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

Application of Southern California Edison
Company (U 338-E) for Approval of its 2012-
2014 California Alternate Rates for Energy
(CARE) and Energy Savings Assistance
Programs and Budgets.

And Related Matters.

Application 11-05-017
(Filed May 16, 2011)

Application 11-05-018
Application 11-05-019
Application 11-05-020

**MONTHLY REPORT OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON
LOW INCOME ASSISTANCE PROGRAMS FOR JULY 2016**

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Attorneys for:
PACIFIC GAS AND ELECTRIC COMPANY

Dated: August 22, 2016

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LOW INCOME ASSISTANCE PROGRAMS FOR JULY 2016**

In accordance with Ordering Paragraph 17 of Decision 01-05-033, Pacific Gas and
Electric Company hereby submits its attached monthly status report on the results of its Energy
Savings Assistance Program and CARE Program efforts, showing results through July 2016.

Respectfully submitted,

DARREN P. ROACH

By: _____ /s/
DARREN P. ROACH

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Energy Savings Assistance (ESA) and
California Alternate Rates for Energy (CARE)
Program Monthly Report for July 2016

PACIFIC GAS AND ELECTRIC COMPANY
Energy Savings Assistance Program and
California Alternate Rates for Energy Program
Monthly Report for July 2016

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PACIFIC GAS AND ELECTRIC COMPANY

Energy Savings Assistance Program and California Alternate Rates for Energy Program Monthly Report for July 2016

This Monthly Report complies with low income reporting requirements established in Decision (D.)12-08-044, and with all reporting and program evaluation requirements previously established for the California Alternate Rates for Energy (CARE) and Energy Savings Assistance (ESA) Programs. The utilities met with Energy Division staff to revise reporting tables and formats in compliance with the mandates of D.12-08-044 and now use the resulting Energy Division-approved monthly reporting format.

1. Energy Savings Assistance Program Summary

The ESA Program provides free home weatherization, energy-efficient appliances and energy education services to income-qualified PG&E customers throughout the Company's service area. To qualify for the ESA Program, a residential customer's household income must be at or below 200 percent of Federal Poverty Guidelines, as required in D.05-10-044. PG&E has offered energy efficiency programs to income-qualified customers in its 48 counties since 1983. The ESA Program's objective is to help income-qualified customers reduce their energy consumption and costs while also improving their quality of life. The 2012-2014 ESA Program authorized in D.12-08-044 continues as a resource program emphasizing long-term and enduring energy savings. It continues to serve all willing and eligible low income customer populations by providing all feasible ESA Program measures at no cost to the customer through a direct-install approach. All housing types are eligible to participate, and the ESA Program is available to both homeowners and renters. D.14-08-030 approved a 12 month bridge funding for 2015 at the authorized 2014 budget level. D.15-12-024 and D.16-06-018 authorized PG&E to expend an amount not to exceed the 2015 authorized budget to continue the ESA Program, from January 1, 2016 until December 31, 2016 or until the Commission adopts a final decision on the IOU's budget applications for 2015-2017.

1.1 Energy Savings Assistance Program Overview

PG&E's 2012-2016 ESA Program follows the policies and guidance given in D.07-12-051, which established the following programmatic initiative for the ESA Program (formerly known as LIEE):

To provide all eligible customers the opportunity to participate in the LIEE programs and to offer those who wish to participate all cost-effective energy efficiency measures in their residences by 2020.

PG&E's ESA Program has treated 21,506 customers through April 2016.

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

Energy Savings Assistance Program Summary			
2016	Authorized / Planning Assumptions	Year-to-Date Actual	YTD %
Budget¹	\$163,946,779	\$59,240,368	36%
Homes Treated²	119,940	40,832	34%
kWh Saved	NA	14,344,978	
kW Demand Reduced	NA	2,779	
Therms Saved	NA	873,031	

¹Program authorized budget per D.15-12-024 and D.16-06-018, and actual expenses have been updated to include employee benefits costs approved in the GRC D.14-08-032.

²Adopted Number of Homes to be Treated as per Order issued 8/20/2014 Decision 14-08-030.

1.2 ESA Program Customer Outreach and Enrollment Update

PG&E’s outreach team and the ESA Program contractors conduct outreach through different channels and in multiple languages, including: Bill inserts, direct mailings, emails, outbound phone calls, ethnic and local media, community events and partnerships and other innovative approaches. Customers who call PG&E’s customer service centers are referred to the ESA Program and assigned to a contractor in their area.

The ESA Program partners with 32 local installation contractors, 2 appliance contractors, and 8 Community-Based Organizations (CBOs), of which 6 are also Low Income Home Energy Assistance Program (LIHEAP) agencies.

PG&E has four contracts with LIHEAP agencies that are now working within PG&E’s ESA Program. PG&E coordinates with these LIHEAP agencies to install Energy Star® refrigerators in homes receiving PG&E electric service where the LIHEAP contractors have installed all other measures under the State Weatherization Program. This allows both the ESA Program and LIHEAP to leverage their resources and help additional low income homes. Through April, 12 refrigerators have been installed through this effort.

1.2.1 Provide a summary of the Energy Savings Assistance Program outreach and enrollment strategies deployed this month.

During the month of July, PG&E continued to receive applications in response to the March ESA mail-in application in the bills of CARE-enrolled customers. Through July, we have received more than 45,000 applications from this outreach tactic.

Sample artwork:

<p>Save with our Energy Savings Assistance Program Pacific Gas and Electric Company's (PG&E) Energy Savings Assistance Program provides home improvements at no cost to help keep your home more energy efficient, safe and comfortable.</p> <p>Common Improvements may include:</p> <ul style="list-style-type: none"> New appliances to replace your old refrigerator, furnace or water heater* Insulation and weatherproofing services to keep your home cooler in summer and warmer in winter <p>To apply now, complete and return the postage-paid application below. You can also apply online at pge.com/energysavings or call us at 1-800-989-9744.</p> <p><small>*Furnace and water heater repair or replacement may be available to eligible homeowners only when PG&E determines an existing natural gas unit is inoperable or unsafe. La reparación o el reemplazo del calentador de agua puede estar sujeta a la programación de servicios obligados PG&E. Determine si los unidades de gas natural existentes no funcionan o no son seguras.</small></p>	<p>Ahorre con nuestro Programa Energy Savings Assistance El Programa Energy Savings Assistance de Pacific Gas and Electric Company (PG&E, por sus siglas en inglés), le brinda mejoras gratuitas que reducen el consumo de energía en su hogar para ayudar a mantenerlo más eficiente, seguro y cómodo.</p> <p>Las mejoras más comunes pueden incluir:</p> <ul style="list-style-type: none"> Nuevos aparatos de gas y electrodomésticos que reemplacen su viejo refrigerador, horno o calentador de agua* Aislamiento y servicios de impermeabilización para ayudar a mantener su hogar fresco durante el verano y cálido durante el invierno <p>Para inscribirse ahora, complete y devuelva la solicitud con franqueo pago que se encuentra a continuación. Usted también puede completar la solicitud visitando el sitio pge.com/ahorreenergia o llamando al 1-800-989-9744.</p> <p><small>*El ingreso bruto total anual del hogar incluye todos los ingresos sujetos a impuestos y ganancias de inversión de todas las personas en el hogar, cualquiera sea su procedencia, incluido pero no limitado a: sueldos, salarios, honorarios, dividendos, pagos por pensión alimenticia, jubilación y otros pagos, pagos por asistencia pública, Seguro Social, pensiones, subsidios de vivienda y otros, ingresos provenientes de herencia, ganancias de un negocio registrado y todo patrimonio proveniente de un empleo no pagado en efectivo.</small></p>																												
<p>Program Income Guidelines (good until May 31, 2014) * Requisitos de ingreso del programa (válidos hasta el 31 de mayo, 2014)</p> <table border="1"> <thead> <tr> <th rowspan="2">Total Gross Annual Household Income** Ingreso bruto total anual del hogar**</th> <th colspan="2">Number of People in Household / Número de personas en el hogar</th> <th rowspan="2">Each additional person, add Por cada persona adicional, añadir</th> <th rowspan="2">PG&E USE ONLY</th> </tr> <tr> <th>1</th> <th>2</th> </tr> </thead> <tbody> <tr> <td>\$31,640</td> <td>\$48,180</td> <td>\$48,500</td> <td>\$6,820</td> <td rowspan="5">\$8,320</td> </tr> <tr> <td>\$48,180</td> <td>\$48,500</td> <td>\$51,620</td> <td>\$5,140</td> </tr> <tr> <td>\$48,500</td> <td>\$51,620</td> <td>\$55,140</td> <td>\$7,468</td> </tr> <tr> <td>\$51,620</td> <td>\$55,140</td> <td>\$61,780</td> <td>\$6,170</td> </tr> <tr> <td>\$55,140</td> <td>\$61,780</td> <td>\$68,320</td> <td>\$6,540</td> </tr> </tbody> </table>		Total Gross Annual Household Income** Ingreso bruto total anual del hogar**	Number of People in Household / Número de personas en el hogar		Each additional person, add Por cada persona adicional, añadir	PG&E USE ONLY	1	2	\$31,640	\$48,180	\$48,500	\$6,820	\$8,320	\$48,180	\$48,500	\$51,620	\$5,140	\$48,500	\$51,620	\$55,140	\$7,468	\$51,620	\$55,140	\$61,780	\$6,170	\$55,140	\$61,780	\$68,320	\$6,540
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<p>ENERGY SAVINGS ASSISTANCE PROGRAM APPLICATION Please fill out the information below. No proof of income is necessary to apply, however, you will need proof of income at the time of enrollment, and your answers will be kept confidential.</p> <p>SOLICITUD PARA EL PROGRAMA ENERGY SAVINGS ASSISTANCE Por favor complete la información a continuación. No se requiere comprobante de ingreso para la solicitud, no obstante, necesitará un comprobante de ingreso en el momento de inscripción y sus respuestas se mantendrán de manera confidencial.</p>																													
<p>About You and Your Household / Sobre usted y su hogar</p> <p>Your Name (Use the name as it appears on your PG&E bill, which must be in your name.) Su nombre (Use el nombre que aparece en su factura de PG&E, la cual debe estar en su nombre.)</p> <p>Your Home Address (Address must be your primary residence. Do NOT use a P.O. Box.) - Unit # La dirección de su hogar (La dirección debe ser su residencia principal. NO utilice casilla de correo (P.O. Box.) - Unidad #</p> <p>City/State/Zip Code = Ciudad/estado/código postal</p> <p>Is your house, apartment or mobile home at least 5 years old? ¿Tienen su hogar, departamento o casa móvil por lo menos 5 años de antigüedad? <input type="checkbox"/> Yes/Sí <input type="checkbox"/> No</p> <p>Are you a renter or owner at your current residence? ¿Usted es arrendatario o propietario de su residencia actual? <input type="checkbox"/> Renter/Arrendatario <input type="checkbox"/> Owner/Propietario</p> <p>Email Address = Dirección de email (By entering your email address, you are authorizing PG&E to email you information from time to time regarding your PG&E utility service and PG&E programs and services that may be available to you. All activity on this website is subject to our privacy policy. PG&E reserves the right to use your email address for other purposes.)</p>																													
<p>Your PG&E Account Number (Find yours on page 1 of your PG&E bill.) Su número de cuenta de PG&E (Encuentrelo en la primera página de su factura de PG&E.)</p> <p>Phone Number = Número de teléfono</p> <p>Number of people in your household at this address. Número de personas en el hogar en esta dirección:</p> <p>Adults <input type="text"/> + Children (under 18) <input type="text"/> = <input type="text"/></p> <p>Total Annual Household Income: Total de ingresos anuales del hogar: \$ <input type="text"/></p> <p>FOR INTERNAL USE ONLY BIL4</p> <p>Mikera, call and mail to PG&E • Humbleca, llame y envíe por correo a PG&E.</p>																													

