

**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 902 M) ON LOW INCOME ASSISTANCE PROGRAMS FOR 2019**

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May 1, 2020

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(U 902 M) ON LOW INCOME ASSISTANCE PROGRAMS FOR 2019**

This report presents the results and expenditures for San Diego Gas & Electric Company's (SDG&E) California Alternate Rates for Energy (CARE) Program and Energy Savings Assistance (ESA) Program year 2019. The purpose of this report is to consolidate activity for the CARE and ESA Programs, and provide the California Public Utilities Commission's Energy Division with necessary information in analyzing the low-income programs.

Respectfully Submitted,  
On behalf of San Diego Gas & Electric Company

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May 1, 2020

# **SAN DIEGO GAS & ELECTRIC COMPANY**

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

### **2019 RESULTS**

# LOW INCOME ASSISTANCE PROGRAMS ANNUAL REPORT

## TABLE OF CONTENTS

<b>2019 LOW INCOME ANNUAL REPORT EXECUTIVE SUMMARY.....</b>	<b>1</b>
<b>1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY .....</b>	<b>4</b>
1.1 Alignment of Energy Savings Assistance Program with Strategic Plan Goals and Strategy.....	8
1.2 Energy Savings Assistance Program Overview .....	13
1.3 Marketing, Education, and Outreach .....	14
1.4 Energy Savings Assistance Program Customer Enrollment .....	21
1.5 Disability Enrollment Efforts .....	22
1.6 Leveraging Success, Including LIHEAP .....	26
1.7 Integration Success .....	30
1.8 Workforce Education & Training.....	33
1.9 Legislative Lighting Requirements Status .....	35
1.10 Studies .....	35
1.11 Pilots .....	43
1.12 “Add Back” Measures.....	46
1.13 Low Income Working Groups .....	46
1.14 Annual Public ESA Program and CARE Meeting .....	48
1.15 Multifamily Properties.....	48
<b>2 CARE EXECUTIVE SUMMARY.....</b>	<b>54</b>
2.1 Participant Information .....	59
2.2 CARE Program Summary .....	64
2.3 CARE Program Costs.....	65
2.4 Outreach.....	68
2.5 Processing CARE Applications .....	83
2.6 Program Management .....	85
2.7 Pilots .....	86
2.8 Studies .....	86
2.9 CARE Restructuring Working Group .....	86
2.10 Miscellaneous: Describe coordination efforts with the California Advanced Services Fund’s new Broadband Public Housing Account.....	86
<b>3 CARE EXPANSION PROGRAM.....</b>	<b>87</b>

3.1	Participant Information .....	87
3.2	Usage Information.....	87
3.3	Program Cost .....	88
3.4	Outreach.....	88
3.5	Program Management .....	90
<b>4</b>	<b>FUND SHIFTING .....</b>	<b>90</b>
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 as modified by D.10-10- 008, 16-11-022, and D.17-12-009.....	90
<b>5.</b>	<b>COMMONLY USED ACRONYMS.....</b>	<b>92</b>
<b>Appendix E: MF Working Group Annual Report – 2019 Activity...Error! Bookmark not defined.</b>		
<b>Appendix F: Energy Savings Assistance Program Tables And Care Tables .....</b>		<b>1</b>

## **2019 LOW INCOME ANNUAL REPORT EXECUTIVE SUMMARY**

In 2019, SDG&E exceeded the enrollment goal for the California Alternate Rates for Energy (CARE) Program, reaching the highest penetration rate of the eligible population in program history (95%). In addition, SDG&E surpassed the Energy Savings Assistance (ESA) Program 2020 Initiative (2020 Initiative) to “provide all eligible customers the opportunity to participate in Low Income Energy Efficiency (LIEE) programs and to offer those who wish to participate all cost-effective energy efficiency measures in their residences by 2020.”<sup>1,2</sup> While SDG&E surpassed first touch treatment goals in reaching the long-term 2020 Initiative, the program fell short of the total homes treatment goal for the 2019 year due to challenges in providing retreatments to homes previously served by the program.

Program year 2019 was also the first full year of Energy Savings Assistance Multifamily Common Area Measures (ESA CAM) initiative implementation. The ESA CAM initiative launched with a new webpage on sdge.com in December 2018, and 2019 was a year of tremendous growth and opportunity. SDG&E fully integrated the ESA CAM initiative into its Energy Efficiency Collaboration Platform (EECP) to track and measure audits and installations. Through coordination with SDG&E’s multifamily Single Point of Contact (MF SPOC), SDG&E held a roundtable in August 2019 in collaboration with the Program Administrator for the Solar on Multifamily Affordable Housing (SOMAH) Program, which allowed ESA CAM to gather more leads and demonstrate ways both programs can collaborate to better treat multifamily housing. In 2019, SDG&E completed a total of nine multifamily projects, with five invoiced and

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<sup>1</sup> Decision (D.) 07-12-051 at 28.

<sup>2</sup> Currently known as the Energy Savings Assistance Program and previously known as the Low Income Energy Efficiency Program or LIEE.

reported herein. Twenty-two audits were completed in 2019 with many of those projects working their way through the pipeline in 2020.

The CARE Program continued to be the leading offer of SDG&E's customer assistance marketing campaign, which sought to connect with low income customers across a diverse population including hard-to-reach customers, seniors, customers with special needs and multilingual/multicultural customers. The campaign drove eligible customers to apply for CARE, and through SDG&E's coordinated efforts, CARE enrollments were automatically converted into ESA Program leads. In 2019, the Customer Assistance Programs campaign included print, streaming TV, digital media, bill inserts, ethnic marketing, email, and direct mail. This was in addition to live call and outreach through SDG&E's Energy Solutions Partner Network and all of the CARE Capitation Agencies that help enroll customers in the CARE Program.

For both the ESA and CARE Programs, SDG&E found great value in leveraging with partners such as the California Department of Community Services & Development (CSD) and 2-1-1 San Diego. These partnerships demonstrated SDG&E's commitment to utilize every feasible effort to reach out to customers in need. For instance, SDG&E promoted the CSD's Low Income Home Energy Assistance Program (LIHEAP) bill payment assistance and weatherization services programs, and included CSD LIHEAP's phone number on SDG&E's CARE applications and program materials so customers could have direct contact information to access services. SDG&E's CARE staff also informed customers about services offered by CSD and referred customers to CSD for additional bill assistance through LIHEAP. Further, SDG&E's agreement with 2-1-1 San Diego included a directive for referral to LIHEAP agencies Campesinos Unidos, Inc. (CUI) and Metropolitan Area Advisory Committee (MAAC), as

appropriate. In 2019, 2-1-1 San Diego handled approximately 59,000 utility-related calls and referred 15,500 of those to the aforementioned LIHEAP agencies.

The Expanded CARE Program<sup>3</sup> successfully served approximately 629 facilities and over 8,000 customers in 2019 with a bill discount. The Expanded CARE Program utilized targeted and coordinated outreach via SDG&E's skilled and knowledgeable customer team, including assigned account executives, energy solutions advisors, customer contact center representatives and outreach advisors. These employees worked directly with facilities who may be eligible for Expanded CARE and with Community Based Organizations (CBOs) who work directly with customers who may be eligible.

During 2019, SDG&E shifted CARE funds as allowed, leveraging excess funds in the General Administration category to cover budget overages in the Processing, Certification and Recertification category. A total of \$110,269 was shifted. There was no ESA Program or CARE Program fund shifting activity that occurred outside of the fund shifting rules laid out in Section 20.1 of D.08-11-031, as modified by D.10-10-008, D.16-11-022, and D.17-12-009.

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<sup>3</sup> Expanded CARE Program is applicable to non-profit group living facilities and agricultural employee housing facilities. See Section 2, below.



# **ENERGY SAVINGS ASSISTANCE PROGRAM ANNUAL REPORT**

## **1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY**

### **Summary of 2019 Results**

SDG&E's ESA Program 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. This report provides information on SDG&E's ESA Program accomplishments and expenditures for program year 2019.

At the end of 2019, SDG&E achieved the California Public Utilities Commission's (Commission) policy objective to provide all eligible low income gas and electric customers an opportunity to participate in the ESA Program.<sup>4</sup> SDG&E refers to this goal as the 2020 Initiative. At the beginning of 2019, SDG&E had an annual goal of 4,630 homes to make progress against the 2020 Initiative. As of December 2019, SDG&E had provided first-touch treatment to 10,072 homes, which put the program above goal for both 2019 and 2020 and completed the initiative overall.

In addition to the 2020 Initiative, SDG&E had an overall homes treated goal of 23,761 homes (first touches and retreatments.) In 2019, the ESA Program treated 16,271 homes (10,072 first touch plus 6,199 retreatments,) or 68% of the 2019 total homes treated goal for the year. The program fell short in reaching the number of retreatments required to meet the annual homes treated goal. As a result, program spending and savings fell short as well; the program spent \$18,146,973 (55%) of its authorized 2019 budget, plus \$937,453 from 2009-2016 unspent funds

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<sup>4</sup> The ESA program 2020 Initiative is "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." (D. 07-12-051 at 2.)

totaling \$19,084,426. Only 25% of anticipated savings were achieved, which was the result of fewer homes treated overall, lower energy savings,<sup>5</sup> and a reflection of the actual measures installed in the homes that were treated.

SDG&E saw some successes in the first full year of ESA CAM implementation, in coordination with improvements made in the MF SPOC. In 2019, SDG&E audited 22 properties and completed a total of nine ESA CAM projects, with five invoiced and reported herein. Per Advice Letter 3196-E/2654-G, SDG&E has a target of treating 100 properties with the ESA CAM initiative by the end of 2020, but has run into enrollment barriers where 77% of program leads are disqualified because the property did not meet the required 65% threshold of low income occupied units. Approximately 29% of ESA CAM total property leads were facilitated by SDG&E's MF SPOC. These MF SPOC referrals to ESA CAM amounted to roughly 41% of all ESA CAM projects in 2019.

At year end, there was a total of \$15,568,365 in unspent 2019 gas and electric ESA Program funds which represents \$8,071,530 unspent gas funds and \$7,496,835 unspent electric funds. These 2019 unspent funds represent authorized 2019 budget minus 2019 expenditures and do not reflect the dollars in SDG&E collections in its gas and electric balancing accounts. SDG&E's collections in its ESA Program balancing accounts at 2019 year-end totaled \$31,284,645 in unspent electric and gas funds (represents prior years 2009-2016 unspent funds, plus 2017-2019 unspent funds) which represents \$14,152,492 over-collection unspent gas funds and \$17,132,153 over-collection unspent electric funds. Of the noted over-collection, Resolution

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<sup>5</sup> Savings estimates are sourced from the PY2015 to 2017 ESA Impact Evaluation which is lower overall from the previous 2013 impact evaluation; Energy Division instructed the IOUs to use these results for 2019 and 2020 savings estimates.

E-4884 authorized \$12,959,793 to be utilized for specific new initiatives above and beyond the base ESA Programs.<sup>6</sup> The balancing account available funds at year-end 2019 total \$18,324,852. D.16-11-022, as modified by D.17-12-009, directs the IOUs to use unspent ESA Program funds to achieve program and policy objectives and to offset future revenue collections.<sup>7</sup>

Consistent with the Commission directive to offset future revenue collections by using unspent ESA Program funds, beginning in January 2020, SDG&E partially offset its electric revenue collections in the amount of \$2 million<sup>8</sup> and gas revenue collections in the amount of \$2 million<sup>9</sup> using unspent ESA Program electric and gas funds. Therefore, the total remaining unspent funds available in the electric and gas collections is \$14,324,853 as outlined in ESA Table 12 in the Appendix.

#### **Procedural Background:**

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 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

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<sup>6</sup> Res. E-4884 (December 14, 2017) at 1.

<sup>7</sup> D.16-11-022 and D.17-12-009 at Sec. 5.1.6 ("All current unspent funds shall be utilized to fund program and policy objectives adopted in this decision, and to offset the program collections that would otherwise have been required.")

<sup>8</sup> See SDG&E Advice Letter 3440-E, approved January 13, 2020 and effective January 1, 2020 which requested the electric revenue requirement.

<sup>9</sup> See SDG&E Advice Letter 2815-G, approved January 2, 2020 and effective January 1, 2020 which requested the gas revenue requirement.

safety and comfort for those customers who participate in the LIEE programs.<sup>10</sup>

To achieve these objectives, the Commission adopted an ESA Program 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.”<sup>11</sup>

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.<sup>12</sup> SDG&E achieved the first goal at the end of 2019, one full year ahead of schedule.

SDG&E filed its Low Income Application (A.) 14-11-009 for the 2015-2017 program cycle on November 18, 2014. Bridge funding for the 2015 program cycle was authorized in D.14-08-030. The Commission also issued interim decisions, D.15-12-024 and D.16-06-018, to authorize bridge funding for program year 2016 until a final decision was rendered by the Commission.

On November 21, 2016, the Commission issued D.16-11-022 which approved SDG&E’s Low-Income A.14-11-009. D.16-11-022 set forth the parameters for the administration of and participation in the ESA and CARE Programs for years 2017 through 2020. The Commission extended “the authorization for these programs from 2017 until December 31, 2020 in light of the multiple delays resulting in bridge funding Decisions in this case, the significant program

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<sup>10</sup> D. 07-12-051 at 25.

<sup>11</sup> *Id.* at 28.

<sup>12</sup> D.07-12-051, Conclusions of Law 3 and 7 at 88, and Ordering Paragraph (OP) 4 at 90-92.

changes adopted herein, and the changes in electric rate structure in 2019 as default Time of Use rates are implemented.”<sup>13</sup>

On March 24, 2017, the Investor-Owned Utilities (IOUs) filed a Joint Petition for Modification (PFM) of D.16-11-022 requesting changes, corrections, and clarifications to the decision. On April 24, 2017, California Housing Partnership Corporation, the Natural Resources Defense Council, and the National Consumer Law Center filed a joint PFM recommending modifications to D.16-11-022. The Commission issued D.17-12-009 resolving both PFMs of D.16-11-022 for the ESA and CARE Programs through program years 2017-2020.

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

The long-term Strategic Plan for the ESA Program is to have 100% of all eligible and willing low-income customers receive all cost-effective ESA Program measures by 2020. The cumulative 2018 through 2020 goal was 16,540 homes.<sup>14</sup> As demonstrated in the table below, SDG&E is pleased to report that it has successfully achieved, and surpassed, its 2020 first touch home treatment goal in 2019.

#### **2018 - 2020 Household Treatment Goals**

	Authorized/Actual			
	2018	2019	2020	Total
<b>First Touch Treatment Goal</b>	11,667	4,630	243	16,540
<b>First Touch Treatment Actual</b>	7,785	10,072	TBD	17,857

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<sup>13</sup> D.16-11-022 at 6.

<sup>14</sup> See SDG&E Advice Letter 3250-E/2688-G, approved and effective December 27, 2018 which, among other things, increased the homes treated goal for 2019 and 2020 adding 243 homes per year.

In addition to the goal to serve all eligible customers by 2020, D.17-12-009 authorized changes to the ESA Program design to allow more flexibility to accomplish ESA Program statutory goals and “reduce hardship on low-income Californians [customers] in a cost-effective manner.”<sup>15</sup> The changes included energy savings targets, the elimination of the three-measure minimum (3MM) rule, the elimination of the go-back rule, removal of measure caps, authorization to leverage CSD multifamily in-unit with ESA Program funds, and authorization to treat common areas of eligible deed-restricted multifamily properties.<sup>16</sup>

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

SDG&E uses various strategies to target and market to customers and improve customer outreach efforts. In addition to using customer analytics, SDG&E has built a large network of partnering agencies that provide customers with valuable information regarding the ESA Program. Additionally, SDG&E partnered with the IOUs<sup>17</sup> to streamline In-Home Energy Education and training materials for the program to provide consistent program messaging to customers throughout the state of California.

In the table immediately below, SDG&E provides the activity for 2019 based upon the Strategic Plan update in 2011 to reflect the long-term strategy implementation plan and timeline.

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<sup>15</sup> D.17-12-009, Attachment A at 6.

<sup>16</sup> *Id.*

<sup>17</sup> Pacific Gas and Electric Company (PG&E), Southern California Gas Company (SoCalGas), and Southern California Edison Company (SCE).

Implementation Plan and Timeline		
Strategies	Term 2017-2020	IOU strategy employed this program year
<b>1:</b> Strengthen program outreach using segmentation analysis and social marketing tools.	<ul style="list-style-type: none"> <li>Continue to assess and evaluate customer behavior and energy savings; improve upon outreach to eligible communities.</li> </ul>	<ul style="list-style-type: none"> <li>Used a coordinated and integrated mix of general awareness channels, targeted campaigns, and collaborative partnerships.</li> <li>Promoted ESA as the secondary or next best offer to qualifying CARE customers.</li> </ul>
<b>1.2:</b> Develop a recognizable and trustworthy Brand/Tagline for the programs.	<ul style="list-style-type: none"> <li>Evaluate progress/refine strategy.</li> </ul>	<ul style="list-style-type: none"> <li>The IOUs built on the established ESA brand and collaborated on a statewide energy education booklet to continue to drive statewide program recognition. The statewide approach ensures that a consistent message is being provided to all ESA customers across the state. SDG&amp;E utilizes customer satisfaction surveys to identify areas that need improvement and make adjustment to the program strategy. SDG&amp;E did not identify any changes to strategy needed for brand recognition in 2019.</li> </ul>
<b>1.3:</b> Improve program delivery	<ul style="list-style-type: none"> <li>Ongoing: Use information from segmentation analysis to achieve efficiencies in program delivery.</li> </ul>	<ul style="list-style-type: none"> <li>SDG&amp;E used the most current Athens Research data in conjunction with SDG&amp;E's recent residential segmentation data to identify high opportunity areas to target for outreach efforts. SDG&amp;E also identified high population density of targeted audiences (i.e., seniors) by zip code and targeted customers within these opportunity areas (in particular, the hard to reach customers) through community-based outreach activities.</li> </ul>

Implementation Plan and Timeline		
Strategies	Term 2017-2020	IOU strategy employed this program year
	<ul style="list-style-type: none"> <li>Ongoing: Leverage with Local, State, and Federal agencies as well as other organizations to increase seamless coordination, efficiency, and enrollment.</li> </ul>	<ul style="list-style-type: none"> <li>SDG&amp;E continued to partner with local LIHEAP agencies to leverage enrollment opportunities for the ESA Program. Both local San Diego LIHEAP agencies partner with SDG&amp;E as ESA contractors and leverage enrollment opportunities whenever possible. SDG&amp;E also partners with 2-1-1 San Diego to offer ESA Program services when a client is calling to receive support from Local or Federal programs.</li> </ul>
1.4: Promote the growth of a trained ESA Program workforce.	<ul style="list-style-type: none"> <li>Implement ESA Program workforce education and training.</li> <li>Coordinate ESA Program workforce and service providers with broader market.</li> </ul>	<ul style="list-style-type: none"> <li>The utilities targeted the implementation of coordinated statewide online training platforms for 2019. However, due to utility specific training needs, one statewide platform was not agreed upon. SDG&amp;E and SoCalGas began coordinating efforts to develop joint online training and are targeting implementation in 2020.</li> <li>SDG&amp;E partnered with the Workforce Education and Training team to offer training to ESA Program contractors. SDG&amp;E also provided ESA Program contractors with information on available trainings relevant to their employees.</li> </ul>



### 1.1.2 Please identify the IOU strategies employed in meeting Goal 2: Energy Savings Assistance Program as an Energy Resource

SDG&E has leveraged opportunities, both internally and externally, to improve program participation to achieve program goals. Through partnerships with local water agencies and state agencies, leveraging internal programs, and the utilization of data analytics, SDG&E maximized opportunities to offer the ESA Program to its customers. In the table immediately below, SDG&E provides the activity for 2019 based upon the Strategic Plan update in 2011 to reflect the long-term strategy implementation plan and timeline.

Implementation Plan and Timeline		
Strategies	Term 2017 – 2020	IOU strategy employed this program year
<b>2.1:</b> Increase collaboration and leveraging of other low income programs and services	<ul style="list-style-type: none"> <li>Continue to expand partnerships with stakeholders and seek new opportunities for data sharing.</li> </ul>	<ul style="list-style-type: none"> <li>SDG&amp;E continued to partner with local LIHEAP agencies to leverage enrollment opportunities for the ESA Program. In addition, SDG&amp;E partnered with San Diego County Water Authority (SDCWA) to develop a leveraging process for customers receiving water savings measures as part of the ESA Program. Additional information can be found in Section 1.6.4.</li> </ul>
<b>2.2:</b> Coordinate and communicate between ESA Program, energy efficiency, and Demand Side Management (DSM) Programs to achieve service offerings that are seamless for the customer.	<ul style="list-style-type: none"> <li>Continually reevaluate and update programs to take advantage of new technologies.</li> </ul>	<ul style="list-style-type: none"> <li>In 2019, SDG&amp;E implemented smart thermostats, which allow customers to take advantage of DSM programs. As part of ESA Program energy education, customers are made aware of additional programs and services they can take advantage of through SDG&amp;E.</li> </ul>

Implementation Plan and Timeline		
Strategies	Term 2017 – 2020	IOU strategy employed this program year
<b>2.3:</b> Provide low income customers with measures that result in the most savings in the ESA Program.	<ul style="list-style-type: none"> <li>Continue to evaluate. Assess opportunities to incorporate new energy efficiency measures into the ESA Program, e.g., plug-load reduction, new HVAC technology.</li> </ul>	<ul style="list-style-type: none"> <li>As part of the Mid-Cycle review, and in consideration for the program delivery beyond 2020, SDG&amp;E continued to evaluate opportunities by working with SDG&amp;E energy efficiency engineers, Emerging Technologies staff, and other utilities to identify opportunities to provide customers with greater energy savings.</li> </ul>
<b>2.4:</b> Increase delivery of efficiency programs by identifying segmented concentrations of customers.	<ul style="list-style-type: none"> <li>Continue to evaluate approach and determine whether additional segments are needed.</li> </ul>	<ul style="list-style-type: none"> <li>SDG&amp;E used Residential Segmentation data overlaid with the Athens Research Study to effectively identify customers and manage the program. See Section 1.3 for detailed Market Segmentation information.</li> </ul>

## 1.2 Energy Savings Assistance Program Overview

### 1.2.1 Provide a summary of the Energy Savings Assistance Program elements as approved in D.16-11-022 and D. 17-12-009:

Program Summary			
	2019 Authorized Budget / Planning Assumptions	2019 Actual	%
Budget <sup>18</sup>	\$34,652,791	\$19,084,426	55%
Homes Treated	23,761	16,271	68%
kWh Saved	7,220,000	1,782,653	25%
kW Demand Reduced	3,954	236	6%
Therms Saved	420,000	22,060	5%
GHG Emissions Reduced (Tons)	6,124	1,110	18%

<sup>18</sup> See SDG&E Advice Letter 3250-E/2688-G, approved and effective on December 27, 2018 which updates 2019 authorized budgets (base budget plus unspent funds), homes treated, and energy savings.

### **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 understands the importance of customer segmentation, as it enables SDG&E to identify hard-to-reach customers and gain insights to barriers and solutions. When organizing SDG&E’s residential population into detailed profiles of individual segments, there are several ways to describe them by energy-related attitudes and behaviors, including: demographics, energy conservation behaviors, media consumption habits, lifestyle preferences, mobile usage, propensity to engage and more.

SDG&E used a variety of factors to identify customers that are more likely to qualify for the ESA Program, which includes using the most current Athens Research Study and SDG&E’s Residential Segmentation model. The purpose of this model was to modernize SDG&E’s residential customer segments to account for market changes and ever-changing customer dynamics. This segmentation allowed for targeted messaging to customers with high potential for eligibility. Likewise, the utilization of customers’ preferred channels of communication enabled SDG&E to drive customer enrollment. A series of communication tactics such as direct mail, and outbound calling, 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 SDG&E’s multi-touch integrated approach is the 2019 ESA Program targeted marketing campaign in which SDG&E sent 327,039 emails and/or direct mail postcards to currently enrolled and potentially eligible CARE customers, encouraging them to save through the ESA Program. Following the email and/or

postcard, SDG&E provided a canvassing list to ESA Program outreach contractors, providing ESA Program penetration rates and PRIZM code information for each zip code. PRIZM codes are third-party generated customer segments based on socioeconomic data. See Appendix A for samples of this campaign.

SDG&E's outreach team engaged its network of more than 190 Energy Solutions Partners, made up of CBOs, to reach specific geographic areas and multicultural communities. These partnerships were established based on zip code data that identifies organizations in areas and various pockets within the low-income population throughout SDG&E's service territory. These areas include harder to reach rural, multi-cultural/multi-lingual, and special needs communities.

The ability for CBOs to penetrate these harder to reach customer segments continues to be valuable in securing enrollments. These partner organizations have established relationships and trust within their communities, so SDG&E coordinated tactics with the CBOs to promote its CARE, Family Electric Rate Assistance (FERA), and ESA Programs to their customers, reduce the trust barrier, and create more enrollment opportunity. These tactics included presentations, events, workshop trainings and messaging to increase awareness and drive enrollments in the ESA Program. As part of its customer engagement outreach plan, SDG&E educated its partners with training materials on the ESA Program, including how to utilize the CARE, FERA, and ESA Programs' online enrollment process to streamline the enrollment process for their organization.

The Energy Solutions Partner Network leveraged both traditional messaging (e-mail, newsletters, direct mail) and social media (Facebook, Twitter, Instagram) platforms

to effectively deliver tailored messages to customers from organizations they are aligned with and trust. SDG&E also worked with its Energy Solutions Partners to provide education and engagement opportunities at nearly 500 presentations and events throughout its service territory. At the events with multicultural/multilingual partners or communities, SDG&E secured bilingual representatives 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 distinct segments among residential customers based on various factors such as:

- 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;
- Affinity for new technologies and energy management tools;
- Technology and communication tools used (internet, smart phones, etc.); and
- Limited or specialized communications needs and preferences.

The CARE Program continued to be the leading offer of SDG&E's customer assistance marketing campaign, which sought to connect with low income customers across a diverse population including hard-to-reach customers, seniors, customers with special needs and multilingual/multicultural customers. SDG&E developed a new

creative campaign in 2019. The 2019 campaign focused on driving an emotional connection when informing qualified customers on how they can save on their energy bills and worry less. The campaign ran in English, Spanish, and Asian languages and included TV (general market and streaming), print, digital (including paid search), email, direct mail and bill inserts. See Appendix A-D of this report.

**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.**

Outreach and Enrollment Strategies:

In 2019, enrollment strategies were adjusted to address challenges resulting from low unemployment rates which impacted both customer eligibility and workforce availability. To address these challenges, and in anticipation of reaching the 2020 programmatic initiative, SDG&E expanded retreatment efforts to include customers treated prior to 2015. Previously, SDG&E focused on customers with the most opportunity to benefit from retreatment, such as, high energy use customers enrolled prior to 2009 and customers who received some ESA Program measures in the past but did not receive full weatherization. SDG&E also continued to focus on converting more enrollments to weatherization and noticed a significant improvement in weatherization conversion rates, with over 46% of enrollments receiving full weatherization.

In-Home Education Strategies:

SDG&E continued to use statewide In-Home Education and contractor training collateral materials developed in 2018 in conjunction with IOU specific inserts for information specific to their respective utility (i.e.: SDG&E's My Account platform). The materials are available in English, Spanish, Chinese, Vietnamese,

Hmong, Korean, and Russian. Feedback from contractors on the new format has been positive.

The utilities continued discussions on a statewide contractor training module during the first quarter of 2019, but ultimately faced challenges in coordinating efforts due to utility-specific needs with content and platforms that could not be overcome. Coordination efforts continued between SDG&E and SoCalGas and SDG&E anticipates the implementation of a joint training module in 2020.

Measure Installation/Inspections:

In 2019, SDG&E changes to measure offerings included the removal of microwaves, LED nightlights, and prescriptive duct testing. SDG&E requested to retire these measures in Advice Letter 3250-E/2866-G as a result of lower energy saving and cost effectiveness.<sup>19</sup>

In 2019, SDG&E did not make any significant changes to inspection processes for measure installation. SDG&E continued to evaluate contractor installations to identify installation issues through random inspections. SDG&E conducted over 4,000 inspections in 2019.

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

AB 793, among other things, directs the IOUs to incorporate energy management technologies into the ESA Program measure offerings.<sup>20</sup>

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<sup>19</sup> SDG&E Advice Letter 3250-E/2688-G, approved and effective on December 27, 2018.

The following ESA Program activities were conducted in 2019 related to energy management technologies and costs:

Energy Education:

As part of In-Home Education, contractors are required to offer and walk customers through the My Account enrollment process. The SDG&E contractors walk customers through the “Manage your energy use and save” leave behind, which includes information on My Account, benefits from smart home appliances and devices, and information on SDG&E rates.

Time of Use:

As described in Section 1.11.1 below, SDG&E continued implementation of the Time of Use (TOU)/Smart Thermostat pilot (Pilot) to identify whether Smart Thermostat technology can help customers manage their usage during their transition to TOU rates.

On December 27, 2018, the Commission approved SDG&E’s Advice Letter 3250-E/2688-G, which requested authorization to include the Smart Thermostat measure as an ESA Program offering with modifications through 2020 while the above mentioned Smart Thermostat Pilot determines whether Smart Thermostats are helpful as an energy management tool. In 2019, SDG&E began integrating the Smart Thermostat measure as an ESA Program offering with expenses totaling \$57,178. Additional information on the Smart Thermostat Pilot is included in Section 1.11 below.

End Use Load Profiles:



In 2018, SDG&E conducted a competitive solicitation on behalf of the three electric IOUs and selected Ecotagious Inc.<sup>21</sup> to provide load disaggregation services for CARE customers.

In 2019, the project team completed the first phase of the project, which consisted of analyzing electric usage for a sample of CARE customers. Annual electric usage was disaggregated into four end-use categories: heating, cooling, lights and appliances, and always on. In addition, customers who could benefit from load shifting, moving to a time of use rate, or enrolling in a demand response program were identified. Phase one results highlighted a number of issues that needed to be refined before producing results for the entire CARE population, including issues with data delivery, data interpretation, and the need to refine the vendor's set of proposed recommendations for customers and associated estimated savings values. The project team met biweekly to discuss the issues and potential solutions and a webinar took place on December 11, 2019 to present the phase one results to interested stakeholders.

In November of 2019 the project team refined the work scope and schedule for phase two of the project, which will consist of expanding the phase one analysis to all CARE customers in the three electric IOU service areas. The 2019 costs incurred for this project are reflected in the following table.

**Load Disaggregation Services Contract Costs for 2019**

<b>Total Costs Incurred in 2019</b>	<b>PG&amp;E Portion (43.7%)</b>	<b>SCE Portion (46%)</b>	<b>SDG&amp;E Portion (10.3%)</b>
\$290,000	\$126,730	\$133,400	\$29,870

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<sup>21</sup> In 2019, Ecotagious was acquired by Uplight, Inc.

## **1.4 Energy Savings Assistance Program Customer Enrollment**

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

In 2019, SDG&E enrolled a total of 10,072 first touch customers and 6,199 retreatments. Details regarding homes treated can be found in ESA Program Low Income Reporting Table 2 in the Appendix of this report.

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

SDG&E did not implement any new efforts to streamline customers enrollment in 2019. SDG&E continued to use categorical eligibility and targeted self-certification for customers in identified low income areas based on PRIZM codes. Additionally, SDG&E continued leveraging efforts with CARE post-enrollment verification income documents, including CARE high energy users, to enroll ESA Program qualified customers.

### **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 did not meet the homes retreatment goal for 2019. Due to the strong state of the economy and low unemployment rates in 2019, SDG&E’s primary Outreach and Assessment (O&A) contractor was challenged to find and retain employees willing to conduct door-to-door efforts. The contractor used all resources available, including workforce partnerships, unemployment offices, and other recruiting efforts to improve staffing. Additionally, customer eligibility was impacted, and contractors reported challenges in finding eligible customers. Lastly, challenges with SDG&E’s canvassing module, included as part of the new system implemented in 2018 and used by SDG&E’s

primary O&A contractor, slowed canvassing efforts which contributed to the slowdown in customer enrollment.

