enrollment process for customers.

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

In 2016, SDG&E's ESA Program staff worked with its MFEER Program to develop an integrated strategy targeted to property managers and owners for the 2015-2017 program cycle. This strategy includes:

- Hiring an internal resource to act as the single point of contact for property managers and owners;
- Implementing a layered program approach for property owners/managers through the single point of contact to reduce confusion;
- Consolidate and redesign program processes to reduce duplication and complexity; and
- Educate property owners/managers and renters on how to get the most energy savings from the program investment.

SDG&E will implement these efforts in 2017.

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

In 2016, the ESA Program has continued to work with the City of Chula Vista to integrate the ESA Program literature into Chula Vista's residential outreach program. This has included maintaining displays at Parent Resource Centers within local schools participating in the South Bay Community Services Chula Vista Promise neighborhood. It has also included helping Chula Vista conform their referral process with the ESA Program requirements so that the City can provide residential referrals from home visits or from events directly to the ESA Program, ensuring that interested residents participate in the program.

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

Throughout 2016, SDG&E continued to look for opportunities to integrate the Energy Efficiency Programs with the ESA Program. For example, SDG&E leveraged opportunities to integrate the ESA Program and Energy Efficiency Program offerings including lighting solutions, rebates and water savings kits as potential solutions for customers who may have seen an increased energy bill as part of Rate Reform efforts, specifically the consolidation from 3 to 2 tiers which became effective July 1, 2016. In addition, program staff continued to work together to refine and look for opportunities to integrate program delivery.

1.7.5. Describe the new efforts in program year to integrate and coordinate the Energy Savings Assistance Program with the Demand Response Programs.

SDG&E did not implement any new Demand Response efforts specifically targeting low income customers. SDG&E offers no-cost programmable thermostats through the Reduce Your Use Program, which is available to low income customers.

With the approval of D.16-11-022, and directives to incorporate Demand Response into ESA Program Energy Education, SDG&E will look for additional opportunities to improve coordination efforts.

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

SDG&E has continued to work closely with Grid Alternatives and CSE to efficiently identify and serve any ESA Program eligible customers with all feasible measures to ensure that solar installations for single and multifamily

homes can be accomplished as quickly as possible. The ESA Program participants may also be enrolled in the SASH and MASH Programs, which offer low income homeowners and multifamily customer incentives on Photovoltaic (PV) solar systems. In 2016, Grid Alternatives provided SDG&E with 130 referrals, resulting in 12 ESA Program enrollments. In addition, CSE provided SDG&E with 94 leads, resulting in 5 ESA Program enrollments.

1.8. Workforce Education & Training

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

SDG&E's Energy Innovation Center (EIC) offers classes to provide up-to-date training on subjects relevant to ESA Program contractors. SDG&E workshops are industry specific and include home performance, demand response, sustainability, heating ventilation and cooling, and codes and standards. Attendees also have an opportunity to network and collaborate. In 2016, SDG&E continued to reach out to ESA Program contractors to encourage attendance of educational and training classes offered at the EIC.

In December of 2014, SDG&E entered a service agreement with La Cooperativa to develop training for its ESA Program contractors. La Cooperativa reviewed other IOUs current training in order to determine best practices, and SDG&E received a draft course outline and course curriculum for implementation. SDG&E proposed to commence this Residential Outreach Specialist training in its 2015-2017 Application, which was pending Commission approval through late 2016. D.16-11-022 approved SDG&E's training program

along with additional requirements for Energy Education efforts that will require changes and coordination with the IOUs prior to implementation. SDG&E will partner with the IOUs to incorporate new training materials in 2017.

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

SDG&E's multicultural/multilingual outreach contractors, The Harris Group (THG) and FocusCom (FC), continued to hire local residents to provide multicultural and multilingual outreach support for the CARE and ESA Programs.

SDG&E continued to encourage ESA Program contractors to have their workforce take advantage of ongoing training opportunities offered by SDG&E's EIC. ESA Program contractors perform their own recruitment and hire employees from the local communities in which they work.

1.9. Legislative Lighting Requirements Status

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

SDG&E contractors did not report problems in procuring Compact Fluorescent Lamps (CFLs) for the ESA Program in 2016. However, there is a possibility in the future that distributors will have less of a supply of CFLs as LEDs become the preferred lighting source. In D.16-11-022, the IOUs were directed to eliminate the use of CFL's in the ESA Program by January 2018. SDG&E anticipates incorporating LEDs into the program mid-2017.

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

SDG&E has incorporated the information on proper disposal and recycling into its ESA Program's Energy Education guide. This guide is reviewed with the customer during the enrollment process.

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

SDG&E does not procure CFLs for the ESA Program. ESA Program contractors are responsible for purchasing CFLs and providing warehousing to store the products.

1.10. Studies

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

In their program applications, the IOUs proposed four statewide studies for the 2015 to 2017 program cycle. These included: (1) a low income needs assessment (LINA); (2) an impact evaluation of the 2015 ESA Program (Impact Evaluation); (3) a non-energy benefits and equity criteria evaluation (NEBs study); and (4) a Phase II ESA energy education study. Following direction from the Energy Division, the IOUs issued Requests for Proposals in 2015 for two of these studies that were time-sensitive: the LINA and the Impact Evaluation. The 2016 activities associated with these two studies are discussed below.

Low Income Needs Assessment (LINA)

The LINA is mandated to be completed every three years pursuant to the AB 327 and PUC Section 382(d) requirements. The overall study objective for

the LINA is to provide information on the needs of the low income customers eligible for the ESA and CARE Programs. The prior LINA was completed in December 2013; therefore, the subsequent LINA was expected to be completed in 2016. Given the time sensitive nature of this project, initial planning activities took place in 2015. SCE was the lead IOU for this study. The consultant, Evergreen Economics, was hired in November 2015. During December 2015 and January 2016, the consultant developed a more refined research plan for the study. A public meeting to solicit input and discuss the Research Plan was held on January 28, 2016. Most the data collection and analysis took place during the period of February through August, 2016. A public meeting to review the draft results and solicit input was held on November 14, 2016. The final report and appendices were completed in December, 2016. The budget for this study was included in the 2015 and 2016 bridge funding authorization.

ESA Energy Savings Impact Evaluation

A Request for Proposals to perform the ESA Impact Evaluation was released in November 2015, and the winning bidder was selected in February 2016. Southern California Gas Company (SoCalGas) is the lead IOU for this study. However, no work was conducted during 2016 while the IOUs waited for funding approval and authorization to proceed. D.16-11-022 authorized this study, and a study initiation meeting was held in January 2017.

Decision 16-11-022 Evaluation Requirements

D.16-11-022 authorized the budgets for three of the proposed statewide studies. The proposed Energy Education Phase 2 study was not approved. In

addition, the Decision authorized funds for two other evaluation activities: 1) participation in the statewide Energy Efficiency Potential Study; and 2) funding for local rapid feedback research and analysis as needed. The following table provides an overview of the approved evaluation budget. Note that no activity occurred during 2016 for the statewide non energy benefits (NEBs) study, the ESA portion of the statewide Energy Efficiency Potential study, or the rapid feedback research.

D.16-11-022 Approved Evaluations

Study	Lead Consultant	Contracting IOU	Project Initiation	Project Completion	Statewide Budget	SDG&E Budget
2019 Statewide LINA	TBD	SCE	2017	2019	\$500,000	\$75,000
PY2015 Statewide ESA Impact Evaluation	KEMA Inc.	SoCalGas	2017	TBD	\$550,000	\$82,500
Statewide NEBs Study	TBD	SDG&E	2017	2018	\$150,000	\$22,500
ESA Portion of the Statewide Energy Efficiency Potential Study	Navigant	N/A	2017	TBD	\$300,000	\$45,000
Rapid Feedback Research & Analysis	TBD	SDG&E	TBD	TBD	N/A	\$200,000
Total					\$1,500,000	\$425,000

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

The 2016 LINA was the only study completed in 2016. The final report is available on <http://calmac.org> by searching for study ID number SCE0396. The funding for this study was part of the 2015 and 2016 bridge funding authorization.

The SDG&E portion budgeted for the study was \$75,000. The total SDG&E portion paid for the study was \$74,095.

The 2016 LINA focused on providing data and additional understanding of the following topics: energy burden and insecurity, beneficial energy efficiency (and other) measures, and unique customer needs and income documentation requirements. The concepts of energy burden and insecurity were examined in different ways in this study than in the prior LINA. Key findings include:

- Low income customers served by the California IOU's report spending (on average) 5.6% of their income on energy bills. National comparisons show that California's energy burdens are among the lowest in the country.
- Single family owners and those with seniors tended to show greater energy insecurity, while renters in both single and multifamily dwellings demonstrated greater material hardship.
- Households with persons with disabilities and relatively lower incomes and/or those residing in desert or mountain regions reflected relatively higher burdens across all four measurements.
- With respect to current measures offered, heating and cooling and education-based information remain important.
- Customers also expressed interest in usage alerts that may help them monitor and manage their usage.
- A requirement to provide income documentation was not found to be a major stumbling block to CARE or ESA Program participation.

The following recommendations were provided as part of this study:

- The IOUs and the Commission should continue supporting the development and use of multiple metrics for measuring energy burden and insecurity in order to both better serve the unique needs of low income households and make the most efficient use of program resources.

- Future needs assessments should continue to examine households above and below the income threshold for income-based program eligibility.
- The IOUs [should] explore the opportunities and costs associated with expanding in-language program services or otherwise overcoming language barriers during ESA scheduling and in-home visits.
- The IOUs [should] explore the benefits and costs associated with engaging with low income customers (particularly high burden customers) on an ongoing basis to deliver customized energy education and usage alerts.
- The IOUs [should] maintain their current income verification processes as they have not been found to be a substantial barrier to participation.

1.11. Pilots

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

There were no pilot programs conducted for the ESA Program in 2016.

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

There were no pilot programs conducted for the ESA Program in 2016.

1.12. “Add Back” Measures

For measures that fall below the cost effectiveness threshold under Decision 08-11-031, we require additional reporting to show the cost, energy savings impacts, and related metrics.

1.12.1. If the "add-backs" compromise the IOUs' ability to meet the 2020 Plan goal that 100% of eligible and willing customers will have received all cost effective Energy Savings Assistance Program measures, how does the IOU propose to address the shortfall in other parts of the Energy Savings Assistance Program?

In Ordering Paragraph 38 of D.12-08-044, the Commission directed the IOUs to include in their annual reports the actual figures in the following four “add-back” measure categories:

- Measure type and climate zone;
- How many “add-back” measures were installed in each climate zone;
- The budget impacts of the “add-back” measures; and,
- The energy savings impacts of the “add-back” measures based on the assumption that the installation of measures that do not already exist in a home will increase, rather than decrease, energy usage.

The inclusion of “add backs” in the current program will not impact the IOUs’ ability to meet the 2020 goal that 100% of eligible and willing customers will have received all cost effective ESA Program measures because the number of “add backs” in relation to the overall budget is small. Through effective program management, SDG&E is able to control program costs and deliver all feasible measures to customers. The actual figures in the four “add-back” measure categories outlined above are provided in ESA Program Table 16. During 2016, SDG&E did not experience a shortfall in other parts of its ESA Program resulting from the installation of “add-back” measures. Therefore, SDG&E plans to continue to install “add-back” measures when feasible.

1.13. Low Income Working Groups

In 2016, there were two active low income working groups applicable to the CARE and ESA programs: the CARE Restructuring Working Group and the ESA Cost

Effectiveness Working Group. In D.16-11-022, the Commission directed the re-establishment of the following working groups: (a) ESA Program Cost Effectiveness Working Group; (b) Multifamily Working Group; (c) Mid-Cycle Working Group; (d) CARE Restructuring Working Group; and (e) Demand Analysis Working Group. The groups are tasked with reviewing their respective components of the Commission's ESA and CARE Programs to make recommendations for refinements that would improve, wherever possible, the design, administration, delivery and ultimate success of these programs.

ESA Cost Effectiveness Working Group

D.16-11-022 ordered the ESA Cost Effectiveness Working Group to reconvene and to provide recommendations on a set of issues related to cost effectiveness, including: 1) identifying measures to include or exclude from the adjusted ESA Cost Effectiveness Test (ESACET); 2) determining how to exclude administrative costs and NEBs associated with excluded measures from the adjusted ESACET; and 3) determining how to allocate administrative costs and NEBs across program measures. In addition, the group was tasked with serving the service list with a work plan and timeline within 60 days from the Decision. In December 2016, the group reconvened by phone to create a work plan and timeline. Previous members who participated when the group last met in 2015 that were no longer available were replaced with alternates from the same organizations. The work plan and timeline were created and agreed to by the group and then subsequently provided to the service list in January 2017.

Multifamily Working Group

There was no activity in 2016.

Mid-Cycle Working Group

There was no activity in 2016.

CARE Restructuring Working Group

In 2016, SDG&E participated in the CARE Restructuring Working Group for rate reform. The Working Group was tasked to look closely at the CARE Rate and Program to determine if changes are necessary. This effort will be continued in 2017.

Demand Analysis Working Group

The Demand Analysis Working Group (DAWG) is an ongoing working group related to the electricity and natural gas demand forecasts adopted by the Energy Commission. The IOUs participate in DAWG on an ongoing basis. In 2016, there was no direct activity related to CARE and ESA.

1.14. Annual Public ESA Program and CARE Meeting

D.12-08-044 ordered the IOUs to convene a minimum of one public meeting per year within 60 days of filing of the CARE and ESA Program annual report, due each year on May 1, and to hold other public meetings as deemed necessary by the IOUs, the Energy Division, the Administrative Law Judge (ALJ), or the Commission. Additionally, IOUs were directed to use these meetings as a forum to host the working groups.

In compliance with Ordering Paragraph 5 of D.12-08-044, the IOUs held its annual meeting on June 1, 2016 to present an overview of their 2015 ESA Program and CARE Program results. The meeting was hosted by Southern California Edison Company at its Customer Technology Application Center in Irwindale, California.

CALIFORNIA ALTERNATE RATES FOR ENERGY ANNUAL REPORT

2. CARE EXECUTIVE SUMMARY

The California Alternate Rates for Energy (CARE) Program, formerly known as the Low Income Ratepayer Assistance (or LIRA) Program was established through a legislative mandate¹⁴ and was implemented by the California Public Utilities Commission (Commission) in D.89-07-062 and D.89-09-044. The Commission expanded the program to qualified non-profit group living facilities such as women's shelters and homeless shelters in 1992 in response to additional legislation.¹⁵ The CARE Program was further expanded to qualified agricultural employee housing facilities in D.95-10-047. In 2005, D.05-04-052 expanded the program to include authorized agricultural housing facilities managed by the Office of Migrant Services and other non-profit migrant farm worker housing centers.

Since 2005, income eligibility for CARE was set by the Commission at 200% of the Federal Poverty Guidelines.¹⁶ In 2006, the Commission authorized the IOUs to implement: 1) Categorical Eligibility which allowed customers to qualify for CARE based on their participation in certain state or federal assistance programs; 2) four-year re-certification for low income customers on a fixed income; 3) a process to enroll certain prospective CARE qualified households by telephone; 4) a process for all customers to recertify their CARE eligibility

¹⁴ Senate Bill (SB) 987 (enacted in June 1988) directed the Commission to establish a program of assistance to low income customers to mitigate the impact caused by the narrowing of the baseline/non-baseline differential and that the cost of the assistance program was not to be borne solely by any single class of customer.

¹⁵ SB 693 extended CARE benefits to qualifying group living facilities; SB 491 changed the program's name and modified CARE to include women's shelters, hospices, and homeless shelters, and AB 3429 expanded the CARE Program to include migrant farmworker housing, employee housing, and agricultural employee housing.

¹⁶ D. 05-10-044.

through SDG&E's Interactive Voice Recognition system (IVR); and, 5) internet-based CARE enrollment and re-certification.

In D.08-11-031 the Commission expanded the list of categorical eligible programs to align with the program-based eligibility programs adopted for the Commission's California Lifeline Program and established an enrollment goal for CARE at 90% of the estimated eligible population.

In 2010, the legislature enacted Senate Bill 695 which changed section 731.9 of the Public Utilities Code to state that eligibility for the CARE Program should be no greater than 200% of the Federal Poverty Guidelines.

In D.12-08-044, the Commission approved SDG&E's CARE Program plans and budget for 2012-2014. In the Decision, the Commission focused on developing controls to ensure that customers enrolling for the program are truly eligible for the benefits. The Decision also directed the IOUs to provide an increased focus on enrolling the hard-to-reach customers, such as Limited English Proficient (LEP), hearing-impaired, and visually-impaired customers. Some of the key directives from D.12-08-044 included: 1) establishment of a High Usage Verification process for customers with electric usage exceeding 400% of their baseline allowance; 2) updates to the utilities' probability models to include more indicators, such as method of enrollment and household size; 3) a process to review the list of categorical programs annually to ensure only programs aligned with the CARE guidelines are included;¹⁷ and 4) approval of Outreach and Marketing funds focused on targeting multicultural/multilingual and LEP

¹⁷ In Ordering Paragraph 46 of D.12-08-044, the Commission suspended the annual advice letter requirement while it resolved outstanding issues related to categorical eligibility.

customers. The Commission also retained the goal of reaching a 90% participation rate and enrolling all eligible and willing customers into the program.

In January 2014, the California Legislature enacted Assembly Bill (AB) 327, which had several impacts to the CARE Program. Most notably, the bill required the IOUs to restructure the CARE rates and to set an effective electric rate discount between 30-35%. The Commission instituted a Rulemaking (R.) 12-06-013 to address CARE Rate Reform requirements from AB 327. As part of the Rulemaking, SDG&E proposed to simplify its CARE rate structure by removing the discount from volumetric rates (with the exclusion of the exemption from DWR-BC, CSI and CARE charges) and to instead provide it as a line-item discount off a bill calculated at standard rates, beginning in 2015. SDG&E also proposed a glide path for restructuring CARE rates to set an effective CARE discount to meet the statutory requirements of AB 327 by 2020. SDG&E's proposed CARE revisions were approved in D.15-07-001. D.15-07-001 directed SDG&E to file a Tier 1 Advice Letter for approval of the 2015 rate change¹⁸.