We continue to receive response to March's ESA direct mail package. Through July, we have received more than 9,700 responses to this

package (a 5.5% response rate to date). The package was bi-lingual (English/Spanish) and included a pre-filled application.

Sample artwork:

The sample artwork consists of a bilingual flyer and a corresponding form. The flyer is titled "Enrolling in the Energy Savings Assistance Program is as easy as 1-2-3." and features a photo of a family. The form is titled "Save with our Energy Savings Assistance Program" and "Ahorre con El Programa Energy Savings Assistance". It includes a header with instructions in both languages, a "DEAR HOME" section, a "Getting started is easy" section, a "Water Saving Tip" box, a "We look forward to helping you save energy" section, and a "PROGRAM INCOME GUIDELINES" table. The table lists income thresholds for 1-2, 3, 4, 5, 6, 7, and 8 people in the household, with a maximum of \$8,300 per additional person. The flyer also includes logos for PG&E and the slogan "Together, Building a Better California".

In June, the PG&E marketing outreach team deployed a Q2 acquisition campaign. It included both direct mail and email (leveraging the Q1 artwork above), and deployed to a segment of CARE-enrolled customers who live in ESA-eligible homes. We have begun to see the first responses come in at a strong rate and results will be made available next month.

The PG&E outreach team continued its digital ad and online search campaigns. Its main focus is on Spanish-speaking audiences, displayed on English and Spanish sites. The campaigns are continuously being optimized to ensure presence of top performing creative on the most effective sites.

PG&E continued to participate in media interviews to promote the ESA Program with the following outlets:

- KBHH which serves the Bay Area's Hispanic communities
- KMYX which serves the Bay Area's Hispanic communities
- KEST which serves the Bay Area's Chinese communities
- KSQQ and KLOK, which serves the Chinese-American community in the Bay Area

1.3 Leveraging Success Evaluation, Including California Community Services Department (CSD)

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

PG&E, SCE, SDG&E and SoCal Gas have been meeting with CSD staff since October 16, 2012 to discuss leveraging opportunities in compliance with D.12-08-044.

1.4 Workforce Education & Training

1.4.1 Please summarize efforts to improve and expand the ESA Program workforce education and training. Describe steps taken to hire and train low income workers and how such efforts differ from prior program years.

Contractors are encouraged to hire local workers to implement the ESA Program in their areas. All contractors and subcontractors responsible for implementing the ESA Program are trained at the PG&E Energy Training Center (ETC) in Stockton California. Most of these ESA Program energy specialists and installation contractors are from the local communities in which they work. Year-to-date, 165 individuals in 15 sessions (984 student days) have been trained to deliver the ESA Program in various capacities. Included in these numbers are 4 sessions of NGAT, 25 students, and 150 student days.

PG&E continues to participate in the statewide workforce education and training working group.

¹Student days for March was reported as 721, however it should have been reported as 490. Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

1.5 Miscellaneous

ESA Program Coordination with the Single Family Affordable Solar Housing (SASH) Program

PG&E's ESA Program works with Grid Alternatives to deliver ESA services to customers that have been approved to participate in the SASH Program. Grid Alternatives refers SASH-eligible homes to PG&E on a regular basis. If the customer has not yet participated in the ESA Program, the customer is placed in the program. The home is assessed and delivery of all eligible measures is expedited. PG&E then notifies Grid Alternatives of the measures that were installed in the home. Grid Alternatives uses this data in their calculations to accurately size the SASH solar unit to be installed. Year-to-date, the ESA Program has completed treatment of 14 homes that were selected for SASH program participation.

ESA Program Pilots

PG&E proposed several ESA pilots for the 2015-2017 ESA Program cycle, including an Energy-Water Conservation 2015 Plan, a Consumption-Driven Westherization Pilot, and a Home Area Network (HAN) pilot. Following discussion at the Application workshops in June 2015, PG&E decided to proceed with the Leveraging Plan in support of the Energy-Water Conservation 2015 Plan due to the urgency of California's emergency drought conditions. PG&E covered the costs associated with developing this Leveraging Plan in the General Administration category within its 2015 Bridge Fund.

In collaboration with water utilities and other stakeholders, PG&E is developing a strategic plan that provides for the integration and leveraging of existing water conservation program offerings with ESA Program offerings. PG&E's energy-water leveraging plan is providing information needed to implement effective co-funded energy-water conservation programs and leveraging partnerships during the 2016-2017 ESA Program cycle, and includes recommendations for an agreement between IOUs and water utilities including: cost sharing, operational and management oversight, reporting and cost controls, quality assurance, and identified issues and barriers.

ESA Program Studies

Four statewide studies were proposed for the 2015-2017 ESA Program cycle. These included: (1) a low income needs assessment study; (2) an impact evaluation of the 2015 ESA Program; (3) a Phase II ESA energy education study; and (4) a non-energy benefits and equity criteria evaluation. These studies have not yet been authorized. However, following direction of Energy Division, IOU's proceeded to bid out two time-sensitive studies in 2015: the LINA study and the

Impact Evaluation. The LINA Study is mandated to be updated every three years per State code, and a new one must be completed by December 2016. Current ESA impacts are necessary for planning the next program cycle, an Application for which would be due in 2017 if past schedules are followed.

A Public Workshop to gather input on the LINA Scope of Work was held on May 13, 2015. A Request for Proposals was released on July 22, 2015, and Evergreen Economics was selected to perform the work. The project kicked-off in November 2015, and a Public Meeting to discuss the Research Plan was held on January 28, 2016. The Final Report will be completed in December 2016.

A Request for Proposals to perform the ESA Impact Evaluation was released on November 16, 2015, and has not yet been awarded.

2 California Alternate Rates for Energy Program Summary

The CARE Program provides a monthly discount on energy bills for qualifying households throughout PG&E's service area.

To qualify for the CARE discount, a residential customer's household income must be at or below 200 percent of Federal Poverty Guidelines, as required in D.05-10-044 and per Public Utility Code Section 739.1(b) (1).

The 2012-2014 CARE Program was adopted in D.12-08-044 issued on August 30, 2012. The authorized CARE administrative budget for 2014 is \$14,766,512. This 2014 budget includes \$134,846 for PG&E's Cooling Centers Program.

D.12-12-011 approved continued funding of the Community Help and Awareness with Natural Gas and Electricity Services (CHANGES) Pilot Program through the CARE Outreach budget at the current statewide funding level of \$60,000 a month until the end of 2014. PG&E is responsible for 30%, or \$18,000 a month, of the Joint Utility pilot program cost. The CHANGES Pilot Program provides funding to Community Based Organizations (CBOs) to assist Limited English Proficient (LEP) customers with energy education and billing issues.

D.12-12-011 required that the utilities report CHANGES activity in the monthly reports beginning in April, 2013.

D.14-08-030 approved a 12 month bridge funding for 2015 at the authorized 2014 budget level. The decision also approved continued bridge funding for the CHANGES pilot program of \$61,200 a month until the end of 2015, a 2% increase from authorized 2014 funding level.

D.15-12-024 and D.16-06-018 authorized PG&E to expend an amount not to exceed the 2015 authorized budget to continue the CARE Program, from January 1, 2016 until

December 31, 2016 or until the Commission adopts a final decision on the IOU's budget applications for 2015-2017.

D.15-12-047 approved continued funding for the CHANGES Pilot Program on a month-to-month basis, at current funding level of \$61,200 a month until the ongoing CHANGES program contract, including selection of Community-Based Organizations under the new consultant contract, can commence.

2.1 CARE Program Cost Summary

CARE Budget Categories	Authorized Budget[1]	Actual Expenses Year to Date[1]	% of Budget Spent
Outreach	\$5,846,455	\$3,395,575	58%
Processing, Certification, Recertification	\$3,961,081	\$741,047	19%
Post Enrollment Verification	\$2,097,136	\$650,059	31%
IT Programming	\$735,794	\$397,124	54%
Cooling Centers	\$134,904	\$122,028	90%
CHANGES Pilot Program	\$226,811	\$163,112	72%
Measurement and Evaluation	\$48,000	\$58,115	121%
Regulatory Compliance	\$387,587	\$200,964	52%
General Administration	\$2,229,066	\$598,432	27%
CPUC Energy Division Staff	\$128,000	\$94,349	74%
Total Expenses	\$15,794,833	\$6,420,804	41%
Subsidies and Benefits	\$605,950,000	\$334,324,580	55%
Total Program Costs and Discounts	\$621,744,833	\$340,745,385	55%

[1] Program authorized budget per D.15-12-024 and D.16-06-018, and actual expenses have been updated to include employee benefits costs approved in the GRC D.14-08-032.