To address shortfalls in enrollment, SDG&E met regularly with the primary O&A contractor to discuss employee recruitment efforts and identify and implement system enhancements to support enrollment efforts, including the addition of an application programming interface (API) to help expedite enrollment processing and modification to canvassing modules to help improve targeting. Additionally, SDG&E worked closely with other smaller O&A contractors to support and increase enrollment efforts. SDG&E's local LIHEAP contractors were able to increase ESA Program enrollment efforts by leveraging clients inquiring about payment assistance. Toward the end of 2019, increases in recruitment of employees and the API mentioned above helped improve program enrollments, however the overall shortage in enrollment was larger than their efforts could support.

## **1.5 Disability Enrollment Efforts**

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

In 2019, SDG&E conducted outreach efforts with organizations serving disabled customers (listed below) to improve ESA Program engagement. Throughout the year, SDG&E partnered with these organizations in over 45 events and presentations reaching over 4,000 customers. These events and presentations took place to educate staff and volunteers of these organizations so they, in turn, can help those in the community that utilize their services. Events were also held in partnership with these organizations to reach out directly to the communities they serve. Additional information about these

organizations and our joint efforts can be found in the sections below. SDG&E partnered with the following organizations in an effort to better reach disabled customers:

- 211 Orange County
- Alliance For African Assistance
- American Red Cross WIC
- Catholic Charities
- Chula Vista Community Collaborative
- Community Resource Center
- Hearts And Hands Together
- Homestart.Org
- Horn Of Africa
- Interfaith Community
- La Maestra Family Clinic
- MAAC Project - Care
- Neighborhood Health Care
- Neighborhood Health Insurance Center
- North County Health Services
- San Diego State University WIC
- San Ysidro Health Centers
- Scripps Health WIC (SHW)
- Union Of Pan Asian Communities (UPAC)
- Vista Community Clinic

**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. SDG&E has worked diligently to partner with various CBOs, including nonprofit organizations, community clinics, and county/city agencies that provide direct services to this customer segment providing education and engagement opportunities in support of the ESA Program.

Partner segments with outreach activities include:

Hearing & Vision

- I. San Diego Center for the Blind

Delivered presentations about SDG&E's energy solutions and services that include low income and Medical Baseline Programs in English and Spanish languages.

## II. Deaf Community Services

Resource initiatives and programs that affect or benefit the deaf community in SDG&E's service territory.

- Participated with a booth at Deaf Community Services annual Deaf Festival.
- Hosted Deaf Community Services at SDG&E's annual partner roundtable to provide education about all the services available to residential customers.
- On a monthly basis, all Deaf Community Services marketing materials are shared through all of its communication channels.
- Worked with Deaf Community Services to produce short news videos in American Sign Language (ASL) and closed captioning to help reach out to their stakeholders and patrons.

### Mental & Health & Services

Several Energy Solutions Partners offered services supporting mental health.

- Partners attended SDG&E Partner Roundtable events.
- SDG&E conducted presentations to partners on CARE, FERA and ESA Programs.
- Monthly messages posted on social media.

### Senior Centers

- Outreach Advisors conduct presentations to the Senior Centers throughout San Diego with information on SDG&E's programs.
- Partners attended SDG&E Partner Roundtable event.
- Monthly messaging posted on social media.

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

SDG&E's ME&O communications are designed to specifically address the 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, which include the most up-to-date energy saving tips and resources.

For customers with hearing impairments, SDG&E worked with its CBO's to produce videos in American Sign Language (ASL) and closed-captioning to promote SDG&E's ESA Program.

In addition, SDG&E has partnered with several CBO's serving customers with special needs to actively promote the ESA Program. The list of those organizations is in Section 1.5.1 above. These partners provide customized messaging through email, e-blasts, newsletters, social media posts like Facebook, Twitter and Instagram, as well as at events, workshops and training with the organization's staff. These efforts led to 8% of SDG&E's ESA Program enrollments identified as disabled customers for 2019.

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

In 2019, SDG&E's disabled enrollment numbers totaled 8%. As in previous years, the challenges with reaching this goal is in part because of the limitation in how identification of a disabled customer takes place. Customers are not required to provide disability status, and often customers are not comfortable doing so. Contractors are reliant on the customers providing that information, or by using visual indicators, which may not be visually apparent. As done in previous years, SDG&E continued to partner with local organizations serving disabled customers, such as Deaf Community Services,

2-1-1 San Diego, and others to increase enrollments within its service territory. To support future efforts, SDG&E will continue to partner with the National Braille Press to provide translation for the Statewide Energy Education booklet into Braille. Copies were available to partnering agencies in 2019.

## **1.6 Leveraging Success, Including LIHEAP**

**Decision 08-11-031 defines leveraging as “an IOU’s effort to coordinate its ESA 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, 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 programs offered outside the IOU that serve low income customers.**

SDG&E has established partnerships with over 190 organizations in the community. These partners include Women, Infant and Children (WIC) agencies, Catholic Charities, 2-1-1 San Diego, and many more similar agencies. As part of the intake process, 2-1-1 San Diego enrolls the customer in CARE and FERA and also offers leads to the ESA Program. Over 700 leads were generated and 35 customers were enrolled in the ESA Program from SDG&E partnership efforts in 2019.

SDG&E has also coordinated efforts between the SOMAH Program and the ESA CAM initiative. SDG&E's MF SPOC continued to facilitate meetings in 2019 to establish a process to leverage leads across both programs. The SOMAH Program launched in 2019 and discussions focused on contractor data requirements to streamline ESA referral and evaluation efforts. SDG&E did not receive any leads or referrals from the SOMAH Program administrator in 2019, and the SOMAH Program Administrator has not requested ESA CAM leads from SDG&E as they have mentioned that their program is already fully subscribed in the SDG&E service territory.

As directed in D.17-12-009, SDG&E entered into a Non-Disclosure Agreement with the Single-family Affordable Solar Homes (SASH) Program Administrator, currently GRID Alternatives, to provide lists of owner-occupied single-family households that have completed the ESA Program requirements of the CARE Program high usage process. Additional information regarding this effort is provided in Section 1.7.6 below.

**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's robust network of local agency partnerships helped the utility promote programs and services offered quickly and efficiently to customers in need. Partnerships with organizations such as 2-1-1 San Diego also helped streamline the enrollment processes for the programs and increased the ability of customers to receive comprehensive services, from payment assistance to ESA Program measure installation, providing for a simplified customer experience.



**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?**

SDG&E partners closely with local LIHEAP agencies to improve leveraging opportunities between CSD's LIHEAP and the ESA Program. SDG&E contracts with the two LIHEAP agencies in San Diego county to provide outreach and assessment services. The agencies are able to leverage LIHEAP payment assistance customers as leads for ESA Program treatment efforts. In 2019, LIHEAP contractors enrolled over 1,668 customers, which is almost double the 2018 enrollments, demonstrating the success of leveraging efforts (see ESA Table 14 included in the Appendix of this report). This effort reduced costs associated with outreach and verification by leveraging the LIHEAP income verification process, which occurs at the time the customer receives payment assistance.

SDG&E's Advice Letter 3250-E/2688-G included plans on coordination efforts with local LIHEAP agencies to support customers with non-IOU fuels with high-energy burdens. As part of the long-standing partnerships with local LIHEAP payment assistance agencies, SDG&E's plans included continued leveraging efforts with LIHEAP organizations to support non-IOU fuel customers by offering various payment assistance programs available and maximizing measures offered through the ESA Program and LIHEAP. This partnership also allows for the installation of measures to renters that may not be available through the ESA Program.

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

In 2017, SDG&E and San Diego County Water Authority (SDCWA) began developing a plan to improve partnership efforts between the two organizations. The

partnership between SDG&E and SDCWA is known as the Water Energy Partnership (WEN) and its purpose is to provide increased incentives (water and energy) through a simplified process by using one contractor to install measures for both. Additional benefits include streamlined communications and marketing efforts, increased installation of measures for larger savings, and improving the ability to use available funds to benefit the customer.

In June 2018, the SDCWA and SDG&E entered into an agreement to implement a residential low-income water-energy collaboration. This effort allows SDCWA to augment ESA Program funding for certain measures that save both energy and water, thereby expanding the number of customers served and the amount of energy and water saved. Additionally, SDG&E and SDCWA leverage outreach opportunities to raise awareness of their respective programs. SDCWA promoted the ESA Program as part of its customer education efforts, while SDG&E included SDCWA water saving educational materials as part of the In-Home Education process under the ESA Program. This collaboration will continue through December 31, 2020.

Additionally, SDG&E will work with other water agencies within its service territory to explore other opportunities for leveraging. In 2019, SDG&E entered into discussions for a partnership with the Moulten Niguel Water District (MNWD) in the southern Orange County. The water leveraging agreement with MNWD was not extended due to challenges presented by overlapping territory of SDG&E and SoCalGas; most of the measures identified available for leveraging are gas savings measures which cannot be rebated to SDG&E.

## 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.**

The CARE and ESA Programs have had extensive coordination efforts in place over the past several years to simplify the enrollment process and eliminate duplication of efforts by customers. Efforts include, but are not limited to: leveraging income document information, a single online application form for the CARE and ESA Programs, and CARE enrollment on the ESA Program agreement forms. SDG&E’s Customer Outreach team also coordinates outreach opportunities when working with contractors and customers in the community. In 2019, SDG&E continued previous successful efforts.

### **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.**

Within the residential energy efficiency portfolio, SDG&E attempts to minimize confusion that property owners/managers may have regarding various program participation and eligibility requirements through the Single Point of Contact for multifamily properties (MF SPOC.) The MF SPOC approach was authorized in D.16-11-022 to provide a one-stop shop for MF property owners and managers.<sup>22</sup> The MF SPOC leveraged the list of residential energy efficiency measure offerings available through the Multifamily Energy Efficiency Rebate (MFEER) Program, Comprehensive Mobile Home

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<sup>22</sup> D.16-11-022 at 202.

Program (CMHP), California Advanced Homes Program (CAHP), and the Energy Upgrade California Multifamily (EUC MF) Program, in addition to all of the common area and tenant focused measures offered through the ESA Program. When the MF SPOC evaluates multifamily properties, internal analytics are used to determine the likelihood of ESA Program eligibility for tenants while also supporting enrollment efforts in SDG&E's bill assistance programs, such as CARE, FERA, and the Medical Baseline Programs. As previously discussed, the MF SPOC also coordinated efforts between the SOMAH Program Administrator and ESA CAM initiatives to leverage leads across both programs.

The MF SPOC coordinates all common area and in-unit enrollments across low income and energy efficiency programs, thus creating a seamless and comprehensive whole building approach for the participant. The MF SPOC approach also allows for better visibility and identification of areas for refinements in the programs to improve property owner/manager satisfaction. In 2020, SDG&E plans to continue implementing similar collaboration efforts across other programs to maximize property owner touch-points being made by program implementers.

**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.**

See Section 1.6.4 describing the current partnership with the SDCWA.

**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.**

As described above, SDG&E's MF SPOC coordinates efforts targeted toward multifamily properties for energy efficiency programs. In cases where a multifamily property's common area meter is on a non-residential (commercial) rate, the MF SPOC is

able to leverage non-residential energy efficiency programs to provide a property owner additional energy efficiency options, including the Business Energy Solutions (BES) Program, Energy Efficiency Business Rebate (EEBR) Program, Energy Efficiency Business Incentive (EEBI) Program, the Midstream Lighting Program, the Premium Efficiency Cooling Program (PECP), and the On-Bill Financing (OBF) Program. The process for intake and qualification for the non-residential energy efficiency offerings is the same as the residential programs, allowing for a seamless and simple customer experience. In 2019 SDG&E's MF SPOC enrolled 28 properties into at least one SDG&E customer program.

**1.7.5 Describe the new efforts in program year to integrate and coordinate the Energy Savings Assistance Program with the Demand Response programs, including successes in Air Conditioning Cycling or other Demand Response programs.**

On May 3, 2018, the Commission approved SDG&E's Advice Letter 3197-E/2655-G to implement the Programmable Communicating Thermostat (PCT) or Smart Thermostat TOU Pilot directed in D.17-12-009. The objective of the pilot is to explore and evaluate whether a PCT paired with a mobile application impacts the behavior of high usage customers as they transition to TOU. On December 27, 2018, the Commission approved SDG&E's Advice Letter 3250-E/2688-G, which requested authorization to include the Smart Thermostat measure as an ESA Program offering with modifications through 2020 while the above mentioned Smart Thermostat Pilot determines whether Smart Thermostats are helpful as an energy management tool. Accordingly, SDG&E began integrating the Smart Thermostat measure as an ESA Program offering in 2019 with expenses totaling \$57,178. The pilot final report was submitted to the Energy Division on March 31, 2020. As part of this effort, the SDG&E

internal ESA Program and Demand Response (DR) program teams will coordinate closely to capture lessons learned from installations of PCTs as part of the DR program.

**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 continued to work with GRID Alternatives, the SASH Program Administrator, to provide a list of CARE High Energy User (HEU) customers who had participated in the ESA Program. The referrals contained contact information, including: customer of record, address, phone number, preferred language, household size, and income. Customers were notified that they may be contacted by GRID Alternatives as part of the CARE approval letter received once the customer has completed the HEU verification process. Additionally, GRID Alternatives reestablished efforts to provide SDG&E with a list of GRID eligible participants as leads for ESA Program participation.

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

In 2019, SDG&E provided GRID Alternatives with 188 referrals of ESA Program participants identified as CARE Program high energy users. SDG&E received a total of four lists from GRID Alternatives for potential customer projects, which generated 54 ESA Program leads and two 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.**

In 2019, SDG&E provided email notifications to ESA Program contractors with relevant workforce, education, and training (WE&T) that may benefit their staff. Contractors can take advantage of classes offered and are encouraged to do so.

Additionally, in June and October 2019, SDG&E notified its ESA Program inspectors and contractors of a training opportunity for Natural Gas Appliance Testing (NGAT). Over 40 participants attended two trainings. The training consisted of two parts, both classroom and field. Participants took a pre and post-test to assess their knowledge achieved from the NGAT training. The training was a refresher course for the existing NGAT contractor staff to ensure proper NGAT protocols and best practices are consistently practiced across contractors. The ESA Program contractors were also provided an overview of how properly operating appliances can provide additional energy efficiency benefits.

**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.**

See above section for training conducted.

SDG&E contractors utilize various business development organizations as part of recruitment and hiring efforts. San Diego Workforce Partnership, San Diego Health and Human Services, San Diego Community College are some of the organizations utilized to find workforce resources for the ESA Program. With the low employment rates in 2019, these organizations were helpful in providing needed resources to successfully implement the ESA Program.

## **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.**

Effective January 1, 2018, compact fluorescent lamps (CFLs) were no longer offered through the ESA Program pursuant to D.16-11-022.<sup>23</sup> Therefore, SDG&E did not offer this measure in 2019.

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

See Section 1.9.1 above. SDG&E did not offer CFLs in 2019 and no recycling provisions were provided.

### **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.**

See Section 1.9.1 above. SDG&E did not offer CFLs in 2019.

## **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.**

D.16-11-022 authorized three statewide studies: A Low-Income Needs Assessment (LINA), an ESA Impact Evaluation, and a Non-Energy Benefits (NEBs) study.<sup>24</sup> In addition, the Decision authorized funding for a low-income component of the

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<sup>23</sup> D.16-11-022 at 64.

<sup>24</sup> D.16-11-022 at 219, OP 8 at 446-447 and OP 63 at 465.



Statewide Energy Efficiency Potential Study, and for local “rapid feedback” research.<sup>25</sup>

Each of these is discussed below.

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

The LINA Study is mandated to be conducted every three years per Assembly Bill (AB) 327 and California Public Utilities Code (P.U. Code) § 382(d).<sup>26</sup> In January 2018, Research Into Action was selected through a competitive bidding process. A research plan was developed during Q1 of 2018 and presented at a public workshop on May 3, 2018. Data collection plans and instruments were developed over the course of Q2-Q4 2018, and Research into Action began collecting data in December 2018. Data collection continued in 2019 along with analysis and reporting. On November 14, 2019 a draft report was presented in a public workshop. The study was completed on December 13, 2019.<sup>27</sup>

#### ESA Energy Savings Impact Evaluation

Following a competitive solicitation, the contract for this study was awarded in February 2016 to DNV GL, pending authorization of the study which was granted in D.16-11-022. SoCalGas is the contracting IOU. Preliminary Phase 1 results were provided in March 2018 and then updated in June 2018. These were used in the Midcycle Advice Letter at the direction of the Energy Division for program years 2019 and 2020.

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<sup>25</sup> *Id.*, OP 58 at 464.

<sup>26</sup> AB 327 Stats. 2013-2014, Ch. 611 (Cal. 2013), codified at P.U. Code § 382.

<sup>27</sup> Opinion Dynamics, *2019 California Low-Income Needs Assessment Final Report: Volumes 1 of 3: Summary of Key Findings* (December 13, 2019) (2019 LINA Study) available at [http://calmac.org/publications/2019\\_LINA\\_-\\_Final\\_Report\\_-\\_Vol\\_1\\_Summary\\_of\\_Key\\_Findings\\_-\\_12132019.pdf](http://calmac.org/publications/2019_LINA_-_Final_Report_-_Vol_1_Summary_of_Key_Findings_-_12132019.pdf)

Additional analysis for Phase 2 took place in the second half of 2018, incorporating another year of ESA measure installation data into the dataset and revising the results. Final Phase 2 results were provided in Q1 2019, and a Draft Report for the study was presented in a public webinar in Q2 2019. Final deliverables for this study were posted on April 26, 2019.<sup>28</sup>

#### ESA Non-Energy Benefits (NEB) Study

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

During 2019, the study team met regularly to review interim draft results. The Consultant was asked to revise the deliverables during multiple iterations of review and comment by the study team. A draft report was presented to interested stakeholders via a public webinar on August 2, 2019. The report was subsequently finalized and the project was completed on August 30, 2019.<sup>29</sup>

The study team expressed significant uncertainty regarding the results of this study and therefore sought and obtained approval from Energy Division to do a follow-up assessment on the study results with a third-party evaluator in 2020.

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<sup>28</sup> California Energy Efficiency, *Final Draft 2015-2017 ESA Impact Evaluation Study* (March 30, 2019) available at <https://pda.energydataweb.com/#!/documents/2161/view>

<sup>29</sup> California Energy Efficiency, *ESA Non-Energy Benefit Final Report* (August 29, 2019) available at <https://pda.energydataweb.com/#!/documents/2295/view>

### Low Income Component of the Energy Efficiency Potential Study

The 2019 Energy Efficiency Potential and Goals study was completed by Navigant Consulting, Inc. and was managed by the Energy Division. The final report was published by the Energy Division on July 1, 2019.<sup>30</sup>

### Rapid Feedback Local Research

In support of the 2021-2026 Low-Income Application, SDG&E conducted focus groups to inform program design and delivery for the ESA Program and ESA Multifamily proposals. For the ESA Program, the primary objective was to identify customer willingness to engage with the ESA Program using online tools. For the Multifamily sector, the objective was to further assess barriers to ESA CAM participation and solutions to overcome these barriers in the next program cycle.

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

Ordering Paragraph 52 of Attachment A to D.17-12-009 states:

“Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company and Southern California Gas Company shall apply the latest version of the Energy Division & Program Administrator Energy Efficiency Evaluation, Measurement and Verification Plan for the oversight, formation, description, tracking, review and approval, and initiation of their Evaluation, Measurement and Verification efforts. The utilities should update its impact evaluations to be in accordance with the guidelines established within this decision.”

In accordance with this direction, the IOUs have been working with the Energy Division on the approved statewide studies as described in the sections above. Draft and final research

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<sup>30</sup> Navigant, *2019 Energy Efficiency Potential and Goals Study* (July 1, 2019) available at <https://www.cpuc.ca.gov/General.aspx?id=6442461220>

plans for each of the studies were posted on the Commission’s public document website and noticed to the applicable service list. A webinar was held for each study to present the research plan and discuss with interested parties and encourage them to post written comments on the draft documents which were then considered for the final documents. Furthermore, for each ongoing study the IOUs met regularly with Energy Division to discuss progress and to resolve any issues.

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

Study	Lead Consultant	Contracting IOU	Project Initiation	Project Completion	Statewide Budget <sup>1</sup>	SDG&E Budget
2019 Statewide LINA	Research Into Action	SCE	2/14/2018	12/26/2019	\$500,000	\$75,000
PY2015 Statewide ESA Impact Evaluation	DNV GL	SoCalGas	1/26/2017	4/26/2019	\$550,000	\$82,500
Statewide NEBs Study	SERA	SDG&E	8/24/2018	8/30/2019	\$150,000	\$22,500
ESA Portion of the Statewide Energy Efficiency Potential Study <sup>2</sup>	Navigant	CPUC, Not IOU	2/2019	7/1/2019	\$300,000	\$45,000
Rapid Feedback Research & Analysis <sup>3</sup>	MDC Research	SDG&E	6/2019	8/2019	N/A	\$200,000
Total					\$1,500,000	\$425,000

<sup>1</sup> This amount represents the total Joint Utility study budget, authorized in D.16-11-022 at 219 and 225, OP 8 at 446-447 and OP 63 at 465. The authorized Joint Utility budget split for all studies is: PG&E--30%, SCE--30%, SCG--25%, and SDG&E--15%.

<sup>2</sup> Energy Division is the contracting administrator for the Potential study.

<sup>3</sup> Rapid Feedback Research & Analysis is not a statewide study. Each IOU has its own budget with which to propose research.

**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.**

Final deliverables described above can be found on the Commission's public document website, <https://pda.energydataweb.com>. Included below is a summary of each study's key takeaways:

2019 LINA Study

The 2019 LINA Study examined four primary research areas: 1) barriers to CARE participation with a focus on post-enrollment processes and ME&O efforts; 2) health, comfort and safety impacts of heating, cooling, and enclosure measures; 3) energy burden and hardship of customers using alternative fuels; and 4) energy burden and hardship of customers in low electrical service reliability areas.<sup>31</sup> The budget for this study was \$500,000 and the final cost was \$487,484. SDG&E's portion was \$73,123. Key findings include:

- CARE post-enrollment recertification and verification processes are successful at removing most ineligible participants but could improve in retaining eligible participants;<sup>32</sup>
- CARE ME&O is effective at achieving 90% penetration for customers with greatest hardships, including immigrants and non-English speakers, but could be improved to increase awareness and new enrollments;<sup>33</sup>

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<sup>31</sup> 2019 LINA Study at 15.

<sup>32</sup> *Id.* at 22-31.

<sup>33</sup> *Id.* at 32-40.

- ESA participants who received heating, cooling, and enclosure measures perceived significant health, comfort and safety improvements and IOUs should continue these offerings;<sup>34</sup>
- Low-income customers using alternative fuels are uniquely burdened by alternative-fuel costs, particularly propane users, and programs like CARE and ESA appear to help, but only with electricity costs;<sup>35</sup> and
- Low-income customers living in low service reliability areas reported few differences from other low-income customers.<sup>36</sup>

The study recommendations included the following:

- Update the CARE probability model;<sup>37</sup>
- Revise and/or broaden existing ME&O strategies designed to increase awareness of CARE;<sup>38</sup>
- Implement ME&O that will provide follow-up energy education to participants a few weeks after they receive heating, cooling, or enclosure measures to increase awareness and persistence of health, comfort and safety benefits;<sup>39</sup> and

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<sup>34</sup> *Id.* at 41-49.

<sup>35</sup> *Id.* at 50-56.

<sup>36</sup> *Id.* at 57-61.

<sup>37</sup> *Id.* at 4-5.

<sup>38</sup> *Id.* at 7.

<sup>39</sup> *Id.* at 8.

- Provide unique ME&O to alternative-fuel customers, particularly propane users, to inform them of options to switch to natural gas, electricity-using equipment, or other possible alternatives to reduce their reliance on alternative-fuels.<sup>40</sup>

#### ESA Energy Savings Impact Evaluation<sup>41</sup>

The ESA Energy Savings Impact Evaluation study performed a billing analysis to estimate the energy and demand savings resulting from program year 2015 to 2017 program installations and provide both aggregated and disaggregated results by utility, measure, housing type and climate zone. The budget for this statewide study was \$550,000 and the final cost was \$549,999. SDG&E's portion was \$82,500.

The study reported household savings by year for SDG&E as shown in the following table.<sup>42</sup> Note the results for electric savings for 2017 and gas savings for all years except 2014 were statistically insignificant.

#### **SDG&E Household Savings**

<b>Program Year</b>	<b>kWh</b>	<b>Therms</b>
2014	79	5
2015	48	3
2016	67	3
2017	30	3

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<sup>40</sup> *Id.* at 10.

<sup>41</sup> California Energy Efficiency, *Final Draft 2015-2017 ESA Impact Evaluation Study* (March 30, 2019) available at <https://pda.energydataweb.com/#!/documents/2161/view>

<sup>42</sup> California Energy Efficiency, *Final Draft 2015-2017 ESA Impact Evaluation Study*, Attachment: ESA Impact Eval Results – Phase 2 (March 29, 2019) available at <https://pda.energydataweb.com/#!/documents/2161/view>

Study recommendations included the use of results to inform new ex ante savings estimates and to consider alternate statistical methods for future evaluations.

#### Non-Energy Benefits Study<sup>43</sup>

This study was designed to utilize secondary research to update the current NEB calculations used for ESA cost effectiveness tests, to recommend new NEBs missing from the current framework, and to design an excel workbook to calculate NEBs. During the course of the study it was learned that sufficient and appropriate data was not available to adequately update the NEBs.<sup>44</sup> As a result, the study's recommendations strongly urged additional primary data collection and research.<sup>45</sup> Despite these setbacks, the study proposed more than 40 NEBs for the ESA Program;<sup>46</sup> however, parties expressed significant uncertainty regarding the proposed NEBs. As a result, additional work will take place in 2020 with a third party evaluator to assess the reliability and usability of the proposed NEBs and lay the groundwork for future research involving primary data collection.

### **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).**

This one-year pilot was designed to assess the benefits of a smart thermostat to low-income customers transitioning to TOU rates. The pilot design included providing a treatment

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<sup>43</sup> California Energy Efficiency, *ESA non-energy benefit final report* (August 29, 2019) available at <https://pda.energydataweb.com/#!/documents/2295/view>

<sup>44</sup> *Id.* at 65.

<sup>45</sup> *Id.* at 4.

<sup>46</sup> *Id.* at. 3-4.



group of customers with a smart thermostat and transitioning them to a TOU rate, while the remaining control group of customers were transitioned to the TOU rate without receiving a smart thermostat.

The three IOUs jointly hired Evergreen Economics to conduct a statewide evaluation of the pilot. The evaluation included three customer surveys, spaced over a year, and an impact analysis. In addition, Evergreen assigned participants into treatment and control groups.

In late 2018, SDG&E recruited 167 customers who met the qualifications and expressed willingness to participate. SDG&E began installing Ecobee thermostats into the treatment group's homes using a third party. During the course of installing the thermostats, a number of customers either dropped out of the pilot or moved from the treatment to the control group as a result of refusing the thermostat or infeasible installation. After installation and rate transition, the number of participants included roughly 42 treatment and 79 control.

The Ecobee thermostats were meant to adjust the temperature during the TOU peak period. However, Ecobee notified the IOUs in August of 2019 that the software to adjust the thermostats during peak period was not installed due to their oversight. Ecobee then made efforts to install the software but were able to do this for only 34 of the treatment participants.

During the course of the pilot, Evergreen conducted three surveys. In addition, SDG&E provided AMI and weather data for Evergreen to conduct an impact analysis. Key findings are listed below. It is important to keep in mind that due to the small sample size, results may not be representative of a larger population.

- SDG&E customers saved more energy in the winter (reduced heating) than in the summer (reduced AC), but cut back in both seasons (beyond what the control group could do).<sup>47</sup>
- Although SDG&E treatment participants on average saved more than the control participants during peak, customers reported they were not very confident in the thermostat's ability to help them control their energy bills or help them lower their energy use.<sup>48</sup>
- All pilot participants reported that the main reason they do not do more to save energy is an unwillingness to sacrifice comfort in their home.<sup>49</sup>
- Respondents were aware which hours of the day were considered peak. They also reported heating and cooling were the most energy intensive items in their home.<sup>50</sup>

The report is available here:

[http://calmac.org/publications/PCT\\_TOU\\_Evaluation\\_Report\\_Final\\_033120.pdf](http://calmac.org/publications/PCT_TOU_Evaluation_Report_Final_033120.pdf)

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<sup>47</sup> Evergreen Economics, *A Report for Pacific Gas and Electric, Southern California Edison, and San Diego Gas & Electric* (March 31, 2020) at 59 available at [http://calmac.org/publications/PCT\\_TOU\\_Evaluation\\_Report\\_Final\\_033120.pdf](http://calmac.org/publications/PCT_TOU_Evaluation_Report_Final_033120.pdf)

<sup>48</sup> *Id.* at 4.

<sup>49</sup> *Id.* at 3.

<sup>50</sup> *Id.* at 58.

**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.**

The final report detailing the activities and results of the pilot was completed on March 31, 2020 and will be included in the 2020 Annual Report.

**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?**

Add back measures have not negatively impacted the ESA Program. As stated in section 1.4.3 above, SDG&E exceeded the 2020 homes treated goal in 2019.

**1.13 Low Income Working Groups**

D.16-11-022, as modified by D.17-12-009, reconvened the Cost Effectiveness Working Group and convened a new Multifamily Working Group (MFWG) to review components of the Commission’s ESA and CARE Programs to make recommendations for refinements to improve, wherever possible, the design, administration, delivery, reporting, and ultimate success of these programs. D.17-12-009 also directed the inclusion of low income programs into the existing Demand Analysis Working Group (DAWG). In 2019, SDG&E actively participated in all of the low income working groups (with the exception of DAWG) on efforts directed in D.16-11-022 and D.17-12-009 such as revising the CARE and ESA reporting requirements templates, finalizing

cost-effectiveness recommendations, and ESA CAM program design. The 2019 Working Group activities are summarized below.

### **ESA Cost Effectiveness Working Group**

This working group did not meet in 2019.

### **Multifamily Working Group**

The MFWG was established to support the integration of common area measures for deed-restricted MF properties into the ESA Program and other MF directives as specified in D.16-11-022 and modified by D.17-12-009. In 2019, the MFWG completed the 2019 Annual Report describing the working group 2019 activities and posted the report to [www.energydataweb.com](http://www.energydataweb.com).

The MFWG highlights included discussion of each IOUs program challenges and successes consisting of:

- Contractor availability and coverage;
- MF SPOC;
- Comprehensive vs. Common Area Treatment from the perspective of tenant outreach and treatments; and
- Integration with re-syndication activities and collaboration with other entities.

The tasks for the MFWG concluded in 2019. See Appendix E for MFWG Annual Report of 2019 activities.

### **Demand Analysis Working Group**

D.17-12-009, Attachment A, OP 8 at 456 states: “The Demand Analysis Working Group (DAWG) should act as the established forum for providing input into the scope, modeling and analysis of results associated with Energy Efficiency Potential Study.”

The 2019 Energy Efficiency Potential and Goals Study was completed in 2019 by Navigant Consulting, Inc. and managed by Energy Division staff.

#### **1.14 Annual Public ESA Program and CARE Meeting**

D.17-12-009 adopted the provisions set forth in D.12-08-044 which ordered the IOUs to convene a minimum of one public meeting per year, within 60 days of filing their annual reports, and other public meetings as deemed necessary by the IOUs, Energy Division, the ALJ, or the Commission.

In compliance with D.17-12-009, the IOUs held a joint public meeting via webinar on June 27, 2019 to present an overview of their respective 2018 ESA Program and CARE Program results. Specifically, SDG&E's presentation showed it exceeded its ESA Program homes treated goal for 2018 which was accomplished through its outreach and marketing efforts of the program. Also, SDG&E's presentation showed an increase in its CARE penetration rate to 95%, which exceeded the program target of 90%.

#### **1.15 Multifamily Properties**

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

Consistent with previous analysis, SDG&E followed the steps listed below for the Non-Deed Restricted Multifamily Property Low Income annual analysis.