Beginning September 1, 2015, the rate subsidy in CARE volumetric electric tier rates were moved from rates to the line-item discount, increasing the line-item discount from its current 20% levels, resulting in CARE rates being equal to the Non-CARE rates excluding adjustments for CSI and DWR-BC, prior to the line-item discount and CARE surcharge exemption. This resulted in low-use CARE customers receiving a more equivalent discount when compared to high-use CARE customers. These CARE rate subsidies are reflected in the Total Rate Adjustment Component (TRAC) and recovered through Public Purpose Program (PPP) rates. With the move of the CARE rate subsidies from rates to a line-item discount, going

¹⁸ Advice Letter 2783-E, Implementation Of San Diego Gas & Electric Company's 2015 Residential Rate Design Reform Pursuant To Decision 15-07-001 Effective September 1, 2015.

forward the higher CARE line-item discount is now recovered directly through PPP rates. The discussion on CARE rate restructuring will continue in 2017 as part of Phase 3 of the July 2015 Rate Reform Decision. In 2016, SDG&E participated in the CARE Restructuring Working Group for rate reform. The Working Group was tasked to look closely at the CARE Rate and Program to determine if changes are necessary.

In D.14-08-030, the Commission addressed Phase II issues outlined in D.12-08-044. It authorized a 12-month bridge funding for 2015; made minor corrections and clarifications to D.12-08-044; adopted key recommendations from the 2013 Low Income Needs Assessment for CARE; and continued further review on issues regarding the definition of income and on other issues related to the qualifying list of categorical eligibility programs.

The Commission, in D.14-08-030, also determined that it was reasonable to continue to fund the Community Help and Awareness of Natural Gas and Electricity Services (CHANGES) Pilot Program, from the CARE budget, pending further pilot review, during the bridge period and authorized continued funding for the CHANGES Program of \$61,200 a month until December 31, 2015, which reflected a 2% cost of living increase over the authorized 2014 funding level.¹⁹

In D.15-12-047 (Interim Decision on the Community Help and Awareness of Natural Gas and Electricity Service Pilot Program, the Ongoing Program, and Related Funding) the Commission made the following determinations regarding the continuation of the CHANGES Program for the large IOUs which included the following:

- Approved the CHANGES Program as an ongoing statewide program, effective January 1, 2016;

¹⁹ D.14-08-030, Ordering Paragraph 48.

- The program will provide outreach, education, and bill issue assistance on natural gas and electricity bills and services to limited English proficient customers through a statewide network of CBOs;
- The program will be managed by the Commission's Public Advisor's Office with technical assistance and input from the Energy Division;
- Until a long-term funding source can be established through the budgetary and/or legislative channels, the ongoing CHANGES Program as a reimbursement from the CARE Program, through the end of the current 2015-2017 program cycle, and may be renewed by the Commission, as needed, into the next CARE program cycle; and
- In the future, the funding for CHANGES will ideally come from the Commission's reimbursable budget because it will provide greater latitude to address a range of energy assistance needs experienced by California's low income population, the LEP population, and population with disabilities.

On November 21, 2016, the Commission issued D.16-11-022 for implementation and funding of the CARE and CHANGES Programs.

This report provides the accomplishments and expenditures for SDG&E's CARE program year (PY) 2016. At year-end 2016, there were 269,224 customers participating in the CARE Program for an overall penetration rate of 77%.

As a result of the Decision, the CPUC provided the IOUs with a list of Community-Based Organizations (CBOs) to help with any customer inquiries regarding the CHANGES Program. The CBOs work on the customer's behalf. SDG&E has two within its service territory as shown below:

1. Alliance for African Assistance
2. Deaf Community Services of San Diego

The lists of CBOs were also shared with our internal Call Center and outreach team. The IOUs and CHANGES teams met every month to discuss program effectiveness.

2.1. Participant Information

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

Residential CARE Program Electric ²⁰ Customers by Month			Residential CARE Program Gas ²¹ Customers by Month		
PY 2016	CARE Customers	Percentage Change	PY 2016	CARE Customers	Percentage Change
Jan	268,645	-0.96%	Jan	175,984	0.31%
Feb	266,717	-0.72%	Feb	174,106	-1.07%
Mar	267,288	0.21%	Mar	174,074	-0.02%
Apr	266,608	-0.25%	Apr	173,516	-0.32%
May	265,944	-0.25%	May	173,337	-0.10%
Jun	266,959	0.38%	Jun	173,191	-0.08%
Jul	263,166	-1.42%	Jul	170,372	-1.63%
Aug	265,702	0.96%	Aug	172,661	1.34%
Sep	266,729	0.39%	Sep	173,290	0.36%
Oct	268,228	0.56%	Oct	174,687	0.81%
Nov	268,317	0.03%	Nov	174,573	-0.07%
Dec	269,224	0.34%	Dec	175,231	0.38%

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

SDG&E used the joint IOU methodology adopted by the Commission in D.01-03-028 for developing monthly penetration estimates in 2016. Eligibility, developed by Athens Research, for CARE and ESA Programs is based on

²⁰ The table includes residential customers receiving gas and electric from SDG&E. SDG&E does not have gas only customers.

²¹ Same as footnote 20.

income-by-household, including size parameters, at the small area level (block group, census tract, ZIP+2, etc.), for each IOU territory and for the state as a whole. As required by AB 327, for CARE and ESA eligibility household income must be less than 200% of the federal poverty rate as defined by the January Health and Human Services (HHS) Poverty Guidelines, “bundling” one- and two-person households.²²

In addition to the current HHS guidelines, other sources to develop the penetration rate include current year small area vendor marginal distributions on household characteristics, Census 2010 SF3 data, Census American Community Survey 2010-2014 Public Use Microdata Sample (PUMS) data, utility meter and master meter household counts, Department of Finance Consumer Price Index series, and various Geographic Information System sources. An important change has been implemented since 2011, which involves adjusting small area (block group) income distributions to match the latest American Community Survey distributions at the Public Use Microdata Area.

To estimate eligibility, annually estimates from the block group level are aggregated to county/utility and whole utility level. SDG&E applies county/utility level eligibility factors to a new set of “technical eligibility counts”²³ obtaining an estimate of income/demographic eligibility in household count form.

²² Federal Register /Vol. 81, No. 15 /Monday, January 25, 2016/Notices, p. 4036.

²³ For CARE these are metered and sub-metered occupied housing units.

To determine monthly program penetration, SDG&E counts the number of households (by small area, county, and overall) that are enrolled in CARE. The CARE household total, including individually metered and sub-metered occupied housing units, is divided by the total income/demographic eligibility to obtain monthly penetration.

A refinement in 2007 made use of Census Advance Query, PUMS, and SF3 tabulations to develop estimates specific to “payer types” (i.e., individually metered, sub-metered, and non-sub-metered master meters).

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

In 2012, Athens developed an improved method for estimation of payer status-specific eligibility. This method took into consideration American Community Survey microdata relationships between guideline status (above/below 200 percent FPG), tenure, and fuel payment relationships. These

cross classifications are fitted to small area (block group) marginals to produce payer type specific distributions, which can be aggregated to various other geographical levels.

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

The joint utility methodology, as described above, was used throughout 2016.

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

As described in section 2.1.2, CARE eligibility is developed by Athens Research. Athens Research develops CARE eligibility rates for small and large areas that apply to individual residential meters and sub-metered dwelling units only. Non-sub-metered master meters and other meters that do not provide residential service are not included in the “technical eligibility” meter counts.

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

See SDG&E’s response in Section 2.1.1 above. The methodology is based on estimating small area (block group) level household size by income and householder-age tabulations for the current year and on connecting these estimates with small area counts of households that are individually metered or sub-metered. Block group/utility-specific estimates are then disaggregated/aggregated to various geographic levels

within a given utility area: zip+2, zip, tract, county, territory, etc. Statewide estimates, regardless of utility boundaries, are also provided at small and large area levels.

2.1.2.4. Describe how current CARE customers were counted.

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

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

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

The formula for calculating CARE-penetration rates is:

$$\frac{\text{Number of CARE Customers}}{\text{Number of Estimated CARE-Eligible Households}}$$

2.1.3. Provide the estimates of current demographic CARE-eligibility rates by energy source at year-end.²⁴

Electric – 28%

Gas – 27%

²⁴ Estimates of current demographic CARE-eligibility rates by energy source at year-end are found by dividing the Athens household eligibility estimate by the total residential household count.

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

At year-end of 2016, there were 39,534 electric residential sub-metered accounts and 30,510 gas sub-metered accounts in SDG&E's service territory. Utilizing the methodology described in Section 2.1.2.3 – 2.1.2.5 above, it is estimated that 52% (or 20,559) of the electric residential sub-metered tenants and 50% (or 15,344) of the residential gas sub-metered tenants are eligible for CARE.

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

Electric – 13,940

Gas – 12,327

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

Electric – 68%

Gas – 80%

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

SDG&E helped to resolve a six CARE administration issues in 2016.

Each issue and SDG&E's response is summarized below:

1. **Issue** – Customer called for status of CARE Application.

Resolution – Application missing unit number which caused delay in processing. Application processed and customer on CARE.

2. **Issue** – Customer called because they were removed from CARE.

Resolution – Customer did not recertify in 2015. Verified customer's categorical eligibility and enrolled customer over the phone.

3. **Issue** – Customer said they had enrolled over the phone. No record of application.

Resolution – Verified customer’s categorical eligibility and enrolled customer over the phone.

4. **Issue** – Customer concerned that Mobile Home Park (MHP) changed billing practices so that bill from the MHP no longer shows if customer received CARE or the amount of discount.

Resolution – SDG&E assured customer she is on CARE but explained she would have to work with MHP about their billing practices since SDG&E has no authority over how a MHP administers billing to residents.

5. **Issue** – Customer having issues recertifying over the phone.

Resolution – Unable to contact customer but in review of account was able to verify that customer had recertified in the interim.

6. **Issue** – Customer called for status of CARE Application.

Resolution – Verified that customer’s application had been approved and sent another approval letter to the customer.

In each case the customer’s concerns were addressed and customers were re-enrolled or verified as participating in the CARE Program.

2.2. CARE Program Summary

2.2.1. Please provide CARE Program summary costs.

CARE Budget Categories	Authorized Budget	Actual Expenses	% of Budget Spent ²⁵
Outreach	\$2,300,352	\$2,157,008	94%
Proc., Certification and Verification ²⁶	\$643,206	\$481,671	75%
Post Enrollment Verification	\$403,200	\$254,746	63%
Information Tech./Programming	\$1,230,082	\$980,392	80%
Pilots	\$260,340	\$184,215	71%
Measurement and Evaluation	\$22,500	\$0	0%
Regulatory Compliance	\$165,362	\$136,849	83%
General Administration	\$518,406	\$583,861	113%
CPUC Energy Division Staff	\$56,712	\$36,688	65%
Cooling Centers	\$35,985	\$35,117	98%
Total Expenses	\$5,636,145	\$4,850,547	86%
Subsidies and Benefits ²⁷	\$83,614,933	\$103,117,448	123%
Total Program Costs and Discounts	\$89,251,078	\$107,967,995	121%

2.2.2. Please provide the CARE Program penetration rate to date.

CARE Penetration			
Participants Enrolled	Eligible Participants	Penetration rate	Target Met?
269,224	350,715	77%	No

²⁵ See CARE Table 1 attached to this report for details on fund shifts required to accommodate the budget shortfalls in the applicable categories.

²⁶ Actual expenses include a manual adjustment in the amount of \$4,931 to reflect FERA labor and agency hours erroneously charged to the CARE program and corrected in 2017.

²⁷ Effective September 1, 2015 as a result of residential Rate Reform (see SDG&E Advice Letter 2783-E.) the electric CARE line-item discount increased to 35.886%. The CARE gas line-item discount remained at 20% for the entire year.

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

In September 2016, SDG&E changed its methodology for tracking and reporting re-certification complaints. Prior to September, SDG&E only reported formal complaints that came into its CCC. Starting in September, SDG&E began reporting calls received through its CCC and Program Team.

There were 21 CARE re-certification complaints reported during 2016. The top three reasons for complaints included: 1.) Concerns about not receiving notification letters; 2.) Requests for rebills; and 3.) Customers stating they sent their documents. All 21 complaints were addressed and customers were re-enrolled or verified as participating in the CARE Program.

2.3. CARE Program Costs

2.3.1. Discount Cost

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

Average Monthly Electric Discount: \$28.73

Average Monthly Gas Discount: \$4.78

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

Electric Subsidy - \$93,041,550

Gas Subsidy - \$10,075,898

2.3.2. Administrative Cost

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

See Section 2.2.1 above or CARE Table 1 attached to this report.

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

Outreach:

Costs in this category represent all the costs related to printing and mailing CARE applications and documents, as well as costs related to postage, bill inserts, brochures and flyers, advertising, targeted direct mail and telephone campaigns, community event sponsorships and support, distribution of collateral materials, outreach staff labor, CBOs and door-to-door enrollment efforts and other outreach and enrollment efforts. Capitation payments and any agency-related outreach support efforts are also included in this category.²⁸

Processing, Certification and Re-certification: Costs in this category include processing group labor and data entry costs. The function of the CARE processing group includes: 1) opening and sorting CARE application forms; 2) processing/data entering all CARE applications; 3) initiating and responding to customers' inquiries regarding CARE applications/program; 4) fielding telephone calls related to CARE Program participation; and, 5) resolving billing issues related to CARE Program enrollment.

Post Enrollment Verification (PEV): Costs in this category include CARE PEV processing group labor and data entry costs. The function of the PEV group includes: 1) processing CARE income verification and

²⁸ Capitation payments are compensation fees paid to third-parties and community-based organizations that facilitate CARE enrollment for eligible hard-to-reach customers.

CARE High Usage Verifications; 2) responding to customers' inquiries regarding CARE income verification; and 3) resolving customer issues related to income verification.

Information Technology (IT) /Programming: Costs in this category represent all IT support costs to maintain the CARE billing system, CARE documents, CARE database, system reports, data exchange with the IOUs, undertaking system enhancements to comply with Commission mandates, and improving operational efficiencies.

Pilots: Costs include contractor cost associated with the administration of the CHANGES Program.

Cool Centers: Costs in this category include those associated with the development and printing of Cool Zone collateral pieces and staffing for the fan distribution to home-bound low income seniors.

Measurement and Evaluation: Costs in the category for measurement and evaluation include contract and staff labor expenses for CARE participant eligibility updates.

Regulatory Compliance: Cost in this category include labor and non-labor costs related to the preparation of various regulatory filings, including program applications, advice letter filings, regulatory reports, comments, tariff revisions, attendance at working group meetings, public input meetings and other Commission hearings or meetings.

General Administration: Costs in this category include office supplies, market research, and program management labor and expenses

Commission Energy Division Staff Funding: This category of expenses reflects costs incurred by the Commission’s Energy Division staff in support of the Commission’s authorized low income program.

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

Electric CARE – \$35,901,584 over collected

Gas CARE – \$11,393,810 over collected

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

The general cost categories recorded to the CARE gas and electric balancing accounts include the CARE discount and the program specific administrative expenses as described in section 2.3.2.1. There are no CARE costs related to the discount charged in base rates.

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

See CARE Table 10 in the Attachments.

2.4. Outreach

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

In 2016, SDG&E continued its customer testimonial campaign that featured actual customers who participated in both the CARE and ESA Programs. SDG&E used the testimonials for general awareness and targeted marketing, as well as continued to use ads featuring employees in ethnic media. Below is a summary of 2016 activities.

General Awareness

General awareness marketing allowed SDG&E to educate and connect with its customers through diversified communication mediums designed to reach a mass audience. They serve to drive overall awareness and complement other Outreach tactics. In 2016, general awareness components included print, television, digital and social media and bill package marketing.

Print Campaigns

In-language print ads were developed for both rural and ethnic markets. Ethnic market campaigns targeted African American, Hispanic, Chinese, Vietnamese, and Filipino communities. Using SDG&E customers and employees, the English and in-language ads talked about the importance of the programs using culturally relevant cues that resonated with the target audience. The ads ran in various ethnic and rural publications. Examples of the print ads can be found in Appendix 2.

Television

Fifteen and thirty second television spots targeting general market and Latino audiences ran for a total of 12 weeks from March through December. Various English and Spanish television networks aired the spots, which featured real customers taking part in the programs. The spots served to create overall awareness in conjunction with other numerous direct marketing and outreach activities taking place.

Digital

SDG&E used paid search²⁹ online advertising to help increase awareness for the programs and driving online submissions. Overall, SDG&E ads were seen over 876,000 times throughout the year (impressions) with over 80,900 customers clicking through to the CARE/ESA Programs online application.

Bill Inserts

The mandated annual CARE bilingual notification took place in July. All non-CARE customers who receive paper bills received the bilingual application in their SDG&E bill, while paperless bill customers were provided a link to view their monthly bill inserts. In addition, a bilingual bill insert promoting both the CARE and ESA Programs was included in March paper bills for residential customers, and were available online for paperless customers. Examples of the bill inserts can be found in Appendix 3.

Ethnic Marketing

SDG&E reached numerous ethnic segments throughout the year with a variety of mass media tactics. Latino, African American, Chinese, Vietnamese, and Filipino audiences were targeted by print and digital campaigns, with a total ethnic spending of \$210,896. Please see below for details.

²⁹ Paid search marketing is an advertisement within the sponsored listings of a search engine or a partner site which the advertiser pays for either each time the ad is clicked or when the ad is displayed.

2016 Ethnic Media Recap

Ethnic Print		
Audience	Readership	Total Spent
Spanish	5,223,881	\$45,308.00
Chinese	951,753	\$9,800.00
Vietnamese	763,714	\$8,400.00
Filipino	1,596,685	\$14,450.00
African American	1,879,772	\$16,508.00

Ethnic Television		
Audience	Impressions	Total Spent
Spanish	7,591,029	\$116,430.00

Targeted Marketing

Targeted or direct marketing allows SDG&E to connect with individual customers through targeted tactics. In 2016, SDG&E's targeted marketing tactics included direct and electronic mail campaigns, live-call campaigns, bill inserts, and door-to-door efforts.

Email Campaigns

Campaigns were leveraged with the ESA Program and contained integrated messaging, directing customers to the online application process. Customer testimonials were the featured concept while subject lines and content were modified based on results. Unique open rates, defined as how many people opened the email, were as high as 40%, indicating the subject lines were compelling to customers. By comparison, industry standard open rates are around 25%. Email campaigns were designed in tandem with the corresponding

awareness campaigns that featured the same customer testimonials in order to reinforce messaging and generate familiarity amongst customers.

Direct Mail Campaigns

SDG&E used direct mail to geographically target audience segments using Athens Research and SDG&E segmentation to identify areas with mid-high propensity for program participation. SDG&E sent approximately 233,000 direct mail postcards in 2016, testing various response options, encouraging enrollment through SDG&E's CARE Interactive Voice Response (IVR) phone number or through SDG&E's online application. This tactic contributed to the approximately 3,400 IVR CARE enrollments and 20,195 CARE internet enrollments for 2016.