PG&E's expense is over its Measurement and Evaluation authorized budget. PG&E will fund-shift at year-end to cover the overspending in accordance with the fund-shifting rules authorized in D.12-08-044, and will report this information in its 2016 Annual Report.

2.1.1 Please provide the CARE Program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,420,152	1,612,148	88%

2.2 Outreach

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

In July, PG&E continued with the of its end of Q2 wave of acquisition direct mail and email outreach in order to updated the savings claim. The multi-touch acquisition campaign, will resume in late August targeted to customers with a high propensity for eligibility as well as those who participated in the program but did not recertify.

Sample direct mail creative:

If you could save 30% off your energy bill, why wouldn't you?

John Q. Sample
Address 1
Address 2
City, State, ZIP

Join the 1.4 million Californians who are already saving money with CARE!

October XX, 2014

Dear [Name],

Did you know that the California Alternate Rates for Energy (CARE) Program was created for everyday Californians just like you?

You can **save at least 30%*** off monthly energy bills with CARE—and chances are, **you're already eligible.**

Here's how to get started:
It's easy to apply and only takes five minutes. You don't need proof of income to enroll—just the account number from your bill. Once your application is approved, you'll see your monthly savings on the first page of your bill.

Complete the enclosed application form.
Then mail it back to us. Or you can sign up these ways:

Online: Go to pge.com/caresavings for the fastest way to fill out your application.
Phone: Call us at 1-866-743-2273 and we'll walk you through it.
Mail: Fill out the application and return it to PG&E.

Your account number is: 0123456789. You'll need this for the application.

Have questions? Just email us at careprogram@pge.com.

Sincerely,
Your Partners at PG&E

P.S. You can also help family, friends and neighbors who may qualify by referring them to pge.com/caresavings.

 Together, Building a Better California

The PG&E outreach team continued its digital ad and online search campaigns for both Gas and Electric customers that did not mention the incorrect savings claim. Its main focus is on Spanish-speaking audiences, displayed on English and Spanish sites. The campaigns are continuously being optimized to ensure presence of top performing creative on the most effective sites.

PG&E continued to participate in media interview to promote the CARE Program with the following outlets:

- Interview with with KSQQ-Sound of Hope Radio airing on KSQQ FM 96.1 (Mandarin), KVTO AM 1400 (Cantonese), and KQEB-LP FM 96.9 (Cantonese) which serves the bay area.
- Interview with KMYX Radio aired on Saturday, July 16 covering the Kern County and targeting primarily the Hispanic community.
- Interview with KFTB-Univision which covers Merced, Madera, Fresno, Kings, and Tulare counties primarily for the Hispanic community
- Interview with KUVS Univision 19 covering 16 counties in Central and Northern CA. Demographics are Spanish speaking adults.

PG&E continued the monthly digital newsletter targeting customers with a high propensity for eligibility in CARE and ESA Program with the purpose of building awareness for both programs.

The Community Engagement work complements Solutions Marketing Outreach by adding face-to-face interactions and enrollment activities through trusted partners and events. These activities occur throughout the year. The activities included:

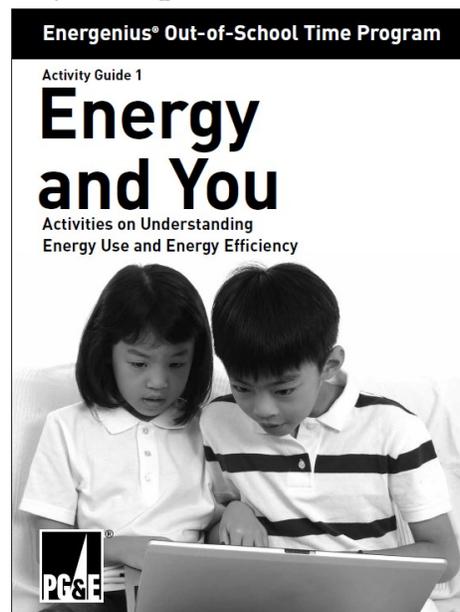
- Local Office Partnerships – CARE partners with local offices to inform customers about the program and to distribute applications.
 - Year to date, this initiative has produced 4,199 new enrollments.
- Community Outreach Contractors (COCs) - PG&E contracted with 63 COCs throughout its service area. These organizations represent a variety of communities, including African-Americans, Hispanics, Asian Pacific Islander Americans (Chinese, Vietnamese, Laotian, and Hmong), Native Americans, seniors, rural residents, agricultural workers, sub-metered tenants, and nonprofit living facilities.
 - Year to date, this initiative has led to 525 new enrollments.
- Health Outreach Workers: Vision y Compromiso, a nonprofit organization, has partnered with PG&E to deliver a culturally and linguistically specific outreach community engagement model that will provide community-based health outreach workers with relevant training and support to increase Latino families’

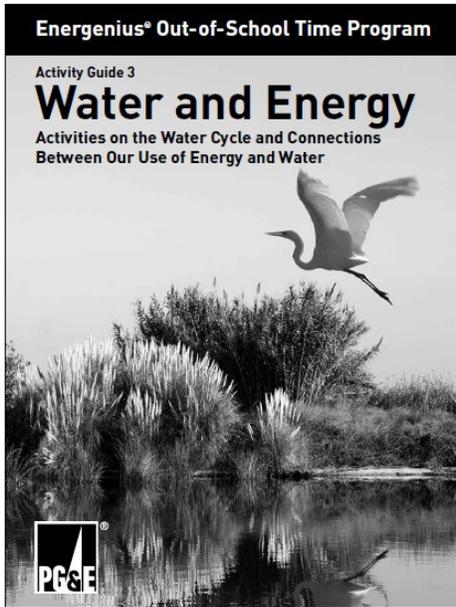
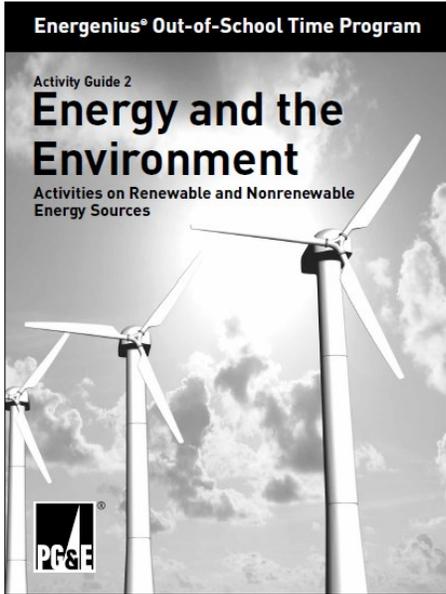
awareness of and enrollment in PG&E's low income portfolio of offerings (primarily California Alternate Rates for Energy (CARE) program) while also enhancing families' energy education and energy savings by providing information about the ESA program. This program focuses in the Alameda and Yolo Counties. Eight health outreach workers started doing outreach to hard to reach customers. In the month of July, they have been able to provide information to 2,222 customers, submitted 442 CARE applications, and helped 217 customers sign-up for Spanish Energy Statements.

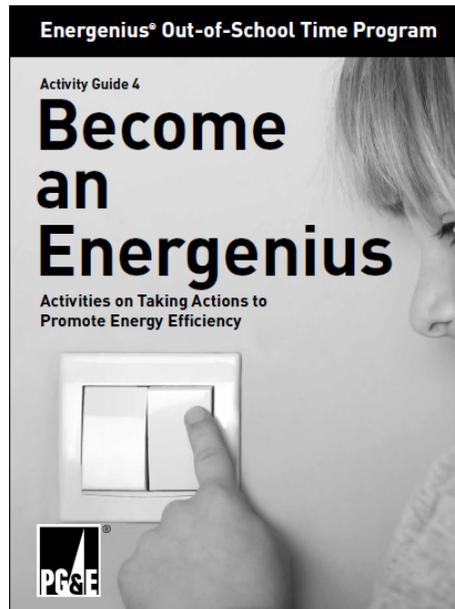
- Out-of-School Time (OST) Outreach: California School Age Consortium (CalSAC), a nonprofit organization, kicked off its continued partnership with PG&E in its outreach to students and their families in the out-of-school time field. In the month of April the partnership focused its trainings for educators in Yuba county.

Modeled after the Energenius curriculum, the OST trainings consist of 4 training modules and 4 activities guides that cover the following topics: Energy and You, Energy and the Environment, Water and Energy and Become an Energenius.

Sample Energenius curriculum:







The curriculum features activities to engage children and families in energy saving practices at school, after school and at home. The materials are written to engage families through “take home” activities and challenges to encourage knowledge transfer from youth to family. PG&E also included verbiage to promote CARE and ESA as part of the energy assistance education.

- Community Engagement continued the CARE Application Incentive Program for the Local Customer Service offices to participant in to increase the CARE enrollment numbers. This is a monthly individual and quarterly team office incentive program. CARE applications submitted and processed by employees are entered into a drawing to win prizes.

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

PG&E exchanges data with Southern California Edison (SCE) Company and Southern California Gas (SCG) Company and automatically enrolls their CARE households if they also receive PG&E service. PG&E also exchanges data of qualified low income households with the Sacramento Municipal Utility District (SMUD). PG&E provides natural gas within the SMUD electric service area and automatically enrolls qualified low income

customers served by SMUD onto the CARE Program. These data exchanges are currently on hold while PG&E updates their information security agreements.

PG&E automatically enrolls customers who receive LIHEAP and Relief for Energy Assistance through Community Help (REACH) payments. Year-to-date, 2,076 LIHEAP customers and 368 REACH customers have been automatically enrolled onto the CARE Program.

Year-to-date, 9,334 ESA Program participants have been enrolled in the CARE Program.