SDG&E used third party data that was compiled and provided by the American Council for an Energy-Efficient Economy's (ACEEE) Technical Assistance Group. The data consisted of lists of subsidized and non-subsidized multi-family properties in the San Diego area using data from the National Housing Preservation Database, San Diego County parcel dataset, and San

Diego County land use codes. The data included square footage, although it was not complete for every record in the database.

SDG&E identified the non-deed restricted properties in the dataset with a high percentage of low income tenants and attempted to match them with customer premise and account numbers in order to access utility consumption data for the properties. Multiple challenges were encountered with this project. In particular, property addresses on the various lists did not directly match, duplicate records had to be eliminated, multiple records existed for single properties that needed to be aggregated, and incorrect street numbers had to be manually corrected. In addition, the square footage data included in the ACEEE dataset was incomplete. For some records, the square footage data was missing and for some records it was capped at 99,999 square feet. Due to the many challenges involved in identifying an appropriate subset of properties to analyze, SDG&E focused on using records with exact matches for the analysis. Results are provided in the tables below. As shown, SDG&E was able to identify 1,659 properties with a total consumption of 90,721 MWh and 4,860,000 therms in 2019. Furthermore, 94% of these properties received treatment through the ESA Program and 6% received treatment through the MFEER Program.

**SDG&E Multi-Family Non-Deed Restricted Property Analysis - Electric Consumption**

<b>Category</b>	<b>Number of Properties</b>	<b>Average Sq. Ft.</b>	<b>Total 2019 Annual MWh</b>	<b>Total 2019 Annual MWh for Common Areas</b>	<b>Total 2019 Annual MWh for Units</b>	<b>Total 2019 Annual MWh for Master Meters</b>
Has Sq. Ft. Data	1,476	11,000	71,323	7,758	63,561	3
Sq. Ft. Capped at 99,999	16	N/A	6,534	628	5,906	N/A
Sq. Ft Data Missing	167	N/A	12,864	1,768	11,083	13

**SDG&E Multi-Family Non-Deed Restricted Property Analysis - Gas Consumption**

<b>Category</b>	<b>Number of Properties</b>	<b>Average Sq. Ft.</b>	<b>Total 2019 Annual Therms</b>	<b>Total 2019 Annual Therms for Common Areas</b>	<b>Total 2019 Annual Therms for Units</b>	<b>Total 2019 Annual Therms for Master Meters</b>
Has Sq. Ft. Data	1,476	11,000	3,830,000	210,000	900,000	2,710,000
Sq. Ft. Capped at 99,999	16	N/A	320,000	30,000	50,000	240,000
Sq. Ft Data Missing	167	N/A	710,000	80,000	130,000	500,000

**Program Participation**

<b>Year Last Treated</b>	<b># Properties Treated through ESA</b>	<b># Properties Treated through MFEER</b>	<b># Properties Treated through MIDI<sup>51</sup></b>
2010	22	3	0
2011	28	8	0
2012	53	16	0
2013	68	12	0
2014	107	4	2
2015	106	6	0
2016	97	6	0
2017	117	24	1
2018	683	13	0
2019	283	8	0

<sup>51</sup> Due to lack of participation and low cost-effectiveness, SDG&E closed the Middle Income Direct Install (MIDI) program at the end of 2019 via Advice Letter 3429-E/2797-G, approved December 20, 2019 and effective January 1, 2020.

The Program Participation Table above reflects the last installation date at the property. Therefore, properties treated over multiple years are counted only in the last year they were treated. Furthermore, 99 of these properties were last treated by both ESA and MFEER between 2010-2019.

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

In 2019, SDG&E continued its outreach efforts by utilizing its MF SPOC and third-party implementer to further promote the initiative within the multifamily space. To promote the program, SDG&E finalized a marketing postcard that could be distributed through mail, email, or multifamily events where owners or associations gather to network. SDG&E took things a step further by developing a MF SPOC process which has generated leads for the ESA CAM Initiative. In August 2019, SDG&E's MF SPOC held a Multifamily Solutions Roundtable event inviting San Diego Housing Federation association members to learn more about State Assembly Bills that affect the energy landscape and provided information on energy efficiency rebates and incentives available for the Multifamily sector. SDG&E's MF SPOC networking and outreach efforts, such as association roundtables and conferences, have led to success with ESA CAM Initiative program referrals. Through 2019, approximately 29% of ESA CAM total property leads were facilitated by SDG&E's MF SPOC. These MF SPOC referrals to ESA CAM amounted to roughly 41% of all ESA CAM enrollments for 2019.



Below is a summary of the ESA MF CAM Initiative accomplishments for 2019:

# of Leads	217
# of Projects Enrolled	22
# of Projects Completed	5
% of 2019 Target Met	10%
kWh Savings	28,506
kW Savings	3
Therm Savings	(66)

There were challenges and lessons learned during the implementation of the ESA CAM initiative. One challenge was with the initiative's 65% income eligibility threshold, which allows a property's common areas to qualify for treatment if 65% or more of a property's units are occupied by low income tenants. Approximately 10% of the 217 leads lead to enrollments, with approximately 77% disqualified because the property did not meet the required 65% threshold of low income occupied units. A second challenge was that energy efficiency was often not a priority, or conflicted with other priorities, for property owners even if opportunities existed for the property. Another program difficulty was finding the right decision maker within a property management or development company. Although SDG&E found interest from property managers, many times there were delays in enrollment as they would defer to the asset manager or supervisor. Finally, SDG&E's limited internal data for comprehensive MF targeting provided an additional challenge. Important data such as square footage used for energy benchmarking, amenities on properties, and deed-restricted status was not readily available when SDG&E implemented its initial targeting strategy.

To address the abovementioned challenges, SDG&E is making a concerted effort to increase the number of leads in its pipeline to reach the total property goal. For

example, SDG&E plans to continue collaboration with the SOMAH Program to leverage leads across both programs. To reach the appropriate decision maker, SDG&E plans to attend more multifamily affordable housing events and conferences where SDG&E works with Housing Associations and spreads the word about program benefits to members who are the appropriate decision makers. To increase property owner prioritization of energy efficiency, SDG&E is putting together a case study that highlights and clearly demonstrates the benefits of program participation for both property owners and their tenants. Finally, SDG&E is working with a third-party vendor to provide the following three services to improve data for comprehensive MF targeting efforts: 1) Link service accounts to a specific Multifamily Property by creating a Multifamily Property ID as a unique identifier, 2) Adding valuable real estate data taken from County Assessor Records and CoStar such as square footage, number of units, and amenities, and 3) Developing Energy Use Intensity and Energy Benchmark scores for each property. Through these combined efforts, SDG&E hopes to establish more leads in 2020 to reach the total property goal for the ESA CAM initiative.

Despite the challenges, SDG&E and its implementer were able to enroll a total of 22 properties in program year 2019. Of those 22 properties, five were completed and invoiced, while 17 continued into the 2020 programmatic year. The most prevalent measure amongst the ESA CAM projects was lighting, which accounted for 98% of the total installed measures.

# **CALIFORNIA ALTERNATE RATES FOR ENERGY ANNUAL REPORT**

## **2 CARE EXECUTIVE SUMMARY**

The CARE Program, formerly known as the Low-Income Ratepayer Assistance (LIRA) Program, was established through legislative mandate<sup>52</sup> and implemented by the 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.<sup>53</sup> In D.95-10-047, CARE was further expanded to qualified agricultural housing facilities; and, D.05-04-052 more broadly expanded the program to include agricultural housing and non-profit migrant farm working housing centers.

Since 2005, income eligibility for CARE has been set at 200% of the Federal Poverty Guidelines (FPG).<sup>54</sup> In 2006, the Commission authorized the IOUs to implement: (1) categorical eligibility to allow customers to qualify for the CARE Program based on participation in certain state or federal assistance programs; (2) four-year recertification for income-qualified customers with fixed incomes; (3) a telephonic process to enroll certain prospective CARE qualified households; (4) a process for all customers to recertify CARE eligibility through SDG&E's

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<sup>52</sup> 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.

<sup>53</sup> 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. AB 3429 expanded the CARE Program to include migrant farmworker housing, employee housing, and agricultural employee housing.

<sup>54</sup> D.05-10-044, OP 1 at 35.

Interactive Voice Recognition system; and (5) internet-based CARE enrollment and recertification.<sup>55</sup>

The Commission further expanded the list of categorically eligible programs in D.08-11-031 to align with the program-based eligibility programs adopted for the Commission's California Lifeline Program<sup>56</sup> and established an enrollment target for CARE at 90% of the estimated eligible population.<sup>57</sup>

In 2010, the legislature enacted SB 695 which modified Section 739.1 of the California Public Utilities Code to state that eligibility for the CARE Program should be no greater than 200% of FPG.

In D.12-08-044, the Commission approved SDG&E's CARE Program plans and budget for program years 2012-2014. In D.12-08-044, the Commission focused on developing controls to ensure that customers enrolling in the CARE Program are truly eligible for the benefits. D.12-08-044 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. Key directives in D.12-08-044 included: (1) establishment of a High Usage Verification process for customers with electric usage exceeding 400% of their baseline allowance;<sup>58</sup> (2) updates to the utilities' probability models to include more indicators, i.e. method of enrollment and household size;<sup>59</sup> (3) a process to review the list of categorical

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<sup>55</sup> D.06-12-038 at 56.

<sup>56</sup> D.08-11-031, OP 7 at 220.

<sup>57</sup> *Id.* at 6-7.

<sup>58</sup> D.12-08-044 at 17.

<sup>59</sup> *Id.* at 214.

programs annually to ensure only programs aligned with the CARE guidelines are included;<sup>60</sup> and (4) approval of outreach and marketing funds focused on targeted multicultural/multilingual and LEP customers.<sup>61</sup> The Commission also retained the target of reaching a 90% penetration rate and the enrollment of all eligible and willing customers into the CARE Program.<sup>62</sup>

In January 2014, the California Legislature enacted 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 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 Department of Water Resources Bond Charge (DWR-BC), California Solar Initiative (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, which directed SDG&E to file a Tier 1 Advice Letter for approval of the 2015 rate change.<sup>63</sup>

Beginning September 1, 2015, the rate subsidy in CARE volumetric electric tier rates was moved from rates to the line-item discount, increasing the line-item discount from its current

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<sup>60</sup> *Id.* at 15.

<sup>61</sup> *Id.* at 10.

<sup>62</sup> *Id.* at 15.

<sup>63</sup> D.15-07-001, OP 12 at 335.

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.<sup>64</sup> 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.

In 2016, SDG&E participated in the CARE Restructuring Working Group for R.12-06-013. The CARE Restructuring Working Group was tasked to look closely at the CARE rate and program to determine if changes were necessary. Discussion on CARE rate restructuring continued in 2017 as part of Phase 3 of the July 2015 Rate Reform Decision.

In D.14-08-030, the Commission addressed Phase 2 issues outlined in D.12-08-044 and authorized a 12-month bridge funding for 2015; made minor corrections and clarifications to D.12-08-044; adopted key recommendations from the 2013 LINA study for CARE; and continued further review on issues regarding the definition of income and issues related to the qualifying list of categorical eligibility programs.

In addition, in D.14-08-030, the Commission determined that it was reasonable to continue funding the Community Help and Awareness of Natural Gas and Electricity Services (CHANGES) Pilot Program from the CARE budget, pending further review during the bridge period, as well as authorizing continued funding for the CHANGES Program of \$61,200 per month until December 31, 2015, which reflected a 2% cost of living increase over the authorized 2014 funding level.<sup>65</sup>

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<sup>64</sup> *Id.* at 237.

<sup>65</sup> D.14-08-030, OP 48 at 123.

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;

- 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;<sup>66</sup>
- The program will be managed by the Commission's Public Advisor's Office with technical assistance and input from the Energy Division;<sup>67</sup>
- 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;<sup>68</sup> 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.<sup>69</sup>

On November 21, 2016, the Commission issued D.16-11-022, as modified by D.17-12-009, for implementation and funding of the CARE and CHANGES Programs.

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<sup>66</sup> D.15-12-047 at 2.

<sup>67</sup> *Id.*

<sup>68</sup> *Id.* at 3.

<sup>69</sup> *Id.*

This report provides the accomplishments and expenditures for SDG&E's CARE program year 2019. At year-end 2019, there were 301,810 customers participating in the CARE Program for an overall penetration rate of 95%.

## 2.1 Participant Information

### 2.1.1 Provide the total number of residential CARE customers, including submetered 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 Customers by Month			Gas Customers by Month		
PY 2019	CARE Customers	Percentage Change	PY 2019	CARE Customers	Percentage Change
Jan	295,057	0.7%	Jan	186,081	7.0%*
Feb	293,805	-0.4%	Feb	185,143	-0.5%
Mar	292,893	-0.3%	Mar	184,349	-0.4%
Apr	293,492	0.2%	Apr	184,639	0.2%
May	294,437	0.3%	May	185,090	0.2%
Jun	294,411	0.0%	Jun	184,876	-0.1%
Jul	296,898	0.8%	Jul	186,416	0.8%
Aug	299,273	0.8%	Aug	187,875	0.8%
Sep	300,363	0.4%	Sep	188,642	0.4%
Oct	302,156	0.6%	Oct	189,721	0.6%
Nov	302,001	-0.1%	Nov	189,432	-0.2%
Dec	301,810	-0.1%	Dec	189,056	-0.2%

\*Due to changes in customer accounts from Net Metering and solar adoption; SDG&E developed a more accurate way of reporting CARE customer commodity service types in 2019. This resulted in a correction of customer counts for the number of Gas and Electric customers versus Electric Only customers.



### **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 utility methodology adopted by the CPUC in D.01-03-028 for developing monthly penetration estimates in 2019.<sup>70</sup> This methodology entails annual estimation of eligibility for CARE, ESA, FERA, and other income-by-household size parameters at the small area (block group, census tract, ZIP+2, etc.) for each IOU territory and for the state as a whole.

Sources for the 2019 eligibility estimates include the January 2019 Health and Human Services (HHS) Poverty Guidelines (“bundling” one- and two-person households at the HHS-defined 200 percent FPG limit as required by AB 327), current year small-area vendor marginal distributions on household characteristics, Census 2010 Summary File 3 (SF3) data, Census American Community Survey 2014-2018 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.

The method takes 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.

The method also incorporates the impact of labor force changes (unemployment and other forms of job separation, as well as positive changes). The method adjusts block group marginal distributions on household income based on sub-state modeling that incorporates

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<sup>70</sup> D.01-03-028 at 49-50.

Current Population Survey, Integrated Public Use Microdata Survey Data, American Community Survey Data, and California Employment Development Department (EDD) county and Metropolitan Statistical Area level labor force series. This adjustment to block group income marginal is then incorporated into the otherwise “standard” estimation approach to produce small area estimates reflecting small area income changes due to labor market forces.

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

SDG&E counts the number of households (by small area, by 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.

**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 2019.

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

CARE eligibility rates by small and large areas are developed so they only apply to individual residential meters and sub-metered dwelling units. 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 above response for Section 2.1.2. Note that the methodology is based on estimating small area (block group) level household size by income and householder-age tabulations for the current year and connecting these estimates with small area counts of households that are individually metered or sub-metered. Block group/utility-specific estimates are then disaggregated/aggregated to various geographic levels within a given utility area: zip+2, zip, tract, county, territory, etc. Statewide estimates, regardless of utility boundaries, are also provided at small and large area levels.

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

SDG&E runs a report of active CARE participant statuses for each month, in the Customer Assistance Reporting and Enrollment (CARE) system, which is the system of record for CARE applications. This includes both individually metered and sub-metered CARE participants.

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

The participation rate by energy source is the total number of participating CARE customers by energy source divided by the estimated eligible CARE population by energy source. Since SDG&E provides electricity to all customers, but only provides natural gas to customers in San Diego County, and does not provide gas in southern Orange County, the number of participation rates, referred to as penetration rates in the annual and monthly report tables, are derived from electric service only.

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

Electric	24.3%
Gas	23.8%

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

Electric	21,805
Gas	12,849

At year-end 2019, there were 36,206 residential electric sub-metered accounts and 28,084 residential 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 60% (or 21,805) of the electric residential sub-metered tenants and 46% (or 12,849) of the residential gas sub-metered tenants are eligible for the CARE Program.

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

Electric	11,535
Gas	7,776

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

Electric	53%
Gas	61%

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

There were no problems encountered during the reporting period for sub-metered tenants and master-meter customers.

## 2.2 CARE Program Summary

### 2.2.1 Please provide CARE Program summary costs.

CARE Budget Categories	2019 Authorized Budget	2019 Actual Expenses	% of Budget Spent
Outreach	\$3,221,952	\$2,933,510	91%
Processing, Certification and Recertification	\$622,359	\$622,359	100%
Post Enrollment Verification	\$360,066	\$242,443	67%
Information Tech./Programming	\$1,638,000	\$1,116,880	68%
Pilots	\$265,103	\$246,176	93%
Measurement and Evaluation	0	0	0
Regulatory Compliance	\$348,031	\$253,030	73%
General Administration	\$670,823	\$477,102	71%
CPUC Energy Division Staff	\$57,279	\$55,959	98%
Cool Centers	\$43,500	\$42,048	97%
Total Expenses	\$7,227,114	\$5,989,507	83%
Subsidies and Benefits	\$73,833,173	\$117,947,051	160%
Total Program Costs and Discounts	\$81,060,287	\$123,936,557	153%

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

CARE Penetration			
Participants Enrolled	Eligible Participants	Penetration rate	Target Met?
301,810	319,125	95%	Yes

### 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 2019, there was one CARE recertification complaint received by SDG&E. The customer did not recertify within the allowed time period and therefore was removed from the program. The customer was issued a bill adjustment to satisfy their complaint.

## **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	\$56.04
Average Monthly Gas Discount	\$21.03

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

Electric Subsidy	\$104,986,999
Gas Subsidy	\$12,960,052

#### **2.3.1.3 Provide the Number and Percent of Green Tariff Shared Renewables (GTSR) and Enhanced Community Renewables customer base. Also provide the average total bill discount.**

In 2019, there were a total of 420 customers on the Green Tariff component of Green Tariff Shared Renewables (GTSR). The average total effective CARE discount at year-end was 37%. SDG&E did not provide the percentage based on the “distribution” portion of the bill because the discount is not based on the distribution portion. New residential EcoChoice customers saved \$0.05 kWh by participating in EcoChoice at the 100% subscription level. The average residential customer using 500 kWh per month saved roughly \$2.50 per month.

### **2.3.2 Administrative Cost**

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

<b>Category</b>	<b>Total</b>
Outreach	\$2,933,510
Processing, Certification, Recertification	\$622,359
Post Enrollment Verification	\$242,443
IT Programming	\$1,116,880
Cool Centers	\$42,048
Pilots	\$246,176
Measurement & Evaluation	\$0

Regulatory Compliance	\$253,030
General Administration	\$477,102
CPUC Energy Division	\$55,959
Total Program Costs	\$5,989,507

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

#### **Outreach:**

Costs include those 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, outreach staff labor and CBOs.

#### **Processing, Certification and Recertification:**

Costs in this category include processing, customer contact center group labor, and data entry costs. The function of the CARE processing group includes:

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

#### **Post Enrollment Verification (PEV):**

Costs in this category include CARE PEV processing labor and all other costs associated with PEV. The function of the PEV group includes:

- Processing CARE income verification and CARE High Usage Verification;
- Responding to customers' inquiries regarding CARE income verification documents; and
- Resolving customer issues related to income verification.

**Information Technology (IT) /Programming:**

Costs include all IT system support items to maintain the CARE system such as staff and contractor labor, CARE documents, CARE database, Interactive Voice Recognition system, system reports, data exchange with the IOUs, and costs associated with system enhancements to comply with Commission mandates and improving operational efficiencies.

**Pilots:**

Costs include those associated with the contractor's administration of the CHANGES Program.

**Cool Centers/Cool Zones:**

Costs include those associated with the development and printing of Cool Zone collateral pieces including translation, labor for the staff at Aging and Independence Services, oscillating electric fans, printing for Cool Zone hand fans, and shipping fees for electric fans delivered to customers who are unable to get to a cool zone.

**Measurement and Evaluation:**

Costs include studies associated with CARE Program.

**Regulatory Compliance:**

Costs include labor and non-labor costs related to the preparation of various regulatory filings, including program applications, advice letter filings, audits, regulatory reports, comments, tariff revisions, attendance at working groups and joint utility meetings, public input meetings, and other Commission hearings or meetings. In addition, costs include program funding directed by the Commission to be included in this category.



### **General Administration:**

Costs include office supplies, facilities, training and development, 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	\$13,427,316 Under-collected
Gas CARE	\$1,233 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 above in Section 2.3.2.2. There are no costs related to the discount charged in base rates.

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

Please see CARE Table 10 in the Appendix of this report.

### **2.4 Outreach**

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

The CARE Program continued to be the leading offer of SDG&E's customer assistance marketing campaign, which sought to connect with low income customers across a diverse population including hard-to-reach customers, seniors, customers with special needs and multilingual/multicultural customers. The campaign drove eligible

customers to apply for CARE, and through SDG&E's coordinated efforts, CARE enrollments were automatically converted into ESA Program leads. In 2019, the Customer Assistance Programs campaign included print, streaming TV, digital media, bill inserts, ethnic marketing, email, and direct mail; see Appendix A-D of this report. This was in addition to live call, and outreach through SDG&E's Energy Solutions Partner Network and all of the CARE Capitation Agencies that help enroll customers in the CARE Program.

### **Mass Media**

Mass media allowed SDG&E to educate and connect with its customers through diversified communication mediums designed to reach a mass audience and hard-to-reach populations including customers in rural areas, seniors, customers with special needs and multilingual/multicultural customers. It served to drive overall awareness and complement other Outreach tactics. In 2019, mass media components included print, streaming TV, general market TV, digital media, bill inserts, ethnic marketing, email and direct mail.

### **Print Campaigns**

SDG&E continued to run print advertising in Ethnic (African American, Asian, Hispanic) and rural (Back Country) publications. Samples of print campaign materials are included in Appendix B of this report.

### **General Market & Streaming TV**

In 2019, SDG&E ran a TV commercial campaign through both general market and streaming TV media. The 15-second spots ran in general market television on Cable (including: ABC, CBS, NBC, FOX, CW and KUSI) and on streaming (on-demand) TV

(including: Hulu (NBC), Fox.com, ABC.com, CW.com). SDG&E also ran spots for Hispanic streaming TV stations such as Telemundo and Televisa. Streaming TV is very flexible and allows SDG&E to target customer segments more deeply and optimize performance throughout the campaign. Additionally, through streaming TV, viewers cannot fast forward through the commercials. SDG&E ran three English and two Spanish versions of its TV commercial campaign throughout most of the year. The videos are available to view at:

Bread (English):	<a href="https://www.youtube.com/watch?v=f8sqz6grpgQ">https://www.youtube.com/watch?v=f8sqz6grpgQ</a>
Pancake (English):	<a href="https://www.youtube.com/watch?v=emZMbmIbR8k">https://www.youtube.com/watch?v=emZMbmIbR8k</a>
Mirror (English):	<a href="https://www.youtube.com/watch?v=y1N5MGj9zDQ">https://www.youtube.com/watch?v=y1N5MGj9zDQ</a>
Clock (Spanish):	<a href="https://www.youtube.com/watch?v=qF5aS90PLgo">https://www.youtube.com/watch?v=qF5aS90PLgo</a>
Bread (Spanish):	<a href="https://www.youtube.com/watch?v=Bmvdqh-qnh4">https://www.youtube.com/watch?v=Bmvdqh-qnh4</a>

## **Digital**

SDG&E used an integrated online strategy to increase awareness and drive online submissions by using paid search, display ads and pre-roll video ads. SDG&E digital ads were seen over 35 million times throughout the year (impressions) with over 210,000 customers clicking through to the CARE/ESA Program online application.

## **Bill Inserts**

The annual CARE bilingual notification took place in July 2019. SDG&E also did a double-sided, bilingual bill insert promoting the CARE and ESA Programs in March 2019 and November 2019. 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.

## Ethnic Marketing

SDG&E reached numerous ethnic segments throughout the year with a variety of mass media tactics. Hispanic, African American, Chinese, Vietnamese, and Filipino audiences were targeted by print and digital campaigns, with a total spend of \$148,708 for ethnic media as detailed in the following tables.

### CARE/ESA 2019 Ethnic Media Recap

Ethnic Print		
Audience	Readership	Total Spend
Spanish	4,908,790	\$51,089
Chinese	300,000	\$10,500
Vietnamese	225,000	\$9,000
Filipino	2,712,500	\$21,350
African American	1,337,500	\$19,311
Totals	9,483,790	\$111,250

Ethnic Television		
Audience	Impressions	Total Spend
Spanish	1,588,761	\$37,458

Total 2019 Ethnic Spend	\$148,708
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## Email Campaigns

In 2019, SDG&E continued the strategy of using the nurture campaign model. The nurture campaigns send a series of pre-written, automated emails to customers based on their reaction to an initial email. This allows SDG&E to provide more customized messaging in its automated follow-up emails. The actions that determine the messaging are:

- Opened an email
- Did not open an email
- Clicked on a link within an email

- Visited a web-page
- Clicked on a link within a web-page

Customers may receive up to five messages (including reminders) over a 30-day period, depending on their engagement level. This type of campaign can eliminate redundant messages or over-marketing and increase customer engagement to help bring them closer to conversion.

In 2019, SDG&E continued to use email creative that shows non-CARE customer potential bill savings if they applied for and qualified for CARE. SDG&E showed the customer amounts paid on their energy bill over the last 12 months in comparison to what the customer would have paid on CARE and highlighted the savings.

The campaigns contained integrated messaging and directed customers to the online application. Throughout the campaign, subject lines and content were modified based on customer behavior. Unique open rates, defined as how many people opened the email, were as high as 58%, indicating the subject lines were compelling to customers. By comparison, the utility industry standard open rates hover around 15%; and on average, SDG&E typically maintains a 30-35% open rate with all emails. SDG&E averaged a click-through rate of 7%. A sample of the creative can be found in Appendix C of this report.

### **Direct Mail Campaigns**

SDG&E used Athens Research and SDG&E Segmentation to geographically target SDG&E customers by identifying areas with mid-high propensity for program participation. SDG&E conducted 24 direct mail campaigns in 2019 (12 for CARE and 12 for ESA). For 2019, the Direct Mail creative was matched to SDG&E's email. Instead of a postcard, SDG&E sent a letter showing customers what they would have saved if

they were on CARE as described above. The letter encouraged recipients to call SDG&E's toll-free enrollment number or to apply through SDG&E's online application. SDG&E's Direct Mail campaign was sent to 164,603 customers and contributed to 26,360 enrollments in CARE.

Samples of the creative from these campaigns can be found in Appendix D of this report.

### **Lifeline Collaboration**

SDG&E continued to include information on Lifeline and provided the Lifeline toll-free phone number in the CARE acceptance letter and on SDGE.com within the Low-Income Assistance section of the website. The enhancement to SDG&E's website provides a resource for customers seeking telephone bill assistance which can benefit customers. SDG&E also sent requests to Lifeline providers stating that it has an Account Executive assigned to offering to partner with them at community events that the SDG&E Outreach Team attends. In 2019, Boost Mobile partnered with the SDG&E Outreach team to promote Lifeline at the annual "December Nights" holiday event in Balboa Park with 950 people visiting the SDG&E booth.

### **Door-to-Door**

In 2019, door-to-door campaigns were not conducted.

### **Live Call Campaign**

The Harris Group (THG) utilized the data analysis from the CARE prospect list and continued an outbound call campaign to reach out to potentially eligible customers who live in SDG&E's service territory. THG's outbound call campaign (Live Call Campaign) also included a CARE Recertification Campaign. For 2019, the THG Live

Call Campaign and CARE Recertification Campaign efforts resulted in over 40,000 completed applications and contributed to 31,275 new CARE enrollments and 6,449 recertifications, resulting in a conversion rate of 93%.

### **Community Outreach & Engagement**

Community outreach allows SDG&E to connect and directly engage customers in energy savings solutions in the communities where they work and live. These outreach activities provide information about SDG&E's CARE Program to potentially eligible customers. SDG&E established partnerships with social service entities such as County of San Diego Health and Human Services Agency (HHSA) and Cool Zones to connect to customers who are unaware, concerned, afraid, or have a language barrier. SDG&E has also established partnerships with social service agencies and nonprofit organizations to deliver presentations, workshops/trainings, and participate at community events, to assist SDG&E in securing enrollments through an organization that customers trust. These efforts resulted in over 1,300 CARE applications, 500 CARE enrollments, and over 600 CARE recertifications.

### **CARE Capitation Agencies**

SDG&E partners with 19 social service agencies such as the Women, Infants and Children (WIC) program, refugee assimilation organizations, 2-1-1 San Diego, and others to help enroll the hardest-to-reach customers. These organizations serve high-risk, low-income individuals and families with enrollment in state and federally-funded assistance programs, including Cal Fresh, Low-Income Home Energy Assistance Program (LIHEAP), Covered California, and California Lifeline. The partnering organizations are located in diverse, low-income communities and serve multicultural/multilingual, seniors, veterans, special needs, and limited English proficient (LEP) audiences and provide

multilingual staffing. These partners contributed to over 5,400 CARE applications, over 3,000 CARE enrollments, and more than 1,500 CARE recertifications.

### **Energy Solutions Partner Network**

In 2019, SDG&E continued to work with an established network of more than 190 nonprofits and CBOs, collectively called the Energy Solutions Partner Network. These organizations represent the diversity of SDG&E's customers within its service area. A majority of these organizations are small, grassroots agencies serving customers that are multicultural/multilingual, seniors, veterans, special needs, and LEP audiences. These partners help educate and enroll customers in low-income programs utilizing a variety of tactics including: messaging through e-mail and social media channels such as Facebook, Twitter, and Instagram, posting information on their websites, e-blasts, newsletters, providing booth space at events, and hosting enrollment day fairs at their locations. In 2019, over 825 activities were coordinated through this partner network to promote the CARE and ESA Programs resulting in over 517,000 impressions. Of these activities, CARE and ESA Programs were promoted in over 300 social media messages – Facebook, Twitter and Instagram – by SDG&E's Energy Solutions Partner Network reaching nearly 450,000 impressions. The Energy Solutions Partner Network's activities were able to bring in over 930 completed CARE applications, over 220 CARE enrollments and over 490 CARE recertifications.

### **Community Events & Presentations**

Every year, SDG&E participates in hundreds of community events and presentations throughout its service area. Many of the Energy Solutions Network partnerships established through CBOs, host community events that offer many social



services such as: health and wellness fairs, community resource fairs, food banks, police and fire department open houses, employer fairs, and cultural fairs throughout the territory, as well as educational/STEM activities through schools and communities. SDG&E believes these are excellent opportunities for SDG&E to participate since the events often attract low-income and fixed income audiences. These events are for families with children, seniors, and disabled or special needs populations. These community events also service SDG&E's rural, Native American, and harder to reach population. While these events and presentations may not bring in large numbers of program enrollments, they serve a greater need of educating and engaging customers. In 2019, SDG&E promoted CARE and other customer assistance solutions at over approximately 840 presentations and events reaching over 87,000 people.

#### **Branch Offices and Customer Contact Center**

The SDG&E's Customer Assistance outreach team collaborated with its branch offices and bill payment locations to provide assistance during impacted times of the year to educate customers on programs and services. Outreach also provided assistance with the different language barriers of the communities including Spanish, Arabic, Tagalog, and Mandarin. In 2019 branch offices brought in over 4,000 completed CARE applications and contributed to more than 3,300 new CARE enrollments and over 280 CARE recertifications.

SDG&E's Customer Contact Center also assists thousands of customers with a variety of energy inquiries each year. Customers are provided with information about the CARE and ESA Programs in both English and Spanish, while waiting to speak with an Energy Service Specialist (ESS) via the Interactive Voice Recognition System over the phone. An ESS offers the CARE Program and completes customer enrollments both over

the phone and online for those customers who qualify. In 2019 Customer Care Centers completed over 390 CARE applications and contributed to over 300 CARE enrollments and over 30 CARE recertifications.