Door-to-Door

In order to target multilingual and harder to reach customers, SDG&E collaborated with The Harris Group, a third party Diverse Business Enterprise (DBE) vendor, in order to identify strategies and implement door-to-door campaigns in high-to-mid density, potential CARE-eligible neighborhoods. Contractors canvassed these neighborhoods and were able to directly interact with customers, in-language when necessary, to enroll them in the program. New in 2016 was the addition of an outbound call campaign to potentially eligible customers who do not reside in areas where it is easy to enroll with door-to-door efforts (i.e. rural, low density, etc.). In 2016, door-to-door and outbound call campaign efforts resulted in 31,500 completed applications and contributed to over 17,000 new CARE enrollments and 11,800 re-certifications, a conversion rate of 90%. The addition of the outbound call campaign greatly increased

effectiveness and is a tactic SDG&E plans to pursue again in 2017. In 2017, door-to-door and outbound call campaigns will be tracked and reported separately.

Community Outreach & Engagement

Community outreach is a key component in educating the general public about SDG&E programs like the CARE Program, as well as reaching out and engaging CARE-eligible customers. Tactics utilized by SDG&E in this area include partnerships with social service agencies and nonprofit organizations, presentations, workshops/trainings, and participation at community events.

CARE Partners (Capitation Agencies)

SDG&E collaborates with social service community organizations that serve low income and in-need clients every day. Agencies, such as Women, Infants, and Children (WIC), are often referred to as central intake agencies. These agencies provide a single point of contact for client information required by several local, state or federally funded assistance programs. In 2016, SDG&E worked closely with 21 capitation agencies to enroll customers in CARE and other low income programs. In 2016, CARE Partners brought in 9,300 completed applications and contributed to approximately 4,200 new enrollments and 2,000 re-certifications, a conversion rate of 68%. By continuing to identify and add new organizations and by training and motivating staff at these agencies, SDG&E was able to bring in nearly 300 more enrollments in 2016 as compared to 2015.

Energy Solutions Partner Network

SDG&E continues to work with an established network of more than 250 nonprofit and CBOs, collectively called the Energy Solutions Partner Network. This network helps coordinate enhanced outreach efforts, including customized messaging, social media posts, special events, and promotions. Largely grassroots, multicultural, and neighborhood centric, these organizations are diverse and provide direct services to populations including seniors, special needs/disabled, low income and young families. In 2016, over 3,000 activities were coordinated through this partner network to promote the CARE and ESA Programs. Of these activities, CARE and ESA Programs were promoted in nearly 450 social media messages – Facebook, Twitter and Instagram – by SDG&E’s Energy Solutions Partner Network.

Community Events & Presentations

Each year, SDG&E coordinates participation at hundreds of community events and presentations throughout its service area. Many of these opportunities are requests from organizations that serve multicultural, rural, senior and special needs audiences. While events and presentations generally do not generate program enrollments, these tactics are important in educating and engaging organizations that serve these audiences. In 2016, SDG&E promoted CARE and other customer assistance solutions at over approximately 1,500 presentations and events.

Integration Efforts

Integration efforts represent the combined efforts of internal resources to raise program awareness and create a positive customer experience. In 2016, integration efforts included SDG&E's Energy Efficiency programs, interactive voice response (IVR) system, Energy Service Specialists (ESS), branch offices, field collectors, collection calls, and informational brochures.

Customer Contact Center

SDG&E's Customer Contact Center assists thousands of customers with a variety of energy inquiries. While waiting to speak with an Energy Service Specialist (ESS), customers are provided information about the CARE and ESA Programs in both English and Spanish. Customers are provided an option of requesting a CARE application through this process as well. In 2016, the Customer Contact Center brought in 5,200 completed applications and contributed to approximately 3,300 new enrollments and over 500 re-certifications, a conversion rate of 73%.

Branch Offices

SDG&E's Customer Assistance team and the company's bill payment locations, including its branch offices, continually collaborate and promote applicable solutions for customers. The outreach team regularly engages branch office staff to provide training and presentations on the CARE and ESA Programs.

Additionally, 13 customer engagement fairs were held at branch office locations on high traffic days to help customers enroll in CARE. In 2016, Branch Offices brought in approximately 8,000 completed applications and contributed to over 5,900 new enrollments and over 500 re-certifications, a conversion rate of 80%.

Field Collection

SDG&E field collectors deliver notices to customers facing disconnection due to non-payment. Collectors are educated about the CARE Program and include program applications as part of their notification process.

Collection Call

SDG&E provides an additional outbound telephone call and a follow up letter to customers facing collection activity on their account. The letter includes information about solutions available to them including payment arrangements and information about all customer assistance programs.

Informational Brochures

Brochures featuring other energy saving solutions continue to include information on the customer assistance programs, including CARE, FERA, and the ESA Program. A pocket-sized card was distributed during outreach presentations and community events and included information on general energy efficiency programs, conservation, CARE and the ESA Programs.

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

SDG&E continues to find that the most effective outreach method is a comprehensive strategy that includes a coordinated mix of customer engagement, mass media education and direct marketing tactics. SDG&E's outreach strategy is to connect to customers through general awareness and education, direct touch and through community engagement. SDG&E believes that tactics in all three areas are necessary in reaching out to low income and hard-to-reach populations.

This combined approach means the intended audience has the opportunity to learn about the offer through a combination of ways before they respond, and therefore, it would be challenging to measure the effectiveness of each tactic/effort. The following illustrates how this combined strategy is implemented:

- A customer, Mr. Smith, sees SDG&E's CARE and ESA Programs' testimonial TV ad which generates an interest to find out more about these programs.
- Later that week, Mr. Smith attends a community event and talks to an SDG&E Energy Solutions Advisor about wanting to be more energy efficient but not being able to afford it. The advisor discusses the CARE and ESA Programs with the customer who takes home brochures and interest form, so that the customer can read more about it and determine if his family is eligible.
- The next day, a door-to-door agent knocks on Mr. Smith's door and the agent helps him complete the application successfully.

All four customer touches were needed to successfully enroll this customer, making it difficult to identify which channel should be tied to the enrollment.

Cost effectiveness for these tactics are measured on the number of impressions or appearances in which the general population had the opportunity to learn about and engage in this program, as well as based on the number of leads and new enrollments each year.

SDG&E also finds that collaboration with third party contractors is a necessary component to reaching and enrolling multilingual and harder-to-reach customers. For instance, The Harris Group, SDG&E's door-to-door contractor, can reach further into the high density areas of the community where there may be a larger population of CARE-eligible customers. Leveraging the trust and goodwill this partner has established in the community has also proven to be

beneficial. Additionally, serving as one of SDG&E's multilingual/multicultural outreach partners, The Harris Group has also been present at many multicultural community events to raise awareness in communities where language or other cultural differences may be a barrier to program enrollment. Another example is SDG&E's partnership with 2-1-1 San Diego, a 24-hour resource and information hub in connecting people with community, health and disaster services. In 2016, 2-1-1 San Diego fielded over 41,300 calls for utility assistance. Out of these, 4,100 calls were for the CARE Program and 1,700 for the ESA Program. 2-1-1 was able to convert these calls to 3,300 new CARE Program enrollments, 1,300 re-certifications and 535 ESA Program enrollments.

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

SDG&E's CARE Program faces a number of barriers to program participation and must constantly evaluate and sometimes shift its focus in order to determine ways to counteract these challenges.

Economic Improvement

As the economy continues to improve, more and more customers are no longer eligible for this program. It is important to note that these losses contribute to the CARE attrition rate.

Hardest to Reach & Unwilling

SDG&E has persistently worked to reach and enroll customers through a variety of marketing, education and outreach campaigns. SDG&E has enhanced both its outreach strategy and tactics in order to target eligible customers with the goal of achieving the 90% penetration rate. SDG&E has employed resources to

maximize program awareness in these harder to reach communities. SDG&E understands and recognizes the remaining unenrolled population could be the hardest to reach and the most unwilling to participate. Continuing to work in the community through SDG&E's outreach partners, door-to-door and participation in multicultural/multilingual events will continue to be a key tactic utilized in reaching these hardest to reach customers.

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

SDG&E and SoCalGas exchange a data file of relevant program information for their shared services territory in Southern Orange County. SDG&E conducts a data match of all CARE customers in the shared service territory. If a customer is enrolled in the CARE Program at SoCalGas and not at SDG&E, they will then automatically be enrolled in CARE through this data sharing process. The reverse is done for SDG&E CARE customers. In addition, SDG&E shares CARE customer data with California American Water (CalAm) to assist in identifying customers for their customer assistance programs.³⁰ In 2016, files were securely sent to CalAm in March and September.

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

In 2013, SDG&E launched a new online enrollment process for customers potentially eligible for CARE, FERA or ESA. This process allows customers to

³⁰ D.11-05-020, Ordering Paragraph 1.

submit qualifying program information via one web portal. The customer information is validated against SDG&E databases to provide customers with all of the programs for which they may be potentially eligible. The customer is then prompted to submit enrollment information for CARE or FERA, or request a contractor call back to schedule an appointment for the ESA Program, or is notified of non-qualification for any of the programs. In 2016, SDG&E enrolled 27,037 customers to CARE through this process.

SDG&E's ESA Program also offers CARE information to program recipients as part of its in-home energy education, and provides customers with an opportunity to apply for CARE through that process. A check box is located on the assessment form that allows the customer to "opt in" to the CARE Program. SDG&E enrolled 2,737 customers to CARE by leveraging ESA Program enrollment information. Out of the 2,737 customers enrolled, 518 were high energy users.

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

SDG&E coordinates a number of efforts to promote the CARE and ESA Programs with CBOs and social service agencies that offer other low income programs such as CalFresh, Covered California, California Lifeline, LIHEAP, and more. These efforts include the CARE Partner Program with social service agencies, the 2-1-1 San Diego contact and online resource center, SDG&E's Energy Solutions Partner Network consisting of over 250 grassroots organizations, and leveraging the efforts of LIHEAP contractors. These programs

were leveraged through presentations, events, workshops, and customized partner network messaging.

2.4.7. Describe the process for cross-referral of low income customers between the utility and 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.)

As part of SDG&E's leveraging agreement with CSD, SDG&E continues to promote the CSD's LIHEAP bill payment assistance and weatherization services. SDG&E provides CSD's telephone number on its applications and program materials so that customers can call for additional information. In addition, SDG&E CARE staff assists customers who call regarding the CARE discount by providing information on how to receive bill assistance through CSD's Home Energy Assistance Program (HEAP). SDG&E's agreement with 2-1-1 San Diego requires part of the customer screening to include referral to Low Income Home Energy Assistance Program (LIHEAP) agencies Campesinos Unidos, Inc., (CUI) and MAAC, as appropriate. In 2016, 2-1-1 San Diego handled 41,300 utility-related calls and referred 18,585 of those to LIHEAP agencies.

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.

In December 2016, SDG&E implemented a document management system which allowed all incoming customer documents to be scanned or uploaded into the CARE system. Documents received through outreach, mail, e-mail or fax are scanned or uploaded and directly attached to the customers' account in the CARE system and are accessible to processors and call center representatives. All applications and income documents are automatically prioritized by the CARE system to ensure compliance with Corporate and Regulatory deadlines and procedures as well as improved customer experience. The Customer Contact Center has the ability to view documents that have been received by any customer which has greatly enhanced the quality and timeliness of customer issue and question resolution. The process of filing, pulling work, re-filing and long-term storage of documents has been eliminated with the document management system. The processors' handle-time for each enrollment, recertification and post enrollment income verification has been reduced.

2.5. Processing CARE Applications

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

Tenants of sub-metered facilities follow similar re-certification guidelines as those set for the CARE participants. Tenants are provided with a two-year or a four-year re-certification period, depending on whether they can be identified as

fixed income tenants. Once tenants are due to recertify, they are provided with a mailed renewal request. If no response is received within 60-days, SDG&E will mail a second request to the tenants prior to removal.

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

SDG&E finds that collaboration with third party contractors is a necessary component in successfully reaching and enrolling multilingual and harder-to-reach customers. The Harris Group (THG) and FocusCom, SDG&E's multicultural/multilingual contractors, canvass the high density areas of the community where there may be large populations of CARE-eligible customers. These contractors leverage efforts to complete re-certification with eligible customers. In 2016, targeted outreach efforts resulted in 15,700 re-certifications. SDG&E has also partnered with 2-1-1 San Diego, a 24-hour resource and information hub connecting people with community, health and disaster services. Customers often contact 2-1-1 San Diego in an emergency to locate important resources including bill assistance programs, food, and shelter. In 2016, the partnership with 2-1-1 San Diego leveraged customers calling for utility bill assistance to help recertify 1,350 customers in the CARE Program. By leveraging contracts with third-party contractors for new CARE enrollments, SDG&E is able to recertify customers successfully in a cost-effective manner.

SDG&E believes that success of this program needs to be measured in two ways. The first measure of success will be generating enough overall program

education and awareness through mass media and community outreach tactics to keep the program top of mind. The second is customer engagement to generate and measure enrollment. For these harder-to-reach and underserved audiences, it is important to utilize a number of tactics; these include mass media, direct mail, door-to-door canvassing, phone campaigns, and outreach events and presentations. It is difficult to evaluate cost-effectiveness per tactic, given that some of these tactics can't be directly sourced to the actual customer enrollment and/or that the customer may experience multiple tactics prior to actually completing re-certification as detailed in Section 2.4.2. This is especially true for mass media tactics like television, print and online advertisements. In 2016, SDG&E's online advertising for example garnered over 876,000 impressions (the number of times an SDG&E ad was seen by an online user) while ethnic print advertising had a readership of over 10.4 million and ethnic television garnered over 7.5 million impressions. All mass media channels encouraged customers to call SDG&E's toll free number or visit SDG&E's online application. It is hard to determine how many impressions it took for customers who enrolled through the toll free and online application process. However, industry experts have stated that it may take between 7-13 touches before a consumer takes action and responds to a tactic.³¹

³¹ Accenture, Actionable Insights for the New Energy Consumer, 2012

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.

High Usage Verification (HUV)

In D. 12-08-044, the Commission directed the IOUs to implement a process for income verifying customers with high usage. Customers with usage above 400% of baseline would be required to complete a certain process to remain on the program. Customers exceeding 600% of baseline had additional requirements. Customers with high electric usages would be required to:

- Provide a heightened income verification process for CARE
- Agree to participate in the ESA Program, allowing access to all metered areas of the property
- Reduce usage to below 600% of baseline and maintain that level for 24 months

SDG&E completed full implementation of the HUV process in 2015. The upgrade allowed CARE, HEAT and CISCO to interface for purposes of tracking High Usage customers (400% - 600% or more of baseline usage). In 2016, some of SDG&E high usage customers had difficulty obtaining IRS Tax Transcript(s). Customers indicated concerns about privacy associated with the level of required documentation for the discount. In 2016, SDG&E received 147 escalated HUV calls concerning the above. Also, customers that went over 600% of baseline usage twice were removed from the CARE Program, and those customers could appeal their removal. In 2016, SDG&E received 37 appeals, of which 15 were approved and 22 denied.

2.7. Pilots

In D.12-12-011 the Commission approved funding for the Community Help and Awareness with Natural Gas and Electricity Services (CHANGES) Pilot Program³² through the CARE Program budget for the remainder of the 2012-2014 program cycle, or until alternate or complementary funding could be put into place, whichever is sooner. In D.14-08-030, the Commission approved continued funding for the CHANGES Program through 2015, pending further review of the program pilot.

During 2016, funding was authorized in the two Bridge Funding Decisions: D.15-12-024 (authorized January through June) and D.16-06-018 (authorized July through December).

SDG&E provided monthly reporting of CHANGES Program activity, as directed in D.12-12-011.³³ SDG&E also participated in monthly meetings coordinated by the Commission's Energy Division.

2.8. Studies

SDG&E did not conduct any studies for the CARE Program during 2016. However, Athens Research completed the annual estimated eligibility for the joint IOUs, which was filed with the Commission on February 10, 2016 for use during 2016 for CARE penetration.

³² On November 19, 2010, the Commission approved Resolution CSID-004 which approved the CHANGES Pilot Program and authorized CARE funding for the one-year Pilot Program. On November 10, 2011, the Commission issued Resolution CSID-005 which authorized continued CARE funding for the CHANGES Pilot Program. CSID did not authorize funding for the Pilot beyond December 31, 2012.

³³ CHANGES Program activity is reported monthly in CARE tables 10 and 11 of the CARE Program Monthly Report.

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.

<u>Facility Type</u>	<u>Electric</u>	<u>Gas</u>
Commercial	7,174	4,324
Residential	1,919	1,263

3.2. Usage Information

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

<u>Commodity</u>	<u>Residential</u>	<u>Commercial</u>
Gas	28	280
Electric	436	8,130

3.3. Program Cost

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

Expanded CARE Program costs totaled \$25,114. These costs are associated with application processing. Costs for Program Management and Outreach are insignificant and are included in the general CARE Program budget.

3.3.1.1.Discount Information

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

Residential Facility Gas Discount - \$139.16

Residential Facility Electric Discount - \$531.33

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

Commercial Facility Gas Discount - \$662.22

Commercial Facility Electric Discount - \$3,029.08

3.4. Outreach

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

SDG&E Customer Solutions Advisors in both the residential and business outreach groups promoted Expanded CARE with partners who manage multifamily low income housing. Additionally, the outreach team promotes Expanded CARE at general outreach activities including events and presentations. The team has program knowledge and collateral available to share with potentially eligible customers.

Discuss each of the following:

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

SDG&E effectively promotes the Expanded CARE offering via partner organizations and employee interaction with qualifying organizations. The most effective ways SDG&E was able to promote and enroll qualified properties in Expanded CARE was to identify individual properties on the account management level and by working with low income multifamily partners who serve potentially eligible populations.

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

SDG&E and SoCalGas do not currently share Expanded CARE facility information. SDG&E has three qualified Expanded CARE facilities in the shared service territory.

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

The barrier to participation for Expanded CARE tends to come from the ability for these facilities to meet the guidelines – specifically 100% resident eligibility and non-profit status of the organization. Since identifying truly eligible facilities is so challenging we utilize a multi-tactic approach that includes general outreach, account level outreach via assigned Account Executives and multifamily organization partnerships who can help keep the program visible with members and specifically with new members. When the non-eligibility issue arises, SDG&E's Customer Solutions Outreach Advisors evaluate other energy-saving solutions in which these facilities may be able to participate.

3.4.2. 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.

In 2017, SDG&E plans to identify enhancements by working with Assigned Account Executives that manage accounts that may be eligible for Expanded CARE.

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.

SDG&E did not experience any significant program management issues in this reporting period.