Additionally, PG&E continues to coordinate CARE, ESA and other low income outreach efforts to provide likely eligible customers with the knowledge and tools to access helpful PG&E services. For example, upcoming CARE and ESA acquisition campaigns will cross-reference programs in automated phone calls, emails and direct mail. The goal with these and similar efforts moving forward is to help financially challenged customers manage their energy bills in a more holistic and sustainable way.

2.2.2 Recertification Complaints

D.08-11-031, Ordering Paragraph 90, directed the IOUs to report in their monthly and annual reports the number of customer complaints received regarding CARE recertification efforts and the nature of the complaints beginning with the first report due on or about December 31, 2008. PG&E reports that it received no complaints about CARE recertification in July.

2.3 Miscellaneous

D.08-11-031, Ordering Paragraph (OP) 64, granted the IOUs discretion about how to enroll eligible public housing residents in each of their service areas. In response, PG&E contracted with Public Housing Authorities as COCs to enroll their eligible residents in the program.

3 Appendix: ESA Tables and CARE Tables

ESA- Table 1- ESA Program Expenses

ESA- Table 2- ESA Measure Installations and Savings

ESA- Table 3- Average Bill Savings per Treated Home

ESA- Table 4a- ESA Homes Treated

ESA- Table 4b- Homes Unwilling / Unable to Participate
ESA- Table 5- ESA Customer Summary
ESA- Table 6- Expenditures for Pilots and Studies
CARE- Table 1- CARE Program Expenses
CARE- Table 2- Enrollment, Recertification, Attrition, and Penetration
CARE- Table 3a- Post-Enrollment Verification results (Model)
CARE- Table 3b- Post-Enrollment Verification Results (High-Usage)
CARE- Table 4- CARE Self-Certification and Self-Recertification Applications
CARE- Table 5- Enrollment by County
CARE- Table 6- Recertification Results
CARE- Table 7- Capitation Contractors
CARE- Table 8- Participants as of Month-End
CARE- Table 9 - Expenditures for CHANGES Pilot Program
CARE-Table 10- CHANGES
CARE-Table 11- CHANGES

Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
Through July 31, 2016												
ESA Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Energy Efficiency												
Appliances [2]	\$ 34,430,387	\$ 3,104,134	\$ 37,534,521	\$ 794,444	\$ 31,027	\$ 825,471	\$ 6,578,992	\$ 209,230	\$ 6,788,222	19%	7%	18%
Domestic Hot Water [2]	\$ 924,532	\$ 9,757,809	\$ 10,682,341	\$ 31,209	\$ 624,252	\$ 655,460	\$ 290,656	\$ 4,195,031	\$ 4,485,688	31%	43%	42%
Enclosure [2]	\$ 7,457,463	\$ 41,793,263	\$ 49,250,726	\$ 333,934	\$ 1,892,292	\$ 2,226,226	\$ 2,755,138	\$ 15,612,451	\$ 18,367,590	37%	37%	37%
HVAC [2]	\$ 2,685,301	\$ 2,661,646	\$ 5,346,947	\$ 800,322	\$ 423,443	\$ 1,223,765	\$ 3,600,146	\$ 2,330,042	\$ 5,930,188	134%	88%	111%
Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Lighting [2]	\$ 28,575,478	\$ -	\$ 28,575,478	\$ 1,691,185	\$ -	\$ 1,691,185	\$ 12,626,370	\$ -	\$ 12,626,370	44%	0%	44%
Miscellaneous	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Customer Enrollment [2]	\$ 1,155,071	\$ 621,961	\$ 1,777,032	\$ 38,782	\$ 20,883	\$ 59,665	\$ 301,331	\$ 162,255	\$ 463,587	26%	26%	26%
In Home Education [2]	\$ 9,917,891	\$ 5,340,403	\$ 15,258,294	\$ 385,716	\$ 207,693	\$ 593,410	\$ 2,996,485	\$ 1,613,492	\$ 4,609,977	30%	30%	30%
Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Energy Efficiency TOTAL	\$ 85,146,123	\$ 63,279,216	\$ 148,425,339	\$ 4,075,592	\$ 3,199,590	\$ 7,275,182	\$ 29,149,119	\$ 24,122,502	\$ 53,271,621	34%	38%	36%
Funded Inside of ESA Program Budget												
Training Center [1]	\$ 676,925	\$ 372,394	\$ 1,049,319	\$ 13,255	\$ 7,137	\$ 20,392	\$ 143,838	\$ 77,451	\$ 221,290	21%	21%	21%
Inspections [1]	\$ 4,613,647	\$ 2,616,909	\$ 7,230,556	\$ 210,794	\$ 113,505	\$ 324,299	\$ 1,588,043	\$ 855,100	\$ 2,443,143	34%	33%	34%
Marketing and Outreach [1]	\$ 1,260,017	\$ 683,134	\$ 1,943,151	\$ 59,592	\$ 32,088	\$ 91,679	\$ 577,592	\$ 311,011	\$ 888,604	46%	46%	46%
Education and Outreach	\$ 82,550	\$ 44,450	\$ 127,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Studies	\$ 133,250	\$ 71,750	\$ 205,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Regulatory Compliance [1]	\$ 275,649	\$ 154,832	\$ 430,480	\$ 20,891	\$ 11,249	\$ 32,139	\$ 127,156	\$ 68,469	\$ 195,624	46%	44%	45%
General Administration [1]	\$ 2,865,222	\$ 1,615,712	\$ 4,480,934	\$ 284,111	\$ 152,983	\$ 437,094	\$ 1,429,338	\$ 769,643	\$ 2,198,981	50%	48%	49%
CPUC Energy Division	\$ 35,750	\$ 19,250	\$ 55,000	\$ 2,577	\$ 1,388	\$ 3,964	\$ 13,718	\$ 7,387	\$ 21,104	38%	38%	38%
TOTAL PROGRAM COSTS	\$ 95,089,132	\$ 68,857,647	\$ 163,946,779	\$ 4,666,812	\$ 3,517,938	\$ 8,184,750	\$ 33,028,804	\$ 26,211,564	\$ 59,240,368	35%	38%	36%
Funded Outside of ESA Program Budget												
Indirect Costs				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
NGAT Costs				\$ 118,143	\$ 118,143	\$ 118,143	\$ 906,534	\$ 906,534	\$ 906,534			

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

[2] This measure category includes the primary administrative fee and subcontractor direct costs.

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

Energy Savings Assistance Program Table 2**Through July 31, 2016**

Measures	Units	Year-To-Date Completed & Expensed Installation					
		Quantity Installed	kWh ^[4] (Annual)	kW ^[5] (Annual)	Therms (Annual)	Expenses (\$) ^[9]	% of Expenditure
Appliances							
High Efficiency Clothes Washer	Each						
Refrigerators	Each	5,111	3,349,339	455.22	-	\$ 4,846,199	10.15%
Evaporative Cooler (Replacement)	Each	1,923	545,222	176.81	-	\$ 1,248,809	2.62%
Smart Power Strips	Each	10,086	245,090	33.28	-	\$ 451,361	0.95%
Microwaves ^[6]	Each	7,732	1,144,710	-	48,177	\$ 666,419	1.40%
Domestic Hot Water							
Water Heater Blanket	Home	8,003	40,098	8.74	45,491	\$ 457,068	0.96%
Low Flow Shower Head	Home	43,867	442,937	64.17	233,839	\$ 1,706,720	3.57%
Water Heater Pipe Insulation	Home	631	2,224	0.38	4,368	\$ 10,768	0.02%
Faucet Aerator	Home	28,876	59,950	12.94	81,667	\$ 495,419	1.04%
Water Heater Repair/Replacement	Each	476	-	-	-	\$ 551,692	1.16%
Thermostatic Shower Valve ^[7]	Each	35,092	9,030	-	58,668	\$ 750,195	1.57%
Enclosure							
Air Sealing / Envelope ^[1]	Home	27,521	151,056	29.15	234,893	\$ 11,923,276	24.97%
Caulking	Home						
Attic Insulation	Home	2,580	343,112	442.68	108,407	\$ 4,232,101	8.86%
HVAC							
FAU Standing Pilot Conversion	Each						
Furnace Repair/Replacement	Each	610	-	-	2,101	\$ 1,143,911	2.40%
Room A/C Replacement	Each	826	164,123	30.10	-	\$ 774,883	1.62%
Central A/C replacement	Each	1	145	0.03	-	\$ 8,336	0.02%
Central A/C Tune up	Home	4,483	1,203,737	221.18	-	\$ 1,147,365	2.40%
Duct Testing and Sealing	Home	2,164	98,975	16.18	55,420	\$ 1,032,000	2.16%
Maintenance							
Furnace Clean and Tune	Home						
Lighting							
Compact Fluorescent Lights (CFL)	Each	206,872	3,309,952	421.97	-	\$ 1,565,350	3.28%
Interior Hard wired CFL fixtures	Each	95,617	1,529,872	195.04	-	\$ 7,494,964	15.70%
Exterior Hard wired CFL fixtures	Each	12,741	615,709	78.49	-	\$ 2,034,873	4.26%
Torchiere	Each	6,080	676,477	86.24	-	\$ 453,347	0.95%
Occupancy Sensor	Each	1,789	190,628	24.30	-	\$ 108,645	0.23%
LED Night Lights	Each						
Miscellaneous							
Pool Pumps	Each						
New Measures							
AC Time Delay ^[8]	Each	1,167	222,592	482.34	-	\$ 88,582	0.19%
Pilots							
Customer Enrollment							
Outreach & Assessment	Home	40,832				\$ 416,326	0.87%
In-Home Education	Home	40,832				\$ 4,136,168	8.66%
Total Savings/Expenditures							
Households Weatherized ^[2]		35,548					
Households Treated							
- Single Family Households Treated	Home	29,663					
- Multi-family Households Treated	Home	8,366					
- Mobile Homes Treated	Home	2,803					
Total Number of Households Treated	Home	40,832					
# Eligible Households to be Treated for PY ^[3]	Home	119,940					
% of Households Treated	%	34.04%					
- Master-Meter Households Treated	Home	2,426					

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

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

[3] Appendix A --- A.11-05-017 Adopted Number of Homes to be Treated as per Order issued 8/20/2014 Decision 14-08-030

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

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

[5] Costs exclude support costs that are included in Table 1.