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

In 2019, approximately 656,000 customers received a Home Energy Report in both print and email formats. Of those customers, approximately 163,000 are enrolled in CARE (representing 24%). The reports include a similar homes comparison module that allows recipients to see how their consumption compares to homes of the same general size within their area. Additionally, the reports educate customers on their energy consumption, provide energy saving tips and, when applicable, encourage enrollment in CARE for those not already participating. Approximately 1,100 CARE customers are earning points and rewards on the Home Energy Report platform and more than 7,000 CARE customers are signed up to receive emailed energy efficiency alerts to help them proactively manage their usage during their current billing cycle.

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

SDG&E continues to look for the most effective ways to communicate to customers. As stated in Section 2.4.1, in 2019, SDG&E utilized several different outreach methods to enroll eligible CARE customers. Each outreach methods' effectiveness is measured differently depending on the method. Some outreach methods can be measured on open rates, number of impressions, number of customers educated and informed of the program and number of customers enrolled. Of the different outreach methods, it is hard to define which one was the most effective because it can

take several marketing impressions before a customer takes action. However, if SDG&E is to base outreach method effectiveness on the number of CARE enrollments and the conversion rate, the most successful and effective method was “The Live CARE Call Campaign” administered by THG. This campaign resulted in over 40,000 submitted CARE applications and enrolled over 31,000 new CARE customers and resulted in over 6,400 CARE re-certifications for 2019 resulting in an 93% conversion rate. To measure the success of some outreach methods, SDG&E provides each CARE partner, contractor, and activity a unique source code number that they submit with each CARE application. This allows SDG&E to track each CARE application, CARE Recertification and CARE Enrollment by source.

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

SDG&E’s CARE Program continues to face barriers for program participation and must constantly evaluate and sometimes shift its focus to determine ways to counteract these challenges. In 2019, to gain a better understanding of these barriers from the customer’s perspective, the program surveyed a total of 404 program participants. The survey results revealed that most participants remain satisfied with the CARE Program (91%) and expect to continue participating. The surveys also provided the following insights:

- A wide majority of CARE participants continue to find CARE easy to understand and participate in;
- Nearly all CARE participants say they have taken steps to reduce their utility bill in the past six months; and
- Social media is the secondary source of learning about CARE and significantly increased in 2019.

**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 has a two-way sharing of data for customers in Orange County who are served by both SoCalGas and SDG&E. In 2019, SDG&E received 519 enrollments through this effort. In addition, SDG&E shares CARE customer data with California American Water (CalAm) and Lifeline to assist in identifying customers for their customer assistance programs. In 2019, SDG&E provided 47,201 leads in March and 48,588 in September to CalAm and 169,700 leads in January and 165,927 leads in July to Lifeline.

**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.**

SDG&E continued system enhancements to the CARE system to improve the customer experience, improve CARE penetration and provide qualifying leads for ESA, and to ensure consistent communication between the CARE and Energy Efficiency Collaboration Platform (EECP) systems. Upon an eligible online enrollment or recertification for the CARE Program, the CARE system automatically sends an ESA lead to the EECP system if the customer is determined to be eligible based on the prior treated date. Upon an eligible income verification for the CARE Program, an ESA lead is automatically created stating “CARE Income Certified,” letting the outreach agency know they do not need to perform the income eligibility process for this customer. In turn, the EECP system sends the CARE system ESA eligibility upon an ESA enrollment. The CARE system determines if the customer will be auto-enrolled, income certified or recertified in the CARE system based on their current CARE status. This automation has

increased the number of qualified leads and CARE enrollments as well as reduced the number of letters sent for CARE recertification and PEV.

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

SDG&E partners with CBOs and social service providers throughout San Diego and this continues to be an effective form of enrolling customers into the CARE, FERA, and ESA Programs. These organizations are involved daily with customers that meet the Commission's income or categorical qualifications and provide a one stop source for resources. Some of these organizations are: WIC, CalFresh, LIHEAP, Covered California and California Lifeline. Other partners include the CARE Partner Program with social service agencies and 2-1-1 San Diego, and leveraging the efforts of LIHEAP contractors. These programs were leveraged through presentations, events, workshops, and customized partner network messaging.

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

See Section 1.3.4 above.

**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.)**

SDG&E continues to find value in leveraging with partners such as CSD. This partnership demonstrates SDG&E's commitment to utilize every feasible effort to reach

out to customers in need. SDG&E promotes the CSD's LIHEAP bill payment assistance and weatherization services programs, and also includes CSD LIHEAP's phone number on SDG&E's CARE applications and program materials so that customers have direct contact information to access services. SDG&E's Customer Assistance staff also informs customers about services offered by CSD and refers customers to CSD for additional bill assistance through LIHEAP. Lastly, SDG&E's agreement with 2-1-1 San Diego requires part of the customer screening to include referral to LIHEAP agencies CUI and MAAC, as appropriate. In 2019, 2-1-1 San Diego handled approximately 59,000 utility-related calls and referred 15,500 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.**

Significant improvements include the following:

- In 2019, SDG&E transitioned to a new fulfillment vendor that was selected through a competitive bid process. The new vendor made improvements in the delivery, quality, and efficiency of notifications sent to CARE participants, and resulted in a reduction of fulfillment costs.
- SDG&E successfully launched the Robotics Processing Automation (RPA) system during the second quarter of 2019. The automation system processes internet and Interactive Voice Recognition applications determining the enrollment status, dates for applications, ensures no duplicates exist, and applies the appropriate gas and electric rates based on

program rules. In 2019, the RPA system processed a total of 19,358 applications with a monthly average of 1,613 applications.

- Throughout 2019, SDG&E worked with the IT department and a third-party vendor to develop post-click tracking from SDG&E's emails/digital ads all the way through application submission. Since SDG&E's online application is handled by a third-party vendor, the tagging systems weren't completely compatible, which meant SDG&E could not analyze post-click tracking results. By the end of 2019, SDG&E worked with the vendor to develop and implement a solution so SDG&E can now understand where customers drop off during the application process. This capability will provide SDG&E an opportunity to adjust and optimize future campaigns and provide further insight into metrics for increased marketing efficiency.
- SDG&E completed several system enhancements and efficiencies to improve day-to-day operations, which include auto-processing of sub-meter gas and electric accounts, auto-processing of Net Energy Metering customers, implementation of Quick Response codes in customer notifications to improve the tracking and response rate, and automation of PEV selection.
- In 2019, SDG&E launched its TOU rate plan to residential customers, which offers a new way of pricing energy that puts customers in control by shifting their energy use to lower-cost time periods. In 2019, SDG&E saw 60% of its current CARE customers benefit from a TOU rate.

## **2.5 Processing CARE Applications**

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

In general, tenants of sub-metered facilities follow similar recertification guidelines as individually metered dwellings. Sub-metered tenants are provided with a two-year or a four-year recertification period, depending on whether they can be identified as fixed income tenants. Once sub-metered tenants are due to recertify, they are provided with a mailed renewal request. If no response is received within 30 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 to successfully reach and enroll hard-to-reach and under-served customers. In 2019, SDG&E partnered with third parties to conduct certification and recertification of CARE customers on the utility's behalf. SDG&E contracted with THG to conduct a Live Call Campaign and CARE Recertification Campaign, resulting in over 31,000 CARE enrollments and over 6,000 recertifications. SDG&E also partnered with 2-1-1 San Diego, a 24-hour resource and information center connecting residents 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. The 2-1-1 San Diego partnership resulted in over 2,500 CARE enrollments and over 800 CARE recertifications.



Additional SDG&E outreach activities are detailed in Section 2.4.1. These activities include: mass media, print campaigns, streaming TV, digital, bill inserts, ethnic marketing, email campaigns, direct mail campaigns, community outreach & engagement, CARE partners, Energy Solutions Partner Network, community events & presentations, customer contact centers, and branch offices. SDG&E measures the effectiveness of this program in two ways. The first measure of success is generating overall program education and awareness through mass media and community outreach tactics. The second is customer engagement to generate and measure enrollment. For these harder-to-reach and underserved audiences, it is important to utilize multiple tactics as stated above. It is difficult to evaluate cost-effectiveness per tactic, given that some of these tactics cannot be directly sourced to the actual customer enrollment and/or that the customer may experience multiple tactics prior to completing recertification as detailed in Section 2.4.2. This is especially true for mass media tactics like television, print and online advertisements. In 2019, SDG&E's online advertising garnered over 35 million impressions (the number of times an SDG&E ad was seen by an on-line user) while ethnic print advertising had a readership of over 9.2 million and ethnic television garnered over 1.7 million impressions. All mass media channels encouraged customers to call SDG&E's toll-free number or visit SDG&E's website to complete an online application. It is challenging 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.<sup>71</sup>

## **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.**

SDG&E did not experience any significant program management issues in the 2019 reporting period.

#### **CHANGES Program**

D.15-12-047 transitioned the CHANGES pilot to the CHANGES Program. The CHANGES Program is funded through the CARE Program through the 2017-2020 program cycle. The Commission provided the IOUs with a list of CBOs who act as liaisons with the utilities on behalf of customers on utility inquiries and issues. The selection of CBOs is determined based on the lead contractor that contracts directly with the Commission. The lead contractor selects CBOs and subcontracts with them based on its own criteria. The CBOs target specific communities and offer other programs that are meant to complement SDG&E's services. SDG&E has three CBOs within its service territory as shown below:

- Alliance for African Assistance
- Deaf Community Services of San Diego
- Casa Familiar

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<sup>71</sup> Accenture, *Actionable Insights for the New Energy Consumer*, Accenture end-consumer observatory 2012 (2012) available at <http://www.smartgrids-cre.fr/media/documents/Accenture-Actionable-Insights-New-Energy-Consumer.pdf>

The lists of CBOs in SDG&E's service territory were shared with SDG&E's internal Call Center and outreach team. The IOUs and CHANGES teams met regularly in 2019 to discuss program effectiveness.

## **2.7 Pilots**

There were no pilots in 2019.

## **2.8 Studies**

See Section 1.10 above for a description of the 2019 LINA study.

## **2.9 CARE Restructuring Working Group**

On September 18, 2019, the Commission issued D.19-09-004, which addressed Phase 4 issues in the CARE Rate Restructure Proceeding. In D.19-09-004, the Commission stated, "Review of the alternative CARE structures that have been explored to date does not indicate that these structures would provide for a more efficient and equitable means to protect low-income customers compared to the status quo." In addition, the Commission stated, "Based on the currently available data, the Commission finds that no alternative structure of the CARE program has been proposed that would be a more equitable and efficient means of protecting low-income customers compared to the current rate structure." Thus, D.19-09-004 concluded that CARE would not be restructured at this time.

## **2.10 Miscellaneous: Describe coordination efforts with the California Advanced Services Fund's new Broadband Public Housing Account.**

In 2019, there were no coordination efforts with the California Advanced Services Fund new broadband public housing account.

### 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.

2019	Commercial		Residential	
Month	Electric	Gas	Electric	Gas
Jan	108	113	424	241
Feb	175	114	458	244
Mar	106	114	417	241
Apr	173	114	426	240
May	106	114	391	237
Jun	108	115	394	234
Jul	174	114	423	235
Aug	175	114	429	232
Sep	175	114	435	236
Oct	173	113	438	235
Nov	91	114	351	237
Dec	175	115	454	237

##### 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.

Facility Type	Electric	Gas
Commercial	6,961	3,864
Residential	1,473	773

#### 3.2 Usage Information

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

Commodity	Residential	Commercial
Gas	36	535
Electric	453	10,757

### **3.3 Program Cost**

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

In 2019, SDG&E’s Expanded CARE Program did not incur any costs because recertifications are performed every other year.

##### **3.3.1.1 Discount Information**

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

<b>Residential Facility Gas Discount</b>	<b>\$124</b>
<b>Residential Facility Electric Discount</b>	<b>\$600</b>

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

<b>Commercial Facility Gas Discount</b>	<b>\$786</b>
<b>Commercial Facility Electric Discount</b>	<b>\$4,917</b>

### **3.4 Outreach**

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

SDG&E has skilled and knowledgeable Energy Solutions Advisors that promote programs such as Expanded CARE with partners who manage multifamily low-income housing. The SDG&E Advisor team also promotes Expanded CARE through general outreach activities. The Advisors work with SDG&E’s CBOs, Energy Solutions Partner Network, Community Relations Advisors, and Account Executives to deliver presentations, host booth at community events, and send e-updates including newsletters and social media posts.

**Discuss each of the following:**

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

The most effective outreach method to promote Expanded CARE is through SDG&E's skilled and knowledgeable customer facing team, consisting of assigned Account Executives, Energy Solutions Advisors, and Outreach Advisors. These groups work directly with customers who may be eligible for Expanded CARE and with CBO's who work directly with potentially eligible clients.

**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.**

The shared territory between SDG&E and SoCalGas is in Southern Orange County. The two utilities share relevant program information on Expanded CARE facilities as needed.

**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. In 2019, SDG&E's Outreach team worked with the assigned Account Executive to promote Expanded CARE to eligible customers. SDG&E also promoted the program through general outreach activities and through the Energy Solutions Partner Network.

**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.**

SDG&E did not implement any system enhancements in 2019 relative to CARE Expansion.

**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 the 2019 reporting period for the CARE Expansion Program.

**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 as modified by D.10-10-008, 16-11-022, and D.17-12-009.**

In 2019, SDG&E shifted ESA Program funds in accordance with D.08-11-031 as modified by D.10-10-008, D.16-11-022, and D.17-12-009. SDG&E exceeded the Electric Appliance subcategory budget by \$74,018. The overage in electric spending was due to higher than projected refrigerator costs, which occurred due to tariffs imposed in 2019. To adjust for this, funds were shifted from the Electric Miscellaneous subcategory budget, which includes power strips and pool pumps to the Electric Appliance subcategory.

**4.1.1 Report CARE fund shifting activity that falls within rules laid out in Section 20.1 of D. 08-11-031 as modified by D.10-10-008, D.16-11-022, and D.17-12-009.**

During 2019, SDG&E shifted CARE funds in accordance with the rules set forth in D.08-11-031 as modified by D.10-10-008, D.16-11-022, and D.17-12-009, which granted the IOUs authority to shift funds between the CARE Program categories.

SDG&E leveraged excess funds in the General Administration category to cover overages in the Processing, Certification and Recertification category. A total of \$110,269 from General Administration was shifted to the Processing, Certification and Recertification category.

**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 as modified by D.10-10-008, D.16-11-022, and D.17-12-009?**

There was no ESA Program or CARE Program fund shifting activity that occurred that falls outside of the rules laid out in the Section 20.1 of D.08-11-031, as modified by D.10-10-008, D.16-11-022, and D.17-12-009.



## 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
EECP	Energy Efficiency Collaboration Platform
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 and Electric Company
PPP	Public Purpose Program
PY	Program Year
SCE	Southern California Edison Company
SDG&E	San Diego Gas & Electric Company
SoCalGas	Southern California Gas Company
SSI	Supplemental Security Income
SSD	Supplemental Security Disability
SSP	Social Security Pension
TDD	Telecommunications Device for the Deaf
TRC	Total Resource Cost Test
UC	Utility Costs
3MM	Three measure minimum

## **Appendix A**


### **ESA Email and Direct Mail Example**

## Appendix A - ESA Email and Direct Mail Example

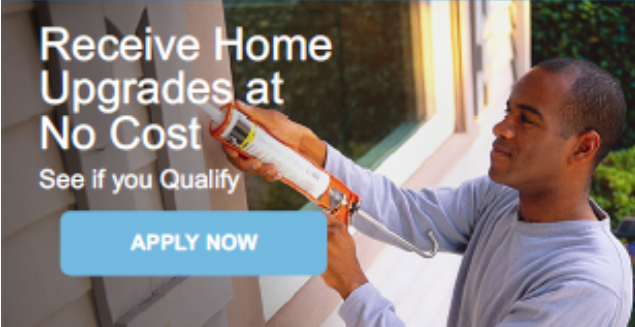
### 2019 ESA Email Example



Be social - Join the conversation



[ESA](#) [APPLY](#) [ASSISTANCE](#) [CONTACT](#)




# Receive Home Upgrades at No Cost

See if you Qualify

[APPLY NOW](#)

As a CARE customer, you may be eligible for no-cost energy-efficient upgrades for your home.



Whether you rent or own, you could be eligible to receive free energy-efficient home improvements that can make your home more comfortable and save you money now and for years to come.

Through 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 APPLICATION](#)

To learn more, connect at [sdge.com/esap](http://sdge.com/esap), or schedule an appointment by calling 1-866-597-0597

[ESA](#) [APPLY](#) [ASSISTANCE](#) [CONTACT](#)

**Get no-cost home improvements that  
can help lower your SDG&E® bill**



## **Save and enjoy a more comfortable home!**

If you qualify, our authorized contractors will come to your home and may provide:

- New home appliances\*
- Repair or replacement of doors
- Insulation, weatherstripping and caulking to lower heating and cooling costs
- Energy-efficient lighting

---

To see if you qualify  
call **1-866-597-0597**  
or visit [sdge.com/esap](https://sdge.com/esap)

---

**Energy Savings**  
.....  
**Assistance Program™**

\*Existing appliances must meet age requirements to qualify for replacement.

This program is funded by California utility customers and administered by San Diego Gas & Electric® under the auspices of the California Public Utilities Commission. Energy improvements completed under this program are made by third-party providers contracted by SDG&E. SDG&E is not responsible for any goods and services selected by customers.

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**Appendix B**

**CARE & ESA Print**

## Appendix B – CARE & ESA Print



### 30% DE DESCUENTO EN LA FACTURA DE ENERGÍA PUEDE HACER LA VIDA UN POCO MÁS CÁLIDA.

Presente su solicitud para participar en nuestro programa de asistencia con la factura y ahorre un 30% o más de descuento en sus facturas mensuales de energía. Tal vez tenga derecho también a obtener ahorros adicionales con mejoras sin costo que ahorran energía en el hogar.

Vea si reúne los requisitos en [sdge.com/CARE](https://sdge.com/CARE).



El consumo elevado de energía podría dar como resultado el que se le retirara del programa.  
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.  
©2019 San Diego Gas & Electric Company. Las marcas registradas son propiedad de sus respectivos dueños. Todos los derechos reservados.



## 30% OFF YOUR ENERGY BILL CAN MAKE LIFE A LITTLE WARMER.

Apply for our bill-relief program and save 30% or more off your monthly energy bills. You may also be eligible for more savings with no-cost, energy-saving upgrades to your home.

Find out if you qualify at [sdge.com/CARE](https://sdge.com/CARE).



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## 30% OFF YOUR ENERGY BILL CAN MAKE LIFE A LITTLE EASIER.

Apply for our bill-relief program and save 30% or more off your monthly energy bills. You may also be eligible for more savings with no-cost, energy-saving upgrades to your home.

Find out if you qualify at [sdge.com/CARE](https://sdge.com/CARE).



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## 30% OFF YOUR ENERGY BILL CAN MAKE YOUR DAY A LITTLE SWEETER.

Apply for our bill-relief program and save 30% or more off your monthly energy bills. You may also be eligible for more savings with no-cost, energy-saving upgrades to your home.

Find out if you qualify at [sdge.com/CARE](http://sdge.com/CARE).



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## 30% OFF YOUR ENERGY BILL CAN HELP YOU REST A LITTLE EASIER.

Apply for our bill-relief program and save 30% or more off your monthly energy bills. You may also be eligible for more savings with no-cost, energy-saving upgrades to your home.

Find out if you qualify at [sdge.com/CARE](http://sdge.com/CARE).



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## GIẢM 30% HÓA ĐƠN TIỀN ĐIỆN CÓ THỂ GIÚP BẠN THÔNG THẢ HƠN MỘT CHÚT.

Nộp đơn cho chương trình giảm tiền hóa đơn của chúng tôi và tiết kiệm 30% hoặc nhiều hơn cho hóa đơn tiền điện hàng tháng của bạn. Bạn cũng có thể hội đủ điều kiện để tiết kiệm nhiều hơn với việc nâng cấp miễn phí, tiết kiệm điện cho ngôi nhà của bạn.

Tìm hiểu để biết bạn có đủ điều kiện hay không tại [sdge.com/lang/Vietnamese](http://sdge.com/lang/Vietnamese)



Giảm tiền điện qua nhiều cơ chế liên quan tới hai bộ khởi chương trình. These programs are funded by California utility customers and administered by San Diego Gas & Electric under the auspices of the California Public Utilities Commission. ©2019 San Diego Gas & Electric Company. Trademarks are the property of their respective owners. All rights reserved.



## 30%的電費折扣 讓您輕鬆省錢

申請帳單補助計劃，讓每月能源帳單節省30%或更多。  
您也許還符合資格節省更多和獲得住宅節能升級。  
查看是否符合資格，請上網 [sdge.com/lang/Chinese](http://sdge.com/lang/Chinese)



本廣告係以可變電價計劃為前提。 These programs are funded by California utility customers and administered by San Diego Gas & Electric under the auspices of the California Public Utilities Commission. ©2019 San Diego Gas & Electric Company. Trademarks are the property of their respective owners. All rights reserved.

## **Appendix C**

### **2019 CARE Email Example**

## Appendix C – 2019 CARE Email Example

You could have saved \$265 last year on CARE - [Apply today!](#)

**SDGE**  
A Sempra Energy utility

Be social - Join the conversation  
f t in p y c

CARE APPLY ASSISTANCE CONTACT



Apply For a  
**Bill Discount**  
Sign-Up for CARE

Based on your energy use last year, you could have saved about \$265\*

ANNUAL BILL AMOUNT		ADJUSTED ANNUAL BILL AMOUNT
\$885	➡➡➡➡➡➡	\$620
2018 WITHOUT discount*		2018 WITH discount*

Based on 3324 kilowatt hours for 2018

**SIGN UP NOW**

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

Act now. Visit [sdge.com/care](https://sdge.com/care), or call 1-877-646-5525

f t in p y c

Qualification is based on income or participation in certain public assistance programs. High energy use could result in removal from the program.

\*Based on your personal 2018 energy use with an average CARE discount of 30% applied.

## **Appendix D**

### **2019 CARE Direct Mail Example**

## Appendix D – 2019 CARE Direct Mail Example



SDGE  
A Semptra Energy utility®

January 31, 2019

John Q. Sample  
CP62B  
8326 Century Park Ct  
San Diego, CA 92123-1530  
[Barcode]

Account number: 9999999999

**How much could you have saved on your energy bill?**

Dear **John Q. Sample**,

You may qualify to save 30% or more on your energy bill. Here's how much you could have saved last year on your energy use at **8326 Century Park Court**.

ANNUAL BILL AMOUNT  
**\$999**

2018 *WITHOUT* discount

→

ANNUAL BILL AMOUNT  
**\$999**

2018 *WITH* discount\*

Based on 9,999 kilowatt hours for 2018

Based on your 2018 energy use, you could have had an annual savings of approximately **\$999\*** on your bill. Get your savings now. Sign up at [sdge.com/care](http://sdge.com/care) or call **1-877-646-5525** to see if you qualify.

Sincerely,



**Pedro Ramirez**  
Customer Assistance Programs

Qualification is based on income or participation in certain public assistance programs. High energy use could result in removal from the program.

\*Based on your personal 2018 energy use with an average CARE discount of 30% applied.

014455

## **Appendix E**

### **MF Working Group Annual Report – 2019 Activity**

# 2019 Multi-family Working Group (MFWG) Final Annual Report



By Multifamily Working Group Participants

12/31/2019

## Contents

The Multifamily Working Group (MFWG) Overview.....	3
MFWG Membership and Structure.....	3
Overarching MFWG Activities & Accomplishments - 2019 .....	3
PG&E Progress Report – 2019 .....	4
Program pipeline – PG&E .....	4
Program accomplishments – PG&E.....	5
Program challenges and success – PG&E .....	6
SCE Progress Report – 2019 .....	7
Program pipeline – SCE .....	7
Program accomplishments – SCE .....	8
Program challenges and success – SCE .....	8
SoCalGas Progress Report - 2019 .....	9
Program pipeline – SoCalGas .....	9
Program accomplishments – SoCalGas .....	10
Program challenges and success – SoCalGas .....	11
SDG&E Progress Report .....	12
Program pipeline – SDG&E .....	12
Program accomplishments – SDG&E .....	12
Program challenges and success – SDG&E .....	13
Other Mandated ESA MF CAM Initiative Statewide Activities .....	14
Evaluate the effectiveness of 65% income qualified threshold for ESA MF CAM Initiative participation	14
Preliminary Lessons Learned for ESA MF CAM Initiative Program Design and Implementation .....	16
Statewide ESA CAM MF Water/Energy Nexus Savings .....	18
Status of statewide CARE expansion to Common Area Meters .....	19
Description of the upcoming ESA Application and MF component .....	19
MFWG Metrics .....	21
Appendix-A: MFWG Meeting Activities and Documentation .....	22
2017 MFWG Activity Summary .....	22
2018 MFWG Activity Summary .....	23
2019 MFWG Activity Summary .....	24



## The Multifamily Working Group (MFWG) Overview

The MFWG was established to support the integration of common area measures for deed restricted multifamily (MF) properties into the Energy Savings Assistance (ESA) Program, as well as to implement other MF directives as specified in California Public Utilities Commission (Commission) Decision (D.) D.17-12-009. As specified in the Decision, the MFWG shall produce two annual reports: (1) 2018 Interim Annual Report and (2) 2019 Final Annual Report.<sup>1</sup> All MFWG participants were invited to participate in the preparation of the final 2019 Final MFWG Annual Report. Per Decision 17-12-009, the MFWG activities will sunset effective December 31, 2019.

## MFWG Membership and Structure

Low-income MF in-unit and common area implementations continue to be a balancing act to optimize California policy goals, program design, implementation efforts, and stakeholders' perspectives. Increasing treatment of multifamily deed and non- deed restrictive multifamily in California is not an easy fix.

Since 2018, the MFWG participants have collectively demonstrated the complexity of these issues and the difficulty of engaging property owners in a meaningful way and developing a program that builds upon the successes of the past and incorporates new and innovative practices that serve more low-income customers and addresses California's aggressive energy and carbon reduction goals. We hope the 2019 Final MFWG Annual Report can serve as a framework to inform future engagement in the low-income proceeding.

Since inception, the MFWG operated using the following structure to encourage open communication:

- All interested organizations may participate in the MFWG activities.
- The MFWG is not a decision-making body.
- All participants in the MFWG have the same privilege to participate in the working group activities.
- The MFWG strives for consensus and will fully discuss alternate approaches to program designs.
- Non-consensus issues are elevated to the CPUC for resolution.
- The MFWG meets on a quarterly basis, supplemented by topic-specific Ad Hoc Meetings.

All MFWG quarterly and Ad Hoc meeting presentations and materials are posted to [www.pda.energydataweb.com](http://www.pda.energydataweb.com) for membership and public reference.

## 2019 MFWG Activities & Accomplishments

This is the third MFWG Annual Report, the 2017 and 2018 Interim Annual Reports were filed in the respective years and posted to [www.pda.energydataweb.com](http://www.pda.energydataweb.com) for reference. The 2019 progress report focuses on the ESA Program MF CAM Initiatives' cumulative accomplishments through October, 2019. The Investor Owned Utilities (IOUs) will be reporting the full year's activity for 2019 in their 2019 Low Income Annual Report, which will be submitted in May 2020.

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<sup>1</sup> D.17-12-009

Throughout this report, we will refer to Multifamily Common Area Measures Initiative as ESA MF CAM Initiative. It is understood that the ESA MF CAM Initiative is a sub-program within the ESA Program.

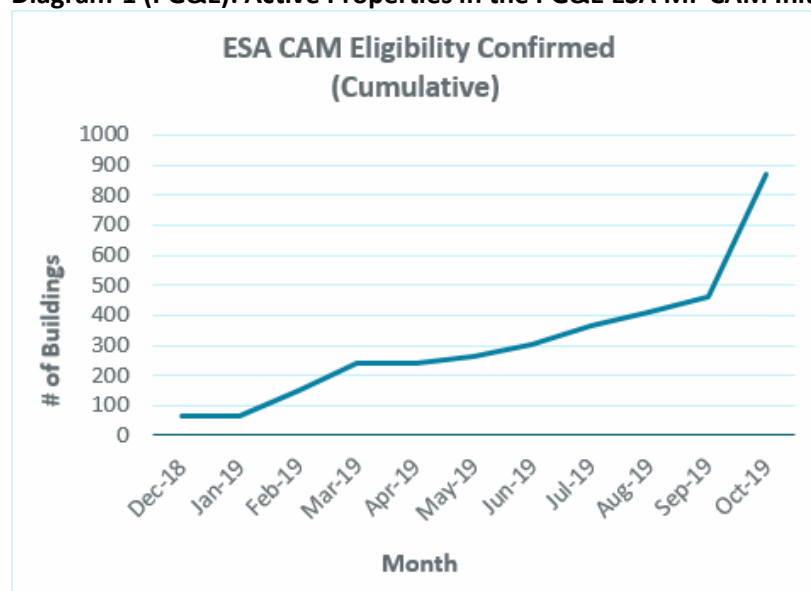
## PG&E Progress Report – 2019

### Program pipeline – PG&E

In 2019, PG&E continued building the pipeline for the ESA Common Area Measure (ESA CAM) Program, with an emphasis on identifying income eligible properties, assessing energy savings opportunity, and conducting energy audits. To identify these properties, the PG&E team communicated with property owners, contractors, and other multifamily professionals at a number of affordable housing meetings. Additionally, the PG&E team reached out to all recipients of low-income housing tax credits from the Tax Credit Allocation Committee (TCAC) and broadband services through the CPUC Broadband Public Housing Account (Broadband) either at the application workshops or by phone; and sent a mailer to a segment of deed restricted properties in PG&E service territory.

The average conversion from lead to enrollment is 49% and takes 70 days. Enrollment indicates that the property has engaged with the program, qualifies, and has formally applied to the program with a signed application agreement. The average conversion rate from enrollment to audit is 99.7% and takes 32 days. PG&E is also tracking the audit to completion conversion data rate – no projects have completed in 2019.

**Diagram-1 (PG&E): Active Properties in the PG&E ESA MF CAM Initiative Pipeline**



Below Table-1 illustrates the characteristics of the active properties in the PG&E ESA CAM pipeline, including property size, geographic location, and participation in Broadband and TCAC.

**Table-1 (PG&E): PG&E Characterization of Enrolled ESA Program CAM Property Types**

<b>Project Classification</b>	<b>Percentage (cumulative)</b>
Small (<50 units)	13%
Large (>50 units)	87%
Urban	72%
Rural <sup>2</sup>	25%
Broadband	8%
TCAC	50%

As a result of these efforts, through October 2019, the PG&E ESA MF CAM Initiative cumulatively has enrolled 822 buildings across 104 properties and audited 726 buildings to date.

### Program accomplishments – PG&E

PG&E ESA CAM Program uses targeted outreach strategies to engage with potential properties including affordable housing event attendance and membership with five housing organizations whose members own and manage deed-restricted multifamily housing. The PG&E ESA CAM Program team also relies on engagement with installation contractors, including leveraging existing relationships from the Multifamily Upgrade Program (MUP), as well as engaging ESA Program in-unit contractors. PG&E ESA CAM Program has an active online presence through social media (Facebook, Twitter, LinkedIn) accounts, regular postings, and a program website. Approximately half of the leads generated in 2019 came from conference attendance and contractor referrals. Remaining leads were generated from direct outreach efforts and through referral from PG&E's Single Point of Contact (SPOC). Approximately 26% of the leads identified did not meet the ESA CAM Program income threshold and were referred to other programs (the ESA CAM Program income threshold requires that at least 65% of residents must meet ESA Program income criteria).

PG&E's ESA CAM Program model is focused on providing comprehensive technical assistance to each property, beginning at the lead phase through completion. During the lead phase the ESA CAM Program team reviews the affordability document and works with the property owner to determine common area opportunities before scheduling an onsite energy audit. This level of technical assistance continues through the program process, by providing a post-audit report summarizing common area retrofit opportunities, a benchmarking report that summarizes energy usage trends and supporting retrofit scope of work development and bid review. This technical assistance is especially important for TCAC projects as CAM scope must be carefully incorporated in the larger retrofit. ESA CAM Program staff establishes an ENERGY STAR Portfolio Manager benchmarking account for each participating property, and reports energy savings data upon successful construction completion and verification of the retrofit.