4. FUND SHIFTING

4.1. Report Energy Savings Assistance Program fund shifting activity that falls within rules laid out in Section 20.1 of D. 08-11-031

During 2016, SDG&E shifted funds in accordance with the rules set forth in D.08-11-031, as modified by D.10-10-008, and reaffirmed in D.12-08-044 and D.14-08-030.

In-Home Education

At 2016 year-end, SDG&E's In-Home Education expenses exceeded authorized budget by \$23,292 (\$11,646 in gas and \$11,646 in electric). Part of the reason for this overage is that SDG&E provided a cost of living increase in its fee paid to its outreach contractors for educating eligible and qualified ESA Program participants. Although SDG&E expected that this increase could have resulted in excess expenditure, monthly monitoring of actual results did not show that budget would be exceeded until December.

On May 3, 2016, SDG&E filed a Motion to shift ESA Program funds in the amount of \$84,000 (Electric \$42,000/Gas \$42,000) to In-Home Education subcategory using unspent funds carried forward from 2015 into 2016. On May 5, 2016, Administrative Law Judge Anthony Colbert granted SDG&E's Motion.

See ESA Program Table 12 which provides a detailed accounting of the fund shifting activity that occurred during 2016.

4.1.1. Report CARE fund shifting activity that falls within rules laid out in Section 20.1 of D. 08-11-031.

During 2016, SDG&E shifted CARE funds in accordance with the rules set forth in D.06-12-038 (OP16), D.08-11-031, as modified by D.10-10-008, and reaffirmed in D.12-08-044 and D.14-08-030, which granted the IOUs authority to shift funds between CARE administrative categories to promote the efficient and effective implementation of the CARE Program. SDG&E expenditures in General Administration exceeded authorized budget amounts. SDG&E leveraged excess funds in the Post Enrollment Verification category. CARE Program Table 1 provides the detailed accounting of the fund shifting activity that occurred during 2016.

SDG&E's 2016 bridge funding budget is based on the authorized funding level for 2015 which was originally authorized in D. 12-08-044 and extended in D. 14-08-030, D.15-12-024, and D.16-06-018.

4.1.2. Was there any Energy Savings Assistance Program or CARE fund shifting activity that occurred that falls OUTSIDE the rules laid out in Section 20.1 of D. 08-11-031?

During 2016, there was no ESA Program or CARE fund shifting activity that was outside of the rules set forth in Section 20.1 of D. 08-11-031, as modified in D.10-10-008, and reaffirmed in D.12-08-044 and D. 14-08-030, D.15-12-024, and D.16-06-018.

5. COMMONLY USED ACRONYMS

CARE	California Alternate Rates for Energy
CBO	Community-Based Organization
CFL	Compact Fluorescent Lamp
CPUC	California Public Utilities Commission
CSI	California Solar Initiative
D.	Decision
CSD	California Department of Community Services & Development
DDTP	Deaf and Disabled Telecommunications Program
DRP	Demand Response Program
DSM	Demand Side Management
EE	Energy Efficiency
ESA	Energy Savings Assistance
FERA	Family Electric Rate Assistance
HEAT	Home Energy Assistance Tracking
IHD	In Home Display
IOU	Investor-Owned Utility
kW	Kilowatt
kWh	Kilowatt Hour
LIEE	Low Income Energy Efficiency
LIHEAP	Low Income Home Energy Assistance Program
MOU	Memorandum of Understanding
mW	Megawatt
mWh	Megawatt Hour
NGAT	Natural Gas Appliance Testing
OP	Ordering Paragraph
PCT	Programmable Communicating Thermostat
PEV	Post Enrollment Verification
PFM	Petition for Modification
PG&E	Pacific Gas & Electric Company
PPP	Public Purpose Program
PY	Program Year
SCE	Southern California Edison
SDG&E	San Diego Gas & Electric Company
SoCalGas	Southern California Gas Company
TDD	Telecommunications Device for the Deaf
TRC	Total Resource Cost Test
UC	Utility Costs
SSI	Supplemental Security Income
SSD	Supplemental Security Disability
SSP	Social Security Pension

6. APPENDIX A - SAMPLE COLLATERAL MATERIALS





ESA PROGRAM

1. Targeted Marketing Campaign

CARE


2. Print Ads
3. Email Campaign
4. Bill Insert
5. Summer Prep Pocket Card

Appendix A.1 – Sample ESA Targeted Marketing




A Sempra Energy utility™

Take advantage of no cost - appliance, lighting and other upgrades - [Apply today!](#)



You might be able to save even more on your bill



Since you've already qualified to receive a discount on your bill through CARE, you may also be eligible for no-cost energy-efficient upgrades to your home.

These upgrades can help make your home more comfortable and may help you save on your monthly energy bill. With the [Energy Savings Assistance Program](#), our authorized contractors will come to your home and may provide, at no-cost:

- ☒ New, energy-efficient lighting
- ☒ Repair or replacement of doors and windows
- ☒ Microwaves, refrigerators and high-efficiency washers*
- ☒ Insulation, ~~weatherstripping~~ and caulking

[Start the Application](#)

You will need your 10 digit account number found on your SDG&E® bill.

To learn more, connect at sdge.com/esap, or schedule an appointment by calling 1-866-597-0597.

Appendix A.2 – Sample CARE/ESA Print Ads (English and In-Language)

"I would highly recommend these assistance programs to anybody."
Bryon

connected ***** to savings

If you're on a limited income, you may be eligible to receive a discount of 30% or more off your monthly energy bill. You could also qualify for free home improvements that can help reduce your energy costs.

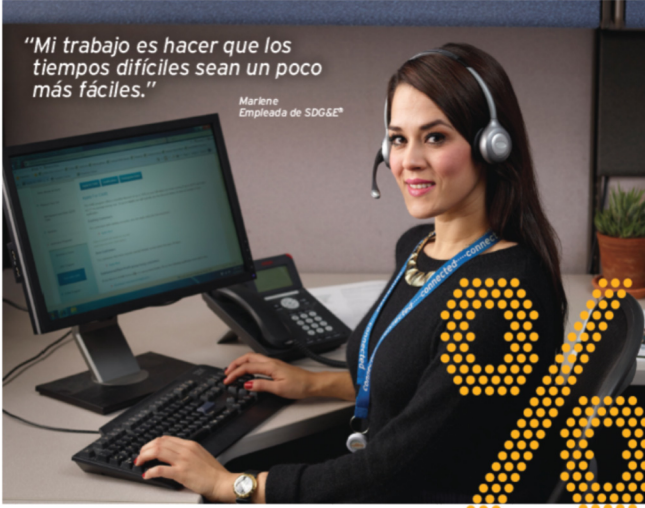
Bryon saved on his bill and you can too. To see if you qualify, call 1-877-646-5525 or visit sdge.com/assistance.

SDGE
A Sempra Energy utility

High energy use could result in removal from the program.
These programs are funded by California utility customers and administered by San Diego Gas & Electric® under the auspices of the California Public Utilities Commission.

"Mi trabajo es hacer que los tiempos difíciles sean un poco más fáciles."

Marlene
Empleada de SDG&E*



conectados ----- a lo que importa

A veces cubrir los gastos diarios puede ser desafiante. Es por ello que ofrecemos descuentos en la factura de energía de cuando menos un 35% y formas sin costo de ahorrar energía y dinero cada mes. Si tiene un ingreso limitado, tal vez reúna los requisitos para estos útiles programas.

Nuestros representantes, como Marlene, con gusto platicarán con usted acerca de nuestro descuento en la factura mensual y mejoras energéticas sin costo para la casa. Llame al 1-877-646-5525 o visite sdge.com/care para ver si cumple con las condiciones.

*Estos programas están financiados por los clientes de las empresas de servicios públicos de California y administrados por San Diego Gas & Electric, bajo los auspicios de la Comisión de Servicios Públicos de California.

SDGE
A Sempra Energy utility

Appendix A.2. (con't) – Sample CARE/ESA Print Ads (English and In-Language)

"We can help you save 30% or more on your bill."

Joanna, SDG&E employee



connected ----- to savings

When you aspire to provide the best for your family, sometimes you can use a little help. That's what we're here for. If you're on a limited income, you may be eligible to receive a discount of 30% or more on your monthly energy bill. You could also qualify for free home improvements that can help reduce your energy costs. Let us help you start saving today. To see if you qualify, call 211 or visit sdge.com/Filipino.

High energy use could result in removal from the program.

These programs are funded by California utility customers and administered by San Diego Gas & Electric under the auspices of the California Public Utilities Commission.

SDGE
A Sempra Energy utility



"Chúng tôi có thể giúp bạn tiết kiệm ít nhất 35% trên hóa đơn."

— Linh-Chi, Nhân Viên SDG&E®

connected -----với tiết kiệm

Khi quý vị mong muốn đem đến cho gia đình những gì tốt đẹp nhất, đôi khi quý vị có thể tìm được sự giúp đỡ. Đó là điều chúng tôi có thể giúp. Nếu kỳ tốc của quý vị giới hạn, quý vị có thể đủ điều kiện nhận giảm giá ít nhất 35% trên hóa đơn tiền điện hàng tháng. Quý vị cũng có thể có đủ điều kiện nhận nâng cấp nhà miễn phí để giảm bớt chi phí năng lượng.

Hãy để chúng tôi giúp quý vị tiết kiệm ngay hôm nay. Để tìm xem quý vị có đủ điều kiện không, xin gọi 211 hoặc vào trang sdge.com/Vietnamese.



Những chương trình này được tài trợ bởi những khách hàng tiêu thụ điện tại California và thị trường SD Sempra Gas & Electric® dưới sự tài trợ của Ủy Ban Tiền Tịch Công Cộng California. ©2016 San Diego Gas & Electric Company. Những thông tin này là tài sản của khách chủ nhận tương ứng. Tất cả các quyền đều được giữ.

Appendix A.3 – Sample Bill Insert (Promotional and Mandatory)



You may qualify for home upgrades and a monthly bill discount

Are you on a limited income or have you recently lost your job? If so, you may be eligible for no-cost energy-efficient home improvements* or an energy bill discount, or both.

Toni from La Mesa qualified and received approximately **\$1,000 worth of home improvements** which included weather stripping, lighting, faucet aerators and a new door. Additionally, she also qualified to receive a **discount on her monthly bill**.

To see if you qualify, visit us at sdge.com/assistance



As long as the residence was not previously served by the program. Existing appliances must meet age requirements to qualify for replacement. Co-pay may be required for landlords who own appliances and pay tenant utility bill. These programs are funded by the utility customers and administered by San Diego Gas & Electric under the auspices of the California Public Utilities Commission. SDGE makes no representations as to the safety, reliability and/or efficiency of goods and services selected. SDGE makes no warranty, whether express or implied, including warranty of merchantability or fitness for any particular purpose, use or application of selected goods and services. Eligibility requirements apply.

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“Tal vez reúna los requisitos para mejoras en la casa y un descuento mensual en la factura”

¿Tiene un ingreso limitado o recientemente se quedó sin trabajo? Si es así, tal vez reúna los requisitos para recibir gratis mejoras eficientes en energía para el hogar,* un descuento en la factura de energía, o ambas cosas.

Toni de La Mesa reunió los requisitos y recibió aproximadamente **\$1,000 en mejoras para el hogar**, entre las que se incluyeron tiras para aislar, iluminación, aireadores para llaves de agua y una puerta nueva. Además, ella también cumplió con las condiciones para recibir un **descuento en la factura mensual**.

Para ver si reúne los requisitos, visítenos en sdge.com/assistance



Siempre y cuando la residencia no haya sido beneficiada previamente por el programa. Los aparatos domésticos existentes deben cumplir con los requisitos de antigüedad para que tenga derecho a que los reemplacen. Tal vez se requiera un copago de los propietarios que sean dueños de los aparatos y paguen la factura de luz y gas del inquilino. Estos programas están financiados por los clientes de las empresas de servicios públicos, y administrados por San Diego Gas & Electric, bajo los auspicios de la Comisión de Servicios Públicos de California. SDGE no hace ninguna representación en cuanto a la seguridad, confiabilidad o eficiencia de los bienes y servicios seleccionados. SDGE no extiende ningún tipo de garantía, implícita o explícita, como por ejemplo garantía de comerciabilidad o idoneidad para ningún propósito, uso o aplicación en particular de los bienes y servicios seleccionados. Se aplican requisitos de participación.

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Appendix A.3 (con't) – Sample Bill Insert (Promotional and Mandatory)

**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 1000 SAN DIEGO, CA 92101

POSTAGE WILL BE PAID BY ADDRESSEE

ATTN: CARE PROGRAM
SAN DIEGO GAS & ELECTRIC
PO BOX 129831
SAN DIEGO CA 92112-9831

SDG&E® - General Information
1-800-487-7343
sdge.com

Save energy
Energy Savings Assistance Program
Free energy-saving home improvements
1-866-597-0597
sdge.com/energyassistance

Energy Savings Assistance Program
Name rebates
Rebates on energy-efficient products for your home
1-800-644-6333
sdge.com/rebates

Free energy survey
Free on-site analysis can show you ways to save
1-800-644-6333
sdge.com/survey

Get extra help
Level your energy bill payments every month
1-800-487-7343
sdge.com/everyday

Bill payment assistance and other community resources
Near 211
211san Diego.org

LIHEAP
State administered bill payment assistance and weatherization services.
Call the Department of Community Services and Development 1-866-475-6423 or call 211 for referral to a local agency.

California Lifeline
Discounted telephone service. Call your service provider.
cslc.ca.gov

SDG&E® - General Information
1-800-487-7343
sdge.com/espanol

Ahorre dinero
Energy Savings Assistance Program
Mejoras gratuitas que ahorran energía en el hogar
1-866-597-0597
sdge.com/casa

Energy Savings Assistance Program
Rebates para el hogar
Rebates en productos eficientes en energía para su hogar
1-800-644-6333
sdge.com/reembolsos

Análisis de su Consumo de Energía
Llámenos al 1-800-644-6333 para obtener más información

Obtenga ayuda adicional
Mientras los pagos mensuales de su factura de energía.
Llámenos al 1-800-28-7343 y prepárese por el Plan de Pago Mensual (Level Pay Plan)
Asistencia para el pago de la factura y otros recursos de la comunidad
Nearby 211
211san Diego.org

LIHEAP
Servicios de asistencia para el pago de la factura y para impermeabilización, administrado por el estado. Llame al Departamento de Servicios y Desarrollo de la Comunidad al 1-866-475-6423 o llame al 211 para que le remitan a una agencia de la localidad.

California Lifeline
Servicio telefónico con descuento. Llame a su proveedor de servicio.
cslc.ca.gov

SDGE
A Semptra Energy unit

Save on your SDG&E® bill
Residential Rate Assistance

Ahorre en la factura de SDG&E
Asistencia tarifaria residencial

Application/Formulario de Solicitud



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FORM 100-712-0016
10/10/17 10/10/17 01/16 01/16

It's easy to apply for SDG&E assistance programs. We offer two programs that may lower your monthly bill.

California Alternate Rates for Energy (CARE) The CARE program offers a monthly discount on SDG&E bills for qualifying households. Qualification is based on total gross income of everyone living in the home. (See the income guidelines below) OR participation in a qualifying public assistance program.

Family Electric Rate Assistance (FERA) If you do not qualify for the CARE program, you may still qualify for the FERA program, which offers a monthly discount on electric bills for households of 3 or more people with a slightly higher income than required for CARE. See the FERA income guidelines listed below to find out if you qualify.

Rules for CARE and FERA participation

- You must notify SDG&E if you no longer qualify.
- You may be asked to verify your income.
- Unacceptable energy usage levels could result in removal from the program.
- You must renew your enrollment when requested.
- You may not be claimed on another person's income tax return other than your spouse.
- The SDG&E bill must be in your name and the address must be your primary residence.
- Your total current household income before deductions must be within the income levels in the chart for your household size OR your household is receiving benefits from one of the public assistance programs listed in the application in Box 2A.

Other ways to apply online or call 211. If you have questions or would like more information please email billhelp@sdge.com. For speech- or hearing-impaired customers TDD/TTY is available at 1-877-889-7343.

Household Size	CARE Total Annual Household Income	FERA Net Eligible
1 or 2	\$32,040	\$40,400
3	\$40,320	\$48,680 - \$60,750
4	\$48,600	\$56,880 - \$71,000
5	\$56,880	\$65,160 - \$80,400
6	\$65,160	\$73,440 - \$89,600
7	\$73,440	\$81,720 - \$98,800
8	\$81,720	\$90,000 - \$107,200
Each Additional Person, and	\$8,320	\$8,320 - \$10,400

*Effective June 1, 2016. May 31, 2017

Es fácil presentar una solicitud para los programas de asistencia de SDG&E. Ofrecemos dos programas que pueden reducir su factura mensual.

Tarifa Alternas para Energía en California (CARE) El programa CARE ofrece un descuento mensual en las facturas de SDG&E a los hogares que reúnen los requisitos. Los requisitos se basan en el ingreso total de cada uno de las personas que vive en el hogar. Véase los niveles de ingreso en la parte inferior de esta participación en un programa de asistencia pública que le da derecho a participar.

Programa Familiar de Reducción de Tarifas Eléctricas (FERA) Si no reúne los requisitos para el programa CARE, tal vez sí califique para el Programa FERA, que ofrece un descuento mensual en las facturas eléctricas de los hogares con 3 o más personas, cuyo ingreso es ligeramente más alto que el que se requiere para CARE. Véase los Niveles de ingreso de FERA que aparecen a continuación para averiguar si reúne los requisitos.

Reglas de participación para CARE y FERA

- Debe notificar a SDG&E si usted ya no califica.
- Le pueden pedir que compruebe su ingreso.
- Niveles inaceptables de uso de energía pueden resultar en remoción del programa.
- Debe renovar su solicitud cuando le sea requerido.
- No puede aparecer usted en la declaración del impuesto sobre el ingreso de otra persona que no sea su cónyuge.
- La factura de SDG&E debe estar a su nombre y dirección debe ser su residencia principal.
- El ingreso total actual en el hogar, antes de deducciones, debe estar dentro de los niveles de ingreso correspondientes al número de personas que viven en su casa y que aparecen en el cuadro O su hogar debe estar recibiendo beneficios de uno de los programas de asistencia pública indicados en el cuadro 2A del formulario.

Otros formas de solicitar: billhelp@sdge.com o llamando al 211. Si tiene preguntas o desea obtener más información, por favor envíe un mensaje a billhelp@sdge.com. Para los clientes con problemas auditivos o del habla, hay TDD/TTY llamando al 1-877-889-7343.