[6] Microwave savings are from ECONorthWest Studies received in December of 2011

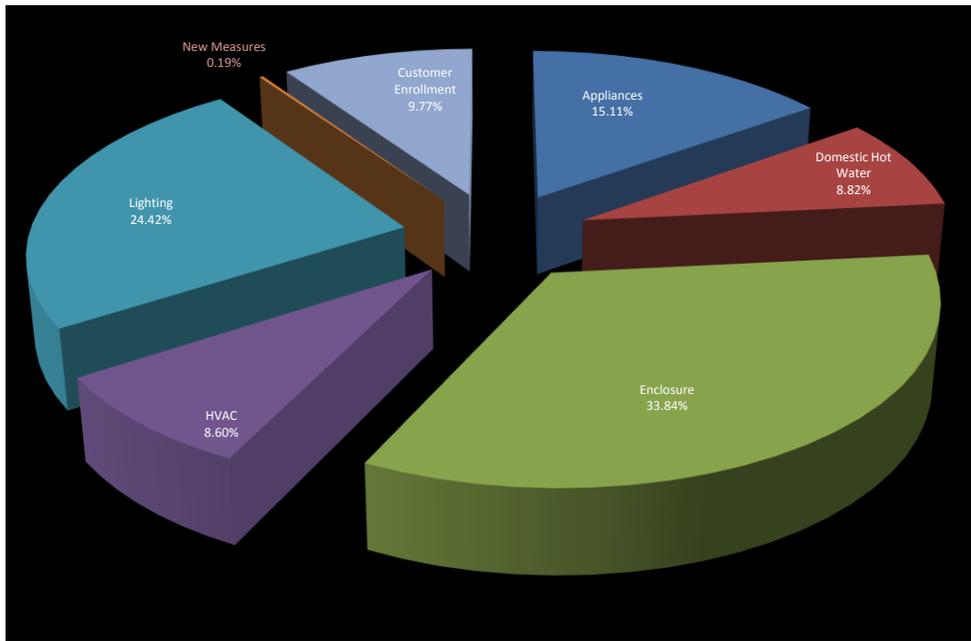
[7] Savings Values for just the valve are derived from PGECODHW113, Revision 4

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

[9] All Exp \$ is excluding Accruals

Energy Savings Assistance Program Table 2 Pie-Chart
Through July 31, 2016

ESA Year to Date Expenditures by Measure Group



Measure	Total Expenses	Total % of Expenditure
Appliances	\$ 7,212,787	15.11%
Domestic Hot Water	\$ 3,971,862	8.32%
Enclosure	\$ 16,155,377	33.84%
HVAC	\$ 4,106,496	8.60%
Lighting	\$ 11,657,180	24.42%
New Measures	\$ 88,582	0.19%
Customer Enrollment	\$ 4,552,495	9.54%
TOTAL	\$ 47,744,778	100.00%

Energy Savings Assistance Program Table 3	
Average Bill Savings per Treated Home	
Through July 31, 2016	
Year-to-Date Installations - Expensed	
Annual kWh Savings	14,344,978
Annual Therm Savings	873,031
Lifecycle kWh Savings	185,875,234
Lifecycle Therm Savings	9,463,207
Current kWh Rate	\$ 0.1428
Current Therm Rate	\$ 1.1362
Number of Treated Households	40,832
Average 1st Year Bill Savings / Treated Households	74.47
Average Lifecycle Bill Savings / Treated Households	716.68

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

Energy Savings Assistance Program Table 4a - Energy Savings Assistance Program						
Through July 31, 2016						
County	Eligible Households			Households Treated YTD		
	Rural	Urban	Total	Rural	Urban	Total
ALAMEDA	2	166,960	166,962	-	2,811	2,811
ALPINE	155	-	155	-	-	-
AMADOR	4,836	1	4,837	166	6	172
BUTTE	12,898	29,511	42,409	1,004	7	1,011
CALAVERAS	7,414	59	7,473	141	26	167
COLUSA	3,215	12	3,228	89	1	90
CONTRA COSTA	7	101,638	101,645	3	3,060	3,063
EL DORADO	6,725	7,188	13,914	473	-	473
FRESNO	253	145,350	145,604	540	4,455	4,995
GLENN	5,032	0	5,032	118	17	135
HUMBOLDT	25,695	0	25,696	301	5	306
KERN	57,123	38,114	95,237	1,959	2,232	4,191
KINGS	9,523	203	9,725	259	-	259
LAKE	15,826	1	15,826	156	6	162
LASSEN	211	-	211	2	-	2
MADERA	6,873	14,659	21,532	824	9	833
MARIN	0	22,169	22,170	14	72	86
MARIPOSA	3,332	20	3,353	36	77	113
MENDOCINO	15,720	14	15,734	127	1	128
MERCED	19,378	18,620	37,999	569	529	1,098
MONTEREY	5,933	44,889	50,822	252	1,132	1,384
NAPA	1	15,551	15,552	10	213	223
NEVADA	9,796	10	9,806	296	-	296
PLACER	11,134	20,830	31,964	191	491	682
PLUMAS	3,239	110	3,349	31	-	31
SACRAMENTO	-	180,402	180,402	30	2,125	2,155
SAN BENITO	5,813	131	5,944	172	1	173
SAN BERNARDINO	392	80	471	4	-	4
SAN FRANCISCO	-	112,742	112,742	-	1,421	1,421
SAN JOAQUIN	10,010	86,214	96,224	207	1,922	2,129
SAN LUIS OBISPO	20,307	12,614	32,921	800	-	800
SAN MATEO	0	55,855	55,855	3	1,004	1,007
SANTA BARBARA	1,576	18,052	19,629	210	331	541
SANTA CLARA	4,368	131,057	135,424	31	2,298	2,329
SANTA CRUZ	7	29,703	29,709	115	588	703
SHASTA	12,534	13,678	26,212	333	527	860
SIERRA	316	5	321	-	-	-
SISKIYOU	24	-	24	-	-	-
SOLANO	-	44,096	44,096	57	1,817	1,874
SONOMA	2,681	52,984	55,666	172	670	842
STANISLAUS	28,120	34,693	62,813	207	1,174	1,381
SUTTER	0	14,265	14,266	366	-	366
TEHAMA	11,841	13	11,854	429	13	442
TRINITY	614	-	614	10	-	10
TULARE	8,050	714	8,764	269	28	297
TUOLUMNE	9,802	0	9,802	192	-	192
YOLO	1	29,938	29,939	180	132	312
YUBA	124	11,435	11,559	283	-	283
TOTAL	340,901	1,454,579	1,795,481	11,631	29,201	40,832

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

Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate**Through July 31st, 2016****Reason Provided**

County	Non Responsive	Scheduling Conflicts	Hazardous Environment	Insufficient feasible Measures	Ineligible Dwelling	Household Income Exceeds	Unable to Provide Required Documentation
Alameda	33	27	0	2	0	0	8
Alpine	0	0	0	0	0	0	0
Amador	2	1	0	0	0	0	0
Butte	1	2	0	1	0	0	1
Calaveras	1	0	0	1	0	0	0
Colusa	0	0	0	0	0	0	0
Contra Costa	121	16	0	9	0	3	11
El Dorado	7	0	0	0	0	0	0
Fresno	168	34	1	12	0	1	6
Glenn	0	0	0	0	0	0	0
Humboldt	1	2	0	4	0	0	3
Kern	162	20	1	9	0	0	3
Kings	18	0	0	0	0	0	0
Lake	0	0	0	0	0	0	0
Lassen	0	0	0	0	0	0	0
Madera	9	0	0	2	0	0	0
Marin	0	0	0	0	0	0	0
Mariposa	0	0	0	0	0	0	0
Mendocino	0	0	0	0	0	0	1
Merced	35	13	0	0	0	2	0
Monterey	5	12	0	0	0	1	3
Napa	9	3	0	0	0	0	0
Nevada	0	0	0	0	0	0	0
Placer	4	2	0	0	0	0	0
Plumas	0	0	0	0	0	0	0
Sacramento	3	18	0	1	0	1	14
San Benito	0	3	0	0	0	0	0
San Bernardino	0	0	0	0	0	0	0
San Francisco	6	1	0	1	0	0	4
San Joaquin	31	13	0	3	0	0	2
San Luis Obispo	0	1	0	2	0	0	1
San Mateo	3	8	0	0	0	0	2
Santa Barbara	0	0	0	0	0	0	2
Santa Clara	36	15	0	3	0	1	0
Santa Cruz	4	7	0	0	0	0	0
Shasta	1	0	0	2	0	0	0
Sierra	0	0	0	0	0	0	0
Siskiyou	0	0	0	0	0	0	0
Solano	78	19	0	5	0	0	4
Sonoma	7	2	0	1	0	0	0
Stanislaus	5	9	0	0	0	0	1
Sutter	1	2	0	0	0	0	0
Tehama	1	3	0	0	0	0	1
Trinity	0	0	0	0	0	0	0
Tulare	8	0	0	1	0	0	1
Tuolumne	3	0	0	1	0	0	1
Yolo	14	1	0	2	0	1	1
Yuba	0	2	0	0	0	0	0
TOTAL	777	236	2	62	0	10	70

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

Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																
Through July 31, 2016																
2016	# of Household Treated by Month	Gas & Electric			# of Household Treated by Month	Gas Only			# of Household Treated by Month	Electric Only			# of Household Treated by Month	Total		
		(Annual)				(Annual)				(Annual)				(Annual)		
		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
January	1,715	44,655	499,886	72	335	11,259	7,596	8	401	503	181,218	27	2,451	56,417	688,700	107
February	5,538	1,654	589,494	91	1,345	37,693	24,266	31	1,120	144,537	1,652,444	248	8,003	183,883	2,266,203	371
March	10,803	3,117	1,280,058	195	2,870	74,341	54,175	73	2,136	279,726	3,353,013	507	15,809	357,184	4,687,246	775
April	14,766	379,881	4,721,716	709	4,004	95,095	69,744	96	2,736	3,948	1,850,131	278	21,506	478,924	6,641,592	1,082
May	20,139	507,395	6,437,274	958	3,401	117,497	83,994	118	5,599	5,499	2,644,157	390	29,139	630,392	9,165,425	1,466
June	24,593	614,922	8,618,444	1,530	4,028	137,312	95,653	135	6,835	6,499	3,439,114	556	35,456	758,733	12,153,212	2,222
July	28,447	710,216	10,227,387	1,933	7,826	155,386	108,332	151	4,559	7,429	4,009,259	695	40,832	873,031	14,344,978	2,779
August																
September																
October																
November																
December																