Lastly, to support comprehensive, multi-measure retrofits, the PG&E ESA CAM Program team developed a robust measure list that includes measures in all major building categories: envelope, heating, cooling, water heating, lighting, and appliances. The most common measures specified in scopes of work to date include: LED lighting (interior and exterior), central domestic hot water (DHW) systems, and DHW recirculation controls.

In 2019, PG&E's ESA MF CAM Initiative is projecting to complete one project by end of year and continues to build a robust pipeline for 2020.

<sup>2</sup> Using the TCAC definition of rural: US Office of Management and Budget designated non-metropolitan county, USDA Rural Housing Service (RHS) eligible area, and/or US Census small city status.  
<https://www.treasurer.ca.gov/ctcac/2018/methodology.pdf>

**Table-2 (PG&E): ESA MF CAM Initiative Activity Summary**

<b>PG&amp;E</b>	<b>2018</b>	<b>2019 (Thru October)</b>
# of Projects Enrolled:	43 buildings	822 buildings
# of Projects Completed:	N/A	N/A
kW Saving:	N/A	N/A
kWh Saving:	N/A	N/A
Therm Saving:	N/A	N/A
Water/Energy Nexus Saving:	N/A	N/A
Program qualification summary: <ul style="list-style-type: none"> <li>• Enrolled               <ul style="list-style-type: none"> <li>○ # of projects meeting 80% income qualification</li> <li>○ # of projects meeting 65% income qualification</li> </ul> </li> <li>• Completed               <ul style="list-style-type: none"> <li>○ # of projects meeting 80% income qualification</li> <li>○ # of projects meeting 65% income qualification</li> </ul> </li> </ul>	<p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p>	<p>80</p> <p>104 (24 projects qualify at &gt;65% - 79%)</p> <p>N/A</p> <p>N/A</p>
# of building participated in benchmarking	N/A	153 buildings

## Program challenges and success – PG&E

- **Contractor availability and coverage**—PG&E’s ESA CAM Program relies on an open contractor network, allowing owners to select a contractor(s) of their choice to complete the scope of work installation. This approach results in an additional lead sourcing mechanism, eliminates contractor participation barrier, and allows owners to leverage trusted existing relationships.
- **Single Point of Contact**—PG&E’s SPOC is up-to-date on additional energy funding opportunities and program coordination efforts. SPOC also maintains relationships with other program implementers in PG&E territory and each of the other IOU SPOCs. The comprehensive ESA CAM Program technical assistance combined with the SPOC service, enables projects that do not qualify for ESA CAM or, projects looking to complete additional work outside of the ESA CAM Program, to receive referrals to other programs. In 2019, SPOC focused on broadcasting available program opportunities at MF events, creating multifamily-specific program factsheets, supporting owners in meeting new benchmarking policies (i.e. AB 802), and streamlining property eligibility data collection. To date, SPOC has referred 268 multifamily buildings.
- **Comprehensive vs Common Area Treatment from the perspective of tenant outreach and treatments**—PG&E’s ESA CAM Program requires all participating properties to offer ESA

Program in unit treatment to all qualifying and willing residents. The ESA CAM Program implementer provides the executed property owner affidavits (POAs) to the ESA Program in unit implementers (i.e., RHA and Nexant), in order to initiate the ESA Program in unit enrollment process for ESA CAM Program projects. In addition, the ESA CAM Program tracks ESA Program in unit treatment to meet this requirement.

- **Integration with re-syndication activities and collaboration with other entities**—The PG&E ESA CAM Program m attended five TCAC events in 2019 including TCAC application workshops and larger housing events with TCAC panel workshops. The intent for attending these workshops is to stay up to date on TCAC policies and to maintain relationships with both TCAC staff and potential applicants (i.e. property owners). Currently, 50% of properties in the ESA CAM Program pipeline are TCAC re-syndication financing recipients. The ESA CAM Program also collaborates with the California Community Services Department Low Income Weatherization Program (CSD LIWP), PG&E's Multifamily Upgrade Program, and the Bay Area Regional Energy Network Multifamily Building Enhancements program (BayREN BAMBE). Collaboration with these programs has resulted in expanded project scopes (such as additional measures). The PG&E team is working to break down barriers related to differing program policies and eligibility requirements between programs, to streamline the participation process for the MF customer. For example, one area of importance when collaborating with other programs is to ensure that each program is adding value and demonstrating influence on the final scope of work.

## SCE Progress Report – 2019

### Program pipeline – SCE

As of October 31, 2019, SCE had (3) new projects in its immediate pipeline<sup>1</sup> – these properties are very interested and are in the process of getting the paperwork signed to start the assessment of the property; Our SPOC team is working with MF CAM Service Providers to secure all the necessary paperwork to begin work on these projects. Additionally (10) properties are in intermediate status, meaning that within 31-60 days a decision by the property owner is expected to be made; A SPOC has been assigned and will visit with an assigned service provider to meet with the property and address any concerns that the property may have and remove those barriers as appropriate.

In September 2019 SCE introduced a SPOC activity tracker to better allow for SPOCs to track contact activity; it has since been determined that a bi-weekly report will also now be needed from our MF CAM Service Providers, so that we can better ascertain the true level of our pipeline.

At present SCE's CAM Service Providers and SPOCs are reaching out to property owners to garner interest in the program and determine what their respective needs are, so that SCE can evaluate its' mixture of measures and make changes as needed. SCE will be having a MF CAM Service Providers meeting in early January 2020 to level-set and review program goals and develop a detailed strategy for accomplishing those goals through December 31, 2020; we will also evaluate and determine if additional resources (CAM Service Providers) will

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<sup>1</sup> Pipeline is defined as properties that has expressed a interest in participating in the CAM program with SCE; they are classified by status based on when they would tentatively like to begin the process of having their building(s) enrolled and having work commence.

be required.

Pipeline Status	# of Properties
Immediate (< 30-days)	3
Intermediate (31-60 days)	10
Non-Committed Interest	15

## Program accomplishments – SCE

**Table-1 (SCE): ESA MF CAM Initiative Activity Summary**

SCE	2018	2019 (Thru October)
# of Projects Enrolled:	0	18
# of Projects Completed:	N/A	1 <sup>3</sup>
kW Saving:	N/A	.0027
kWh Saving:	N/A	1269.53
Water/Energy Nexus Saving:	N/A	0
Program qualification summary:		
• Enrolled		
○ # of projects meeting 80% income qualification	N/A	18
○ # of projects meeting 65% income qualification	N/A	18
• Completed		
○ # of projects meeting 80% income qualification	N/A	1 Building
○ # of projects meeting 65% income qualification	N/A	N/A
# of building participated in benchmarking	N/A	18

SCE has a total of 18 projects for 2019; 1 has been fully completed, an additional 13 of the 18 are scheduled for completion by 12/31/2019.

## Program challenges and success – SCE

- **Contractor availability and coverage**—In September 2019, a review of the MF CAM Service Areas was performed, and it was determined that additional Service Providers area needed; SCE has begun the process to add additional CAM Service Providers – providers will be responsible for the area that is adjacent to the Interstate 710 corridor that spans form the Port of Long Beach up to Pasadena. The Interstate 710 corridor has a high density of low-income properties and most of the area(s) are deemed to be within Disadvantaged Community boundaries. Additionally, like the I-710 corridor, we have recognized that the Central Valley (CZ 13) is being under served. To correct this, SCE approached an existing CAM

<sup>3</sup> Total number of projects that have both been completed and billed.

Service Provider to ask them to leverage their Fresno, CA offices and work towards identifying low-income properties in their respective territory within CZ 13.

- **Single Point of Contact**—In July 2019, SCE added a second SPOC to assist with outreach and discovery of low-income properties within our service territory; both of SCE’s SPOCs have been very active in meeting with Property Owners and Service Providers to generate interest for the MF CAM Program. (13) projects have been identified and are in process of getting the appropriate paperwork signed to proceed with an assessment of the properties.

In January 2020, SCE will introduce revised marketing materials for use by both the Service Providers and SPOC’s, the revised materials will be a comprehensive guide to programs and service available to them by SCE specifically for Multifamily Properties; the guide will include all free services (ESA CAM), Rebates, On-Bill and Third-Party Financing Options. It is SCE’s belief that these new materials will assist property owners in making better informed choices.

- **Comprehensive vs Common Area Treatment from the perspective of tenant outreach and treatments** – SCE’s goal is to provide comprehensive treatment for properties participating in ESA MF CAM Initiative. Our approach is to provide a comprehensive set of service to all properties to help ensure that both In-Unit and Common Area needs are served. Property owners at their discretion may choose to have SCE service only the In-Unit, Common Areas or both. At present, we have had only 2 of the 18 properties seek only Common Area treatment; their decision was based primarily on the fact that their units had recently been provided service via the traditional ESA Program.
- **Integration with re-syndication activities and collaboration with other entities**—Re-syndication (TCAC) has been a major obstacle for SCE; in speaking with approximately 35 properties, it was discovered that the TCAC credit(s) often far exceed any capital outlay that the property owner would have to expend, as such, they are reluctant to do any work, including free services, that could potentially affect their potential credits.

Several of the properties listed on the California Energy Commission (CEC) TCAC list have the same owners and have asked that we not contact the other locations until after their re-syndication has been completed; they will then evaluate what measure(s) may be still applicable to them at that time and decide to proceed or not with the ESA Program CAM initiative. This is a unique obstacle in that although we are providing “free” services, from a financial aspect for them a capital outlay will provide a greater return on their investment.

## SoCalGas Progress Report - 2019

### Program pipeline – SoCalGas

Currently SoCalGas has a MF common area treatment project that will be completed in Q2 2020 in the city of Palm Desert. This project will replace eleven 990,000 Btu hot water boilers in a 384-unit MF property. Additionally, the forecast for 2020 is to complete two to three small- to medium-size projects by year end.

**Table-1 (SoCalGas): ESA MF CAM Initiative Active Projects**

Active Project Status	Qty.
Pending On-Site Assessment / Audit	15
Pre-Construction Planning for Qualified Projects (Engineering)	0
RFP / Bid for Qualified Projects	1
Installing / Construction	0
Total Active Projects in Pipeline	16

The MF market and program challenges are well documented. The numbers below reflect a high point of 23 large property owners that the SoCalGas SPOC continues to engage on an on-going basis. Based on the number of properties and units managed by these organizations, it will take time to garner program participation. In 2019, an effort was made to narrow the focus and target eight properties owners. Of the properties owned by these organizations, many are market rate and do not meet program qualification.

**Table-2 (SoCalGas): Number of MF units treated by the ESA (in-unit) Program directly impacted by the role of the SPOC**

2017	2018	2019
6,406 <sup>4</sup>	7,644 <sup>5</sup>	3,880 <sup>6</sup>

**Table-3 (SoCalGas): Analysis of Large MF Property Owner Portfolios in the Targeted Market**

Category	2017	2018	2019
Large Property Owners	23	22	8
Number of Properties/Sites	995	995	205
Number of Units	71,331	68,407	14,945

Other challenges encountered by the ESA MF CAM Initiative is that the majority of Deed Restricted properties are well maintained facilities, therefore, most equipment does not meet the replacement criteria and is fairly new. The SPOC has identified properties that have undersized equipment and proper installation would require additional equipment and increase natural gas load. This is outside the scope of the ESA Program decision and would subsequently increase monthly consumption and gas bills. However, the effectiveness of properly installed equipment would improve the health, comfort and safety for the tenants. SoCalGas has also identified non-deed restricted low income properties that could benefit from ESA MF CAM Initiative support.

## Program accomplishments – SoCalGas

**Table-4 (SoCalGas): ESA MF CAM Initiative Activity Summary**

<sup>4</sup> IDSM Performance Tracking Report – December '17.

<sup>5</sup> Performance Tracking Report – MF SPOC, Nov/Dec '18 Period/YE '18.

<sup>6</sup> Performance Tracking Report – MF SPOC, July/August '19.



SoCalGas	2018	2019 (Thru October)
# of Projects Enrolled:	1	4
# of Projects Completed:	1	3
Therm Savings:	7,960	165,619
Water/Energy Nexus Savings:	N/A	N/A
Program qualification summary:		
• Enrolled		
○ # of projects meeting 80% income qualification	0	1
○ # of projects meeting 65% income qualification	1	4
• Completed		
○ # of projects meeting 80% income qualification	0	1
○ # of projects meeting 65% income qualification	1	3
# of buildings participated in benchmarking	N/A	4

### Program challenges and success – SoCalGas

- **Contractor availability and coverage**—With the feedback of the Energy Division (ED) and MFWG, SoCalGas developed an internal process to allow ESA Program Contractors with Plumbing Contractors License (C-36) the ability to identify and submit request for replacement water heaters for qualified deed restricted properties. This process allows for a greater impact on smaller deed restricted properties and broadens the outreach efforts of CAM without direct engagement via the SPOC. In addition, SoCalGas has created a pool of licensed Boiler Contractors (C-4) that possess the skills to install and complete complex boiler projects. These contractors have the expertise to understand and implement projects via technical drawings, electrical and plumbing requirements and performing the installation of commercial grade boilers to serve MF properties.
- **Single Point of Contact**—The SPOC coordinates with MF property owners to determine the most beneficial program participation and provides assistance accordingly. The loading order for determining program participation begins with the ESA Program and additional opportunities are supplemented with applicable energy efficiency programs. The greatest benefit is that program services provided by the SPOC can be communicated to the customer utilizing a comprehensive approach, including four different activities: (1) Energy Assessments and Consultation, (2) Program Guidance (i.e., program qualification assessment), (3) Financing Options and Assessment, (4) MF Building Benchmarking Support.
- **Comprehensive vs. Common Area Treatment from the perspective of tenant outreach and treatments**—SoCalGas requires that all properties participating in CAM must also participate via the ESA Program in-unit treatment. In-unit treatments in the SCE service territory are often treated by the same SoCalGas ESA Program contractor or referred to SCE

for ESA Program follow-up. In-units in electric municipalities such as Los Angeles Department of Water & Power (LADWP) are served on behalf of SoCalGas. Therefore, customers are receiving comprehensive natural gas, electric and water energy savings. For example, in the downtown Los Angeles project, 92% of the in-units were treated by SoCalGas' ESA Program and also received LADWP in-unit electric measures. The property benefitted from SoCalGas' CAM by receiving 12 boilers and 1 water heater. In addition, LADWP provided common area lighting upgrades and the customer participated in SoCalGas' On-Demand Efficiency (ODE) program offering. As described in the SPOC section above, SoCalGas is dedicated to providing the customer with the best energy solutions possible.

- **Integration with re-syndication activities and collaboration with other entities**—The SoCalGas SPOC has engaged the listing of California TCAC properties provided by the MFWG. However, it was determined that the properties have already submitted improvement plans and changes were not acceptable at this time and/or the projects were near completion. SoCalGas has also learned that many of the improvements are not “energy” focused but rather highlight improvements to living spaces and building exteriors, e.g. American with Disability Act (ADA) improvements, etc. Based on the CTAC listing provided via the MFWG, SoCalGas' conducted a sample size of approximately 10% to contact to determine viable projects. From this sample there were no qualified projects that presented themselves for CAM enrollment for the reasons identified above. This process was also very time consuming since the SoCalGas implementation plan focused on larger property owners with portfolios consisting of multiple properties.

## SDG&E Progress Report

### Program pipeline – SDG&E

**Table-1 (SDG&E) Summary of ESA MF CAM Initiative Project Pipeline**

Active Project Status	Qty.
1. Pending Audit	7
2. Site Visit Complete / Report in Process	7
3. Pre-Construction Planning	8
4. Installing	3
5. Completed **	6
Total Active Projects in Pipeline	31

### Program accomplishments – SDG&E

**Table-1 (SDG&E): ESA MF CAM Initiative Activity Summary**

SDG&E	2018	2019 (Thru October)
# of Projects Enrolled:	1	30
# of Projects Completed:	N/A	6
kW Savings:	N/A	4

kWh Savings:	N/A	29,958
Therm Savings:	N/A	54
Water/Energy Nexus Savings:	N/A	N/A
Program qualification summary (average % of qualified tenant per MF building)		
<ul style="list-style-type: none"> <li>Enrolled <ul style="list-style-type: none"> <li># of projects meeting 80% income qualification</li> <li># of projects meeting 65% income qualification</li> </ul> </li> <li>Completed <ul style="list-style-type: none"> <li># of projects meeting 80% income qualification</li> <li># of projects meeting 65% income qualification</li> </ul> </li> </ul>	N/A  1  N/A  N/A	9  30  1  6
# of buildings participated in benchmarking	1	14

#### Program challenges and success – SDG&E

- Contractor availability and coverage**—SDG&E is using one implementer for all aspects of the CAM Initiative, including outreach, benchmarking, audits, and measure installation. The implementer is responsible for subcontracting for any installations which they cannot perform. SDG&E finds that this approach streamlines the installation process for the property owner and encourages a SPOC approach. The implementer also facilitates the communication with the property owner for any in-unit measures that may be installed as part of the ESA Program.
- Single Point of Contact**—SDG&E has developed a SPOC process which has helped generate leads for the ESA MF CAM Initiative, as well as for other programs offered by SDG&E. In August 2019, SDG&E held a Multifamily Solutions Roundtable event inviting San Diego Housing Federation association members to learn more about State Assembly Bills that affect the energy landscape, as well as providing information on energy efficiency rebates and incentives to the Multifamily sector. SDG&E SPOC networking and outreach efforts, such as association roundtables and conferences, have led to success with ESA MF CAM Initiative program referrals. Once a deed restricted property has been identified, the lead is handed off to the ESA Program MF CAM Implementer who will serve as the primary contact for the property owners. Through October 2019, SDG&E's SPOC has referred 64 properties to the MF CAM program implementer. While 25 properties were found to be ineligible, 28 properties are still being verified for eligibility and 11 have been confirmed eligible.
- Comprehensive vs Common Area Treatment from the perspective of tenant outreach and treatments**— SDG&E aims to provide comprehensive treatment for properties participating in the ESA MF CAM Initiative. However, property owners and managers are not required to install measures in tenant occupied units as a requirement to receive ESA MF CAM Initiative eligible measures. One of SDG&E's approaches to providing comprehensive solutions is to initially target properties that have been identified as deed-restricted and have had a significant number of tenants

participating and receiving ESA in-unit treatment. This approach allows SDG&E to target properties that are likely facilities eligible for the ESA MF CAM Initiative. SDG&E's ESA MF CAM Initiative implementer is working closely with current ESA in-unit implementers and has begun to leverage outreach efforts for MF properties. Through October 2019, the MF CAM implementer has referred 11 properties, in which 3 in-units have been qualified for treatment.

- **Integration with re-syndication activities and collaboration with other entities**—From the onset, SDG&E's ESA CAM initiative has set out to leverage information on re-syndication projects as part of the targeted marketing strategy. Currently, SDG&E has been able to leverage 3 properties in its service territory whose applications are up for renewal. One of these properties has been completed and is pending invoicing; and, two other projects are currently awaiting completion of their audit. Additionally, SDG&E has regular touchpoints with the SOMAH program implementers to coordinate outreach and enrollment strategies. These discussions have been established to ensure leveraging opportunities are maximized and to provide property owners with a comprehensive list of program offerings.

### Other Mandated ESA MF CAM Initiative Statewide Activities

In addition to the IOU specific MF CAM Initiative progress reports above, the MFWG is reporting on the below topics concerning the 2019 statewide ESA MF CAM Initiative.

### Evaluate the effectiveness of 65% income qualified threshold for ESA MF CAM Initiative participation

Per Decision 17-12-009, the threshold for the ESA MF CAM Initiative of 65% is expected to be evaluated by the IOUs during this program cycle and this program qualification threshold is subject to modification for the upcoming program cycle.

The MFWG conducted several discussions to collectively review IOUs analyses for this item. The preliminary results indicated only a modest number of MF buildings would be added in the targeted population with this policy change. IOUs reported on their results of the analyses in the 2018 annual reports. As a part of the MFWG 2019 Final Annual Report, the IOUs are providing the following inputs:

PG&E	Using the Federal Poverty Line (FPL) metric for income qualification is a barrier of participation, when offering ESA Program CAM Initiative service. In PG&E service territory, approximately one-third of deed restricted properties who expressed interest in ESA Program CAM dropped from the pipeline because less than 65% of their residents met the FPL income requirement. Not only is the federal poverty line a metric that affordable housing owners and developers are unfamiliar with, but both regulatory agreements and supporting annual documentation that report on affordability standing use the area median income (AMI) metric. Using the FPL to qualify projects also impacts the ability to consistently treat projects across PG&E territory because some areas are less likely to qualify than others (this is particularly true in higher income counties such as the Bay area and other coastal regions).
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	<p>The PG&amp;E ESA Program CAM team suggests that the ESA Program CAM affordability requirement be updated to 65% of the residents must be at or below 60% AMI (to receive 100% of measure costs covered). This requirement would be in line with affordable housing financing programs such as the low-income housing tax credit program (administered by TCAC as well as the Low-Income Weatherization Program (administered by CSD). Both TCAC and CSD’s programs are listed in the ESA Program CAM decision as mandatory entities for ESA Program CAM to coordinate with. Adjusting this requirement will also support in streamlining and shortening the program process for both the property owner and the program implementation team. Lastly, we suggest that the future ESA Program CAM program also provide a pathway with an owner co-pay for properties where less than 65% of residents qualify. See below for an example of how the co-pays could be determined based on proportion of residents that meet the program income requirements.</p>																		
	<table><tr><th>% of residents that qualify</th><th>% of costs ESA CAM program incentives cover</th><th>Property owner co-pay</th></tr><tr><td>80-100%</td><td>100%</td><td>NA</td></tr><tr><td>65-79%</td><td>100%</td><td>For in-unit measures in non-qualifying units</td></tr><tr><td>50-64%</td><td>75%</td><td>25%</td></tr><tr><td>30-49%</td><td>50%</td><td>50%</td></tr><tr><td>10-30%</td><td>25%</td><td>75%</td></tr></table>	% of residents that qualify	% of costs ESA CAM program incentives cover	Property owner co-pay	80-100%	100%	NA	65-79%	100%	For in-unit measures in non-qualifying units	50-64%	75%	25%	30-49%	50%	50%	10-30%	25%	75%
% of residents that qualify	% of costs ESA CAM program incentives cover	Property owner co-pay																	
80-100%	100%	NA																	
65-79%	100%	For in-unit measures in non-qualifying units																	
50-64%	75%	25%																	
30-49%	50%	50%																	
10-30%	25%	75%																	
SCE	SCE does not see the 65% as an obstacle, all of SCE’s projects have met this 65% threshold, in fact, all projects thus far have met the 80% threshold allowing SCE to treat both the In-Unit and Common Areas.																		
SoCalGas	SoCalGas CAM projects have all met the 65% income qualified threshold. SoCalGas is striving to also ensure that 65% of the units are ESA In-Unit Treated prior to offering CAM. Regarding the 80% income qualified, the majority of the properties (75%+) would also meet this threshold. SoCalGas found that Los Angeles based properties have a higher baseline to the 80% income level vs. Orange County due to the median income by county. Generally, SoCalGas does not consider this program qualification requirement to be an issue for customer engagement and implementation. Also, when evaluating the documentation for Deed Restricted, it is important how each IOU evaluated “Affordable Properties.” Many affordable properties only have a small percentage of customers that must meet the low-income status (usually 20% or less) and the remainder are market rate tenants. Therefore, under this scenario, SoCalGas does not deem these properties to be Deed Restricted.																		
SDG&E	Results of the current ESA MF CAM initiative are still in progress therefore; it is still unclear as to the effectiveness of the 65% income qualified threshold for ESA MF CAM Initiative participation. However, SDG&E’s initial data has shown that the income qualification and housing eligibility requirements have posed some challenges for program uptake. As of																		

October 2019, 73 properties have been assessed for ESA CAM participation, 24 properties did not qualify because they did not meet the 65% tenant eligibility requirement.
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As pointed out by one MFWG participant, the above findings may be problematic for the next round of program design and goal as it seems that only a few properties qualify based on the 65% tenant eligibility policy change. Anecdotally, the program may risk serving less low-income customers residing in multifamily properties given the high percentage of property owners declining the ESA program services. While some members of the MFWG recommend further discussion regarding the 65% tenant eligibility policy, other MFWG members caution that further relaxing the policy will cause installation of measures for a greater percentage of ineligible tenants. With the current 65% tenant eligibility requirement, installations are provided for 35% of non-low-income tenants.

### Preliminary Lessons Learned for ESA MF CAM Initiative Program Design and Implementation

At the MFWG Quarterly Meeting #9, on 10/3/2019, the participants conducted a casual round-table discussion concerning lessons learned to date, ranging from program design to implementation activities. The participants did not debate these preliminary lessons learned and there were no discussions concerning the pros/cons of each summarized lessons learned.

Since the MF CAM Initiatives are just beginning to yield early results; these findings should be considered preliminary. It is also important to understand that the below preliminary lessons learned are not considered to be MFWG consensus items.

Below is a list of preliminary lessons learned to date:

- Keep a library of MF program best practices to avoid constant re-learning;
- Allow time for the current MF CAM Initiatives to mature so the program teams can garner its own lessons learned to inform any modifications for the 2021-2026 implementations;
- Consider adopting an alternative policy guideline for MF program qualification other than the 200% Federal Poverty Level (FPL):
  - All but one IOU identified the current income guidelines as a significant barrier. The 200% FPL does not align with how deed restricted properties qualify low-income buildings. Instead, the deed restricted properties can use Area Medium Income (AMI) to determine eligibility. Using AMI to qualify multifamily units could be a more appropriate way to treat low-income multifamily tenant units.
- TCAC is an important process for MF program implementation and project timing is critical to program:
  - TCAC recruitment in the program continues to be problematic for most of the IOUs. While it appears that some IOUs were successful in recruiting deed-restricted multifamily properties, most found it problematic for various reasons. Most notably, is project timing. By the time a property is in the re-syndication process, the scope of the project has already been determined, and project rescoping to add in ESA program elements may introduce costly project delays.
  - To improve project timing, it makes sense to perform early outreach to targeted properties (i.e., perform outreach 18-36 months prior to re-syndication eligibility) and to help incorporate appropriate ESA measures.
  - Understand motivations and identifying the property owners and decision makers is important, but project timing is everything;

- No clear recommendations for a one-size fits all MF program treatment approach at this time
  - The current IOUs' program designs offered flexibility so the property owners could decide on the depth and scope of their building projects and investments. This flexible approach worked well to date.
  - For 2021-2026 program design, the ESA program guidance required each IOU to propose a third-party Multifamily Whole Building (MFWB) approach.
- The current ESA MF CAM Initiatives may not be well designed to properly track the complex implementation steps;
  - Understand the property nuances (i.e., the complexity of the property/project, understanding deed-restricted/vs non-deed restricted) and additional manual effort are tremendous and burdensome for this program initiative. The current ESA MF CAM Initiative business systems are not well designed to support this level of complexity;
  - Appreciate the increased program complexity with deed restriction as a program qualification requirement. To support this requirement, the IOUs' program implementers had to become experts in pertinent laws, real estate, and other important items to ensure proper participation qualification;
  - Understand the nuances and complexity of the measures and project management for the ESA MF CAM Initiative relative to the more traditional ESA Program in-unit measures:
    - Expect extensive program lead time from initial engagement to final adoption,
    - Expect more technical and complex engineering assessments for common area building measures,
    - Expect more nuanced financial trade-off and investment decision making process.
- Consider multiple contractor options to allow for program flexibility:
  - It appears that all IOUs are incorporating current ESA contractors to a greater or lesser extent. They are using them to identify and refer multifamily owners as well as perform in unit and some common area installation work. Most notably SoCal gas is certifying licensed ESA contractors to replace water heaters.
- Consider to simplify program design by relaxing the program qualification to include both deed-restricted and non-deed restricted to simplify the program processes. This preliminary recommendation requires supporting data and discussion;
- Consider a path for property owners to provide co-pays for measures and investments;
- Understand energy savings is not the critical element for customers. Patience with the process is required. It takes a long time to get these projects done;
- The ESA Program Decision language can be overly prescriptive and it is important to leave room for implementation flexibility (rather than a prescriptive implementation approach),
  - The 2021-2026 program designs must be carefully balanced with policy implications and ratepayers' resources;
  - The program design should have the goal to achieve balanced output serving both small and large apartments and tenant units.

MFWG recommends the following next-steps:

- Each IOUs to finalize their specific list of lessons learned in their respective annual reports for 2019 and 2020.
- Prior to 2021-2026 administration of the low-income MF programs, the IOUs CPUC and stakeholders should gather to finalize a list of cohesive lessons learned.

## Statewide ESA CAM MF Water/Energy Nexus Savings

D. 7-12-009 requires reporting of ESA MF CAM Initiative energy savings, as well as water/energy nexus savings. The ESA MF CAM Initiative updates are a part of the Low-Income Oversight Board (LIOB) reporting as well as IOUs' monthly and annual ESA-CARE Program Low Income reports. In this section, the IOUs discuss the programmatic treatment of embedded energy savings from water measures installed by the ESA MF CAM Initiative. To date, none of the IOUs reported Water/Energy Nexus Savings as a result of the ESA MF CAM Initiative.

<b>PG&amp;E</b>	<p>PG&amp;E will track and report the embedded energy savings (i.e. cold-water savings) from water saving measures installed through ESA Program CAM, following the approach used by the MUP. After a project installs measures, which reduce water use on the property, the ESA CAM team will calculate and document the gallons of water reduced. Water reduction measures include:</p> <ul style="list-style-type: none"><li>• Faucet and shower aerators</li><li>• Clothes washers</li><li>• Other opportunities</li></ul> <p>Savings are measured in gallons of water reduced. In order to calculate the energy savings resulting from water savings, the ESA CAM team uses the Water Energy Cost Effectiveness Calculator<sup>7</sup>. The inputs required to calculate water savings are:</p> <ul style="list-style-type: none"><li>• Select your IOU – lookup value for the electricity, gas and water utility providing service where the water savings measures are installed</li><li>• Measure name – text field to define the measure (e.g. “Faucet aerators”)</li><li>• Annual water savings – in gallons</li><li>• Measure life – in years</li><li>• Installation year</li><li>• Savings profile – select constant for most indoor water savings, other choices are irrigation, cooling tower and custom options. This profile will define when water savings are estimated to occur throughout the year</li><li>• Hydrologic region – lookup value based on where the water savings measures are installed</li><li>• Sector – urban or “ag”. All multifamily projects are defined as urban.</li><li>• Water use – indoor or outdoor. Indoor water use has a much higher embedded energy value because of the energy required to treat indoor water for potable use.</li></ul> <p>For all ESA Program CAM projects which install water saving measures, ESA Program CAM staff will produce one CPUC Water Energy Calculator with the inputs defined by the measure details installed. The calculator will produce results documenting the electricity savings produced by the gallons of water reduced on site. These data will be documented and reported to the CPUC. The resulting electricity savings will not be claimed as savings resulting from program treatment unless and until the CPUC approves the IOUs to claim embedded energy savings from water measures.</p>
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[https://www.cpuc.ca.gov/uploadedFiles/CPUC\\_Public\\_Website/Content/Utilities\\_and\\_Industries/Energy/Energy\\_Programs/Demand\\_Side\\_Management/EE\\_and\\_Energy\\_Savings\\_Assist/Copy%20of%20CPUCWaterEnergyCalculatorVersion105.xlsm](https://www.cpuc.ca.gov/uploadedFiles/CPUC_Public_Website/Content/Utilities_and_Industries/Energy/Energy_Programs/Demand_Side_Management/EE_and_Energy_Savings_Assist/Copy%20of%20CPUCWaterEnergyCalculatorVersion105.xlsm)



<b>SCE</b>	SCE estimates the gallons savings from water measures installed using a deemed approach. The list of anticipated water savings measures includes HE washers, Showerheads, and Aerators when appropriate. SCE plans to claim savings of embedded energy if the water calculator produces savings results.
<b>SoCalGas</b>	<p>SoCalGas estimates the gallons savings from water measures installed using a deemed approach. The list of anticipated water savings measures includes faucet aerators and low flow showerheads.</p> <p>The water-energy calculator does not attribute embedded energy savings to natural gas. SoCalGas conducted a study a couple of years ago and found that there is almost no natural gas pumping in the water distribution system, so the embedded energy in water is almost entirely electric. Water/Energy Nexus Savings (aggregated for all IOUs in report section) – Unless water saving measures are installed in common areas (aerators and showerheads), this is not applicable to Southern California Gas.</p>
<b>SDG&amp;E</b>	SDG&E estimates the gallon savings from water measures installed using a deemed approach. The list of anticipated water savings measures includes faucet aerators, showerheads, water heaters, however, whether all three of these measures will have installed values is yet to be determined. SDG&E plans to claim embedded energy savings if the water calculator produces savings results.