Número de personas que viven en el hogar	CARE Ingreso total anual en el hogar	FERA No reúne los requisitos
1 o 2	\$32,040	\$40,320 - \$48,600
3	\$40,320	\$48,600 - \$56,880
4	\$48,600	\$56,880 - \$71,000
5	\$56,880	\$65,160 - \$80,400
6	\$65,160	\$73,440 - \$89,600
7	\$73,440	\$81,720 - \$98,800
8	\$81,720	\$90,000 - \$107,200
Por cada persona adicional	\$8,320	\$8,320 - \$10,400

*En vigor del 1 de junio de 2016 al 31 de mayo de 2017

Your Name / Su nombre _____ Home Telephone / Teléfono de casa _____

Home Address, Apartment, City, Zip Code / Número y calle, Apartamento, Ciudad, Código postal _____ Email Address / Dirección de correo electrónico _____

SDG&E Account Number / Número de cuenta de SDG&E _____

1 Household Information: Please complete.
Number of persons in your household: Adults Children
Please complete either section 2A OR 2B, then go to section 3.

2A Public Assistance Programs: (For CARE Program Only)
If you or someone in your household receives benefits from any of the following public assistance programs, check all that apply. Fill out section 2B or 2C. You do not need to complete both sections.

OR


2B Household Income Eligibility: (For CARE or FERA Program)
If your household does not participate in a public assistance program, please check all sources of household income for all members of the household, including the total income in the space provided.

3 Declaration: (please read and sign below)
I declare the information I have provided in this application is true and correct. I agree to provide proof of income if asked. I agree to return SDG&E if no longer qualify to receive the discount. I understand that if I receive any discount without qualifying for it, I may be required to pay back the discount I received. I understand that SDG&E can share my information with other utilities or their agents to enroll me in their assistance programs.

4 Customer Signature: Please print name _____ Date / Fecha _____





Appendix A.4 - Sample Summer Prep Pocket Card

To learn more about ways you can save this summer visit sdge.com/summer.



SDGE
A Sempra Energy utility

Connect with us at sdge.com and on social media



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facebook.com/SanDiegoGasandElectric
pinterest.com/sdge
youtube.com/SDGEWebmaster


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Take the heat off your wallet with these summer energy-saving tips

Electric rates change based on the season. They're higher in the summer and lower in the winter. This, combined with the changes to the electric rate structure, may mean higher energy bills especially if September is a hot month as predicted.

- ▶ **Set your air conditioner to 78 degrees or higher.** Changing the A/C thermostat from 72 to 78 degrees can save up to 12% of your cooling costs.
- ▶ **Switch to fans when you can.** Use a portable or ceiling fan instead of A/C when you can comfortably do so.
- ▶ **Make the light choice.** When you replace lights, choose energy-efficient products such as LEDs and CFLs.
- ▶ **Use a pool or spa cover.** Covers can reduce heat loss by up to 90%.
- ▶ **Alert yourself to energy use.** Monitor your energy use with **Energy Alerts** and get notifications when you cross from tier to tier or when your bill hits a certain dollar amount. Login to My Account to set your alerts at sdge.com/myaccount.




SDGE
A Sempra Energy utility

Energy-saving ideas for summer

Request a house call if you're not sure where to begin

Call **1-800-411-7343** to schedule a free in-home energy survey with one of our customer energy specialists. To see how one in-home visit uncovered \$1,840 in potential annual energy savings, watch our video, "Tag Along: Find Your Energy Savings," at sdge.com/survey.

Reduce your use and save.




If you have central A/C, you may be eligible for a free smart thermostat valued at \$300 when you sign up for Reduce

Your Use Rewards. If you qualify, we'll install the thermostat and you'll be able to use your mobile device to adjust and monitor temperature settings on your A/C. Apply at sdge.com/thermostat.

You may qualify for at least a 20% discount on your energy bill


In addition to a bill discount you may also be eligible for free home improvements and energy-efficient appliances. Eligibility is based on your household size and yearly income or by your household participation in certain public assistance programs. Visit sdge.com/kare to apply.



Energy savings have helped Toni's budget, allowing her to do more with her grandkids.


Let your bill take a dip by using our no-cost Water and Energy-Savings Kit

The kit includes three faucet aerators, a low-flow showerhead and an LED night light to help you save energy and water. To request your no-cost kit, visit sdge.com/kit. Learn more about ways you can save water at whenindrought.org.



Shop for your next energy-efficient appliance with us

You can now shop for energy-efficient appliances and learn about available rebates all in one convenient place. With **SDGE Marketplace**, it's easy and convenient to find the best deals on energy-efficient products that can significantly lower your energy use and your monthly electricity bill. Visit sdgemarketplace.com to shop now.



(See additional tips on reverse side)

7. APPENDIX B: ENERGY SAVINGS ASSISTANCE PROGRAM TABLES AND CARE TABLES

Summary Table – ESA Program and CARE Program

ESA Program – Table 1 – Overall Program Expenses

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

ESA Program – Table 3 – Cost Effectiveness

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

ESA Program – Table 5 – Direct Purchases & Installation Contractors

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

ESA Program – Table 7 – Expenditures by Cost Elements

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

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

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

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

ESA Program – Table 12 – Fund Shifting

ESA Program – Table 13 – Categorical Enrollment

ESA Program – Table 14 – Leveraging and Integration

ESA Program – Table 15 – Lighting

ESA Program – Table 16 – “Add Back” Measures

CARE Program – Table 1 – CARE Overall Program Expenses

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

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

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

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

CARE Program – Table 5 – Enrollment by County

CARE Program – Table 6 – Re-certification Results

CARE Program – Table 7 – Capitation Contractors

CARE Program – Table 8 – Participants per Month

CARE Program – Table 9 – Average Monthly Usage & Bill

CARE Program – Table 10 – CARE Surcharge & Revenue

CARE Program – Table 11 – CARE Capitation Applications

CARE Program – Table 12 – CARE Expansion Program

CARE Program – Table 13 – CARE High Usage Verification Results

CARE Program – Table 14 – CARE Categorical Enrollment

San Diego Gas Electric Company

Energy Savings Assistance Program and CARE Program

2016 Summary Highlights

ESA Program

2016 Energy Savings Assistance Program Summary			
2016	Authorized / Planning Assumptions	Actual	%
Budget	\$25,491,565	\$17,511,142	69%
Homes Treated	20,316	19,792	97%
kWh Saved	5,723,386	3,446,861	60%
kW Demand Reduced	1,025	405	39%
Therms Saved	331,283	249,582	75%

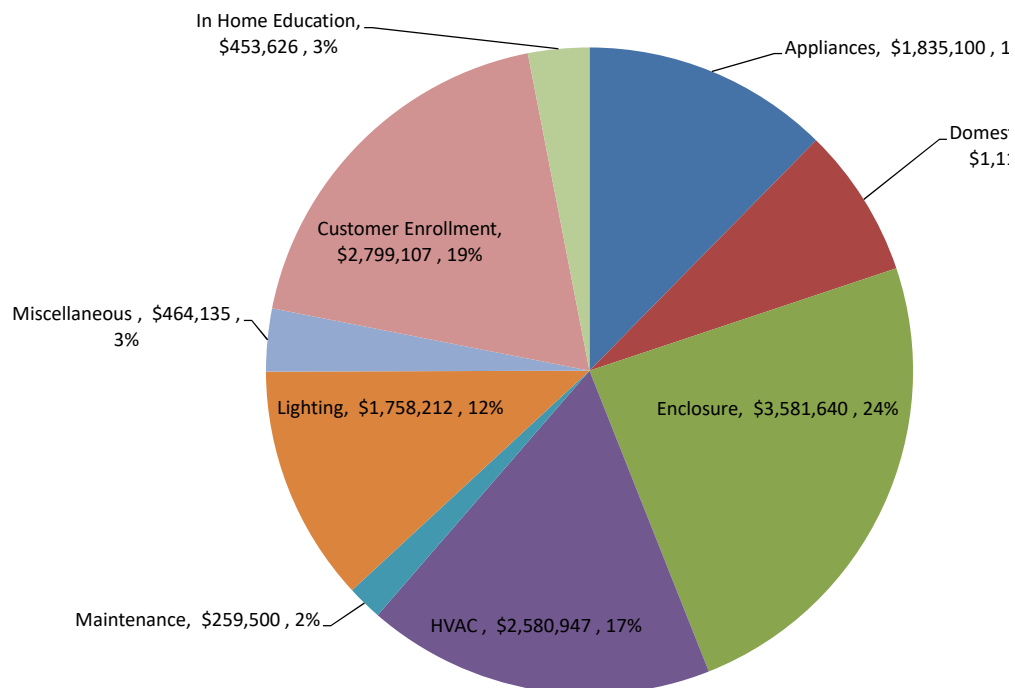
Note: Values shown for Authorized / Planning Assumptions are from SDG&E's 2015 to 2017 Program Application, Table A-2 ESAP Planning with the exception of the budget; the budget is the approved amount from D.16-11-022.

CARE Program

2016 CARE Summary			
2016	Authorized Budget	Actual	%
Administrative Expenses	\$5,636,145	\$4,850,547	86%
Subsidies	\$83,614,933	\$103,117,448	123%
Service Establishment Charge	\$0	\$0	n/a
Total Program Costs and Discounts	\$89,251,078	\$107,967,995	121%
2016 CARE New Enrollments¹	Automatically Enrolled via Data Sharing, ESA Participation, etc	Self Certified as Categorically Eligible	Self Certified as Income Eligible
Method	2,737	23,564	36,850
2016 CARE Penetration	Estimated Eligible Participants	Participants	Penetration Rate
Total Enrolled	350,715	269,224	77%

¹ Excludes Capitation New Enrollments

2016 ESA Program Energy Efficiency Expenditures by Measure Group



San Diego Gas Electric Company

	A	B	C	D	E	F	G	H	I	J
1	<p align="center">PY 2016 Energy Savings Assistance Program Annual Report ESAP Table 1 ESAP Overall Program Expenses</p>									
2		2016 Authorized Budget ¹			2016 Annual Expenses ²			% of Budget Spent		
3	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
4	Energy Efficiency									
5	Appliances	\$ 3,626,319	\$ 1,306,214	\$ 4,932,533	\$ 1,536,141	\$ 298,959	\$ 1,835,100	42%	23%	37%
6	Domestic Hot Water	\$ 58,325	\$ 1,997,193	\$ 2,055,518	\$ 33,437	\$ 1,081,140	\$ 1,114,577	57%	54%	54%
7	Enclosure	\$ 1,850,540	\$ 2,739,307	\$ 4,589,847	\$ 1,540,105	\$ 2,041,535	\$ 3,581,640	83%	75%	78%
8	HVAC	\$ 392,199	\$ 3,535,658	\$ 3,927,856	\$ 120,463	\$ 2,460,485	\$ 2,580,947	31%	70%	66%
9	Maintenance	\$ 4,464	\$ 566,414	\$ 570,879	\$ 391	\$ 259,109	\$ 259,500	9%	46%	45%
10	Lighting	\$ 2,775,286	\$ -	\$ 2,775,286	\$ 1,758,212	\$ -	\$ 1,758,212	63%	0%	63%
11	Miscellaneous	\$ 484,540	\$ -	\$ 484,540	\$ 464,135	\$ -	\$ 464,135	96%	0%	96%
12	Customer Enrollment	\$ 1,692,820	\$ 1,692,820	\$ 3,385,641	\$ 1,399,553	\$ 1,399,554	\$ 2,799,107	83%	83%	83%
13	In Home Education	\$ 215,167	\$ 215,167	\$ 430,334	\$ 226,813	\$ 226,813	\$ 453,626	105%	105%	105%
14	Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Fund Shifting Offset	\$ (499,405)	\$ (2,633,333)	\$ (3,132,738)	\$ -	\$ -	\$ -	0%	0%	0%
16	Energy Efficiency TOTAL	\$ 10,600,255	\$ 9,419,441	\$ 20,019,696	\$ 7,079,251	\$ 7,767,593		67%	82%	0%
17										
18	Training Center	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	Inspections	\$ 49,603	\$ 49,603	\$ 99,206	\$ 49,423	\$ 49,422	\$ 98,845	100%	100%	100%
20	Marketing and Outreach	\$ 582,359	\$ 582,359	\$ 1,164,718	\$ 466,994	\$ 466,994	\$ 933,989	80%	80%	80%
21	Statewide Marketing Education and Outreach	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
22	Measurement and Evaluation Studies	\$ 57,500	\$ 57,500	\$ 115,000	\$ 12,635	\$ 12,635	\$ 25,271	22%	22%	22%
23	Regulatory Compliance	\$ 161,107	\$ 161,107	\$ 322,214	\$ 94,007	\$ 94,007	\$ 188,014	58%	58%	58%
24	General Administration	\$ 1,003,209	\$ 1,003,209	\$ 2,006,417	\$ 701,228	\$ 701,227	\$ 1,402,456	70%	70%	70%
25	CPUC Energy Division	\$ 22,500	\$ 22,500	\$ 45,000	\$ 7,862	\$ 7,862	\$ 15,723	35%	35%	35%
26										
27	TOTAL PROGRAM COSTS	\$ 12,476,532	\$ 11,295,718	\$ 23,772,251	\$ 8,411,401	\$ 9,099,741	\$ 17,511,142	67%	81%	74%
28	Budget Adjustment (D.16-11-022, OP2)	\$ 902,296	\$ 817,018	\$ 1,719,314	\$ -	\$ -	\$ -			
29	TOTAL ADJUSTED PROGRAM COSTS	\$ 13,378,828	\$ 12,112,737	\$ 25,491,565	\$ 8,411,401	\$ 9,099,741	\$ 17,511,142	63%	75%	69%
30	Funded Outside of ESA Program Budget									
31	Indirect Costs				\$ 338,502	\$ 341,223	\$ 679,726			
32	NGAT Costs				\$ -	\$ 147,916	\$ 147,916			
33										
34	<p>[1] Per D.14-08-030 Authorized budget includes \$3,132,739 in fund shifting of carryover from prior years, and \$1,256,632 in budget augmentation in the following categories: Appliances, Domestic Hot Water, Enclosure, HVAC, Customer Enrollment, and Inspections. D.14-08-030 Authorized \$23,772,250 plus fund shift of carryforward. 2016 Bridge Funding Authorized in D.15-12-024 and D.16-06-018. Budget further adjusted in D.16-11-022.</p> <p>[2] Expenditures include discounts taken (\$27.896).</p>									

San Diego Gas Electric Company

	A	B	C	D	E
1	PY 2016 Energy Savings Assistance Program Annual Report ESAP Table 3 Program Cost Effectiveness				
2					
3	Ratio of Benefits Over Costs			Net Benefits \$	
4	ProgramYear	ESACET	ResourceTRC	ESACET	ResourceTRC
5	2016	0.81	0.64	(3,169,570)	(3,095,045)
6					
7	Notes:				
8	- All program measures "resource and non-resource measures" are included in the ESACET. Only measures considered "resource measures" are included in the Resource TRC.				
9	- The ESACET includes energy and non-energy benefits and all program costs including measure, installation, and administrative costs.				
10	- The Resource TRC includes energy benefits and program measure and installation costs.				
11	- Ordering Paragraph 34 of D.14-08-030 adopts the 2013 ESA Impact Evaluation. The results from that study were used in this Annual Report.				
12	- Ordering Paragraph 43 of D.14-08-030 directs the application of the two new cost effectiveness tests, ESACET and Resource TRC.				

San Diego Gas Electric Company

PY 2016 Energy Savings Assistance Program Annual Report

ESAP Table 4

Detail by Housing Type and Source

		2016 Energy Savings ⁵				
Customer	Housing Type	# Homes Treated	(mWh)	MW	(mTherm)	2016 Expenses ¹
Gas and Electric Customers						
Owners - Total		4,881	1,359	0.177	106	8,562,232
	Single Family	3,470	1,079	0.142	92.9	6,763,055
	Multi Family	540	133	0.017	5.4	431,569
	Mobile Homes	871	148	0.019	7.8	1,367,608
Renters - Total		11,688	1,345	0.152	131	4,891,306
	Single Family	3,743	608	0.072	52.4	2,343,546
	Multi Family	7,866	728	0.080	78.1	2,516,563
	Mobile Homes	79	9	0.001	0.4	31,197
Electric Customers (only)						
Owners - Total		856	285	0.030	2	588,972
	Single Family	653	231	0.024	1.5	\$488,297
	Multi Family	145	39	0.004	0.4	\$75,329
	Mobile Homes	58	14	0.002	0.0	\$25,346
Renters - Total		2,367	458	0.045	11	821,122
	Single Family	1,139	258	0.025	4.2	\$441,648
	Multi Family	1,206	197	0.019	6.5	\$374,272
	Mobile Homes	22	3	0.000	0.0	\$5,202
Gas Customers (only)						
Owners - Total		-				
	Single Family	-				
	Multi Family	-				
	Mobile Homes	-				
Renters - Total		-				
	Single Family	-				
	Multi Family	-				
	Mobile Homes	-				
Totals:		19,792	3,447	0.405	250	14,863,633

Penetration History				
Year	Homes Treated ²	Ineligible & Unwilling ³	Estimated Eligible in Current Year ⁴	Current Year Penetration Rate for Homes Treated
2002	14,089			
2003	15,706			
2004	14,897			
2005	11,254			
2006	13,771			
2007	13,074			
2008	20,804			
2009	20,927	6,685	20,384	103%
2010	21,593	8,690	20,384	106%
2011	22,575	8,423	20,384	111%
2012	22,415	7,871	20,316	110%
2013	17,568	13,411	20,316	86%
2014	22,039	15,738	20,316	108%
2015	20,209	17,308	20,316	99%
2016	19,792	22,570	20,316	97%
2017				
2018				
2019				
2020				
Total Homes Treated since 2002	270,713	100,696	162,732	

¹Costs exclude all administrative and indirect program costs. Expenditures do not include discounts taken (\$27,896) and an invoice paid for water education, \$11,106, not identified at the enrollment level.

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

³ Ineligible & Unwilling defined in ESA Table 8.

⁴ Based on Attachment F of D.12-08-044 and D.14-08-030.

⁵ Ordering Paragraph 34 of D.14-08-030 adopts the 2013 ESA Impact Evaluation. The results from that study were used in this Annual Report.