Figures for each month are YTD. Therm, kWh and kW are per annual savings. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in ESA Table

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

Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
Through July 31st, 2016												
	Authorized 3-Year Budget [1]			Current Month Expenses			Expenses Since Jan. 1, 2015			% of 3-Year Budget Expended		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Pilots												
Energy-Water Conservation 2015 Plan	\$ 88,400	\$ 47,600	\$ 136,000	\$ 5,508	\$ 3,989	\$ 9,497	\$ 60,162	\$ 43,565	\$ 103,727	68%	92%	76%
Total Pilots	\$ 88,400	\$ 47,600	\$ 136,000	\$ 6,173	\$ 3,324	\$ 9,497	\$ 67,422	\$ 36,304	\$ 103,727	76%	76%	76%
Studies												
ESA Impact Evaluation [2]	\$ 107,250	\$ 57,750	\$ 165,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
LI Needs Assessment (LINA) [3]	\$ 97,500	\$ 52,500	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
Total Studies	\$ 204,750	\$ 110,250	\$ 315,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%

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

[1] No 2015-2017 Pilots or Studies have been officially authorized, pending a 2015-2017 Decision. Re PG&E Pilots: PG&E began this leveraging initiative in 2015 in support of the Energy-Water Plan in 2015 due to the urgency of California drought condition. This work was paid out of General Administration budget. Re Statewide Studies: ED requested that work start on the ESA Impact and LINA Studies, due to their critical deadlines. Study budgets/expenses shown are PG&E's portion only, not total statewide study amounts.

[2] SoCalGas is the project manager of the Impact Evaluation and will pay the consultant, billing PG&E for its 30% share. This Study has been bid out, but a contract has not yet been awarded.

[3] SCE is the project manager of the Needs Assessment and will pay the consultant, billing PG&E for its 30% share. This Study was bid out in 2015 and work just began in 2016.

CARE Table 1 - CARE Program Expenses - PG&E												
Through July 31, 2016												
CARE Program:	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Outreach [1][5]	\$ 4,735,628	\$ 1,110,826	\$ 5,846,455	\$ 233,633	\$ 54,803	\$ 288,436	\$ 2,750,416	\$ 645,159	\$ 3,395,575	58%	58%	58%
Processing, Certification, Recertification [5]	\$ 3,208,475	\$ 752,605	\$ 3,961,081	\$ 78,904	\$ 18,508	\$ 97,412	\$ 600,248	\$ 140,799	\$ 741,047	19%	19%	19%
Post Enrollment Verification [5]	\$ 1,698,680	\$ 398,456	\$ 2,097,136	\$ 61,763	\$ 14,488	\$ 76,251	\$ 526,548	\$ 123,511	\$ 650,059	31%	31%	31%
IT Programming [5]	\$ 595,993	\$ 139,801	\$ 735,794	\$ 52,986	\$ 12,429	\$ 65,415	\$ 321,670	\$ 75,454	\$ 397,124	54%	54%	54%
Cooling Centers [5]	\$ 134,904	\$ -	\$ 134,904	\$ -	\$ -	\$ -	\$ 122,028	\$ -	\$ 122,028	90%	0%	90%
CHANGES Pilot Program [2][5]	\$ 183,717	\$ 43,094	\$ 226,811	\$ 16,867	\$ 3,957	\$ 20,824	\$ 132,121	\$ 30,991	\$ 163,112	72%	72%	72%
Measurement & Evaluation	\$ 38,880	\$ 9,120	\$ 48,000	\$ 47,856	\$ 11,225	\$ 59,081	\$ 47,073	\$ 11,042	\$ 58,115	121%	121%	121%
Regulatory Compliance [5]	\$ 313,946	\$ 73,642	\$ 387,587	\$ 16,937	\$ 3,973	\$ 20,910	\$ 162,781	\$ 38,183	\$ 200,964	52%	52%	52%
General Administration [5]	\$ 1,805,543	\$ 423,523	\$ 2,229,066	\$ 45,662	\$ 10,711	\$ 56,372	\$ 484,730	\$ 113,702	\$ 598,432	27%	27%	27%
CPUC Energy Division Staff	\$ 103,680	\$ 24,320	\$ 128,000	\$ 6,881	\$ 1,614	\$ 8,495	\$ 76,422	\$ 17,926	\$ 94,349	74%	74%	74%
SUBTOTAL PROGRAM COSTS	\$ 12,819,447	\$ 2,975,387	\$ 15,794,833	\$ 561,489	\$ 131,707	\$ 693,197	\$ 5,224,037	\$ 1,196,768	\$ 6,420,804	41%	40%	41%
CARE Rate Discount [3]	\$ 490,819,500	\$ 115,130,500	\$ 605,950,000	\$ 57,169,918	\$ 3,893,347	\$ 61,063,265	\$ 273,653,043	\$ 60,671,537	\$ 334,324,580	56%	53%	55%
TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 503,638,947	\$ 118,105,887	\$ 621,744,833	\$ 57,731,407	\$ 4,025,055	\$ 61,756,462	\$ 278,877,080	\$ 61,868,305	\$ 340,745,385	55%	52%	55%
Other CARE Rate Benefits												
- DWR Bond Charge Exemption				\$ 4,038,402		\$ 4,038,402	\$ 21,820,046		\$ 21,820,046			
- CARE PPP Exemption [4]				\$ 5,360,029	\$ 311,912	\$ 5,671,941	\$ 28,880,952	\$ 4,776,070	\$ 33,657,023			
- California Solar Initiative Exemption				\$ 822,356		\$ 822,356	\$ 4,537,656		\$ 4,537,656			
- kWh Surcharge Exemption												
Total - Other CARE Rate Benefits				\$ 10,220,786	\$ 311,912	\$ 10,532,699	\$ 55,238,655	\$ 4,776,070	\$ 60,014,725			
Benefit Costs [5]	\$ 686,891	\$ 161,109	\$ 848,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			

[1] The Outreach category includes expenses from Acquisition and Retention Outreach, Capitation Fee, Mass Media Advertising, and Expanded Outreach.

[2] D.15-12-047 approved continued funding for the CHANGES Pilot Program in 2016 at the funding level of \$61,200 per month. Recorded expenditures include contract and PG&E support costs for the CHANGES pilot.

[3] The Authorized Budget for the CARE Rate Discount per D.15-12-024.

Per D.02-09-021, PG&E is authorized to recover the full value of the discount through the CARE two-way balancing account on an automatic pass-through basis.

[4] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the CARE surcharge.

[5] Program authorized budget per D.15-12-024 and D.16-06-018 has been updated to include \$848,000 employee benefits costs approved in the GRC (D.14-08-032) - Decision Authorizing Pacific Gas and Electric Company's General Rate Case Revenue Requirement for 2014-2016, approved on August 14, 2014. Actual employee benefit burden costs have been included in the program monthly and YTD expenses.

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

CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration - PG&E																								
Through July 31, 2016																								
2016	New Enrollment								Recertification				Attrition				Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)			
	Automatic Enrollment				Self-Certification (Income or Categorical)				Total New Enrollment (E+I+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response ⁴	Failed PEV	Failed Recertification	Other ⁵	Total Attrition (P+Q+R+S)				Gross (K+O)	Net Adjusted (K-T)	
	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)																Capitation
January	0	1,589	0	1,589	14,402	10,566	1,381	26,349	69	28,007	27,512	8,168	7,251	42,931	n/a	3,456	5,305	6,285	15,046	70,938	12,961	1,436,950	1,612,148	89%
February	0	1,920	0	1,920	13,480	12,446	1,152	27,078	68	29,066	29,612	9,844	10,166	49,622	n/a	4,836	5,488	12,653	22,977	78,688	6,089	1,443,039	1,612,148	90%
March	0	1,539	0	1,539	12,443	9,292	1,577	23,312	81	24,932	32,291	8,865	7,683	48,839	n/a	10,661	4,681	12,942	28,284	73,771	(3,352)	1,439,687	1,612,148	89%
April	0	1,705	0	1,705	9,260	5,353	567	15,180	71	16,956	51,947	7,315	8,900	67,762	n/a	10,941	8,424	9,610	26,075	84,718	(9,119)	1,430,568	1,612,148	89%
May	0	1,806	0	1,806	9,885	6,436	2,073	17,394	42	19,242	32,205	6,315	9,794	49,314	n/a	4,743	6,845	11,974	23,562	67,556	(4,330)	1,426,248	1,612,148	88%
June	0	1,587	0	1,587	10,627	6,463	1,297	18,387	100	20,074	33,735	7,860	10,333	51,928	n/a	4,671	6,371	12,768	23,810	72,002	(3,736)	1,422,512	1,612,148	88%
July	0	1,589	0	1,589	9,910	3,940	587	14,437	94	16,120	39,069	6,025	8,476	53,570	n/a	291	6,170	12,019	18,480	69,690	(2,360)	1,420,152	1,612,148	88%
August																								
September																								
October																								
November																								
December																								
YTD Total	0	11,735	0	11,735	80,007	53,496	8,634	142,137	525	154,397	245,971	54,392	62,603	362,966	n/a	38,699	41,284	78,251	158,234	517,363	-3,837	1,420,152	1,612,148	88%

¹ Enrollments via data sharing between the IOUs.