### Status of statewide CARE expansion to Common Area Meters

The MFWG is not recommending the addition of common area meters for MF deed restricted properties to the CARE Expansion Program at this time. This recommendation is consistent with the recommendation filed in the 2018 Interim MFWG Annual Report.

The ESA Program decision required the MFWG to assess whether the common area meters of deed-restricted properties should be granted access to the CARE rate. On April 26, 2018 and May 9, 2018, the MFWG participants met to discuss the potential inclusion of deed-restricted common area meters in the CARE Expansion Program. As a result of these discussions in 2018, the MFWG did not recommend expansion of CARE eligibility to common area meters of deed-restricted properties.

The MFWG recommends that any party wishing to propose inclusion of deed-restricted properties in the CARE Expansion Program provide analysis with relevant data to the MFWG supporting the request, as well as inclusion of policy implications.

### Description of the upcoming ESA Application and MF component

For the 2021-2026 ESA program application, the Commission has provided guidance for the IOUs to propose a third-party Multifamily Whole Building (MFWB) energy efficiency. The below information is a high-level summary of the application filings and program intent. The below information is subject to modification and CPUC guidance.

The below summary budgets do not include area/shared system cost allocations and other program cost allocations. For context, exact details and overall budget information, we are recommending the readers to refer to IOUs 2021-2026 ESA/CARE application filings.

2021-2025 MF Sector Program Overview								
PG&E	PG&E is proposing to outsource its ESA Program MFWB (common area and in-unit) program to a third-party administrator, using a solicitation process that includes the use of a procurement review group (PRG) and independent evaluator.							
	PG&E proposed budget for 2021-2026 for MF sector: (\$000)							
	(Budget)	2021	2022	2023	2024	2025	2026	Total
	MF In-Unit							
	MF CAM							
	MFWB	\$30,135	\$30,111	\$42,442	\$51,768	\$53,321	\$54,920	\$262,696
	Total	\$30,135	\$30,111	\$42,442	\$51,768	\$53,321	\$54,920	\$262,696
SCE	SCE is proposing to solicit third parties to design and deliver multifamily sector services using a whole building approach to encourage program participation.							
	SCE proposed budget for 2021-2026 for MF sector: (\$000)							
	(Budget)	2021	2022	2023	2024	2025	2026	Total
	MF In-Unit		\$5,809	\$8,209	\$15,884	\$13,068	\$11,107	\$54,077
	MF CAM							
	MFWB		\$4,639	\$6,690	\$13,334	\$10,855	\$9,249	\$44,767
	Total		\$10,448	\$14,899	\$29,218	\$23,923	\$20,356	\$98,844
SoCalGas	SoCalGas is proposing to support its MF common area central system services as well as a third-party MF whole building program (MFWB).							
	SoCalGas proposed budget for 2021-2026 for MF sector: (\$000)							
	(Budget)	2021	2022	2023	2024	2025	2026	Total
	MF In-Unit	\$99	\$101	\$102	\$104	\$106	\$108	\$620
	MF CAM	\$5,465	\$5,465	\$5,464	\$5,463	\$5,463	\$5,463	\$32,784
	MFWB		\$4,000	\$4,000	\$4,000	\$4,000	\$4,000	\$20,000
	Total	\$5,564	\$9,566	\$9,566	\$9,568	\$9,569	\$9,571	\$53,404
SDG&E	SDG&E is proposing a Multifamily Whole Building (MFWB) Program designed and implemented by one or more third parties that is exclusive to deed-restricted multifamily properties in SDG&E’s service territory. Furthermore, SDG&E proposes continued local administration and implementation of the ESA Program for non-deed restricted multifamily properties. This program would include MF CAM and in-unit treatment.							

SDG&E proposed budget for 2021-2026 for MF sector: (\$000)							
(Budget)	2021	2022	2023	2024	2025	2026	Total
MF In-Unit		\$6,695	\$5,850	\$5,933	\$6,583	\$7,131	\$32,192
MFWB In-Unit		\$483	\$741	\$951	\$850	\$610	\$3,635
MF CAM (Common Area)		\$2,620	\$3,575	\$4,072	\$4,540	\$4,902	\$19,709
MFWB (Common Area)		\$988	\$1,514	\$1,942	\$1,737	\$1,247	\$7,428
Total		\$10,786	\$11,680	\$12,898	\$13,710	\$13,890	\$62,964
<p>SDG&amp;E's proposed budget for the 2021-2026 MF sector can be found using the link to the SDG&amp;E's Application and Direct Testimony below:</p> <p><a href="http://semprasdande.prod.acquia-sites.com/rates-and-regulations/proceedings/application-approval-low-income-assistance-program-budgets-2021-2026">http://semprasdande.prod.acquia-sites.com/rates-and-regulations/proceedings/application-approval-low-income-assistance-program-budgets-2021-2026</a></p>							

## MFWG Metrics

In 2019, the IOUs and MFWG Participants worked together to implement project conversion metrics. The following generic process and metrics were discussed at the MFWG Quarterly Meeting. There is general agreement by some MFWG members that the IOUs should report on the below metrics at the quarterly MFWG meeting as a part of their program update. However, the metrics below are not yet consistently applied by the IOUs. The MFWG recommends to adopt the below metrics and report the ESA MF CAM Initiative on a monthly basis.

### General Implementation Process:

- (A) Project initial engagement
- (B) Projects with completed site audits (i.e., enrolled)
- (C) Projects with completed installation and rebate processing (i.e., completed)

### Metrics:

- Conversion rate from “initial engagement” to “audit complete”, expressed as a percentage,
- Conversion rate from “audit complete” to “project complete”, expressed as a percentage,
- Project cycle time, measure in days
  - from process (A) to (B),
  - from process (B) to (C),
  - from process (A) to (C)

In addition to the above program implementation metrics, as a part of the 2021-2026 Low Income application guidance, the CPUC provided additional instructions for the IOUs to develop overall ESA program metrics for reporting populations (i.e., single family, multifamily, disadvantaged communities, etc.). The MFWG recommends the MFWG participants to follow these metric discussions.

## Appendix-A: MFWG Meeting Activities and Documentation

All MFWG related presentation and documentations are posted at [www.pda.energydataweb.com](http://www.pda.energydataweb.com) for public reference.

### 2017 MFWG Activity Summary

In 2017, The MFWG focused on getting the group started with a clear scope and agenda. The key issues were ESA MF CAM Initiative designs and options. The 2017 challenges were to facilitate discussions to learn about members' perspectives and to respect the different positions.

The MFWG meetings have been well attended with an average of 45 in-person and webinar attendees per quarterly meeting and 25-30 webinar-only attendees per Ad Hoc meeting. Attendees included ED staff, the CEC, IOUs, the Office of Ratepayer Advocates (ORA), local government, program implementers, property owners, and other interested participants.

These meetings have been utilized as a forum to set agenda, vet proposals, recommendations, and solicit input from stakeholders regarding program designs and implementation plans for common area measures. To systematically address MFWG participant's issues and concerns the MFWG utilized a Tracking Worksheet to track both "open and closed" items.

MFWG Quarterly Meetings	MFWG Ad Hoc Meetings
<ul style="list-style-type: none"><li>MFWG Quarterly Kick-Off Meeting (#1), San Francisco, CA – 8/8/2017</li></ul> Determining focus of MFWG	<ul style="list-style-type: none"><li>MFWG Ad Hoc Meeting (#1), Webinar, 8/24/2017.</li></ul> Topic: Discuss program design and common area checklist worksheet
<ul style="list-style-type: none"><li>MFWG Quarterly Meeting (#2), Downey, CA – October 4, 2017</li></ul> Overview of IOUs program designs and alternative design proposals	<ul style="list-style-type: none"><li>MFWG Ad Hoc Meeting (#2), Webinar, 9/13/2018.</li></ul> Topic: IOUs program design, Alternative design proposals & common area design checklist
	<ul style="list-style-type: none"><li>MFWG Ad Hoc Meeting (#3 &amp; 4), Webinar, 9/13/2018.</li></ul> Topic (#3): Input/discussion – panel of large property owners/operators  Topic (#4): Input/discussion – panel of small/medium property owners/operators



2017 MFWG Annual Report: [Report Jan 9 2018.pdf](#)

## 2018 MFWG Activity Summary

With each IOU having different approaches (standard or customized), the IOUs continued to work on program launch activities, conducting building audits, market assessments and data analyses to target and populate the ESA MF CAM Initiative program pipeline of projects. One of the major lessons learned is the need to clearly define the IOU's ESA MF CAM initiative programs so those not involved daily can understand the nuances (i.e., eligibility criteria needs clearly defined for those being targeted). Another is to demonstrate how measures can be bundled, based on a property owner's needs. In addition, the ESA MF CAM Initiative can leverage audits and the use of benchmarking feedback to improve engagement with property owners. Finally, the MFWG members are learning the intensive efforts required when launching a new program initiative.

On the average, the typical MFWG Quarterly Meeting may have 25-35 in-person attendees, plus additional 10-15 webinar attendees.

MFWG Quarterly Meetings	MFWG Ad Hoc Meetings
<ul style="list-style-type: none"> <li>MFWG Quarterly Meeting (#3), San Francisco, CA – January 26, 2018</li> </ul>	<ul style="list-style-type: none"> <li>MFWG Ad Hoc Meeting (#5), Webinar, 1/10/2018.</li> </ul> <p>Topic: Discuss ESA MF CAM Initiative Filing and program design options</p>
<ul style="list-style-type: none"> <li>MFWG Quarterly Meeting (#4), San Diego, CA – April 26, 2018</li> </ul>	<ul style="list-style-type: none"> <li>MFWG Ad Hoc Meeting (#6), Webinar, 5/9/2018.</li> </ul> <p>Topic: Discuss possible CARE expansion</p>
<ul style="list-style-type: none"> <li>MFWG Quarterly Meeting (#5), Chino, CA – July 26, 2018</li> </ul>	<ul style="list-style-type: none"> <li>MFWG Ad Hoc Meeting (#7), Webinar, 9/7/2018</li> </ul> <p>Topic: Analysis of re-syndicated projects, coordinate/prepare for 2018 ESA MF CAM Initiative progress report, discuss the need for statement of work for Non-deed restricted MF analysis, need to collect program feedback data.</p>
<ul style="list-style-type: none"> <li>MFWG Quarterly Meeting (#6), San Francisco, CA – October 29, 2018</li> </ul>	<ul style="list-style-type: none"> <li>MFWG Ad Hoc Meeting (#8), Webinar, 11/27/2019</li> </ul> <p>Topic: ESA Program MF Non-Deed property analysis by IOU and MF energy savings potential by NRDC</p>



Revised 2018 MFWG  
Annual Report.pdf

2018 MFWG Annual Report:

## 2019 MFWG Activity Summary

In 2019, IOUs are reporting property owner engagements and anticipated program results. The MFWG members continue to work on important activities such as—

- The CEC staff provided an overview of how IOUs can target TCAC MF re-syndication projects,
- Utilizing 2018 TCAC spreadsheet, IOUs Identified viable TCAC projects in their service territories,
- The MFWG participants focused on the development of the 2019 MFWG Annual Report to wrap up the MFWG activities.

On average, the typical MFWG Quarterly Meeting may have 25-30 in-person attendees, plus additional 10-15 webinar attendees.

MFWG Quarterly Meetings	MFWG Ad Hoc Meetings
<ul style="list-style-type: none"> <li>• MFWG Quarterly Meeting (#7), 1/24/2019, webinar only</li> </ul> <p>Topic: TCAC Overview by CEC</p>	<ul style="list-style-type: none"> <li>• MFWG Ad Hoc Meeting (#9), 3/15/2019, SoCalGas ERC, in-person and webinar</li> </ul> <p>Topic: IOUs non-deed restricted property analysis, ESA application discussion, TCAC discussion</p>
<ul style="list-style-type: none"> <li>• MFWG Quarterly Meeting (#8), 6/25/2019, webinar</li> </ul> <p>Topic: ESA MF CAM Initiative metrics, prepare for 2019 MFWG Annual Report</p>	
<ul style="list-style-type: none"> <li>• MFWG Quarterly Meeting (#9), 10/3/2019, SF in-person/webinar</li> </ul> <p>Topic: ESA MF CAM Initiative update, prepare for 2019 MFWG Annual Report</p>	
<ul style="list-style-type: none"> <li>• MFWG Quarterly Meeting (#10), 12/12/2019, webinar only</li> </ul> <p>Topic: ESA MF CAM Initiative update, ESA Program MF CAM impact evaluation and NMEC, 2019 MFWG Annual Report follow-up</p>	

## **Appendix F**

### **Energy Savings Assistance Program Tables and Care Tables**

## **Appendix F: 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 1A – Expenses Funded from 2009-2016 Unspent Program Funds

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

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

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

ESA Program – Table 3 – Cost Effectiveness

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

ESA Program – Table 5 – Direct Purchases & Installation Contractors

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

ESA Program – Table 7 – Expenditures by Cost Elements

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

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

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

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

ESA Program – Table 12 – Fund Shifting

ESA Program – Table 13 – Categorical Enrollment

ESA Program – Table 14 – Leveraging and Integration

ESA Program – Table 15 – Lighting

ESA Program – Table 16 – “Add Back” Measures

ESA Program – Table 17 – Expenditures for Pilots and Studies

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

CARE Program – Table 1 – CARE Overall Program Expenses



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

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

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

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

CARE Program – Table 5 – Enrollment by County

CARE Program – Table 6 – Re-certification Results

CARE Program – Table 7 – Capitation Contractors

CARE Program – Table 8 – Participants per Month

CARE Program – Table 9 – Average Monthly Usage & Bill

CARE Program – Table 10 – CARE Surcharge & Revenue

CARE Program – Table 11 – CARE Capitation Applications

CARE Program – Table 12 – CARE Expansion Program

CARE Program – Table 13 – CARE High Usage Verification Results

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

CARE Program – Table 14 – CARE Categorical Enrollment

# San Diego Gas Electric Company

## Energy Savings Assistance Program And California Alternate Rates for Energy Program

### SDG&E 2019 Summary Highlights

#### ESA Program

#### 2019 Energy Savings Assistance Program Summary

2019	Authorized / Planning Assumptions	Actual	%
Budget	\$29,973,116	\$18,146,973	61%
Funded from 2009-2016 Unspent Funds	\$4,679,675	\$937,453	20%
Summary Homes Treated	23,761	16,271	68%
Summary kWh Saved	7,220,000	1,782,653	25%
Summary kW Demand Reduced	3,954	236	6%
Summary Therms Saved	420,000	22,060	5%
First Touches Homes Treated *	4,630	10,072	218%
- kWh Saved	N/A	855,514	NA
- kW Demand Reduced	N/A	115	NA
- Therms Saved	N/A	12,376	NA
Go-Backs/Retreated Homes *	19,131	6,199	32%
- kWh Saved	N/A	927,139	NA
- kW Demand Reduced	N/A	121	NA
- Therms Saved	N/A	9,684	NA

\* SDG&E's authorized forecast included the total number of homes treated for first touches versus go-backs/retreatments; measures and savings were not included in the forecast.

Note: The authorized budget and values shown for planning assumptions are from SDG&E Advice Letter 3065-E-A/2568-G-A approved by Commission Resolution E-4884 on December 14, 2017 and SDG&E Advice Letter 3250-E/2688-G approved by Commission on December 27, 2018.

#### CARE Program

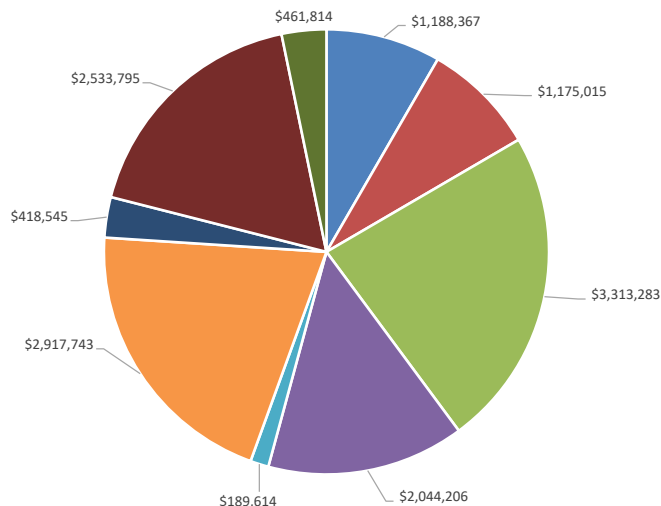
#### 2019 CARE Program Summary

2019	Authorized Budget	Actual	%
Administrative Expenses	\$ 7,227,114	\$ 5,989,507	83%
Subsidies	\$ 73,833,173	\$ 117,947,051	160%
Service Establishment Charge	\$ -	\$ -	n/a
<b>Total Program Costs and Discounts</b>	<b>\$ 81,060,287</b>	<b>\$ 123,936,557</b>	<b>153%</b>
<b>2019 CARE New Enrollments</b>	<b>Automatically Enrolled via Data Sharing, ESA Participation, etc</b>	<b>Self Certified as Income or Categorically Eligible</b>	<b>Self Certified as Recertification</b>
Method	1,658	75,275	100,637
<b>2019 CARE Penetration</b>	<b>Estimated Eligible Participants</b>	<b>Participants</b>	<b>Penetration Rate</b>
<b>Total Enrolled</b>	<b>319,125</b>	<b>301,810</b>	<b>95%</b>

Data in pie below includes costs for measure end use reflected in ESA Tables 1.

#### 2019 ESA Program Energy Efficiency Expenditures by Measure Group

Appliances Domestic Hot Water Enclosure HVAC Maintenance Lighting Miscellaneous Customer Enrollment In Home Education



	A	B	C	D	E	F	G	H	I	J
1	<b>SDG&amp;E PY 2019 Energy Savings Assistance Program Annual Report</b> <b>ESAP Table 1</b> <b>ESAP Overall Program Expenses</b>									
2		2019 Authorized Budget[1] [2]			2019 Annual Expenses			% of Budget Spent		
3	<b>ESA Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
4	<b>Energy Efficiency</b>									
5	Appliances	\$ 882,134	\$ 330,261	\$ 1,212,395	\$ 956,152	\$ 232,215	\$ 1,188,367	108%	70%	98%
6	Domestic Hot Water	\$ 63,436	\$ 2,051,084	\$ 2,114,520	\$ 35,250	\$ 1,139,765	\$ 1,175,015	56%	56%	56%
7	Enclosure	\$ 2,462,449	\$ 3,264,177	\$ 5,726,626	\$ 1,424,712	\$ 1,888,572	\$ 3,313,283	58%	58%	58%
8	HVAC	\$ 408,617	\$ 3,563,903	\$ 3,972,520	\$ 407,640	\$ 1,636,566	\$ 2,044,206	100%	46%	51%
9	Maintenance	\$ 6,793	\$ 280,466	\$ 287,259	\$ -	\$ 189,614	\$ 189,614	0%	68%	66%
10	Lighting	\$ 4,465,300	\$ -	\$ 4,465,300	\$ 2,917,743	\$ -	\$ 2,917,743	65%	0%	65%
11	Miscellaneous	\$ 1,699,780	\$ -	\$ 1,699,780	\$ 418,545	\$ -	\$ 418,545	25%	0%	25%
12	Customer Enrollment	\$ 2,091,279	\$ 2,091,279	\$ 4,182,557	\$ 1,266,898	\$ 1,266,898	\$ 2,533,795	61%	61%	61%
13	In Home Education	\$ 331,856	\$ 331,856	\$ 663,712	\$ 230,907	\$ 230,907	\$ 461,814	70%	70%	70%
14										
15										
16	<b>Energy Efficiency TOTAL[3]</b>	<b>\$ 12,411,644</b>	<b>\$ 11,913,026</b>	<b>\$ 24,324,670</b>	<b>\$ 7,657,846</b>	<b>\$ 6,584,535</b>	<b>\$ 14,242,381</b>	<b>62%</b>	<b>55%</b>	<b>59%</b>
17										
18	Training Center	\$ 244,205	\$ 244,205	\$ 488,411	\$ 3,625	\$ 3,625	\$ 7,250	0%	0%	0%
19	Inspections	\$ 88,441	\$ 88,441	\$ 176,882	\$ 70,654	\$ 70,654	\$ 141,308	80%	80%	80%
20	Marketing and Outreach	\$ 600,000	\$ 600,000	\$ 1,200,000	\$ 531,014	\$ 531,013	\$ 1,062,027	89%	89%	89%
21	Statewide Marketing Education and Outreach	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
22	Measurement and Evaluation Studies[4]	\$ 17,083	\$ 17,083	\$ 34,166	\$ 45,696	\$ 45,696	\$ 91,392	267%	267%	267%
23	Regulatory Compliance	\$ 165,472	\$ 165,472	\$ 330,943	\$ 164,614	\$ 164,613	\$ 329,227	99%	99%	99%
24	General Administration	\$ 1,341,766	\$ 1,341,766	\$ 2,683,531	\$ 1,124,703	\$ 1,124,702	\$ 2,249,405	84%	84%	84%
25	CPUC Energy Division	\$ 23,409	\$ 23,409	\$ 46,818	\$ 11,991	\$ 11,991	\$ 23,983	51%	51%	51%
26	Reallocation (ME&O budget reduced from \$1.2M)	\$ 343,848	\$ 343,848	\$ 687,695	\$ -	\$ -	\$ -	0%	0%	0%
27										
28	<b>TOTAL PROGRAM COSTS</b>	<b>\$ 15,235,867</b>	<b>\$ 14,737,249</b>	<b>\$ 29,973,116</b>	<b>\$ 9,610,143</b>	<b>\$ 8,536,830</b>	<b>\$ 18,146,973</b>	<b>63%</b>	<b>58%</b>	<b>61%</b>
29	<b>Funded Outside of ESA Program Budget</b>									
30	Indirect Costs				\$ 489,887	\$ 482,844	\$ 972,731			
31	NGAT Costs		\$ 288,000	\$ 288,000		\$ 188,077	\$ 188,077		65%	65%
32										
33	[1] Reflects authorized budget in SDG&E Advice Letter 3065-E-A/2568-G-A approved by Commission Resolution E-4884 on December 14, 2017 and SDG&E Advice Letter 3250-E/2688-G approved by Commission on December 27, 2018.									
34	[2] The authorized budget does not include shifted funds from previous year and/or program cycle, and/or 2009-2016 program years. Shifted funds are reflected in ESA Table 12.									
35	[3] Adjusted to reflect 2019 contractor activity, net of accruals.									
36	[4] Adjusted to reflect NEB's Study activity, net of co-funding reimbursements, billed in 2019.									
37	[5] Contractor total does not include \$246 (for CUI -\$305, Eagle Systems -\$3, RHA \$534, THA 19) for adjustments made to invoices after year-end close.									



	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	Z	AA	AB	AC	AD	AE	AF
1	SDG&E 2019 Energy Savings Assistance Program Annual Report																															
2	ESAP Table 2																															
3	ESAP Expenses and Energy Savings by Measures Installed																															
4	Energy Savings Assistance Program Table 2																															
5	SDG&E																															
6	January 2020																															
7																																
8		ESA Program (Summary)Total								ESA Program (First Touch Homes Treated)								ESA Program (Re-Treated Homes/Go Backs)								ESA Program (Aliso Canyon - SCG & SCE) [6]						
9			Year-To-Date Completed & Expensed Installation								Year-To-Date Completed & Expensed Installation								Year-To-Date Completed & Expensed Installation								Year-To-Date Completed & Expensed Installation					
10	Measures	Units	Quantity Installed (K+S)	kWh [4] (L+T)	kW [4] (Annual) (M+U)	Therms [4] (Annual) (N+V)	Expenses (\$) [6] (O+W)	% of Expenditure		Units	Quantity Installed	kWh[4] (Annual)	kW[4] (Annual)	Therms[4] (Annual)	Expenses (\$)	% of Expenditure		Units	Quantity Installed	kWh[4] (Annual)	kW[4] (Annual)	Therms[4] (Annual)	Expenses (\$)	% of Expenditure		Units	Quantity Installed	kWh[4] (Annual)	kW[4] (Annual)	Therms[4] (Annual)	Expenses (\$)	% of Expenditure
11	Appliances																															
12	High Efficiency Clothes Washer	Each	294	2,315	0	5,388	\$ 272,628	1.9%		Each	86	1,086	0	1,492	\$ 82,514	1.3%		Each	208	1,229	0	3,896	\$ 190,113	2.4%		Each	-	-	-	-	\$ -	0.0%
13	Refrigerator	Each	972	540,908	65	-	\$ 867,110	6.0%		Each	244	143,463	17	-	\$ 223,613	3.5%		Each	728	397,445	48	-	\$ 643,497	8.0%		Each	-	-	-	-	\$ -	0.0%
14	Microwave	Each	592	-	-	-	\$ 64,779	0.5%		Each	142	-	-	-	\$ 15,372	0.2%		Each	450	-	-	-	\$ 49,407	0.6%		Each	-	-	-	-	\$ -	0.0%
15	Domestic Hot Water																															
16	Other Domestic Hot Water [5]	Home	10,887	26,350	4	33,528	\$ 730,137	5.1%		Home	5,239	13,895	2	15,811	\$ 301,001	4.7%		Home	5,648	12,455	2	17,717	\$ 429,136	5.4%		Home	-	-	-	-	\$ -	0.0%
17	Water Heater Tank and Pipe Insulation	Home	250	-	-	664	\$ 12,738	0.1%		Home	129	-	-	232	\$ 6,193	0.1%		Home	121	-	-	432	\$ 6,545	0.1%		Home	-	-	-	-	\$ -	0.0%
18	Water Heater Repair/Replacement	Each	1,017	-	-	15,983	\$ 659,625	4.6%		Each	403	-	-	6,628	\$ 199,013	3.1%		Each	614	-	-	9,355	\$ 460,612	5.7%		Each	-	-	-	-	\$ -	0.0%
19	Combined Showerhead/TSV	Each	30	290	0	173	\$ 2,252	0.0%		Each	6	-	-	37	\$ 546	0.0%		Each	24	290	0	136	\$ 1,706	0.0%		Each	-	-	-	-	\$ -	0.0%
20	New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
21	New - Tub Diverter/ Tub Spout	Each	37	375	0	58	\$ 3,711	0.0%		Each	25	253	0	40	\$ 2,508	0.0%		Each	12	123	0	18	\$ 1,204	0.0%		Each	-	-	-	-	\$ -	0.0%
22	New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
23	Enclosure																															
24	Air Sealing	Home	7,543	60,216	13	2,163	\$ 3,149,739	21.9%		Home	2,872	31,408	7	811	\$ 1,210,707	19.0%		Home	4,671	28,808	6	1,352	\$ 1,939,032	24.2%		Home	-	-	-	-	\$ -	0.0%
25	Caulking	Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%
26	Attic Insulation	Home	127	5,160	1	4,024	\$ 163,305	1.1%		Home	35	1,935	0	1,190	\$ 44,532	0.7%		Home	92	3,225	1	2,834	\$ 118,773	1.5%		Home	-	-	-	-	\$ -	0.0%
27	HVAC																															
28	FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
29	Furnace Repair/Replacement	Each	1,558	-	-	(32,443)	\$ 1,466,542	10.2%		Each	491	-	-	(10,834)	\$ 593,878	9.3%		Each	1,067	-	-	(21,609)	\$ 872,663	10.9%		Each	-	-	-	-	\$ -	0.0%
30	Room A/C Replacement	Each	367	(7,068)	(1)	-	\$ 395,815	2.8%		Each	126	(1,302)	(0)	-	\$ 140,701	2.2%		Each	241	(5,766)	(1)	-	\$ 255,115	3.2%		Each	-	-	-	-	\$ -	0.0%
31	Central A/C replacement	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
32	Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
33	Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
34	Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
35	Duct Test and Seal	Home	239	-	-	1,332	\$ 36,942	0.3%		Home	119	-	-	654	\$ 17,203	0.3%		Home	120	-	-	678	\$ 19,739	0.2%		Home	-	-	-	-	\$ -	0.0%
36	New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%
37	New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%
38	New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%
39	New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%
40	New - Smart Thermostat	Home	65	6,955	-	429	\$ 11,825	0.1%		Home	45	5,998	-	287	\$ 8,205	0.1%		Home	20	957	-	142	\$ 3,620	0.0%		Home	-	-	-	-	\$ -	100.0%
41	Maintenance																															
42	Furnace Clean and Tune	Home	2,590	-	-	(4,395)	\$ 200,641	1.4%		Home	841	-	-	(1,515)	\$ 65,839	1.0%		Home	1,749	-	-	(2,880)	\$ 134,801	1.7%		Home	-	-	-	-	\$ -	0.0%
43	Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%		Home	-	-	-	-	\$ -	0.0%
44	Lighting																															
45	Interior Hard wired LED fixtures	Each	8,600	36,378	4	(655)	\$ 687,042	4.8%		Each	3,118	13,189	2	(233)	\$ 248,995	3.9%		Each	5,482	23,189	3	(422)	\$ 438,046	5.5%		Each	-	-	-	-	\$ -	0.0%
46	Exterior Hard wired LED fixtures	Each	1,819	9,350	1	-	\$ 125,511	0.9%		Each	769	3,953	0	-	\$ 53,061	0.8%		Each	1,050	5,397	1	-	\$ 72,450	0.9%		Each	-	-	-	-	\$ -	0.0%
47	LED Torchiere	Each	8,522	36,048	4	(646)	\$ 763,827	5.3%		Each	2,947	12,466	1	(220)	\$ 264,140	4.2%		Each	5,575	23,582	3	(426)	\$ 499,687	6.2%		Each	-	-	-	-	\$ -	0.0%
48	Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%		Each	-	-	-	-	\$ -	0.0%
49	LED Night Light	Each	5,749	-	-	-	\$ 20,044	0.1%		Each	1,982	-	-	-	\$ 6,962	0.1%		Each	3,767	-	-	-	\$ 13,082	0.2%		Each	-	-	-	-	\$ -	0.0%
50	New - LED R/BR Lamps	Each	6,893	20,817	2	(347)	\$ 106,152	0.7%		Each	4,085	12,337	1	(195)	\$ 62,909	1.0%		Each	2,808	8,480	1	(152)										