Year	Utility in Shared Service Territory	Eligible Households in Shared Service Territory	Eligible households treated by both utilities in shared service
2016	SoCalGas	17,974	252

San Diego Gas Electric Company

	A	B	C	D	E	F	G
1	PY 2016 Energy Savings Assistance Program Annual Report ESAP Table 5 ESAP Direct Purchases & Installation Contractors						
2	Contractor	County	Contractor Type (Check one or more if applicable)				2016 Annual Expenditures [1]
3			Private	CBO	WMDVBE	LIHEAP	
4	AMERICAN INSULATION INC	San Diego	x		x		\$ 1,314,913
5	AMERIMEX PLUMBING	San Diego	x		x		\$ 216,947
6	CAMPESINOS UNIDOS INC	San Diego		x	x	x	\$ 306,002
7	CAPITAL STATE CONTRUCTION	San Diego	x				\$ 934,591
8	EAGLE SYSTEMS INTERNATIONAL INC	San Diego					\$ 762,736
9	JERRY'S HEATING & AIR CONDITIONING, INC	San Diego	x				\$ 1,072,452
10	MAAC PROJECT	San Diego		x	x	x	\$ 429,349
11	MACRON ENGINEERING	San Diego					\$ 37,290
12	R&B WHOLESALE DISTRIBUTOR INC	San Diego	x				\$ 1,162,943
13	RANCHO ENERGY SERVICES	San Diego	x		x		\$ 1,414,629
14	RELIABLE ENERGY MANAGEMENT INC	San Diego			x		\$ 646,563
15	RICHARD HEATH & ASSOCIATES INC	San Diego, Orange	x				\$ 5,278,962
16	THA HEATING AND AIR CONDITIONING INC	San Diego	x				\$ 1,269,466
17	Total Contractor Expenditures						\$ 14,846,844
18	[1] Expenditures include cash discounts applied for payment terms (\$27,896).						
19							
20							

San Diego Gas Electric Company

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
1	PY 2016 Energy Savings Assistance Program Annual Report ESAP Table 6 ESAP Installation Cost of Program Installation Contractors																			
2		Unit of Measure	CBO/WMDVBE						Non-CBO/WMDVBE						2016 Program Total					
3			Installations		Dwellings		Costs		Installations		Dwellings		Costs			Units Installed	Households [1]	Costs [3]	Cost/ Unit	Cost/ Household
4			Units	%	Units	%	\$	%	Units	%	Units	%	\$	%						
5	Dwellings	Each	193,764	90%	18,511	93%	\$ 9,624,217	65%	20,449	10%	1,398	7%	\$ 5,250,523	35%		214,213	19,909	\$ 14,874,739	\$ 69.44	\$ 747.14
6	Appliances																			
7	High Efficiency Clothes Washer	Each	-	0%	-	0%	\$ -	0%	389	100%	389	100%	\$ 276,220	100%		389	389	\$ 276,220	\$ 710	\$ 710
8	Refrigerators	Each	(1)	0%	-	0%	\$ (905)	0%	1,073	100%	1,044	100%	\$ 886,723	100%		1,072	1,044	\$ 885,819	\$ 826	\$ 848
9	Microwaves	Each	6,112	97%	6,133	97%	\$ 615,068	97%	172	3%	175	3%	\$ 20,425	3%		6,284	6,308	\$ 635,493	\$ 101	\$ 101
10	Domestic Hot Water																			
11	Water Heater Blanket	Home	262	92%	262	92%	\$ 14,302	92%	24	8%	24	8%	\$ 1,251	8%		286	286	\$ 15,553	\$ 54	\$ 54
12	Low Flow Shower Head	Home	3,140	64%	3,140	64%	\$ 231,601	66%	1,751	36%	1,751	36%	\$ 121,097	34%		4,891	4,891	\$ 352,698	\$ 72	\$ 72
13	Water Heater Pipe Insulation	Home	82	39%	82	39%	\$ 1,313	34%	126	61%	126	61%	\$ 2,499	66%		208	208	\$ 3,812	\$ 18	\$ 18
14	Faucet Aerator	Home	9,911	93%	9,911	93%	\$ 79,532	91%	772	7%	772	7%	\$ 8,086	9%		10,683	10,683	\$ 87,618	\$ 8	\$ 8
15	Water Heater Repair/Replacement	Each	491	55%	491	55%	\$ 43,014	10%	406	45%	406	45%	\$ 388,085	90%		897	897	\$ 431,099	\$ 481	\$ 481
16	Thermostatic Shower Valve	Each	2,022	58%	1,208	56%	\$ 121,695	58%	1,443	42%	962	44%	\$ 86,734	42%		3,465	2,170	\$ 208,428	\$ 60	\$ 96
17	Enclosure																			
18	Air Sealing / Envelope	Home	4,280	63%	4,280	63%	\$ 1,838,764	68%	2,506	37%	2,506	37%	\$ 858,507	32%		6,786	6,786	\$ 2,697,272	\$ 397	\$ 397
19	Attic Insulation	Home	545	72%	545	72%	\$ 541,131	67%	208	28%	208	28%	\$ 261,211	33%		753	753	\$ 802,342	\$ 1,066	\$ 1,066
20	HVAC																			
21	FAU Standing Pilot Light Conversion	Each	27	57%	27	57%	\$ 8,505	57%	20	43%	20	43%	\$ 6,300	43%		47	47	\$ 14,805	\$ 315	\$ 315
22	Furnace Repair/Replacement	Each	2,518	69%	2,518	69%	\$ 364,181	16%	1,152	31%	1,152	31%	\$ 1,938,213	84%		3,670	3,670	\$ 2,302,394	\$ 627	\$ 627
23	Room A/C Replacement	Each	133	100%	116	100%	\$ 120,533	100%	-	0%	-	0%	\$ -	0%		133	116	\$ 120,533	\$ 906	\$ 1,039
24	Central A/C Replacement	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%		-	-	\$ -	\$ -	\$ -
25	Heat Pump Replacement	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%		-	-	\$ -	\$ -	\$ -
26	Evaporative Coolers (Replacement)	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%		-	-	\$ -	\$ -	\$ -
27	Evaporative Coolers (Installation)	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%		-	-	\$ -	\$ -	\$ -
28	Duct Testing and Sealing [2]	Home	335	73%	335	73%	\$ 30,797	38%	126	27%	126	27%	\$ 51,158	62%		461	461	\$ 81,955	\$ 178	\$ 178
29	Maintenance																			
30	Furnace Clean and Tune	Home	3,162	93%	3,162	93%	\$ 246,610	95%	228	7%	228	7%	\$ 13,767	5%		3,390	3,390	\$ 260,376	\$ 77	\$ 77
31	Central A/C Tune-up	Home	-	0%	-	0%	\$ -	0%	3	100%	3	100%	\$ 394	100%		3	3	\$ 394	\$ 131	\$ 131
32	Evaporative Cooler Maintenance	Home	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%		-	-	\$ -	\$ -	\$ -
33	Lighting																			
34	Compact Fluorescent Lights (CFLs)	Each	87,785	94%	18,032	97%	\$ 644,280	93%	5,263	6%	574	3%	\$ 45,420	7%		93,048	18,606	\$ 689,700	\$ 7	\$ 37
35	Interior Hard wired CFL fixtures	Each	2,275	85%	1,030	84%	\$ 171,433	85%	399	15%	201	16%	\$ 30,675	15%		2,674	1,231	\$ 202,109	\$ 76	\$ 164
36	Exterior Hard wired CFL fixtures	Each	1,121	79%	711	77%	\$ 62,250	78%	301	21%	211	23%	\$ 17,308	22%		1,422	922	\$ 79,557	\$ 56	\$ 86
37	Torchiere	Each	6,512	97%	4,095	96%	\$ 612,664	97%	219	3%	192	4%	\$ 21,900	3%		6,731	4,287	\$ 634,564	\$ 94	\$ 148
38	Occupancy Sensor	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%		-	-	\$ -	\$ -	\$ -
39	LED Night Lights	Each	51,409	96%	18,289	94%	\$ 170,317	95%	2,396	4%	1,228	6%	\$ 8,051	5%		53,805	19,517	\$ 178,367	\$ 3	\$ 9
40	Miscellaneous																			
41	Pool Pumps	Each	-	0%	-	0%	\$ -	0%	-	0%	-	0%	\$ -	0%		-	-	\$ -	\$ -	\$ -
42	Smart Power Strips	Each	11,643	89%	8,534	93%	\$ 427,256	89%	1,472	11%	686	7%	\$ 54,096	11%		13,115	9,220	\$ 481,352	\$ 37	\$ 52
43	Pilots																			
44		Each		0%						0%						-	-	\$ -	\$ -	\$ -
45		Each		0%						0%						-	-	\$ -	\$ -	\$ -
46	Customer Enrollment																			
47	Outreach & Assessment	Home	18,394	93%	18,511	93%	\$ 2,833,023	96%	1,398	7%	1,398	7%	\$ 123,166	4%		19,792	19,909	\$ 2,956,190	\$ 149	\$ 148
48	In-Home Education	Home	24,334	95%	24,334	95%	\$ 446,855	94%	1,347	5%	1,347	5%	\$ 29,238	6%		25,681	25,681	\$ 476,093	\$ 19	\$ 19
49																				
50	[1] Some households were served by both CBO/WMDVBE and non-CBO/WMDVBE contractors.																			
51	[2] For Duct testing and sealing, number represents 129 homes both tested and sealed by non-COB/MWDBE contractors in the amount of \$51,158.																			
52	337 homes received duct testing only in the amount of \$30,797. All 337 homes receiving duct test only were served by COB/MWDBE contractors.																			
53	There are no energy savings associated with duct testing.																			
54	[3] Expenditures do not include discounts taken (\$27,896).																			

San Diego Gas Electric Company

	A	B	C	D	E
1	PY 2016 Energy Savings Assistance Program Annual Report ESAP Table 7 Expenditures Recorded by Cost Element				
2	ESA Program:	Labor	Non-Labor	Contractor	Total¹
3	Energy Efficiency				
4	Appliances		\$ (1,225)	\$ 1,836,325	\$ 1,835,100
5	Domestic Hot Water		\$ (2,494)	\$ 1,117,071	\$ 1,114,577
6	Enclosure		\$ (2,526)	\$ 3,584,166	\$ 3,581,640
7	HVAC		\$ (9,642)	\$ 2,590,589	\$ 2,580,947
8	Maintenance		\$ (829)	\$ 260,329	\$ 259,500
9	Lighting		\$ (3,437)	\$ 1,761,648	\$ 1,758,212
10	Miscellaneous		\$ (973)	\$ 465,108	\$ 464,135
11	Customer Enrollment		\$ (5,904)	\$ 2,805,011	\$ 2,799,107
12	In Home Education		\$ (866)	\$ 454,492	\$ 453,626
13	Pilot				\$ -
14	Fund Shifting Offset				\$ -
15	Energy Efficiency TOTAL	\$ -	\$ (27,896)	\$ 14,874,740	\$ 14,846,844
16					
17	Training Center	\$ -	\$ -		\$ -
18	Inspections	\$ 97,335	\$ 1,510		\$ 98,845
19	Marketing and Outreach	\$ 1,225	\$ 932,764		\$ 933,989
20	Statewide Marketing Education and Outreach	\$ -	\$ -		\$ -
21	Measurement and Evaluation Studies	\$ -	\$ 25,271		\$ 25,271
22	Regulatory Compliance	\$ 181,847	\$ 6,168		\$ 188,014
23	General Administration	\$ 1,023,418	\$ 379,038		\$ 1,402,456
24	CPUC Energy Division		\$ 15,723		\$ 15,723
25					
26	TOTAL PROGRAM COSTS	\$ 1,303,825	\$ 1,332,578	\$ 14,874,740	\$ 17,511,142
27					
28	[1] Total Expenditures includes cash discounts applied for payment terms (\$27,896).				
29					

San Diego Gas Electric Company

	A	B	C	D	E	F	G	H	I
1	PY 2016 Energy Savings Assistance Program Annual Report ESAP Table 8 ESAP Homes Unwilling / Unable to Participate								
2	Reason Provided								
3	County	Customer/ Landlord Declined Program Measures or is Non- Responsive	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Insufficient feasible Measures	Ineligible Dwelling - Prior Program Participation	Household Income Exceeds Allowable Limits	Unable to Provide Required Documentation	Other
4	San Diego	17,819	384	-	85	13	10,626	1,344	329
5	Orange	4,751	31	-	4	2	492	35	28
6	Total	22,570	415	-	89	15	11,118	1,379	357

San Diego Gas Electric Company

	A	B	C	D	E	F	G
1	PY 2016 Energy Savings Assistance Program Annual Report ESAP Table 9 Life Cycle Bill Savings by Measure						
2	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
3	Appliances						
4	High Efficiency Clothes Washer	Each	389	123.00	15.86	11	\$ 33,714
5	Refrigerators	Each	1,072	622.06		14	\$ 1,094,988
6	Microwaves [1]	Each	6,284	66.52	23.57	10	\$ 708,043
7	Domestic Hot Water						
8	Water Heater Blanket	Home	286	3.90	0.32	5	\$ 379
9	Low Flow Shower Head	Home	4,891	2.58	0.44	10	\$ 15,304
10	Water Heater Pipe Insulation	Home	208	0.39	0.03	11	\$ 37
11	Faucet Aerator	Home	10,683	1.61	0.25	10	\$ 15,093
12	Water Heater Repair/Replacement	Home	897		6.80	11	\$ 31,286
13	Thermostatic Shower Valve	Each	3,465	52.92	1.69	10	\$ 50,378
14	Enclosure						
15	Air Sealing / Envelope	Home	6,786	49.10	2.88	11	\$ 561,608
16	Attic Insulation	Home	753	92.41	26.77	20	\$ 291,809
17	HVAC						
18	FAU Standing Pilot Light Conversion	Each	47		15.10	13	\$ 4,130
19	Furnace Repair/Replacement	Home	3,670		-	20	\$ -
20	Room A/C Replacement	Each	133	25.05		8	\$ 4,020
21	Central A/C Replacement	Each					
22	Heat Pump Replacement	Each					
23	Evaporative Coolers (Replacement)	Each					
24	Evaporative Coolers (Installation)	Each					
25	Duct Testing and Sealing	Home	461	55.72	14.80	18	\$ 97,674
26	Maintenance						
27	Furnace Clean and Tune	Home	3,390		10.51	5	\$ 87,099
28	Central A/C Tune-up	Home	3	255.54		10	\$ 990
29	Evaporative Cooler Maintenance	Home					
30	Lighting						
31	Compact Fluorescent Lights (CFLs)	Each	93,048	16.75		7	\$ 1,381,304
32	Interior Hard wired CFL fixtures	Each	2,674	41.99		16	\$ 203,583
33	Exterior Hard wired CFL fixtures	Each	1,422	41.99		20	\$ 124,490
34	Torchiere	Each	6,731	24.13		16	\$ 272,203
35	Occupancy Sensor	Each					
36	LED Night Lights	Each	53,805	1.36		16	\$ 110,312
37	Miscellaneous						
38	Pool Pumps	Each					
39	Smart Power Strips	Each	13,115	24.50		8	\$ 347,438
40	Pilots						
41	Total						\$ 5,435,882
42							
43	Total Homes Served By the Program	19,792					
44	Life Cycle Bill Savings Per Home	\$ 275					
45							
46	Note: Ordering Paragraph 34 of D.14-08-030 adopts the 2013 ESA Impact Evaluation. The results from that study were used in this Annual Report.						
47	[1] For microwaves, the savings estimate comes from a separate analysis completed by Evergreen Economics. A reasonable estimate for the usage of the microwave, which would be shown as negative kWh, is not available at this time; however, we expect this to be addressed in the next impact evaluation.						
48							

San Diego Gas Electric Company

	A	B	C
1	PY 2016 Energy Savings Assistance Program Annual Report ESAP Table 10 Energy Rate Used for Bill Savings Calculations¹		
2	Year	\$/kWh	\$/Therm
3	2016	0.16	0.59
4	2017	0.16	0.61
5	2018	0.17	0.63
6	2019	0.17	0.64
7	2020	0.18	0.66
8	2021	0.18	0.68
9	2022	0.19	0.70
10	2023	0.20	0.73
11	2024	0.20	0.75
12	2025	0.21	0.77
13	2026	0.21	0.79
14	2027	0.22	0.82
15	2028	0.23	0.84
16	2029	0.23	0.87
17	2030	0.24	0.89
18	2031	0.25	0.92
19	2032	0.26	0.95
20	2033	0.26	0.98
21	2034	0.27	1.00
22	2035	0.28	1.03
23	[1] For 2016, the average cost per kWh and therm paid by ESA participants is shown. Cost is escalated 3% annually for remaining years		
24			
25			

San Diego Gas Electric Company

	A	B	C	D	E
1	PY 2016 Energy Savings Assistance Program Annual Report ESAP Table 11 Bill Savings Calculations by Program Year				
2	Program Year	Program Costs	Program Lifecycle Bill Savings	Program Bill Savings/ Cost Ratio	Per Home Average Lifecycle Bill Savings
3	2011	\$ 20,950,509	\$ 11,372,235	0.54	\$ 504
4	2012	\$ 21,046,806	\$ 10,325,509	0.49	\$ 461
5	2013	\$ 17,874,649	\$ 7,897,313	0.44	\$ 450
6	2014	\$ 19,143,282	\$ 9,030,922	0.47	\$ 410
7	2015	\$ 17,355,596	\$ 5,632,584	0.32	\$ 279
8	2016	\$ 17,511,142	\$ 5,435,882	0.31	\$ 275
9					
10					

San Diego Gas Electric Company

PY 2016 Energy Savings Assistance Program Annual Report
ESAP Table 12
Fund Shifting¹