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

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

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

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

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

CARE Table 3A - Post-Enrollment Verification Results (Model) - PG&E								
Through July 31, 2016								
2016	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify	CARE Households De-Enrolled (Due to no response)	CARE Households De-Enrolled (Verified as Ineligible) ¹	Total Households De-Enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-Enrolled
January	1,436,950	2,653	0.18%	1,731	173	1,904	71.77%	0.13%
February	1,443,039	2,290	0.16%	1,541	114	1,655	72.27%	0.11%
March	1,439,687	4,350	0.30%	2,867	347	3,214	73.89%	0.22%
April	1,430,568	5,381	0.38%	3,574	366	3,940	73.22%	0.28%
May	1,426,248	0	0.00%	0	0	0	n/a	0.00%
June	1,422,512	0	0.00%					
July	1,420,152	4,445	0.31%					
August								
September								
October								
November								
December								
YTD Total	1,420,152	19,119	1.35%	9,713	1,000	10,713	73.01%	0.75%

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

² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.

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

CARE Table 3B - Post-Enrollment Verification Results (High Usage) - PG&E								
Through July 31, 2016								
2016	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify	CARE Households De-Enrolled (Due to no response)	CARE Households De-Enrolled (Verified as Ineligible) ¹	Total Households De-Enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-Enrolled
January	1,436,950	9,017	0.63%	8,695	240	8,935	99.09%	0.62%
February	1,443,039	8,851	0.61%	8,266	298	8,564	96.76%	0.59%
March	1,439,687	1,307	0.09%	1,237	56	1,293	98.93%	0.09%
April	1,430,568	881	0.06%	807	40	847	96.14%	0.06%
May	1,426,248	0	0.00%	0	0	0	n/a	0.00%
June	1,422,512	1,292	0.09%					
July	1,420,152	3,248	0.23%					
August								
September								
October								
November								
December								
YTD Total	1,420,152	24,596	1.73%	19,005	634	19,639	97.92%	1.38%

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

² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.

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

CARE Table 4 - CARE Self-Certification and Self-Recertification Applications - PG&E						
Through July 31, 2016						
	Provided ¹	Received	Approved	Denied	Pending/ Never Completed	Duplicates
Total YTD	9,828,634	317,409	286,211	15,245	15,953	54,392
Percentage ²		100.00%	90.17%	4.80%	5.03%	17.14%

¹ Includes number of applications provided via direct mail campaigns, call centers, bill inserts and other outreach methods. Because there are other means by which customers obtain applications which are not counted, this number is only an approximation.

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

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

CARE Table 5 - Enrollment by County - PG&E

Through July 31, 2016

County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
	Urban	Rural ¹	Total	Urban	Rural ¹	Total	Urban	Rural ¹	Total
ALAMEDA	140,562	2	140,564	122,464	4	122,468	87%	n/a	87%
ALPINE	0	154	154	0	11	11	n/a	7%	7%
AMADOR	1	4,790	4,791	0	4,279	4,279	n/a	89%	89%
BUTTE	28,140	12,549	40,689	23,783	12,362	36,145	85%	99%	89%
CALAVERAS	57	7,387	7,444	55	5,260	5,315	96%	71%	71%
COLUSA	10	3,155	3,165	11	3,363	3,374	109%	107%	107%
CONTRA COSTA	91,877	7	91,884	85,095	3	85,098	93%	42%	93%
EL DORADO	7,154	6,707	13,861	5,574	5,728	11,302	78%	85%	82%
FRESNO	138,860	246	139,106	150,366	118	150,484	108%	48%	108%
GLENN	0	4,953	4,953	1	4,738	4,739	n/a	96%	96%
HUMBOLDT	0	24,670	24,670	0	18,328	18,328	n/a	74%	74%
KERN	37,086	56,028	93,114	41,985	61,301	103,286	113%	109%	111%
KINGS	200	9,464	9,664	138	8,864	9,002	69%	94%	93%
LAKE	1	15,693	15,694	2	12,073	12,075	n/a	77%	77%
LASSEN	0	210	210	0	183	183	n/a	87%	87%
MADERA	14,402	6,844	21,246	16,247	5,440	21,687	113%	79%	102%
MARIN	19,385	0	19,385	12,066	0	12,066	62%	n/a	62%
MARIPOSA	19	3,249	3,268	18	2,246	2,264	95%	69%	69%
MENDOCINO	14	15,452	15,466	6	10,119	10,125	42%	65%	65%
MERCED	18,310	18,593	36,903	19,702	20,556	40,258	108%	111%	109%
MONTEREY	40,608	5,556	46,164	36,248	6,081	42,329	89%	109%	92%
NAPA	14,328	1	14,328	10,365	0	10,365	72%	n/a	72%
NEVADA	10	9,604	9,614	1	9,058	9,059	10%	94%	94%
PLACER	20,232	10,448	30,680	12,624	7,995	20,619	62%	77%	67%
PLUMAS	110	3,233	3,343	13	1,758	1,771	12%	54%	53%
SACRAMENTO	150,635	0	150,635	105,106	0	105,106	70%	n/a	70%
SAN BENITO	127	5,689	5,816	63	4,692	4,755	50%	82%	82%
SAN BERNARDINO	80	392	471	44	255	299	55%	65%	63%
SAN FRANCISCO	76,262	0	76,262	62,379	0	62,379	82%	n/a	82%
SAN JOAQUIN	80,034	9,679	89,713	81,014	8,820	89,834	101%	91%	100%
SAN LUIS OBISPO	12,364	20,122	32,486	5,268	13,472	18,740	43%	67%	58%
SAN MATEO	47,042	0	47,042	33,941	0	33,941	72%	n/a	72%
SANTA BARBARA	17,740	1,507	19,247	16,762	704	17,466	94%	47%	91%
SANTA CLARA	109,566	4,154	113,720	100,096	2,843	102,939	91%	68%	91%
SANTA CRUZ	26,978	6	26,985	19,730	1	19,731	73%	16%	73%
SHASTA	12,906	12,385	25,292	10,427	9,100	19,527	81%	73%	77%
SIERRA	5	314	319	2	140	142	44%	45%	45%
SISKIYOU	0	24	24	0	8	8	n/a	34%	34%
SOLANO	40,958	0	40,958	42,337	0	42,337	103%	n/a	103%
SONOMA	49,594	2,659	52,253	37,854	2,529	40,383	76%	95%	77%
STANISLAUS	32,240	27,264	59,504	26,978	24,550	51,528	84%	90%	87%
SUTTER	12,964	0	12,964	13,911	1	13,912	107%	n/a	107%
TEHAMA	13	11,736	11,749	9	11,466	11,475	68%	98%	98%
TRINITY	0	604	604	0	286	286	n/a	47%	47%
TULARE	696	7,976	8,671	359	9,063	9,422	52%	114%	109%
TUOLUMNE	0	9,780	9,780	0	7,101	7,101	n/a	73%	73%
YOLO	26,225	1	26,225	20,566	1	20,567	78%	n/a	78%
YUBA	10,942	124	11,066	11,530	112	11,642	105%	91%	105%
Total	1,278,738	333,410	1,612,148	1,125,140	295,012	1,420,152	88%	88%	88%

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

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

CARE Table 6 - Recertification Results - PG&E							
Through July 31, 2016							
2016	Total CARE Households	Households Requested to Recertify ¹	% of Total Households (C/B)	Households Recertified ²	Households De-Enrolled	Recertification Rate % (E/C)	% of Total Households De-Enrolled (F/B)
January	1,436,950	34,270	2.38%	27,846	6,424	81.25%	0.45%
February	1,443,039	38,389	2.66%	31,544	6,845	82.17%	0.47%
March	1,439,687	34,226	2.38%	27,855	6,371	81.39%	0.44%
April	1,430,568	35,901	2.51%	29,731	6,170	82.81%	0.43%
May	1,426,248	57,597	4.04%				
June	1,422,512	40,179	2.82%				
July	1,420,152	45,377	3.20%				
August							
September							
October							
November							
December							
YTD Total	1,420,152	285,939	20.13%	116,976	25,810	81.92%	1.82%

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

² Results are tied to the month initiated. Therefore, results may be pending due to the time permitted for a participant to respond.

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

CARE Table 7 - Capitation Contractors - PG&E						
Through July 31, 2016						
Contractor Name	Contractor Type				Total Enrollments	
	Private	CBO	WMDVBE	LIHEAP	Current Month	Year to Date
ACC Senior Services (formerly Asian Community Center)		X			0	4
Amador-Tuolumne Community Action Agency		X			0	3
Anderson Cottonwood Christian Assistance		X			0	5
APA Family Support Services					0	0
Arc of San Francisco		X			0	0
Area 12 Agency on Aging		X			1	2
Area Agency on Aging Serving Napa and Solano		X			0	0
Arriba Juntos					0	0
Asian Community Mental Health Services		X			0	0
Asian Pacific American Community Center		X			0	0
Berkeley Housing Authority					0	14
Breathe California of the Bay Area					0	0
California Association of Area Agencies on Aging		X			23	118
California Human Development Corporation					0	5
Catholic Charities Diocese of Fresno		X			10	24
Center of Vision Enhancement					0	1
Central California Legal Services, Inc.					0	0
Central Coast Energy Services, Inc.					13	52
Child Abuse Prevention Council of San Joaquin County		X			0	0
Chinese Christian Herald Crusades					0	0
Chinese Newcomers Service Center					2	8
Community Action Marin		X			2	34
Community Health for Asian Americans					0	2
Community Pantry of San Benito County		X			0	1
Community Resource Project, Inc.					14	54
Community Resources for Independent Living		X			0	1
Delta Community Services, Inc.		X			0	0
Disability Resource Agency for Independent Living		X			0	0
Ebony Counseling Center					0	0
Filipino American Development Foundation		X			0	2
Fresno Center for New Americans		X			0	5
Golden Umbrella					0	1
Goodwill Industries of San Francisco, San Mateo, and Marin Counties					0	0
Heritage Institute for Family Advocacy					7	57
Hip Housing Human Investment Project, Inc.					0	1
Housing Authority of the City of Fresno					0	0
Housing Authority of the County of Kern					0	3
Independent Living Center of Kern County, Inc.					1	13
KidsFirst					1	3
Kings Community Action Organization, Inc.		X			0	3
La Luz Bilingual Center					1	1
Lao Khmu Assoc., Inc					1	4
Marin Center for Independent Living					0	0
Merced County Community Action Agency		X			0	0
Merced Lao Family Community Inc.		X			0	0
Moncada Outreach					0	5
Monument Crisis Center		X			0	0
Mutual Assistance Network of Del Paso Heights					0	1
National Alliance on Mental Illness-Santa Clara County					0	0
National Asian American Coalition					0	0
Oakland Citizens Committee for Urban Renewal		X			0	2
Opportunity Junction					1	3
Project Access, Inc					0	0
Project GO, Inc					9	32
REDI (Renewable Energy Development Institute)					0	5
Resources for Independence Central Valley					0	0
Rising Sun Energy Center					1	2
Sacred Heart Community Service					5	31
Second Harvest Food Bank of Santa Cruz and San Benito Counties					0	1
Self-Help for the Elderly					2	14
Silicon Valley Independent Living Center					0	0
Suscol Intertribal Council					0	0
Transitions Mental Health Association					0	0
United Way of Fresno County					0	0
UpValley Family Centers					0	4
Valley Oak Children's Services, Inc.					0	1
West Valley Community Services		X			0	1
Yolo County Housing Authority					0	0
Yolo Family Resource Center					0	2
Total Enrollments					94	525