	A	B	C	D	E	F	G	H
1	SDG&E 2019 Energy Savings Assistance Program Annual Report							
2	ESAP Table 2A							
3	ESAP Expenses and Energy Savings by Measures Installed							
4								
5			ESA Program - CSD Leveraging					
6			Year-To-Date Completed & Expensed Installation					
7			Quantity Installed	kWh (Annual)	kW (Annual)	Therms (Annual)	Expenses (\$)	% of Expenditure
8	Measures	Units						
8	Appliances							
9	High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%
10	Refrigerators	Each	-	-	-	-	\$ -	0.0%
11	Microwaves	Each	-	-	-	-	\$ -	0.0%
12	Domestic Hot Water							
13	Water Heater Blanket	Home	-	-	-	-	\$ -	0.0%
14	Low Flow Shower Head	Home	-	-	-	-	\$ -	0.0%
15	Water Heater Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
16	Faucet Aerator	Home	-	-	-	-	\$ -	0.0%
17	Water Heater Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
18	Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%
19	New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
20	New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
21	New - Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%
22	New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%
23	Enclosure							
24	Air Sealing / Envelope	Home	-	-	-	-	\$ -	0.0%
25	Caulking	Home	-	-	-	-	\$ -	0.0%
26	Attic Insulation	Home	-	-	-	-	\$ -	0.0%
27	HVAC							
28	FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%
29	Furnace Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
30	Room A/C Replacement	Each	-	-	-	-	\$ -	0.0%
31	Central A/C replacement	Each	-	-	-	-	\$ -	0.0%
32	Heat Pump Replacement	Each	-	-	-	-	\$ -	0.0%
33	Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%
34	Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%
35	Duct Testing and Sealing	Home	-	-	-	-	\$ -	0.0%
36	New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%
37	New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%
38	New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
39	New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%
40	Maintenance							
41	Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%
42	Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%
43	Lighting							
44	Compact Fluorescent Lights (CFL)	Each	-	-	-	-	\$ -	0.0%
45	Interior Hard wired CFL fixtures	Each	-	-	-	-	\$ -	0.0%
46	Exterior Hard wired CFL fixtures	Each	-	-	-	-	\$ -	0.0%
47	Torchiere	Each	-	-	-	-	\$ -	0.0%
48	Occupancy Sensor	Each	-	-	-	-	\$ -	0.0%
49	LED Night Lights	Each	-	-	-	-	\$ -	0.0%
50	New - LED Diffuse Bulb (60W Replacement)	Each	-	-	-	-	\$ -	0.0%
51	New - LED Reflector Bulb	Each	-	-	-	-	\$ -	0.0%
52	New - LED Reflector Downlight Retrofit Kits	Each	-	-	-	-	\$ -	0.0%
53	New - LED A-Lamps	Each	-	-	-	-	\$ -	0.0%
54	Miscellaneous							
55	Pool Pumps	Each	-	-	-	-	\$ -	0.0%
56	Smart Power Strips - Tier 1	Each	-	-	-	-	\$ -	0.0%
57	New - Smart Power Strips - Tier 2	Each	-	-	-	-	\$ -	0.0%
58	Pilots							
59								
60	Customer Enrollment							
61	Outreach & Assessment	Home					\$ -	0.0%
62	In-Home Education	Home					\$ -	0.0%
63								
64	Total Savings/Expenditures			-	-	-	\$ -	0.0%
65								
66	Total Households Weatherized							
67								
68	CSD MF Buildings Treated			Total				
69								
70	- Multifamily			0				
71								

	A	B	C	D	E	F	G	H
1	SDG&E 2019 Energy Savings Assistance Program Annual Report							
2	ESAP Table 2B							
3	ESAP Expenses and Energy Savings by Measures Installed							
4								
5		ESA Program - Multifamily Common Area [4]						
6			Year-To-Date Completed & Expensed Installation					
7	Measures	Units	Quantity Installed	kWh [1] (Annual)	kW [1] (Annual)	Therms [1] (Annual)	Expenses (\$)	% of Expenditure
8	Appliances							
9	High Efficiency Clothes Washer	Each	-	-	-	-	\$ -	0.0%
10	Refrigerators	Each	1	279	0	(6)	\$ 711	0.0%
11	Microwaves	Each	-	-	-	-	\$ -	0.0%
12								
13								
14	Domestic Hot Water							
15	Water Heater Blanket	Home	-	-	-	-	\$ -	0.0%
16	Low Flow Shower Head	Home	-	-	-	-	\$ -	0.0%
17	Water Heater Pipe Insulation	Home	-	-	-	-	\$ -	0.0%
18	Faucet Aerator	Home	-	-	-	-	\$ -	0.0%
19	Water Heater Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
20	Thermostatic Shower Valve	Each	-	-	-	-	\$ -	0.0%
21	New - Combined Showerhead/TSV	Each	-	-	-	-	\$ -	0.0%
22	New - Heat Pump Water Heater	Each	-	-	-	-	\$ -	0.0%
23	New - Tub Diverter/ Tub Spout	Each	-	-	-	-	\$ -	0.0%
24	New - Thermostat-controlled Shower Valve	Each	-	-	-	-	\$ -	0.0%
25								
26								
27	Enclosure							
28	Air Sealing / Envelope	Home	-	-	-	-	\$ -	0.0%
29	Caulking	Home	-	-	-	-	\$ -	0.0%
30	Attic Insulation	Home	-	-	-	-	\$ -	0.0%
31								
32								
33	HVAC							
34	FAU Standing Pilot Conversion	Each	-	-	-	-	\$ -	0.0%
35	Furnace Repair/Replacement	Each	-	-	-	-	\$ -	0.0%
36	Room A/C Replacement	Each	-	-	-	-	\$ -	0.0%
37	Central A/C replacement	Each	-	-	-	-	\$ -	0.0%
38	Heat Pump Replacement	Each	3	101	0	(0)	\$ 5,598	0.0%
39	Evaporative Cooler (Replacement)	Each	-	-	-	-	\$ -	0.0%
40	Evaporative Cooler (Installation)	Each	-	-	-	-	\$ -	0.0%
41	Duct Testing and Sealing	Home	-	-	-	-	\$ -	0.0%
42	New - Energy Efficient Fan Control	Home	-	-	-	-	\$ -	0.0%
43	New - Prescriptive Duct Sealing	Home	-	-	-	-	\$ -	0.0%
44	New - High Efficiency Forced Air Unit (HE FAU)	Home	-	-	-	-	\$ -	0.0%
45	New - A/C Time Delay	Home	-	-	-	-	\$ -	0.0%
46								
47								
48	Maintenance							
49	Furnace Clean and Tune	Home	-	-	-	-	\$ -	0.0%
50	Central A/C Tune up	Home	-	-	-	-	\$ -	0.0%
51								
52								
53	Lighting							
54	Exterior LED Lighting	Each	157	12,313	-	-	\$ 35,056	0.0%
55	Interior LED Lighting	Each	38	886	0	(9)	\$ 3,649	0.0%
56	Interior TLED Type A Lamps	Each	68	2,556	1	(25)	\$ 847	0.0%
57	Interior TLED Type C Lamps	Each	12	451	0	(4)	\$ 320	0.0%
58	Interior LED Fixture	Each	33	4,878	1	(16)	\$ 3,774	0.0%
59	Interior LED Screw-in	Each	31	558	0	(2)	\$ 332	0.0%
60	Exterior LED Lighting - Pool	Each	1	1,895	-	-	\$ 1,186	0.0%
61	Exterior LED Lighting - Spa	Each	1	1,895	-	-	\$ 889	0.0%
62			-	-	-	-	-	0.0%
63			-	-	-	-	-	0.0%
64								
65								
66	Miscellaneous							
67	Tier-2 Smart Power Strip	Each	2	277	0	(4)	\$ 192	0.0%
68	Variable Speed Pool Pump	Each	1	2,418	0	-	\$ 1,316	0.0%
69								
70			-	-	-	-		
71				-	-	-		
72	Ancillary Services							
73	Commissioning [2]	Home						0.0%
74	Audit	Home	22				\$ 65,942	0.0%
75	Administration [3]	Home						0.0%
76	Pilots							
77			0	-	-	-	\$ -	
78	Customer Enrollment							
79	Outreach & Assessment	Home	0				\$ -	
80	In-Home Education	Home	0				\$ -	0.0%
81								
82	Total Savings/Expenditures			28,506	3	(66)	\$ 119,812	0.0%
83								
84	Total Multifamily Buildings Weatherized		-					
85								
86	Multifamily Buildings Treated	Total						
87								
88	- Multifamily	5						
89								
90	[1] Savings estimates are sourced from approved workpapers.							
91	[2] Refers to optimizing the installation of the measure installed such as retrofitting pipes, etc.							
92	[3] Per D.16-11-022 at p.210, the CPUC imposes a cap of 10% of ESA Program funds for administrative activities and a ceiling of 20% for direct implementation non-incentive costs.							
93	[4] Applicable to Deed-Restricted, government and non-profit owned multi-family buildings described in D.16-11-022 where 65% of tenants are income eligible based on CPUC income requirements of at or below 200% of the Federal Poverty Guidelines.							
94								
95								

	A	B	C	D	E	F	G
1	<b>SDG&amp;E PY 2019 Energy Savings Assistance Program Annual Report</b> <b>ESAP Table 3</b> <b>Program Cost Effectiveness</b>						
2							
3							
4	<b>Program</b>	<b>Ratio of Benefits Over Costs</b>			<b>Net Benefits \$</b>		
5		<b>ESACET</b>	<b>Resource Test</b>	<b>TRC</b>	<b>ESACET</b>	<b>Resource Test</b>	<b>TRC</b>
6	<b>ESA In-Unit</b>	0.63	0.27	0.08	(6,502,854)	(5,086,610)	(16,135,422)
7	<b>ESA CAM</b>	-	-	0.04	-	-	(643,076)
8							
9	Notes:						
10	All program measures, including resource and non-resource measures, are represented in the ESACET. Only measures considered resource measures are represented in the Resource Test. Resource measures, as defined by the ESA Cost Effectiveness Working Group, include any measure with a unit savings of less than one kWh or one therm.						
11	The ESACET includes energy and non-energy benefits and all program costs including measure, installation, and administrative costs.						
12	The Resource Test includes energy benefits and program measure and installation costs.						
13	Energy Division instructed the IOUs to use the results of the PY2015 to 2017 ESA Impact Evaluation for their 2019 and 2020 savings estimates. This does not apply to ESA CAM. ESA CAM savings estimates are based on approved workpapers.						
14	Ordering Paragraph 43 of D.14-08-030 directs the application of the two new cost effectiveness tests, ESACET and Resource TRC.						
15							



	A	B	C	D	E	F	G
	SDG&E PY 2019 Energy Savings Assistance Program Annual Report						
	ESAP Table 4						
1	Detail by Housing Type and Source[1]						
2							
3	2019 Energy Savings[5]						
4	Customer	Housing Type	# Homes Treated	(mWh)	MW	(mTherm)	2019 Expenses
5	Gas and Electric Customers						
6	Owners - Total		2,532	444	0.059	(6)	5,337,953
7		Single Family	1,408	255	0.035	(16)	3,665,392
8		Multi Family	228	26	0.003	1	278,225
9		Mobile Homes	896	163	0.020	8	1,394,335
10	Renters - Total		12,712	1,165	0.154	28	8,389,902
11		Single Family	2,399	323	0.043	9	2,384,011
12		Multi Family	10,253	834	0.110	20	5,981,365
13		Mobile Homes	60	7	0.001	0	24,527
14	Electric Customers (only)						
15	Owners - Total		279	64	0.009	-	225,577
16		Single Family	211	51	0.007	-	\$174,526
17		Multi Family	53	9	0.001	-	\$40,208
18		Mobile Homes	15	4	0.001	-	\$10,844
19	Renters - Total		748	110	0.015	-	415,585
20		Single Family	203	47	0.006	-	\$148,726
21		Multi Family	537	61	0.008	-	\$264,077
22		Mobile Homes	8	1	0.000	-	\$2,783
23	Gas Customers (only)						
24	Owners - Total		-				
25		Single Family	-	-	-	-	\$ -
26		Multi Family	-	-	-	-	\$ -
27		Mobile Homes	-	-	-	-	\$ -
28	Renters - Total		-				
29		Single Family	-	-	-	-	\$ -
30		Multi Family	-	-	-	-	\$ -
31		Mobile Homes	-	-	-	-	\$ -
32							
33	Gas and Electric Total - ESA CAM [6]						
34	Multifamily Common Area Bldgs - Total		5	29	0.003	(0)	\$ 53,870
35							
36	Totals:		16,276	1,811	0.239	22	14,422,887
37							
38							
39	Penetration History						
40	Year	Homes Treated[2]	Ineligible & Unwilling[3]	Estimated Eligible in Current Year[4]	Current Year Penetration Rate for Homes Treated		
41	2002	14,089					
42	2003	15,706					
43	2004	14,897					
44	2005	11,254					
45	2006	13,771					
46	2007	13,074					
47	2008	20,804					
48	2009	20,927	6,685	20,384	103%		
49	2010	21,593	8,690	20,384	106%		
50	2011	22,575	8,423	20,384	111%		
51	2012	22,415	7,871	20,316	110%		
52	2013	17,568	13,411	20,316	86%		
53	2014	22,039	15,738	20,316	108%		
54	2015	20,209	17,308	20,316	99%		
55	2016	19,792	22,570	20,316	97%		
56	2017	13,212	30,306	11,563	114%		
57	2018	7,785	50,716	11,667	67%		
58	2019	10,072	31,415	11,910	85%		
59	2020						
60	Total Homes Treated since 2002	301,782	213,133	197,872			
61							
62	[1] Summary data which includes ESA Program, CSD Leveraging, and MF efforts.						
63	[2] Homes treated since 2002 are reported to track progress toward meeting the 2020 Programmatic Initiative. It includes first touches and CSD leveraging authorized in D.16-11-022 and D.17-12-009. It does not include go-backs/retreatments.						
64	[3] Ineligible & Unwilling defined in ESA Table 8.						
65	[4] For years prior to 2017, this value is based on Attachment F of D.12-08-044 and D.14-08-030. For 2017 and 2018, this is based on the calculation of remaining eligible households as described on 1) pages 5 and 6 of SDG&E's Conforming Advice Letter filed April 3, 2017 and as ordered in Ordering Paragraph 80 of D.17-12-009 (for the 2017 value) and 2) SDG&E's Midcycle Advice Letter filed July 16, 2018 (for the 2018 value).						
66	[5] Savings estimates for ESA treated homes are sourced from the PY2015 to 2017 ESA Impact Evaluation; Savings for common area measures are sourced from approved workpapers.						
67	[6] Gas and Electric Total - ESA CAM 2019 Expenses do not include \$65,942 in Audit - Ancillary Services reflected in ESA Table 2B						
68							
69							
70							
71	Year	Utility in Shared Service Territory	Eligible Households in Shared Service Territory	Eligible Households Treated by Both Utilities in Shared Service Territory			
72	2019	SoCalGas	17,165	45			
73							

	A	B	C	D	E	F	G
1	<b>SDG&amp;E PY 2019 Energy Savings Assistance Program Annual Report</b> <b>ESAP Table 5</b> <b>ESAP Direct Purchases &amp; Installation Contractors</b>						
2	<b>Contractor</b>	<b>County</b>	<b>Contractor Type</b>				<b>2019 Annual Expenditures[1] [2] [3]</b>
3			<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>	
4	American Eco Services, Inc.	San Diego	X		X		\$ 2,380,397
5	Campesinos Unidos Inc. [5]	San Diego		X	X	X	\$ 831,177
6	Capital State Construction	San Diego		X			\$ 839,460
7	Eagle Systems International Inc. [5]	San Diego	X		X		\$ 720,500
8	Jerry's Heating & Air Conditioning, Inc.	San Diego	X				\$ 750,965
9	MAAC Project	San Diego		X	X	X	\$ 1,435,149
10	R&B Wholesale Distributor	San Diego	X				\$ 1,139,737
11	Rancho Energy Services	San Diego	X				\$ 401,731
12	Reliable Energy Management Inc.	Orange	X		X		\$ 83,305
13	Richard Heath & Associates [5]	San Diego	X		X		\$ 4,659,255
14	THA Heating and Air Conditioning Inc.	San Diego	X				\$ 1,127,341
15	<b>Total Contractor Expenditures</b>						<b>\$ 14,369,017</b>
16							
17	[1] Adjusted to reflect 2019 contractor activity, net of accruals.						
18	[2] Contractor activity excludes expenses from Pilot and Multi-Family Common Area Measures reflected in ESA Tables 1A, 7 and 12.						
19	[3] Contractor total does not include \$138.3K from Eco Imprints from Table 1a for In Home Energy expense not related to core measures and/or energy savings.						
20	[4] Contractor total does not include \$126.9K of reimbursements from San Diego County Water Authority.						
21	[5] Contractor total does not include \$246 (for CUI -\$305, Eagle Systems -\$3, RHA \$534, THA 19) for adjustments made to invoices after year-end close.						
22							

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	SDG&E PY 2019 Energy Savings Assistance Program Annual Report ESAP Table 6 ESAP Installation Cost of Program Installation Contractors [1]																		
2		Unit of Measure	CBO/WMDVBE						Non-CBO/WMDVBE						2019 Program Total				
3			Installations		Dwellings		Costs		Installations		Dwellings		Costs		Units Installed	Installations	Costs	Cost/ Unit	Cost/ Household
4			Units	%	Units	%	\$	%	Units	%	Units	%	\$	%					
5	Dwellings	Each	10,731	6%	-	0%	\$ 4,313,104	30%	175,650	94%	16,271	100%	\$ 10,175,725	70%	186,381	16,271	\$ 14,488,829	\$ 77.74	\$ 890.47
6	Appliances																		
7	High Efficiency Clothes Washer	Each	294	100%	294	100%	272,628	100%	-	0%	-	0%	-	0%	294	294	\$ 272,628	\$ 927	\$ 927
8	Refrigerator	Each	973	100%	972	100%	867,821	100%	-	0%	-	0%	-	0%	973	972	\$ 867,821	\$ 892	\$ 893
9	Microwave	Each	9	2%	9	2%	1,122	2%	583	98%	583	98%	63,657	98%	592	592	\$ 64,779	\$ 109	\$ 109
10	Domestic Hot Water																		
11	Other Domestic Hot Water	Home	1,632	13%	1,632	13%	125,987	17%	11,148	87%	11,148	87%	604,150	83%	12,780	12,780	\$ 730,137	\$ 57	\$ 57
12	Water Heater Repair/Replacement	Home	291	28%	291	28%	537,267	81%	738	72%	738	72%	122,358	19%	1,029	1,029	\$ 659,625	\$ 641	\$ 641
13	Water Heater Tank and Pipe Insulation	Home	4	2%	4	2%	231	2%	246	98%	246	98%	12,507	98%	250	250	\$ 12,738	\$ 51	\$ 51
14	Combined Showerhead/TSV	Each	-	0%	-	0%	-	0%	30	100%	30	100%	2,252	100%	30	30	\$ 2,252	\$ 75	\$ 75
15	New - Heat Pump Water Heater	Each	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	-	\$ -	\$ -	\$ -
16	New - Tub Diverter/ Tub Spout	Each	-	0%	-	0%	-	0%	37	100%	31	100%	3,711	100%	37	31	\$ 3,711	\$ 100	\$ 120
17	New - Thermostat-controlled Shower Valve	Each	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	-	\$ -	\$ -	\$ -
18	Enclosure																		
19	Air Sealing	Home	1,981	26%	1,981	26%	816,685	26%	5,581	74%	5,581	74%	2,333,053	74%	7,562	7,562	\$ 3,149,739	\$ 417	\$ 417
20	Attic Insulation	Home	71	56%	71	56%	92,202	56%	56	44%	56	44%	71,103	44%	127	127	\$ 163,305	\$ 1,286	\$ 1,286
21	HVAC																		
22	FAU Standing Pilot Light Conversion	Each	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	-	\$ -	\$ -	\$ -
23	Furnace Repair/Replacement	Each	550	28%	550	28%	1,323,698	90%	1,439	72%	1,439	72%	142,844	10%	1,989	1,989	\$ 1,466,542	\$ 737	\$ 737
24	Room A/C Replacement	Each	-	0%	-	0%	-	0%	367	100%	367	100%	395,815	100%	367	367	\$ 395,815	\$ 1,079	\$ 1,079
25	Central A/C Replacement	Each	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	-	\$ -	\$ -	\$ -
26	Heat Pump Replacement	Each	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	-	\$ -	\$ -	\$ -
27	Evaporative Coolers (Replacement)	Each	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	-	\$ -	\$ -	\$ -
28	Evaporative Coolers (Installation)	Each	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	-	\$ -	\$ -	\$ -
29	Duct Test and Seal	Home	66	24%	66	24%	17,342	47%	206	76%	206	76%	19,601	53%	272	272	\$ 36,942	\$ 136	\$ 136
30	New - Energy Efficient Fan Control	Home	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	-	\$ -	\$ -	\$ -
31	New - Prescriptive Duct Sealing	Home	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	-	\$ -	\$ -	\$ -
32	New - Smart Thermostat	Home	-	0%	-	0%	-	0%	65	100%	65	100%	11,825	100%	65	65	\$ 11,825	\$ 182	\$ 182
33	HEAT Pump Split System	Home	3	100%	1	100%	5,598	100%	-	0%	-	0%	-	0%	3	1	\$ 5,598	\$ 2,239	\$ 5,598
34	New - High Efficiency Forced Air Unit (HE FAU)	Home	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	-	\$ -	\$ -	\$ -
35	New - A/C Time Delay	Home	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	-	\$ -	\$ -	\$ -
36	Maintenance																		
37	Furnace Clean and Tune	Home	-	0%	-	0%	-	0%	2,590	100%	2,590	100%	200,641	100%	2,590	2,590	\$ 200,641	\$ 77	\$ 77
38	Central A/C Tune-up	Home	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	-	\$ -	\$ -	\$ -
39	Evaporative Cooler Maintenance	Home	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	-	\$ -	\$ -	\$ -
40	Lighting																		
41	Exterior Hard wired LED fixtures	Each	432	24%	297	30%	29,808	24%	1,387	76%	683	70%	95,703	76%	1,819	980	\$ 125,511	\$ 69	\$ 128
42	Interior Hard wired LED fixtures	Each	1,258	15%	569	16%	100,590	15%	7,342	85%	2,937	84%	586,452	85%	8,600	3,506	\$ 687,042	\$ 80	\$ 196
43	LED Night Light	Each	-	0%	-	0%	-	0%	5,749	100%	1,550	100%	20,044	100%	5,749	1,550	\$ 20,044	\$ 3	\$ 13
44	LED Torchier	Each	450	5%	337	7%	41,140	5%	8,063	95%	4,807	93%	722,687	95%	8,522	5,144	\$ 763,827	\$ 90	\$ 148
45	New - LED A-Lamps	Each	2,129	2%	585	4%	29,806	2%	84,654	98%	15,360	96%	1,185,156	98%	86,783	15,945	\$ 1,214,962	\$ 14	\$ 76
46	New - LED R/BR Lamps	Each	235	3%	54	2%	3,619	3%	6,658	97%	2,225	98%	102,533	97%	6,893	2,279	\$ 106,152	\$ 15	\$ 47
47	Exterior LED Lighting	Each	157	100%	5	100%	35,056	100%	-	0%	-	0%	-	0%	157	5	\$ 35,056	\$ 223	\$ 7,011
48	Exterior LED Lighting - Pool	Each	1	100%	1	100%	1,186	100%	-	0%	-	0%	-	0%	1	1	\$ 1,186	\$ 1,186	\$ 1,186
49	Exterior LED Lighting - Spa	Each	1	100%	1	100%	889	100%	-	0%	-	0%	-	0%	1	1	\$ 889	\$ 889	\$ 889
50	Interior LED Fixture	Each	33	100%	3	100%	3,774	100%	-	0%	-	0%	-	0%	33	3	\$ 3,774	\$ 114	\$ 1,258
51	Interior LED Lighting	Each	38	100%	2	100%	3,649	100%	-	0%	-	0%	-	0%	38	2	\$ 3,649	\$ 96	\$ 1,825
52	Interior LED Screw-in	Each	31	100%	2	100%	332	100%	-	0%	-	0%	-	0%	31	2	\$ 332	\$ 11	\$ 166
53	Interior TLED Type A Lamps	Each	68	100%	3	100%	847	100%	-	0%	-	0%	-	0%	68	3	\$ 847	\$ 12	\$ 282
54	Interior TLED Type C Lamps	Each	12	100%	1	100%	320	100%	-	0%	-	0%	-	0%	12	1	\$ 320	\$ 27	\$ 320
55	Miscellaneous																		
56	Smart Strip	Each	-	0%	-	0%	-	0%	2,733	100%	2,733	100%	133,615	100%	2,733	2,733	\$ 133,615	\$ 49	\$ 49
57	Smart Strip Tier II	Each	-	0%	-	0%	-	0%	3,414	100%	3,414	100%	284,930	100%	3,414	3,414	\$ 284,930	\$ 83	\$ 83
58	Tier-2 Smart Power Strip	Each	2	100%	1	100%	192	100%	-	0%	-	0%	-	0%	2	1	\$ 192	\$ 96	\$ 192
59	Variable Speed Pool Pump	Each	1	100%	1	100%	1,316	100%	-	0%	-	0%	-	0%	1	1	\$ 1,316	\$ 1,316	\$ 1,316
60	Ancillary Services																		
61	Commissioning	Home	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	-	\$ -	\$ -	\$ -
62	Audit	Home	-	0%	-	0%	-	0%	22	100%	22	100%	65,942	100%	22	22	\$ 65,942	\$ 2,997	\$ 2,997
63	Administration	Home	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	-	\$ -	\$ -	\$ -
64	Pilots																		
65		Each		0%						0%					-	-	\$ -	\$ -	\$ -
66		Each		0%						0%					-	-	\$ -	\$ -	\$ -
67	Customer Enrollment																		
68	ESA In-Home Energy Education	Home	-	0%	-	0%	-	0%	16,271	100%	16,271	100%	461,976	100%	16,271	16,271	\$ 461,976	\$ 28	\$ 28
69	ESA Outreach & Assessment	Home	-	0%	-	0%	-	0%	16,271	100%	16,271	100%	2,533,171	100%	16,271	16,271	\$ 2,533,171	\$ 156	\$ 156
70																			
71																			
72																			
73																			

[1] Summary data which includes ESA Program, CSD Leveraging, and MF Common Area efforts.

	A	B	C	D	E
1	<p align="center"><b>SDG&amp;E PY 2019 Energy Savings Assistance Program Annual Report</b>  <b>ESAP Table 7</b>  <b>Expenditures Recorded by Cost Element</b></p>				
2	<b>ESA Program:</b>	<b>Labor</b>	<b>Non-Labor</b>	<b>Contractor</b>	<b>Total [1]</b>
3	Energy Efficiency				
4	Appliances	\$ -	\$ -	\$ 1,188,367	\$ 1,188,367
5	Domestic Hot Water	\$ -	\$ -	\$ 1,175,015	\$ 1,175,015
6	Enclosure	\$ -	\$ -	\$ 3,313,283	\$ 3,313,283
7	HVAC	\$ -	\$ -	\$ 2,044,206	\$ 2,044,206
8	Maintenance	\$ -	\$ -	\$ 189,614	\$ 189,614
9	Lighting	\$ -	\$ -	\$ 2,917,743	\$ 2,917,743
10	Miscellaneous	\$ -	\$ -	\$ 418,545	\$ 418,545
11	Customer Enrollment	\$ -	\$ -	\$ 2,533,795	\$ 2,533,795
12	In Home Education	\$ -	\$ -	\$ 600,103	\$ 600,103
13	Pilot	\$ -	\$ 57,178	\$ -	\$ 57,178
14	Multi-Family Common Area Measures [2]	\$ 47,076	\$ (6,625)	\$ 632,246	\$ 672,697
15	<b>Energy Efficiency TOTAL</b>	<b>\$ 47,076</b>	<b>\$ 50,553</b>	<b>\$ 15,012,917</b>	<b>\$ 15,110,546</b>
16					
17	Training Center	\$ -	\$ 7,250	\$ -	\$ 7,250
18	Inspections	\$ 140,474	\$ 833	\$ -	\$ 141,308
19	Marketing and Outreach	\$ 114,239	\$ 855,858	\$ 91,930	\$ 1,062,027
20	Outreach	\$ -	\$ -	\$ -	\$ -
21	Measurement and Evaluation Studies	\$ -	\$ 160,819	\$ -	\$ 160,819
22	Regulatory Compliance	\$ 211,340	\$ 116,993	\$ 895	\$ 329,227
23	General Administration	\$ 1,021,466	\$ 1,195,200	\$ 32,600	\$ 2,249,266
24	CPUC Energy Division	\$ -	\$ 23,983	\$ -	\$ 23,983
25					
26	<b>TOTAL PROGRAM COSTS</b>	<b>\$ 1,534,596</b>	<b>\$ 2,411,488</b>	<b>\$ 15,138,341</b>	<b>\$ 19,084,426</b>
27					
28	[1] Adjusted to reflect true 2019 contractor activity, net of accruals.				
29	[2] Negative amount is the result of correction for invoice related to PY2018, in the amount of \$28.4K				
30					

	A	B	C	D	E	F	G	H
1	<b>SDG&amp;E PY 2019 Energy Savings Assistance Program Annual Report</b> <b>ESAP Table 8</b> <b>ESAP Homes Unwilling / Unable to Participate [1]</b>							
2	<b>Reason Provided</b>							
3	<b>County</b>	<b>Customer Unwilling/Declined Program Measures</b>	<b>Customer Unavailable - Scheduling Conflicts</b>	<b>Hazardous Environment (unsafe/unclean)</b>	<b>Landlord Refused to Authorize Participation</b>	<b>Household Income Exceeds Allowable Limits</b>	<b>Unable to Provide Required Documentation</b>	<b>Other Infeasible/ Ineligible</b>
4	SAN DIEGO	8,553	11,211	42	-	8,657	905	569
5	ORANGE	408	608	2	-	152	-	308
6	<b>Total</b>	<b>8,961</b>	<b>11,819</b>	<b>44</b>	<b>-</b>	<b>8,809</b>	<b>905</b>	<b>877</b>
7								
8								
9	[1] Summary data which includes ESA Program, CSD Leveraging, and MF Common Area efforts.							
10								
11	<b>ESAP Coordinated Treatment (SCE and SCG only)</b>							
12		<b>Reason Why Household did not Receive Additional Measures from one Utility or</b>						
13	<b># of Households Received Measures from one Utility, but not other Utility or Partnering Agency</b>	<b># of Customer Unwilling/Declined Program Measures</b>	<b># of Customer Unavailable - Scheduling Conflicts</b>	<b># of Hazardous Environment (unsafe/unclean)</b>	<b># of Landlord Refused to Authorize Participation</b>	<b># of Other Infeasible/ Ineligible</b>		
14								
15								
16	<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>		
17								
18								
19	[1] Summary data which includes ESA Program, CSD Leveraging, and MF Common Area efforts.							
20								

	A	B	C	D	E	F	G
1	<b>SDG&amp;E PY 2019 Energy Savings Assistance Program Annual Report</b> <b>ESAP Table 9</b> <b>Life Cycle Bill Savings by Measure</b>						
2	<b>Measure Name</b>	<b>Unit</b>	<b>2019 Number Installed</b>	<b>Average Per Measure Electric Impact (kWh)</b>	<b>Average Per Measure Gas Impact (Therms)</b>	<b>Effective Useful Life (years)</b>	<b>2019 Total Measure Life Cycle Bill Savings</b>
3	<b>Appliances</b>						
4	High Efficiency Clothes Washer	Each	294	7.87	18.33	11	\$ 66,815
5	Microwave	Each	592	-	-	10	\$ -
6	Refrigerator	Each	972	556.49	-	14	\$ 1,363,088
7	<b>Domestic Hot Water</b>						
8	Combined Showerhead/TSV	Each	30	9.65	5.76	10	\$ 2,336
9	New - Tub Diverter/ Tub Spout	Each	37	10.14	1.57	10	\$ 1,284
10	Other Domestic Hot Water	Home	10,887	2.42	3.08	10	\$ 399,474
11	Water Heater Repair/Replacement	Home	1,017	-	15.72	11	\$ 184,604
12	Water Heater Tank and Pipe Insulation	Home	250	-	2.66	9	\$ 6,275
13	<b>Enclosure</b>						
14	Air Sealing / Envelope	Home	7,543	7.98	0.29	3	\$ 39,330
15	Attic Insulation	Home	127	40.63	31.69	20	\$ 103,080
16	<b>HVAC</b>						
17	Duct Test and Seal	Home	239	-	5.57	3	\$ 4,196
18	Furnace Repair/Replacement	Home	1,558	-	(20.82)	20	\$ (681,303)
19	New - Smart Thermostat	Home	65	107.00	6.60	9	\$ 15,319
20	Room A/C Replacement	Home	367	(19.26)	-	16	\$ (20,356)
21	<b>Maintenance</b>						
22	Furnace Clean and Tune	Home	2,590	-	(1.70)	3	\$ (13,844)
23	Central A/C Tune-up	Home					
24	<b>Lighting</b>						
25	Exterior Hard wired LED fixtures	Each	1,819	5.14	-	16	\$ 26,927
26	Interior Hard wired LED fixtures	Each	8,600	4.23	(0.08)	16	\$ 93,761
27	LED Night Light	Each	5,749	-	-	16	\$ -
28	LED Torchiere	Each	8,522	4.23	(0.08)	16	\$ 92,964
29	New - LED A-Lamps	Each	86,783	2.12	(0.04)	16	\$ 476,178
30	New - LED R/BR Lamps	Each	6,893	3.02	(0.05)	16	\$ 54,131
31	<b>Miscellaneous</b>						
32	Pool Pumps	Each					
33	Smart Strip	Each	2,733	140.00	-	5	\$ 344,358
34	Smart Strip Tier II	Each	3,414	140.00	-	5	\$ 430,164
35	<b>Pilots</b>						
36							
37							
38	<b>Total</b>			1,022	68		2,988,782
39							
40	<b>Total Homes Served By the Program</b>	16,271					
41	<b>Life Cycle Bill Savings Per Home</b>	\$ 184					
42							
43	This table includes ESA treated homes only. ESA CAM properties are not included.						
44	Savings estimates are sourced from the PY2015 to 2017 ESA Impact Evaluation; Energy Division instructed the IOUs to use these results for 2019 and 2020 savings estimates.						
45							