		Budget ¹			Expenditures			(Shift) or Carried Forward (Budget - Expenditures = Variance)			Among Categories within Program Year 1-3			FUND SHIFT AMOUNT Carry Forward from 2015			Carry Back from 2016								
Date ⁵	Program Year 2016	Electric	Gas	Total Authorized	Electric	Gas	Total Expenditures ⁷	Variance			(1) Shift of Current Year Authorized			(2) Shift of Carry Forward			(3) Shift of Carry Back			Total Shifted Gas/ Electric ⁴	% 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:	ex. \$x,xxx	ex. \$x,xxx	ex. \$x,xxx	ex. \$x,xxx	ex. \$x,xxx	ex. \$x,xxx	ex. \$x,xxx	ex. \$x,xxx	ex. \$x,xxx	ex. \$x,xxx	ex. \$x,xxx	ex. \$x,xxx	ex. \$x,xxx	ex. \$x,xxx	ex. \$x,xxx	ex. \$x,xxx	ex. \$x,xxx	ex. \$x,xxx	(\$x,xxx)	x%	Carried Forward	From 2008	From In-Home Education	G-xxxx, D.xx- xx-xxx
	Energy Efficiency																								
	Appliance	\$ 3,626,319	\$ 1,306,214	\$ 4,932,533	\$ 1,536,141	\$ 298,959	\$ 1,835,100	\$ 2,090,178	\$ 1,007,255	\$ 3,097,433	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
	Domestic Hot Water	\$ 58,325	\$ 1,997,193	\$ 2,055,518	\$ 33,437	\$ 1,081,140	\$ 1,114,577	\$ 24,887	\$ 916,054	\$ 940,941	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
	Enclosure	\$ 1,850,540	\$ 2,739,307	\$ 4,589,847	\$ 1,540,105	\$ 2,041,535	\$ 3,581,640	\$ 310,435	\$ 697,772	\$ 1,008,206	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
	HVAC	\$ 392,199	\$ 3,535,658	\$ 3,927,856	\$ 120,463	\$ 2,460,485	\$ 2,580,947	\$ 271,736	\$ 1,075,173	\$ 1,346,909	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
	Maintenance	\$ 4,464	\$ 566,414	\$ 570,879	\$ 391	\$ 259,109	\$ 259,500	\$ 4,073	\$ 307,306	\$ 311,379	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
	Lighting	\$ 2,775,286	\$ -	\$ 2,775,286	\$ 1,758,212	\$ -	\$ 1,758,212	\$ 1,017,074	\$ -	\$ 1,017,074	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
	Miscellaneous	\$ 484,540	\$ -	\$ 484,540	\$ 464,135	\$ -	\$ 464,135	\$ 20,405	\$ -	\$ 20,405	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
	Customer Enrollment	\$ 1,692,820	\$ 1,692,820	\$ 3,385,641	\$ 1,399,553	\$ 1,399,554	\$ 2,799,107	\$ 293,267	\$ 293,267	\$ 586,534	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
	Dec-16 In Home Education ^{3,4}																							1. 2. Authorized by D.08-11-031 and as modified by D.10-10-008, D.12-08-044, D.14-08-030, D.15-12-024 and D.16-06-018.	
		\$ 215,167	\$ 215,167	\$ 430,334	\$ 226,813	\$ 226,813	\$ 453,626	\$ (11,646)	\$ (11,646)	\$ (23,292)	\$ -	\$ -	\$ -	\$ 11,646	\$ 11,646	\$ 23,292	\$ -	\$ -	\$ -	\$ (23,292)	0.1%	1. 2. Carried Forward 3.	1. 2. From 2015 3.	1. 2. From 2015 and prior years carried forward unspent funds. 3.	
	Pilot ³	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
	Fund Shifting Offset ²	\$ (499,405)	\$ (2,633,333)	\$ (3,132,738)	\$ -	\$ -	\$ -	\$ (499,405)	\$ (2,633,333)	\$ (3,132,738)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
	Energy Efficiency TOTAL	\$ 10,600,255	\$ 9,419,441	\$ 20,019,696	\$ 7,079,251	\$ 7,767,593	\$ 14,846,844	\$ 3,521,004	\$ 1,651,847	\$ 5,172,851	\$ -	\$ -	\$ -	\$ 11,646	\$ 11,646	\$ 23,292	\$ -	\$ -	\$ -	\$ (23,292)	0.1%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
	Training Center	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
	Inspections	\$ 49,603	\$ 49,603	\$ 99,206	\$ 49,423	\$ 49,422	\$ 98,845	\$ 180	\$ 181	\$ 361	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
	Marketing and Outreach	\$ 582,359	\$ 582,359	\$ 1,164,718	\$ 466,994	\$ 466,994	\$ 933,989	\$ 115,365	\$ 115,365	\$ 230,729	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
	Statewide ME&O ³	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
	M&E Studies ³	\$ 57,500	\$ 57,500	\$ 115,000	\$ 12,635	\$ 12,635	\$ 25,271	\$ 44,865	\$ 44,865	\$ 89,729	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
	Regulatory Compliance ³	\$ 161,107	\$ 161,107	\$ 322,214	\$ 94,007	\$ 94,007	\$ 188,014	\$ 67,100	\$ 67,100	\$ 134,200	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
	General Administration ³	\$ 1,003,209	\$ 1,003,209	\$ 2,006,417	\$ 701,228	\$ 701,227	\$ 1,402,456	\$ 301,980	\$ 301,981	\$ 603,961	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
	CPUC Energy Division ³	\$ 22,500	\$ 22,500	\$ 45,000	\$ 7,862	\$ 7,862	\$ 15,723	\$ 14,638	\$ 14,638	\$ 29,277	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
	TOTAL PROGRAM COSTS	\$ 12,476,532	\$ 11,295,718	\$ 23,772,251	\$ 8,411,401	\$ 9,099,741	\$ 17,511,142	\$ 4,065,132	\$ 2,195,977	\$ 6,261,108	\$ -	\$ -	\$ -	\$ 11,646	\$ 11,646	\$ 23,292	\$ -	\$ -	\$ -	\$ (23,292)	0.1%				
	Budget Adjustment (D.16-11-022, OP2)	\$ 902,296	\$ 817,018	\$ 1,719,314	\$ -	\$ -	\$ -	\$ 902,296	\$ 817,018	\$ 1,719,314															
	TOTAL ADJUSTED PROGRAM COSTS	\$ 13,378,828	\$ 12,112,737	\$ 25,491,565	\$ 8,411,401	\$ 9,099,741	\$ 17,511,142	\$ 4,967,428	\$ 3,012,995	\$ 7,980,423															
	Carryforward from 2015 and prior years ⁶	\$ 13,676,480	\$ 12,818,408	\$ 26,494,887	\$ -	\$ -	\$ -	\$ 13,676,480	\$ 12,818,408	\$ 26,494,887				\$ 13,676,480	\$ 12,818,408	\$ 26,494,887									
	Carry Back from PY 2017 (\$0)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -															
	TOTAL PROGRAM INCLUDING CARRY FORWARD / CARRY BACK	\$ 27,055,308	\$ 24,931,144	\$ 51,986,452	\$ 8,411,401	\$ 9,099,741	\$ 17,511,142	\$ 18,643,907	\$ 15,831,403	\$ 34,475,310	\$ -	\$ -	\$ -	\$ 13,664,833	\$ 12,806,761	\$ 26,471,595	\$ -	\$ -	\$ -						

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

[2] Funding for 2016 is authorized per D.15-12-024 and D.16-06-018 which authorized the same funding level authorized for 2014 and 2015 and includes the fund shift of \$3,132,739. The fund shift for 2016 is included in categories above as follows: Appliances (\$31,393 Elec / \$387,533 Gas); Domestic Hot Water (\$8,398 Elec /\$369,837 Gas); Enclosure (\$383,003 Elec / \$827,912 Gas); HVAC (\$971,441 Gas); Customer Enrollment (\$56,611 Elec / \$56,611 Gas); Inspections (\$20,000 Elec / \$20,000 Gas).

[3] Prior written authorization from the Commission is required before the utilities can shift into or out of these categories. On May 3, 2016, SDG&E filed a Motion to shift ESA Program funds in the amount of \$84,000 (Electric \$42,000/Gas \$42,000) to In-Home Education subcategory using unspent funds carried forward from 2015 into 2016. On May 5, 2016, Administrative Law Judge Anthony Colbert granted SDG&E's Motion.

[4] SDG&E shifted funds in accordance with Section 20 of Funding Shifting Rules set forth in D.08-11-031, as modified by D.10-10-008, D.12-08-044 and D.14-08-030.

[5] This is the month in which the category was over budget. However, SDG&E did not shift any funds until year end 2016.

[6] Carryforward from 2015 and prior years includes approved carryforward fundshifting in D.14-08-030 of \$9,398,216 and a budget augmentation for gas in the amount of \$3,769,897

[7] Total Expenditures includes cash discounts applied for payment terms of (\$27,896).

[8] Total unspent funds are based on Authorized budgets less expenditures. The unspent amount is not the same as the amounts (over/under collection) in the Balancing Accounts which are based on the annual collections minus the annual expenditures.

Total Unspent Funds Carry forward into 2016	\$ 13,676,480	\$ 12,818,408	\$ 26,494,887
Total Shifted during 2016	\$ (11,646)	\$ (11,646)	\$ (23,292)
Remaining Carryforward from 2015 after fund shift for 2016	\$ 13,664,833	\$ 12,806,762	\$ 26,471,595
Totals not available for fund shift w/out prior written authorization ³	\$ 428,583	\$ 428,584	\$ 857,167
2016 Unspent Funds	\$ 4,550,491	\$ 2,596,057	\$ 7,146,548
Total Unspent Funds Carry forward into 2017 ⁸	\$ 18,643,907	\$ 15,831,403	\$ 34,475,310

San Diego Gas Electric Company

	A	B
1	PY 2016 Energy Savings Assistance Program Annual Report ESAP Table 13 Categorical and Other Enrollment	
2		
3		
4		
5		
6	Type of Enrollment	Number of customers treated
7	Women, Infants, and Children Program (WIC)	1,440
8	Supplemental Security Income (SSI)	794
9	CalFresh/Supplemental Nutrition Assistance Program - Food Stamps	1,052
10	CalWORKs/Temporary Assistance for Needy Families (TANF)	62
11	Tribal TANF	-
12	Medicaid/Medi-Cal for Families	2,338
13	Healthy Families A&B	465
14	National School Lunch Program (NSLP) - Free Lunch	414
15	Low-income Home Energy Assistance Program (LIHEAP)	38
16	Bureau of Indian Affairs General Assistance	-
17	Head Start Income Eligible - (Tribal Only)	-
18	Targeted Self Certification	8,067
19	Standard Enrollment	5,122
20	Total	19,792
21		
22		
23		

San Diego Gas Electric Company

**PY 2016 Energy Savings Assistance Program Annual Report
ESAP Table 14
Leveraging & Integration**

Coordination Type [1]	Partner	Brief Description of Effort	Relationship outside the IOU?	MOU Present?	Amount of Dollars Saved [2]	Amount of Energy Savings [3]	Other Measureable Benefits [3]	Enrollments Resulting from Leveraging Effort [4]	Methodology [5]	Meets all Criteria	If not, Explain
Leveraging	LIHEAP	SDG&E's partners with local CSD agencies to enroll eligible LIHEAP bill assistance customers in the ESA Program.	Yes	Yes	None	315 kWh 0.03 kW 13 therms	N/A	33	N/A	N/A	N/A
Leveraging	SASH	Continued to work closely with Grid Alternatives to efficiently identify and serve any ESA Program eligible customers with all feasible measures.	Yes	Yes	None	1815 kWh 0.20 kW 102 therms	N/A	12	N/A	N/A	N/A
Interdepartmental Integration	CARE	CARE/ESA Program combined message in all marketing material	No	N/A	None	41,337 kWh 4.94 kW 11,215 therms	N/A	574	No dollar impact. Integration effort was designed to increase awareness	N/A	N/A
Data Sharing	EUC MIDI Program	Lead Sharing between ESA Program and MIDI	No	N/A	None	1,333 kWh 0.21 kW 168 therms	N/A	1	N/A	Y	N/A
Data Sharing	CARE/Medical Baseline	Marketing to customers enrolled in CARE and/or Medical Baseline	No	N/A	None	N/A	N/A	35	No dollar impact. Effort provided targeted lead generation	N/A	N/A
Data Sharing	CARE High Usage	Automated Lead Generation for CARE High Usage Verification Process	No	N/A	None	145,622 kWh 16.68 kW 5,801 therms	N/A	518	N/A	N/A	N/A
Leveraging	MASH	Continued to work closely with Center for Sustainable Energy to efficiently identify and serve any ESA Program eligible customers with all feasible measures.	Yes	No	None	832 kWh 0.10 kW 29 therms	N/A	5	N/A	N/A	N/A
Data Sharing	SCG	Lead Sharing between SDGE and SCG	No	N/A	None	261 kWh 0.04 kW 36 therms	N/A	1	N/A	N/A	N/A

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

[2] Leveraging and Integration efforts are measurable and quantifiable in terms of dollars saved by the IOU (Shared/contributed/donated resources, shared marketing materials, shared information technology, shared programmatic infrastructure, among others are just some examples of cost and/or resource savings to the IOU).

[3] Annual Energy savings/benefits for measures installation in 2016. Leveraging efforts are measurable and quantifiable in terms of home energy benefits/ savings to the eligible households.

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

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

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

San Diego Gas Electric Company

	A	B	C	D	E	F
1	PY 2016 Energy Savings Assistance Program Annual Report ESAP Table 15 Lighting					
2						
3						
4						
5	ESA Program CFL Tracking Table					
6	<i>Instructions: Please identify the CFL bulbs used within your ESA program and fill in the remaining columns for each</i>					
7	Bulb Name / Identification	Bulb Description (wattage, lumens)	Bulb Cost (material)	Admin Cost (overhead, contractor fee, marketing, etc.)	Total Bulb Cost (material + admin) [1]	AB 1109 Compliant? [2]
8	CFL	9 Watt			7.25	Yes
9	CFL	14 Watt			7.37	Yes
10	CFL	19 Watt			8.63	Yes
11	CFL	23 Watt			7.51	Yes
12						
13						
14						
15						
16						
17	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 [3]	
18	2009	20,927	17,653	6	1,796,496	
19	2010	21,593	17,016	7	1,796,176	
20	2011	22,575	17,246	6	1,697,568	
21	2012	22,415	17,046	6	1,772,269	
22	2013	17,568	11,639	6	1,502,883	
23	2014	22,039	20,895	6	2,207,495	
24	2015	20,209	18,724	6	1,856,926	
25	2016	19,792	18,606	5	1,626,672	
26	<div style="border: 1px solid black; padding: 5px;"> <p>[1] Bulb cost and admin cost were combined effective 2013.</p> <p>[2] 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?</p> <p>[3] Ordering Paragraph 34 of D.14-08-030 adopts the 2013 ESA Impact Evaluation. The results from that study were used in this Annual Report.</p> </div>					
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San Diego Gas Electric Company

	A	B	C	D	E	F	G
1	PY 2016 Energy Savings Assistance Program Annual Report						
2	ESAP Table 16						
3	"Add Back" Measures						
4							
5							
6			Ratio of Benefits Over				
7	Measure [1]	Climate	ESACET	Resource TRC	Quantity	Budget	Lifecycle Bill
8	Room A/C Replacement, MF	10	0.07	n/a	11	\$11,520	\$324
9	Room A/C Replacement, MH	10	0.08	n/a	26	\$22,293	\$765
10	Room A/C Replacement, SF	10	0.08	n/a	96	\$86,720	\$2,932
11	Duct Testing and Sealing,elec,SF	7	0.88	2.20	2	\$184	\$218
12	Duct Testing and Sealing,elec,SF	10	0.88	2.20	5	\$460	\$545
13	Duct Testing and Sealing,gas,MH	7	0.57	0.71	5	\$3,150	\$1,167
14	Duct Testing and Sealing,gas,MH	10	0.51	0.60	16	\$10,080	\$3,187
15	Duct Testing and Sealing,gas,SF	7	0.99	2.85	189	\$29,564	\$44,126
16	Duct Testing and Sealing,gas,SF	10	0.94	2.39	244	\$38,518	\$48,431
17	Furnace Repair/Replacement,gas,MF	7	0.00	n/a	72	\$24,610	\$0
18	Furnace Repair/Replacement,gas,MF	10	0.00	n/a	77	\$46,648	\$0
19	Furnace Repair/Replacement,gas,MH	7	0.00	n/a	244	\$201,829	\$0
20	Furnace Repair/Replacement,gas,MH	10	0.00	n/a	334	\$283,849	\$0
21	Furnace Repair/Replacement,gas,SF	7	0.00	n/a	1484	\$907,842	\$0
22	Furnace Repair/Replacement,gas,SF	10	0.00	n/a	1373	\$837,615	\$0
23	Water Heater Repair/Replacement,gas,MF	7	0.33	n/a	14	\$3,937	\$490
24	Water Heater Repair/Replacement,gas,MF	10	0.18	n/a	12	\$6,823	\$420
25	Water Heater Repair/Replacement,gas,MH	7	0.10	n/a	78	\$84,950	\$2,730
26	Water Heater Repair/Replacement,gas,MH	10	0.10	n/a	110	\$121,195	\$3,850
27	Water Heater Repair/Replacement,gas,SF	7	0.30	n/a	334	\$104,327	\$11,689
28	Water Heater Repair/Replacement,gas,SF	10	0.30	n/a	346	\$109,867	\$12,109
29	Attic Insulation,gas,MF	7	0.84	0.54	3	\$3,142	\$1,298
30	Attic Insulation,gas,MF	10	0.89	0.62	4	\$2,371	\$1,553
31							
32	Notes:						
33	[1] Based on Appendix J.1 and J.2 in D.12-08-044 and D.14-08-030.						
34	[2] Ordering Paragraph 34 of D.14-08-030 adopts the 2013 ESA Impact Evaluation. The results from that study were used in this Annual Report.						
35	[3] Attic insulation is only an "add back" measure for MF gas installations.						