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

CARE Table 8 - Participants as of Month-End - PG&E								
Through July 31, 2016								
2016	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts ¹
January	861,787	230,848	344,315	1,436,950	1,612,148	89%	0.9%	5,275,216
February	864,977	232,909	345,153	1,443,039	1,612,148	90%	0.4%	5,275,216
March	862,136	233,390	344,161	1,439,687	1,612,148	89%	-0.2%	5,275,216
April	855,310	233,585	341,673	1,430,568	1,612,148	89%	-0.6%	5,275,216
May	851,740	233,042	341,466	1,426,248	1,612,148	88%	-0.3%	5,275,216
June	849,516	231,421	341,575	1,422,512	1,612,148	88%	-0.3%	5,275,216
July	848,511	230,071	341,570	1,420,152	1,612,148	88%	-0.2%	5,275,216
August								
September								
October								
November								
December								

¹ Excludes households with meters that are not eligible for CARE.

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

CARE Program Table 9 - Expenditures for CHANGES Pilot Program				
Through July 31, 2016				
	Authorized 2012-2016 Budget [1]	Current Month Expenses [2]	Expenses Since Jan. 1, 2012 [4]	% of 2012 - 2016 Budget Expended [3]
	Total	Total	Total	Total
Pilots				
CHANGES	\$1,088,640	\$20,824	\$1,098,471	101%
Total Pilots	\$1,088,640	\$20,824	\$1,098,471	101%

1. D.12-12-011, Ordering Paragraph 1, approved continued funding for the CHANGES Pilot Program at the funding level of \$60,000/month until the end of the 2012-2014 CARE Program cycle; PG&E's funding level is 30% (\$216,000/annually). D.14-08-030 approved continued funding for the CHANGES Pilot Program through 2015 at the funding level of \$61,200 per month. D.15-12-047 approved continued funding for CHANGES Pilot Program on a month-to-month basis, at current funding level of \$61,200 a month until the ongoing CHANGES program contract, including selection of Community-Based Organizations under the new consultant contract, can commence.

2. D.12-12-011, Conclusion of Law, p.34, states that the CARE Program ME&O budget ["Outreach" line in Appendix M in D.12-08-044] is to be increased to account for the additional CHANGES Pilot Program funding through the end of 2014.

3. In November 2011, a grant of \$126,000 was paid to the contractor for the interim bridge period December 2011 through June 2012, (authorized in Resolution CSID-005), of which \$18,000 was for the month of December 2011, and the remaining \$108,000 for the period January through June 2012.

4. Expenditures also include PG&E support costs for the CHANGES pilot.

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

June 1 - 30, 2016	CHANGES Participants' self-identified language of preference,	Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Description of each contact made with that customer's utility until a solution is reached.	If on CARE, Enter How Initially Enrolled		Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU [1]			Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.			Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.			Calls to Dedicated 800 # Recorded by IOU
				1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number		#	Dedicated Toll-Free Number		
										1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
2016-05-23	English		Bill Education Stop Disconnection Changes to Account									1			
2016-06-07	English		Set Up/Change Payment Extension Set Up/Change Payment Plan						1						
2016-06-15	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs						0	Meeting with client.					
2016-06-15	English		Set Up/Change Payment Extension Set Up/Change Payment Plan Stop Disconnection						1						
2016-06-08	English		Medical Baseline Application Assistance Educated on Medical Baseline						0	Meeting with client.					
2016-06-07	English		Changes to Account Core Transport Agents (CTA's)									0	This call was to another company/organization (example: HEAP provider).		
2016-06-06	Spanish		Changes to Account Core Transport Agents (CTA's)									0	This call was to another company/organization (example: HEAP provider).		
2016-05-23	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs Stop Disconnection Changes to Account Core Transport Agents (CTA's)									0	This call was to another company/organization (example: HEAP provider).		
2016-06-11	English		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs						0	Meeting with client.					
2016-06-14	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs						0	Meeting with client.					
2016-06-16	Spanish		HEAP/LiHeap Application Assistance						0	Meeting with client.					
2016-06-11	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs						0	Meeting with client.					
2016-04-18	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs						0	Meeting with client.					
2016-05-30	Spanish		Educated on Energy Assistance Programs Set Up/Change Payment Plan Stop Disconnection						1						
2016-06-06	Spanish		Bill Education Changes to Account Core Transport Agents (CTA's)									0	This call was to another company/organization (example: HEAP provider).		

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2016-06-04	Spanish		HEAP/LiHeap Application Assistance Stop Disconnection										0	This call was to another company/organization (example: HEAP provider).
2016-04-20	Spanish		HEAP/LiHeap Application Assistance										0	Meeting with client.
2016-06-03	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs Stop Disconnection Changes to Account Core Transport Agents (CTA's)										0	This call was to another company/organization (example: HEAP provider).
2016-04-27	English		Medical Baseline Application Assistance Educated on Medical Baseline Educated on Energy Assistance Programs										0	Meeting with client.
2016-06-01	Spanish		Educated on Energy Assistance Programs Changes to Account Core Transport Agents (CTA's)										0	This call was to another company/organization (example: HEAP provider).
2016-04-29	English		Educated on Energy Assistance Programs Set Up/Change Payment Extension Stop Disconnection										1	
2016-03-30	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs										0	This call was to another company/organization
2016-05-19	Spanish		HEAP/LiHeap Application Assistance Stop Disconnection										0	Meeting with client.
2016-06-20	English		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs										0	Meeting with client.
2016-04-20	Spanish		HEAP/LiHeap Application Assistance Educated on Energy Assistance Programs										0	Meeting with client.
2016-06-15	Spanish		HEAP/LiHeap Application Assistance Stop Disconnection										0	Meeting with client.
2016-04-19	English		HEAP/LiHeap Application Assistance Stop Disconnection										1	
2016-06-01	Hmong		Bill Adjustment Core Transport Agents (CTA's)										0	This call was to another company/organization (example: HEAP provider).
2016-06-07	Spanish		HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Educated on Energy Efficiency/ Conservation Restore Service										0	Meeting with client.
2016-06-24	Chinese/Cantonese		HEAP/LiHeap Application Assistance										0	Meeting with client.
2016-06-21	Chinese/Cantonese		HEAP/LiHeap Application Assistance Bill Education										0	Meeting with client.
2016-06-17	Laotian		HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Educated on Energy Efficiency/ Conservation										0	Meeting with client.
2016-06-17	Laotian		HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Educated on Energy Efficiency/ Conservation										0	Meeting with client.
2016-06-15	Spanish		HEAP/LiHeap Application Assistance Educated on Avoiding Disconnection Stop Disconnection										0	Meeting with client.
2016-06-13	Khmer		HEAP/LiHeap Application Assistance Medical Baseline Application Assistance Educated on Medical Baseline Educated on Energy Efficiency/ Conservation										0	Meeting with client.
2016-06-10	Khmer		Changes to Account Core Transport Agents (CTA's)										0	Meeting with client.

CARE Table 11 CHANGES Group Customer Assistance Sessions						
Through May 1 - 31, 2016	Session Language	Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Session Logistics			
			# of Sessions	Length (Hours)	Number of Attendees	Description of Information / Literature Provided
May	Spanish	Understanding Your Bill	2	minimum of 30 minutes	37	N/A
May	Catellano	Level Pay Plan	1	minimum of 30 minutes	8	N/A
May	Spanish	Level Pay Plan	1	minimum of 30 minutes	19	N/A
May	Cambodian	Energy Conservation	1	minimum of 30 minutes	2	N/A
May	Japanese	Energy Conservation	1	minimum of 30 minutes	48	N/A
May	Spanish	Energy Conservation	1	minimum of 30 minutes	24	N/A
May	Tagalog	Energy Conservation	1	minimum of 30 minutes	8	N/A
May	Cambodian	CARE/FERA and Other Programs	1	minimum of 30 minutes	1	N/A
May	Lao	CARE/FERA and Other Programs	1	minimum of 30 minutes	8	N/A
May	Native Am. English	CARE/FERA and Other Programs	5	minimum of 30 minutes	137	N/A
May	Spanish	CARE/FERA and Other Programs	2	minimum of 30 minutes	15	N/A
May	Tagalog	CARE/FERA and Other Programs	1	minimum of 30 minutes	6	N/A
May	Spanish	High Energy Use	2	minimum of 30 minutes	29	High Use Handout
May	Castellano	Gas Aggregation	1	minimum of 30 minutes	8	Aggregation Handout
May	Spanish	Gas Aggregation	9	minimum of 30 minutes	155	Aggregation Handout
May	Native Am. English	Avoiding Disconnection	5	minimum of 30 minutes	137	Aggregation Handout
May	Spanish	Avoiding Disconnection	2	minimum of 30 minutes	28	N/A
May Totals			37		670	
Year-To-Date			216		3969	

Note: Data for the current reporting month is not available due to transition CHANGES Pilot to CHANGES Permanent Program. Data for June may be available in the following reporting month.