	A	B	C
1	<b>SDG&amp;E PY 2019 Energy Savings Assistance Program Annual Report</b> <b>ESAP Table 10</b> <b>Energy Rate Used for Bill Savings Calculations [1]</b>		
2	Year	\$/kWh	\$/Therm
3	2019	0.18	1.05
4	2020	0.18	1.08
5	2021	0.19	1.12
6	2022	0.19	1.15
7	2023	0.20	1.18
8	2024	0.20	1.22
9	2025	0.21	1.26
10	2026	0.22	1.29
11	2027	0.22	1.33
12	2028	0.23	1.37
13	2029	0.24	1.41
14	2030	0.24	1.46
15	2031	0.25	1.50
16	2032	0.26	1.54
17	2033	0.27	1.59
18	2034	0.27	1.64
19	2035	0.28	1.69
20	2036	0.29	1.74
21	2037	0.30	1.79
22	2038	0.31	1.84
23	2039	0.32	1.90
24	2040	0.33	1.96
25	2041	0.34	2.02
26	2042	0.35	2.08
27	2043	0.36	2.14
28	2044	0.37	2.20
29			
30	[1] For 2019, the average cost per kWh and therm paid by ESA participants is shown. Cost is escalated 3% annually for remaining years. These values do not include adjustments for TOU rates.		
31			

	A	B	C	D	E
1	<b>SDG&amp;E PY 2019 Energy Savings Assistance Program Annual Report</b> <b>ESAP Table 11</b> <b>Bill Savings Calculations by Program Year</b>				
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	2017	\$ 30,649,505	\$ 5,891,654	0.19	\$ 272
10	2018	\$ 22,780,528	\$ 15,889,992	0.70	\$ 743
11	2019	\$ 18,146,973	\$ 2,988,782	0.16	\$ 184
12					
13					





	A	B
1	<b>SDG&amp;E PY 2019 Energy Savings Assistance Program Annual Report</b>	
2	<b>ESAP Table 13</b>	
3	<b>Categorical and Other Enrollment [1]</b>	
4		
5		
6	<b>Type of Enrollment</b>	<b>Number of Homes Treated</b>
7	Women, Infants, and Children Program (WIC)	904
8	Supplemental Security Income (SSI)	734
9	CalFresh/Supplemental Nutrition Assistance Program - Food Stamps	1,064
10	CalWORKs/Temporary Assistance for Needy Families (TANF)	107
11	Tribal TANF	-
12	Medicaid/Medi-Cal for Families	19
13	Healthy Families A&B	1,145
14	National School Lunch Program (NSLP) - Free Lunch	192
15	Low-income Home Energy Assistance Program (LIHEAP)	1,061
16	Bureau of Indian Affairs General Assistance	-
17	Head Start Income Eligible - (Tribal Only)	-
18	CARE Income Certified	365
19	80/20	3
20	Targeted Self Certification	9,190
21	Standard Enrollment	1,487
22	<b>Total</b>	<b>16,271</b>
23		
24	[1] Summary data which includes ESA Program and CSD Leveraging efforts.	
25	Note: Does not include MF common area efforts.	
26		

[illegible]

	A	B	C	D	E	F
1	<b>SDG&amp;E PY 2019 Energy Savings Assistance Program Annual Report</b>					
2	<b>ESAP Table 15</b>					
3	<b>CFL Lighting [3]</b>					
4						
5	<b>ESA Program CFL Tracking Table</b>					
6	<i>Instructions: Please identify the CFL bulbs used within your ESA program and fill in the remaining columns for each</i>					
7	<b>Bulb Name / Identification</b>	<b>Bulb Description (wattage, lumens)</b>	<b>Bulb Cost (material)</b>	<b>Admin Cost (overhead, contractor fee, marketing, etc.)</b>	<b>Total Bulb Cost (material + admin) [1]</b>	<b>AB 1109 Compliant? [2]</b>
8						
9						
10	<b>This Table is Not Applicable.</b>					
11	<b>Commission D.16-11-022 and D.17-12-009 directs the IOU to no longer offer CFL's in ESA Program beginning 1/1/2018.</b>					
12						
13						
14						
15						
16						
17	<b>Year</b>	<b>Number of Homes Treated in ESA Program</b>	<b>Number of Homes Provided CFLs</b>	<b>Avg. # of CFL bulbs given per home</b>	<b>Est. total energy savings from installed CFLs</b>	
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	2017	21,677	11,343	5	1,036,278	
27	2018	21,387	-	0	-	
28	2019	16,271	-	0	-	
29						
30	[1] Bulb cost and admin cost were combined effective 2013.					
31						
32	[2] Compliant in regards to: 1) Do bulbs meet or exceed CEC energy efficiency standards for general purpose lighting?					
33	Do all models comply with Europe's RoHS standards on toxicity?					
34						
35	[3] Summary data which includes ESA Program, CSD Leveraging, and MF efforts.					
36						

	A	B	C	D	E	F	G
1	<b>SDG&amp;E PY 2019 Energy Savings Assistance Program Annual Report</b>						
2	<b>ESAP Table 16</b>						
3	<b>"Add Back" Measures</b>						
4							
5			<b>Ratio of Benefits Over</b>				
6	<b>Measure [1]</b>	<b>Climate Zone</b>	<b>ESACET</b>	<b>Resouce Test</b>	<b>Quantity Installed</b>	<b>Budget Impact of "Add Back"</b>	<b>Lifecycle Bill Savings Impact</b>
7	Attic Insulation Gas MF	7,10,14,15	0.18	N/A	4	\$ 5,489	\$ 3,247
8	Duct Test and Seal	7,10,14,15	0.05	N/A	239	\$ 36,942	\$ 4,196
9	Furnace Repair/Replacement	7,10,14,15	0.97	N/A	1,558	\$ 1,466,542	\$ (681,303)
10	Room A/C Replacement	10	0.13	N/A	367	\$ 395,816	\$ (20,356)
11	Water Heater Repair/Replacement	7,10,14,15	0.81	N/A	1,017	\$ 659,625	\$ 184,604
12							
13	Notes:						
14	[1] Based on Appendix J.1 and J.2 in D.12-08-044 and D.14-08-030.						
15	Non-energy benefits for duct test and seal, furnace repair/replacement, room a/c replacement, and water heater repair/replacement were reallocated within their end use category using a cost base instead of a savings base. This was done to avoid the incorrect result of assigning negative non-energy benefits to these measures when using negative savings as an allocation base.						
16							

[illegible]

	A	B	C	D	E
1	<b>SDG&amp;E PY 2019 Energy Savings Assistance Program Annual Report</b>				
2	<b>ESAP Table 18</b>				
3	<b>Miscellaneous (2nd Refrigerators, Education Only, A/C Cycling, etc.)</b>				
4					
5	<b>Measures</b>	<b>Units</b>	<b>Received Refrigerator</b>	<b>Not eligible for Refrigerator due to Less than Six Occupants</b>	
6					
7	Second Refrigerators	Each	1	0	
8					
9					
10	<b>Measures</b>	<b>Units</b>	<b>Households that Only Received Education</b>		
11					
12					
13	In-Home Education	Home	0		
14					
15					
16	<b>Households for My Energy/My Account Platform</b>			<b>Households that Received ESA Program Measures and Elect to:</b>	
17	<b>Opt-Out</b>	<b>Already Enrolled</b>	<b>Opt-In</b>	<b>Opt-In to a New Program (DR or alternative tariff)</b>	
18	12,940	2,875	594	NA	
19					
20					
21					
22	<b>Households Received A/C Cycling Controls when A/C</b>				
23		# Installed			
24	A/C Cycling controls	NA			
25					
26					

	A	B	C	D	E	F	G	H
1	<b>SDG&amp;E PY 2019 CARE Annual Report</b>							
2	<b>CARE Table 1</b>							
3	<b>Overall Program Expenses</b>							
4	Category	Overall Expenditures		Total	Authorized Budget <sup>1</sup>	% of Budget Spent	Total Shifted <sup>2</sup>	Shifted to/from?
5		Electric	Gas					
6	Outreach	\$ 2,669,844	\$ 263,666	\$ 2,933,510	\$ 3,221,952	91%		
7	Processing, Certification, Recertification <sup>4</sup>	\$ 567,384	\$ 54,976	\$ 622,359	\$ 622,359	100%	\$110,269	shifted from General Admin
8	Post Enrollment Verification	\$ 221,328	\$ 21,115	\$ 242,443	\$ 360,066	67%		
9	IT Programming	\$ 1,017,757	\$ 99,123	\$ 1,116,880	\$ 1,638,000	68%		
10	Cool Centers	\$ 38,030	\$ 4,018	\$ 42,048	\$ 43,500	97%		
11	Pilots	\$ 224,270	\$ 21,906	\$ 246,176	\$ 265,103	93%		
12	Measurement & Evaluation	\$ -	\$ -	\$ -	\$ -	0%		
13	Regulatory Compliance <sup>3</sup>	\$ 229,492	\$ 23,538	\$ 253,030	\$ 348,031	73%		
14	General Administration <sup>4</sup>	\$ 434,583	\$ 42,519	\$ 477,102	\$ 670,823	71%	(\$110,269)	shifted to Processing, Certification, Recertification
15	CPUC Energy Division	\$ 51,175	\$ 4,784	\$ 55,959	\$ 57,279	98%		
16								
17	<b>TOTAL Program Costs</b>	<b>\$ 5,453,862</b>	<b>\$ 535,644</b>	<b>\$ 5,989,507</b>	<b>\$ 7,227,114</b>	<b>83%</b>	<b>\$0</b>	
18								
19	CARE Rate Discount	\$ 104,986,999	\$ 12,960,052	\$ 117,947,051	\$ 73,833,173	160%	\$ -	
20	Service Establishment Charge Discount	\$ -	\$ -	\$ -	\$ -	0%	\$ -	
21								
22	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	<b>\$ 110,440,861</b>	<b>\$ 13,495,696</b>	<b>\$ 123,936,557</b>	<b>\$ 81,060,287</b>	<b>153%</b>	<b>\$0</b>	
23								
24	1. Reflects authorized funding approved in the CPUC Energy Division Disposition Letter dated 12/27/2018 approving SDG&E Advice Letter 3250-E/2688-G.							
25	2. Reflects fund shift in accordance with the rules set forth in D. 08-11-031 as modified by D. 10-10-008, D. 10-16-11-022, and D 17-12-009, which granted the IOUs authority to shift funds between the CARE program categories.							
26	3. Includes manual adjustment of \$20,000 for vendor disaggregation incorrectly posted in Dec 2018 but relates to PY 2019.							
27	4. Includes manual adjustment of \$1,392.91 for janitorial supply costs incorrectly posted to Expanded CARE in May 2019 but relates to General Admin.							
28								



	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	SDG&E PY 2019 CARE Annual Report																								
2	CARE Table 2																								
3	Enrollment, Recertification, Attrition, & Penetration																								
4		New Enrollment									Recertification				Attrition (Drop Offs)					Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)	
5		Automatic Enrollment				Self-Certification (Income or Categorical)					Total New Enrollment (E+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response <sup>4</sup>	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)				Net Adjusted (K-T)
6		Inter-Utility <sub>1</sub>	Intra-Utility <sub>2</sub>	Leveraging <sup>3</sup>	Combined (B+C+D)	Online	Paper	Phone	Capitation	Combined (F+G+H+I)															
7	January	151	85	0	236	3,352	1,158	246	225	4,981	5,217	2,330	1,888	3,530	7,748	1,266	110	152	5,971	7,499	12,965	-2,282	295,057	319,125	92%
8	February	34	66	0	100	3,130	1,017	390	159	4,696	4,796	2,534	2,001	2,750	7,285	1,488	89	238	4,333	6,148	12,081	-1,352	293,805	319,125	92%
9	March	33	103	0	136	4,388	1,310	284	219	6,201	6,337	4,658	2,373	3,063	10,094	315	659	1,048	5,363	7,385	16,431	-1,048	292,893	319,125	92%
10	April	20	88	0	108	3,494	1,444	181	222	5,341	5,449	3,248	2,490	2,068	7,806	782	207	240	3,729	4,958	13,255	491	293,492	319,125	92%
11	May	15	74	0	89	4,313	1,219	244	215	5,991	6,080	2,583	2,327	2,577	7,487	1,237	154	201	3,632	5,224	13,567	856	294,437	319,125	92%
12	June	31	53	0	84	4,596	956	99	215	5,866	5,950	1,454	1,833	3,632	6,919	1,566	107	162	4,225	6,060	12,869	-110	294,411	319,125	92%
13	July	19	84	0	103	5,822	1,382	277	232	7,713	7,816	2,750	2,622	3,317	8,689	1,203	83	141	4,005	5,432	16,505	2,384	296,898	319,125	93%
14	August	21	91	0	112	5,648	1,592	568	247	8,055	8,167	2,693	2,694	4,026	9,413	1,293	84	164	4,363	5,904	17,580	2,263	299,273	319,125	94%
15	September	18	105	0	123	4,600	1,264	323	185	6,372	6,495	2,039	2,748	2,720	7,507	1,386	77	145	3,920	5,528	14,002	967	300,363	319,125	94%
16	October	25	140	0	165	5,551	1,643	188	264	7,646	7,811	3,274	3,564	2,943	9,781	755	120	223	5,085	6,183	17,592	1,628	302,156	319,125	95%
17	November	59	104	0	163	5,247	1,002	388	181	6,818	6,981	2,721	2,822	3,509	9,052	1,978	77	171	5,073	7,299	16,033	-318	302,001	319,125	95%
18	December	148	91	0	239	4,286	845	267	197	5,595	5,834	1,950	2,869	4,037	8,856	1,381	55	192	4,636	6,264	14,690	-430	301,810	319,125	95%
19	YTD Total	574	1,084	0	1,658	54,427	14,832	3,455	2,561	75,275	76,933	32,234	30,231	38,172	100,637	14,650	1,822	3,077	54,335	73,884	177,570	3,049	301,810	319,125	95%
20																									
21																									
22	<sup>1</sup> Enrollments via data sharing between the IOUs.																								
23	<sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.																								
24	<sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																								
25	<sup>4</sup> No response includes no response to both Recertification and Verification.																								
26																									

	A	B	C	D	E	F	G	H	I
1	SDG&E PY 2019 CARE Annual Report								
2	CARE Table 3A - Post-Enrollment Verification Results (Model) 2019								
3	Month	Total CARE Households Enrolled	Households Requested to Verify <sup>1</sup>	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) <sup>2</sup>	Total Households De-enrolled <sup>3</sup>	% De-enrolled through Post Enrollment Verification <sup>4</sup>	% of Total CARE Households De-enrolled
4	January	295,057	1,252	0.42%	522	203	725	58%	0.25%
5	February	293,805	1,205	0.41%	594	127	721	0%	0.25%
6	March	292,893	1,155	0.39%	579	116	695	0%	0.24%
7	April	293,492	1,411	0.48%	709	107	816	58%	0.28%
8	May	294,437	1,110	0.38%	635	59	694	63%	0.24%
9	June	294,411	1,106	0.38%	578	74	652	59%	0.22%
10	July	296,898	1,368	0.46%	703	98	801	59%	0.27%
11	August	299,273	1,116	0.37%	591	90	681	61%	0.23%
12	September	300,363	1,398	0.47%	707	114	821	59%	0.27%
13	October	302,156	1,144	0.38%	616	55	671	59%	0.22%
14	November	302,001	1,129	0.37%	632	62	694	61%	0.23%
15	December	301,810	1,100	0.36%	195	39	234	21%	0.08%
16	YTD Total	301,810	14,494	4.80%	7,061	1,144	8,205	57%	2.72%
17									
18	<sup>1</sup> Includes all customers who failed SDG&E's CARE eligibility probability model.								
19	<sup>2</sup> Includes customers verified as over income or who requested to be de-enrolled.								
20	<sup>3</sup> 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.								
21	<sup>4</sup> Percentage of customers dropped compared to the total participants requested to provide verification in that month.								
22									
23	SDG&E PY 2019 CARE Annual Report								
24	CARE Table 3B Post-Enrollment Verification Results (Electric only High Usage)								
25	Month	Total CARE Households Enrolled	Households Requested to Verify <sup>1</sup>	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) <sup>2</sup>	Total Households De-enrolled <sup>3</sup>	% De-enrolled through HUV Post Enrollment Verification	% of Total CARE Households De-enrolled
26	January	295,057	966	0.33%	115	553	668	69%	0.23%
27	February	293,805	1,076	0.37%	572	246	818	76%	0.28%
28	March	292,893	593	0.20%	395	27	422	71%	0.14%
29	April	293,492	558	0.19%	334	38	372	67%	0.13%
30	May	294,437	197	0.07%	86	6	92	47%	0.03%
31	June	294,411	179	0.06%	77	8	85	47%	0.03%
32	July	296,898	238	0.08%	96	12	108	45%	0.04%
33	August	299,273	625	0.21%	354	25	379	61%	0.13%
34	September	300,363	1,447	0.48%	984	76	1,060	73%	0.35%
35	October	302,156	1,435	0.47%	977	73	1,050	73%	0.35%
36	November	302,001	247	0.08%	133	8	141	57%	0.05%
37	December	301,810	207	0.07%	70	12	82	40%	0.03%
38	YTD Total	301,810	7,768	2.57%	4,193	1,084	5,277	68%	1.75%
39									
40	<sup>1</sup> Includes all participants who were selected for high usage verification process.								
41	<sup>2</sup> Includes customers verified as over income, who requested to be de-enrolled, did not reduce usage, or did not agree to be weatherized.								
42	<sup>3</sup> Medium (400%) and high usage (600%) customers are dropped at 60 days (2 or 3 bill cycles) for non-response to HUV (high usage income verification request). Additionally, 600% + users that have not reduced usage within the 60 day window (2 or 3 bill cycles) are removed from the program. Results may be pending due to the time permitted for a participant to respond.								
43									
44									

	A	B	C	D	E	F	G
1	SDG&E PY 2019 CARE Annual Report						
2	CARE Table 4						
3	CARE Self-Certification and Self-Recertification Applications <sup>1</sup>						
4		Provided	Received	Approved	Denied	Pending/Never Completed	Duplicates
5	Total (Y-T-D)	1,474,784	177,896	76,095	16,465	2,288	83,048
6	Percentage		100%	43%	9%	1%	47%
7							
8	<sup>1</sup> Includes sub-metered customers.						
9							

[illegible]

	A	B	C	D	E	F	G	H
1	<b>SDG&amp;E PY 2019 CARE Annual Report</b>							
2	<b>CARE Table 6</b>							
3	<b>CARE Recertification Results</b>							
4	<b>2019</b>	<b>Total CARE Households</b>	<b>Households Requested to Recertify <sup>1</sup></b>	<b>% of Households Total (C/B)</b>	<b>Households Recertified <sup>2, 5</sup></b>	<b>Households De-enrolled <sup>3, 5</sup></b>	<b>Recertification Rate % <sup>4</sup> (E/C)</b>	<b>% of Total Households De-enrolled (F/B)</b>
5	January	295,057	4,854	1.6%	3,256	1,318	67%	0.45%
6	February	293,805	3,777	1.3%	2,603	966	69%	0.33%
7	March	292,893	3,841	1.3%	2,556	1,044	67%	0.36%
8	April	293,492	3,783	1.3%	2,657	919	70%	0.31%
9	May	294,437	2,938	1.0%	1,843	866	63%	0.29%
10	June	294,411	3,490	1.2%	2,227	915	64%	0.31%
11	July	296,898	3,532	1.2%	2,433	879	69%	0.30%
12	August	299,273	4,123	1.4%	2,710	1,117	66%	0.37%
13	September	300,363	3,837	1.3%	2,541	1,081	66%	0.36%
14	October	302,156	3,476	1.2%	2,267	969	65%	0.32%
15	November	302,001	4,251	1.4%	2,723	1,326	64%	0.44%
16	December	301,810	4,353	1.4%	2,856	529	66%	0.18%
17	<b>YTD</b>	<b>301,810</b>	<b>46,255</b>	<b>15.33%</b>	<b>30,672</b>	<b>11,929</b>	<b>66%</b>	<b>3.95%</b>
18								
19	<sup>1</sup> Excludes count of customers recertified through the probability model.							
20	<sup>2</sup> Recertification results are tied to the month initiated and the recertification process allows customers 90 days (3 or 4 bill cycles) to respond to the recertification request. Results may be pending due to the time permitted for a participant to respond.							
21	<sup>3</sup> Includes customers who did not respond or who requested to be de-enrolled.							
22	<sup>4</sup> Percentage of customers recertified compared to the total participants requested to recertify in that month.							
23	<sup>5</sup> There were 3,654 accounts that were excluded from Households Recertified or De-Enrolled process due to any one of the following reasons: account was selected for high usage, account was selected for PEV (show proof of eligibility), or account closed.							
24								



	A	B	C	D	E	F	G	H
1	<b>SDG&amp;E PY 2019 CARE Annual Report</b>							
2	<b>CARE Table 8</b>							
3	<b>CARE Participants as of Month-End</b>							
4	<b>2019</b>	<b>Gas and Electric</b>	<b>Gas Only</b>	<b>Electric Only</b>	<b>Total</b>	<b>Eligible Households</b>	<b>Penetration Rate</b>	<b>% Change</b>
5	<b>January*</b>	186,081	N/A	108,976	295,057	319,125	92%	0.71%
6	<b>February</b>	185,143	N/A	108,662	293,805	319,125	92%	-0.39%
7	<b>March</b>	184,349	N/A	108,544	292,893	319,125	92%	-0.29%
8	<b>April</b>	184,639	N/A	108,853	293,492	319,125	92%	0.19%
9	<b>May</b>	185,090	N/A	109,347	294,437	319,125	92%	0.30%
10	<b>June</b>	184,876	N/A	109,535	294,411	319,125	92%	-0.01%
11	<b>July</b>	186,416	N/A	110,482	296,898	319,125	93%	0.78%
12	<b>August</b>	187,875	N/A	111,398	299,273	319,125	94%	0.74%
13	<b>September</b>	188,642	N/A	111,721	300,363	319,125	94%	0.34%
14	<b>October</b>	189,721	N/A	112,435	302,156	319,125	95%	0.56%
15	<b>November</b>	189,432	N/A	112,569	302,001	319,125	95%	-0.05%
16	<b>December</b>	189,056	N/A	112,754	301,810	319,125	95%	-0.06%
17								
18	*Note: Due to changes in customer accounts from Net Metering and solar adoption; SDG&E developed a more accurate way of reporting CARE customer commodity service types in 2019. This resulted in a correction of customer counts for the number of Gas and Electric customers versus Electric Only customers.							
19								

	A	B	C	D
1	<b>SDG&amp;E PY 2019 CARE Annual Report</b>			
2	<b>CARE Table 9</b>			
3	<b>CARE Average Monthly Usage &amp; Bill</b>			
4				
5	<b>Average Monthly Gas / Electric Usage</b>			
6	<b>Residential Non-CARE vs. CARE Customers</b>			
7	<b>Customer</b>	<b>Gas Therms</b>	<b>Gas Therms</b>	<b>Total</b>
8		<b>Tier 1</b>	<b>Tier 2</b>	
9	Non-CARE	20.0	6.0	26.0
10	CARE	18.0	3.0	21.0
11	<b>Customer</b>	<b>Electric KWh</b>	<b>Electric KWh</b>	<b>Total</b>
12		<b>Tier 1</b>	<b>Tier 2 and Above</b>	
13	Non-CARE	293	107	400
14	CARE	290	53	343
15				
16				
17	<b>Average Monthly Gas / Electric Bill<sup>2</sup></b>			
18	<b>Residential Non-CARE vs. CARE Customers<sup>1</sup></b>			
19	<b>(Dollars per Customer)</b>			
20	<b>Customer</b>	<b>Gas</b>	<b>Electric</b>	
21	Non-CARE	\$36.73	\$114.06	
22	CARE	\$21.03	\$56.04	
23				
24				
25	<sup>1</sup> Excludes master-meter usage.			
26	<sup>2</sup> Average Monthly Gas/Electric Bill reflects residential Non-CARE (CARE) 2019 total billed.			
27				



	A	B	C	D	E	F
1	<b>SDG&amp;E PY 2019 CARE Annual Report</b>					
2	<b>CARE Table 10</b>					
3	<b>CARE Surcharge &amp; Revenue</b>					
4	<b>Electric</b>					
5	<b>CARE Surcharge and Revenue Collected by Customer Class</b>					
6						
7	Customer	Average Monthly		CARE Surcharge	Total CARE	Percentage of
8	Class	CARE Surcharge <sup>1</sup>	Monthly Bill	as Percent of Bill	Surcharge Revenue Collected	CARE Surcharge Revenue Collected
9	Residential	\$3.20	\$103	3.09%	\$39,176,986	28.24%
10	Commercial	\$33.28	\$886	3.76%	\$59,815,537	43.12%
11	Agricultural	\$52.69	\$1,046	5.04%	\$2,525,761	1.82%
12	Large/Indust	\$4,880.44	\$75,439	6.47%	\$37,203,581	26.82%
13						
14						
15						
16	<b>GAS</b>					
17	<b>CARE Surcharge and Revenue Collected by Customer Class</b>					
18						
19	Customer	Average Monthly		CARE Surcharge	Total CARE	Percentage of
20	Class	CARE Surcharge <sup>2</sup>	Monthly Bill	as Percent of Bill	Surcharge Revenue Collected	CARE Surcharge Revenue Collected
21	Residential	\$0.62	\$35	1.78%	\$4,985,098	44.37%
22	Commercial	\$12.64	\$364	3.47%	\$4,586,902	40.82%
23	Natural Gas Vehicle	\$1,182.60	\$15,718	7.52%	\$529,803	4.72%
24	Industrial	\$1,975.96	\$11,797	16.75%	\$1,134,199	10.09%
25						
26	<sup>1</sup> 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.					
27	<sup>2</sup> Excludes CARE customers.					
28						

	A	B	C	D	E	F
1	SDG&E PY 2019 CARE Annual Report					
2	CARE Table 11					
3	CARE Capitation Applications <sup>1</sup>					
4	Entity	Total Received	Approved <sup>2</sup>	Denied	Pending/ Never Completed	Duplicate
5	211 SAN DIEGO	3,819	2,562	113	105	1,039
6	211 ORANGE COUNTY	7	5	1	0	1
7	ALLIANCE FOR AFRICAN ASSISTANCE	1	1	0	0	0
8	AMERICAN RED CROSS	74	28	6	0	40
9	CATHOLIC CHARITIES	46	15	4	0	27
10	CHILDREN'S INITIATIVE	0	0	0	0	0
11	CHULA VISTA COMMUNITY COLLABORATIVE	89	36	5	0	48
12	COMMUNITY RESOURCE CENTER	44	9	4	0	31
13	CRISIS HOUSE	0	0	0	0	0
14	FAMILY HEALTH CENTERS OF SAN DIEGO	0	0	0	0	0
15	HEARTS AND HANDS TOGETHER	5	0	0	0	5
16	HOMESTART.ORG	0	0	0	0	0
17	HORN OF AFRICA	1	0	0	0	1
18	INTERFAITH COMMUNITY	7	7	0	0	0
19	LA MAESTRA FAMILY CLINIC	0	0	0	0	0
20	MAAC PROJECT - CARE	289	37	4	0	248
21	NEIGHBORHOOD HEALTH CARE	32	14	3	0	15
22	NEIGHBORHOOD HEALTH INSURANCE CENTER	0	0	0	0	0
23	NORTH COUNTY HEALTH SERVICES	94	24	9	0	61
24	SAN DIEGO STATE UNIVERSITY WIC	397	158	18	0	221
25	SAN YSIDRO HEALTH CENTERS	158	74	10	0	74
26	SCRIPPS HEALTH WIC (SHW)	27	17	0	0	10
27	VISTA COMMUNITY CLINIC	8	1	0	0	7
28	<b>Total</b>	<b>5,098</b>	<b>2,988</b>	<b>177</b>	<b>105</b>	<b>1,828</b>
29						
30	<sup>1</sup> Includes sub-metered customers.					
31	<sup>2</sup> Includes new enrollments and recertification applications approved.					

	A	B	C	D	E	F	G
1	SDG&E PY 2019 CARE Annual Report						
2	CARE Table 12						
3	CARE Expansion Program						
4							
5	Participating Facilities by Month						
6	2019	Gas			Electric		
7		CARE Residential Facilities	CARE Commercial Facilities	Total Gas	CARE Residential Facilities	CARE Commercial Facilities	Total Electric
8	January	241	113	354	424	108	532
9	February	244	114	358	458	175	633
10	March	241	114	355	417	106	523
11	April	240	114	354	426	173	599
12	May	237	114	351	391	106	497
13	June	234	115	349	394	108	502
14	July	235	114	349	423	174	597
15	August	232	114	346	429	175	604
16	September	236	114	350	435	175	610
17	October	235	113	348	438	173	611
18	November	237	114	351	351	91	442
19	December	237	115	352	454	175	629
20							
21							
22	Average Monthly Gas / Electric Usage <sup>1</sup>						
23	Customer	Gas	Electric				
24		Therms	KWh				
25	Residential Facilities	36	453				
26	Commercial Facilities	535	10,757				
27							
28							
29	CARE Expansion Self-Certification and Self-Recertification Applications						
30		Received	Approved	Denied	Pending/Never Completed	Duplicates	
31	Total	9	9	0	0	0	
32	Percentage		100%	0%	0%	0%	
33							
34							
35	<sup>1</sup> Excludes master meter usage.						
36							

[illegible]



	A	B
1	<b>SDG&amp;E PY 2019 CARE Annual Report</b>	
2	<b>CARE Table 14</b>	
3	<b>Categorical Enrollment</b>	
4	<b>Type of Enrollment</b>	<b>Number of Customer Enrollments<sup>1</sup></b>
5	Bureau of Indian Affairs General Assistance	95
6	CalFresh/Supplemental Nutrition Assistance Program - Food Stamps	28,862
7	CalWORKs/Temporary Assistance for Needy Families (TANF) <sup>2</sup>	3,559
8	Head Start Income Eligible - (Tribal Only)	566
9	Healthy Families A&B	71,562
10	Low-income Home Energy Assistance Program (LIHEAP)	6,178
11	Medicaid/Medi-Cal	1,007
12	National School Lunch Program (NSLP) - Free Lunch	21,112
13	Supplemental Security Income (SSI)	15,084
14	Tribal TANF <sup>2</sup>	
15	Women, Infants, and Children Program (WIC)	13,214
16		
17		
18		
19	<sup>1</sup> Number of customers enrolled reflects categorical programs selected by customer. Customers may select more than one eligible program for a single account.	
20	<sup>2</sup> CalWORKS and Tribal TANF are combined categorical programs with no distinction between the two programs.	
21		