San Diego Gas Electric Company

	A	B	C	D	E	F	G	H
1	Assigned To: Ronnie R.							
2	CARE Table 1							
3	Overall Program Expenses							
4	Category	Overall Expenditures		Total	Authorized Budget	% of Budget Spent	Total Shifted ¹	Shifted to/from?
5		Electric	Gas					
6	Outreach	\$ 1,929,569	\$ 227,439	\$ 2,157,008	\$ 2,300,352	94%		
7	Processing, Certification, Recertification ¹	\$ 431,906	\$ 49,766	\$ 481,671	\$ 643,206	75%		
8	Post Enrollment Verification	\$ 227,415	\$ 27,331	\$ 254,746	\$ 403,200	63%	(\$65,455)	Shifted to General Administration
9	IT Programming	\$ 884,002	\$ 96,390	\$ 980,392	\$ 1,230,082	80%		
10	Cool Centers	\$ 31,450	\$ 3,666	\$ 35,117	\$ 35,985	98%		
11	Pilots	\$ 165,889	\$ 18,325	\$ 184,215	\$ 260,340	71%		
12	Measurement & Evaluation	\$ -	\$ -	\$ -	\$ 22,500	0%		
13	Regulatory Compliance	\$ 122,630	\$ 14,219	\$ 136,849	\$ 165,362	83%		
14	General Administration	\$ 521,061	\$ 62,800	\$ 583,861	\$ 518,406	113%	\$65,455	Shifted from Post Enrollment Verification
15	CPUC Energy Division	\$ 32,757	\$ 3,931	\$ 36,688	\$ 56,712	65%		
16								
17	TOTAL Program Costs	\$ 4,346,680	\$ 503,868	\$ 4,850,547	\$ 5,636,145	86%	\$ -	
18								
19	CARE Rate Discount	\$ 93,041,550	\$ 10,075,898	\$ 103,117,448	\$ 83,614,933	123%	\$ -	
20	Service Establishment Charge Discount	\$ -	\$ -	\$ -	\$ -	0%	\$ -	
21								
22	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 97,388,230	\$ 10,579,766	\$ 107,967,995	\$ 89,251,078	121%	\$ -	
23								
24	¹ Overall Expenditures includes a manual adjustment in the amount of \$4,931 to reflect FERA labor and agency hours erroneously charged to the CARE program and corrected in 2017.							
25								
26								
27								

San Diego Gas Electric Company

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	
1	PY 2016 CARE Annual Report																									
2	CARE Table 2																									
3	Enrollment, Recertification, Attrition, & Penetration																									
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San Diego Gas Electric Company

PY 2016 CARE Annual Report								
CARE Table 3A - Post-Enrollment Verification Results (Model) 2016								
2016	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify	CARE Households De-Enrolled (Due to no response)	CARE Households De-Enrolled (Verified as Ineligible) ²	Total Households De-Enrolled ³	% De-enrolled through Post Enrollment Verification ⁴	% of Total CARE Households De-Enrolled
January	268,645	0	0.0%	0	0	0	0%	0.0%
February	266,717	346	0.1%	131	43	174	50%	0.1%
March	267,288	1,037	0.4%	470	101	571	55%	0.2%
April	266,608	1,626	0.6%	770	172	942	58%	0.4%
May	265,944	874	0.3%	401	71	472	54%	0.2%
June	266,959	994	0.4%	453	94	547	55%	0.2%
July	263,166	745	0.3%	338	72	410	55%	0.2%
August	265,702	526	0.2%	231	45	276	52%	0.1%
September	266,729	1,387	0.5%	686	118	804	58%	0.3%
October	268,228	1,699	0.6%	817	151	968	57%	0.4%
November	268,317	332	0.1%	163	31	194	58%	0.1%
December	269,224	687	0.3%	0	22	22	3%	0.0%
YTD Total	269,224	10,253	3.8%	4,460	920	5,380	52%	2.0%

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

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

³ Verification results are tied to the month initiated and the verification process allows customers 90 days to respond to the verification request. Results may be pending due to the time permitted for a participant to respond.

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

PY 2016 CARE Annual Report								
CARE Table 3B - Post-Enrollment Verification Results (High Usage) 2016								
2016	Total CARE Households Enrolled	Households Requested to Verify ¹	% of CARE Enrolled Requested to Verify	CARE Households De-Enrolled (Due to no response)	CARE Households De-Enrolled (Verified as Ineligible) ²	Total Households De-Enrolled ³	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-Enrolled
January	268,645	669	0.2%	426	48	474	71%	0.2%
February	266,717	1,075	0.4%	683	126	809	75%	0.3%
March	267,288	251	0.1%	95	22	117	47%	0.0%
April	266,608	153	0.1%	42	15	57	37%	0.0%
May	265,944	127	0.0%	47	8	55	43%	0.0%
June	266,959	169	0.1%	48	23	71	42%	0.0%
July	263,166	265	0.1%	159	13	172	65%	0.1%
August	265,702	1,549	0.6%	1,103	86	1,189	77%	0.4%
September	266,729	2,427	0.9%	1,854	96	1,950	80%	0.7%
October	268,228	293	0.1%	209	17	226	77%	0.1%
November	268,317	489	0.2%	36	15	51	10%	0.0%
December	269,244	186	0.1%	0	1	1	1%	0.0%
YTD Total	269,224	7,653	2.8%	4,702	470	5,172	68%	1.9%

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

² Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.

³ Verification results are tied to the month initiated and the high usage verification process allows customers 90 days to respond to the verification process. Results may be pending due to the time permitted for a participant to respond.

San Diego Gas Electric Company

	A	B	C	D	E	F	G
1	PY 2016 CARE Annual Report						
2	CARE Table 4						
3	CARE Self-Certification and Self-Recertification Applications ¹						
4		Provided ²	Received	Approved ³	Denied	Pending/ Never Completed	Duplicates
5	Total	1,042,460	153,608	120,522	7,875	238	24,973
6	Percentage		100%	78%	5%	0%	16%
7							
8							
9							
10							
11	¹ Includes sub-metered customers.						
12	² Includes number of applications SDG&E provided for all direct mailing campaigns, email campaigns, phone enrollment campaigns, and other outreach methods. Because there are other means by which customers obtain applications which are not counted, this number is an approximation.						
13	³ Includes new enrollments and recertification applications approved.						

San Diego Gas Electric Company

	A	B	C	D	E	F	G	H	I	J
1	PY 2016 CARE Annual Report									
2	CARE Table 5									
3	CARE Enrollment by County									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
5		Urban	Rural¹	Total	Urban	Rural	Total	Urban	Rural	Total
6	Orange	18,462	0	18,462	9,890	0	9,890	54%	0%	54%
7	San Diego	324,327	7,926	332,253	253,622	5,712	259,334	78%	72%	78%
8	Total	342,789	7,926	350,715	263,512	5,712	269,224	77%	72%	77%
9										
10										
11										
12										
13										

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

San Diego Gas Electric Company

	A	B	C	D	E	F	G	H
1	PY 2016 CARE Annual Report							
2	CARE Table 6							
3	CARE Recertification Results							
4	2016	Total CARE Population	Participants Requested to Recertify ¹	% of Population Total	Participants Recertified ²	Participants Dropped ^{2, 3}	Recertification Rate % (E/C) ⁴	% of Total Population Dropped (F/B)
5	January	268,645	2,451	1%	1,187	803	48%	0.3%
6	February	266,717	2,615	1%	1,339	844	51%	0.3%
7	March	267,288	3,870	1%	2,202	1,018	57%	0.4%
8	April	266,608	2,818	1%	1,365	898	48%	0.3%
9	May	265,944	2,434	1%	1,463	658	60%	0.2%
10	June	266,959	2,550	1%	1,528	712	60%	0.3%
11	July	263,166	1,675	1%	1,019	465	61%	0.2%
12	August	265,702	2,970	1%	2,004	703	67%	0.3%
13	September	266,729	3,386	1%	2,152	979	64%	0.4%
14	October	268,228	3,954	1%	2,685	1,046	68%	0.4%
15	November	268,317	3,310	1%	2,263	563	68%	0.2%
16	December	269,224	3,942	1%	2,454	139	62%	0.1%
17	YTD Total	269,224	35,975	13%	21,661	8,828	60%	3.3%
18	¹ Participants recertified number does not include customers who passed the SDG&E's CARE eligible probability model. ² Recertification results are tied to the month initiated and the recertification process allows customers 90 days to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond. ³ Includes customers who did not respond or who requested to be de-enrolled. ⁴ Percentage of customers recertified compared to the total participants requested to recertify. Does not reflect accounts with closed or transferred status who had not yet responded to the recertification request.							
19								
20								
21								
22								
23								
24								
25								

San Diego Gas Electric Company

	A	B	C	D	E	F	G	H
1	PY 2016 CARE Annual Report CARE Table 7 CARE Capitation Contractors							
2								
3								
4	Contractor Name ¹	Contractor Type (Check one or more if applicable)				Enrollments²		
5		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
6	211 SAN DIEGO	0	X	0	0	0	3,336	3,336
7	ALLIANCE FOR AFRICAN ASSISTANCE	0	X	0	0	0	76	76
8	AMERICAN RED CROSS	0	X	X	0	0	124	124
9	CATHOLIC CHARITIES	0	X	0	0	0	21	21
10	CHILDREN'S INITIATIVE	0	X	0	0	0	4	4
11	CHULA VISTA COMMUNITY COLLABORATIVE	0	X	0	0	0	40	40
12	COMMUNITY RESOURCE CENTER	0	X	0	0	0	7	7
13	CRISIS HOUSE	0	X	0	0	0	2	2
14	HEARTS AND HANDS TOGETHER	0	X	0	0	0	11	11
15	HORN OF AFRICA	0	X	0	0	0	4	4
16	INTERFAITH COMMUNITY	0	X	0	0	0	1	1
17	LA MAESTRA FAMILY CLINIC	0	X	0	0	0	160	160
18	MAAC PROJECT - CARE	0	X	0	X	0	147	147
19	NATIONAL ASIAN AMERICAN COALITION	0	X	0	0	0	0	0
20	NEIGHBORHOOD HEALTH CARE	0	X	0	0	0	22	22
21	NETWORK OF MYANMAR AMERICAN ASSOCIATION	0	X	0	0	0	0	0
22	NORTH COUNTY HEALTH SERVICES	0	X	0	0	0	125	125
23	SAN DIEGO STATE UNIVERSITY	0	X	0	0	0	115	115
24	SAN YSIDRO HEALTH CENTERS	0	X	0	0	0	16	16
25	SCRIPPS HEALTH	0	X	0	0	0	15	15
26	VISTA COMMUNITY CLINIC	0	X	0	0	0	17	17
27	Total Enrollments and Expenditures					0	4,243	4,243
28								
29								
30	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.							
31	² Enrollments reflect new enrollments only.							
32								
33								
34								

San Diego Gas Electric Company

	A	B	C	D	E	F	G	H
1	PY 2016 CARE Annual Report							
2	CARE Table 8							
3	CARE Participants as of Month-End							
4	2016	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration Rate	% Change
5	January	175,984	N/A	92,661	268,645	350,715	77%	-1%
6	February	174,106	N/A	92,611	266,717	350,715	76%	-1%
7	March	174,074	N/A	93,214	267,288	350,715	76%	0%
8	April	173,516	N/A	93,092	266,608	350,715	76%	0%
9	May	173,337	N/A	92,607	265,944	350,715	76%	0%
10	June	173,191	N/A	93,768	266,959	350,715	76%	0%
11	July	170,372	N/A	92,794	263,166	350,715	75%	-1%
12	August	172,661	N/A	93,041	265,702	350,715	76%	1%
13	September	173,290	N/A	93,439	266,729	350,715	76%	0%
14	October	174,687	N/A	93,541	268,228	350,715	76%	0%
15	November	174,573	N/A	93,744	268,317	350,715	77%	0%
16	December	175,231	N/A	93,993	269,224	350,715	77%	0%
17								
18								

San Diego Gas Electric Company

	A	B	C	D
1	PY 2016 CARE Annual Report			
2	CARE Table 9			
3	CARE Average Monthly Usage & Bill			
4				
5	Average Monthly Gas / Electric Usage			
6	Residential Non-CARE vs. CARE Customers			
7	Customer	Gas Therms	Gas Therms	Total
8		Tier 1	Tier 2	
9	Non-CARE	23.7	23.1	46.8
10	CARE	17.0	10.0	27.0
11	Customer	Electric KWh	Electric KWh	Total
12		Tier 1	Tier 2 and Above	
13	Non-CARE	258	260	518
14	CARE	277	184	461
15				
16				
17	Average Monthly Gas / Electric Bill²			
18	Residential Non-CARE vs. CARE Customers¹			
19	(Dollars per Customer)			
20	Customer	Gas	Electric	
21	Non-CARE	\$29.00	\$101.63	
22	CARE	\$25.52	\$50.20	
23				
24				
25	¹ Excludes master-meter usage.			
26	² Average Monthly Gas/Electric Bill reflects residential Non-CARE (CARE) 2016 total billed revenues divided by the average number of Non-CARE (CARE) 2016 monthly bills.			

San Diego Gas Electric Company

	A	B	C	D	E	F
1	PY 2016 CARE Annual Report					
2	CARE Table 10					
3	CARE Surcharge & Revenue					
4	Electric					
5	CARE Surcharge and Revenue Collected by Customer Class					
6	Class	CARE Surcharge ¹	Monthly Bill	as Percent of Bill	Collected	Revenue Collected
7	Residential	\$3	\$102	2.8%	\$34,915,468	30.1%
8	Commercial	\$27	\$776	3.5%	\$49,378,530	42.5%
9	Agricultural	\$102	\$2,329	4.4%	\$1,679,337	1.4%
10	Large/Indust	\$3,751	\$62,896	6.0%	\$30,103,295	25.9%
11						
12						
13						
14	GAS					
15	CARE Surcharge and Revenue Collected by Customer Class					
16	Customer	Average Monthly		CARE Surcharge	Total CARE	Percentage of
17					Surcharge Revenue	CARE Surcharge
18	Class	CARE Surcharge ²	Monthly Bill	as Percent of Bill	Collected	Revenue Collected
19	Residential	\$1	\$29	3.0%	\$6,842,444	44.4%
20	Commercial	\$18	\$317	5.6%	\$6,423,756	41.7%
21	Natural Gas Vehicle	\$1,563	\$14,183	11.0%	\$633,198	4.1%
22	Industrial	\$2,433	\$4,739	51.3%	\$1,508,203	9.8%
23						
24	¹ Excludes CARE customers. Pursuant to D. 15-07-001, OP 4 and Section 11.1.1 authorizes adjustments to CARE to transition to the legislatively-mandated CARE discount range in compliance with Section 739.1 were authorized. Effective 9/1/15 per AL 2783-E, CARE customers receive non-CARE rates; therefore, there is no longer a CARE Rate subsidy.					
25	² Excludes CARE customers.					

San Diego Gas Electric Company

	A	B	C	D	E	F
1	PY 2016 CARE Annual Report					
2	CARE Table 11					
3	CARE Capitation Applications ¹					
4	Entity	Total Received	Approved ²	Denied	Pending/ Never Completed	Duplicate
5	211 SAN DIEGO	6,818	4,701	199	6	1,912
6	ALLIANCE FOR AFRICAN ASSISTANCE	133	88	5	0	40
7	AMERICAN RED CROSS	429	301	25	2	101
8	CATHOLIC CHARITIES	37	31	3	0	3
9	CHILDREN'S INITIATIVE	19	11	1	0	7
10	CHULA VISTA COMMUNITY COLLABORATIVE	71	54	5	0	12
11	COMMUNITY RESOURCE CENTER	9	9	0	0	0
12	CRISIS HOUSE	6	5	0	0	1
13	HEARTS AND HANDS TOGETHER	73	40	4	0	29
14	HORN OF AFRICA	20	11	0	0	9
15	INTERFAITH COMMUNITY	1	1	0	0	0
16	LA MAESTRA FAMILY CLINIC	695	401	63	2	229
17	MAAC PROJECT - CARE	351	176	4	0	171
18	NATIONAL ASIAN AMERICAN COALITION	0	0	0	0	0
19	NEIGHBORHOOD HEALTH CARE	61	42	1	0	18
20	NETWORK OF MYANMAR AMERICAN ASSOCIATION	0	0	0	0	0
21	NORTH COUNTY HEALTH SERVICES	339	213	28	0	98
22	SAN DIEGO STATE UNIVERSITY	228	162	9	0	57
23	SAN YSIDRO HEALTH CENTERS	42	35	1	0	6
24	SCRIPPS HEALTH	23	17	1	0	5
25	VISTA COMMUNITY CLINIC	33	25	0	0	8
26	Total	9,388	6,323	349	10	2,706
27	¹ Includes sub-metered customers. ² Includes new enrollments and recertification applications approved.					
28						
29						
30						
31						

San Diego Gas Electric Company

	A	B	C	D	E	F	G
1	PY 2016 CARE Annual Report						
2	CARE Table 12						
3	CARE Expansion Program						
4							
5	Participating Facilities by Month						
6	2016	Gas			Electric		
7		CARE Residential Facilities	CARE Commercial Facilities	Total Gas	CARE Residential Facilities	CARE Commercial Facilities	Total Electric
8	January	315	119	434	592	176	768
9	February	315	119	434	592	176	768
10	March	315	119	434	592	176	768
11	April	315	119	434	593	176	769
12	May	315	119	434	595	176	771
13	June	315	119	434	596	176	772
14	July	315	120	435	596	177	773
15	August	315	120	435	596	177	773
16	September	315	120	435	596	177	773
17	October	316	120	436	597	177	774
18	November	316	120	436	597	177	774
19	December	316	120	436	597	177	774
20							
21							
22	Average Monthly Gas / Electric Usage ¹						
23	Customer	Gas	Electric				
24		Therms	KWh				
25	Residential Facilities	28	436				
26	Commercial Facilities	280	8,130				
27							
28							
29	CARE Expansion Self-Certification and Self-Recertification Applications						
30		Received	Approved	Denied	Pending/Never Completed	Duplicates	
31	Total	127	104	1	5	17	
32	Percentage		82%	1%	4%	13%	
33							
34							
35	¹ Excludes master meter usage.						

San Diego Gas Electric Company

	A	B	C	D	E	F	G	H	I	J
1	PY 2016 CARE Annual Report									
2	CARE Table 13									
3	CARE High Usage Verification Results ⁵									
4										
5	Stage 1 - IRS Documentation and ESA Agreement				Stage 2 - ESA Participation			Stage 3 - Usage Monitoring		
6	Households Requested to Verify	Removed (No Response)	Removed (Verified Ineligible) ¹	Income Verified and Referred to ESA	Failed and Removed ²	Ineligible ³	Completed	Removed ⁴	Appeals Denied	Appeals Approved
7	7,653	4,702	470	2,481	128	726	1,627	39	22	15
8										
9	¹ Includes customers who were verified as over income, requested to be removed, or did not agree to participate in ESA Program.									
10	² Includes customers who declined to participate in ESA Program, failed to respond to appointment requests, or missed multiple appointments or denied access to all rooms.									
11	³ Includes customers who previously participated in ESA Program, did not meet the three-measure minimum, landlord refused, etc. These customers move directly to Stage 3.									
12	⁴ Customers removed for exceeding 600% of baseline in any monthly billing cycle.									
13	⁵ High usage is defined as a customer that exceeds 400% or 600% of baseline.									
14										
15										

San Diego Gas Electric Company

	A	B
1	PY 2016 CARE Annual Report	
2	CARE Table 14	
3	Categorical Enrollment	
4	Type of Enrollment	Number of Customer Enrollments¹
5	Bureau of Indian Affairs General Assistance	73
6	CalFresh/Supplemental Nutrition Assistance Program - Food Stamps	18,804
7	CalWORKs/Temporary Assistance for Needy Families (TANF) ²	2,883
8	Head Start Income Eligible - (Tribal Only)	381
9	Healthy Families A&B	-
10	Low-income Home Energy Assistance Program (LIHEAP)	2,286
11	Medicaid/Medi-Cal	43,126
12	National School Lunch Program (NSLP) - Free Lunch	12,429
13	Supplemental Security Income (SSI)	7,857
14	Tribal TANF ²	-
15	Women, Infants, and Children Program (WIC)	11,167
16		
17		
18		
19	¹ Number of customers enrolled reflects categorical programs selected by customer. Customers may select more than one eligible program for a single account.	
20	² CalWORKS and Tribal TANF are combined categorical programs with no distinction between the two programs.	