

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE
STATE OF CALIFORNIA



FILED

Application of Pacific Gas and Electric Company
for Approval of the 2009-2011 Low Income
Energy Efficiency and California Alternate Rates
for Energy Programs and Budget (U 39 M)

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Application of San Diego Gas & Electric Company
(U 902 M) for Approval of Low Income Assistance
Programs and Budgets for Program Years 2009 –
2011

Application 08-05-024
(Filed May 15, 2008)

Application of Southern California Gas Company
(U 904 G) for Approval of Low Income Assistance
Programs and Budgets for Program Years 2009 –
2011

Application 08-05-025
(Filed May 15, 2008)

Application of Southern California Edison
Company (U 338-E) for Approval of Low Income
Assistance Programs and Budgets for Program
Years 2009, 2010, and 2011

Application 08-05-026
(Filed May 15, 2008)

**ONE-HUNDRED AND FIRST STATUS REPORT OF PACIFIC GAS AND ELECTRIC COMPANY
(U 39 M) ON THE RESULTS OF ITS LOW INCOME ENERGY EFFICIENCY AND CARE
PROGRAM EFFORTS IN COMPLIANCE WITH ORDERING PARAGRAPH 17 OF DECISION 01-
05-033, ISSUED MAY 7, 2001**

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October 21, 2009

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

Application of Pacific Gas and Electric Company for Approval of the 2009-2011 Low Income Energy Efficiency and California Alternate Rates for Energy Programs and Budget (U 39 M)	Application 08-05-022 (Filed May 15, 2008)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011	Application 08-05-024 (Filed May 15, 2008)
Application of Southern California Gas Company (U 904 G) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011	Application 08-05-025 (Filed May 15, 2008)
Application of Southern California Edison Company (U 338-E) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009, 2010, and 2011	Application 08-05-026 (Filed May 15, 2008)

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(U 39 M) ON THE RESULTS OF ITS LOW INCOME ENERGY EFFICIENCY AND CARE
PROGRAM EFFORTS IN COMPLIANCE WITH ORDERING PARAGRAPH 17 OF DECISION 01-
05-033, ISSUED MAY 7, 2001**

In accordance with Ordering Paragraph 17 of Decision 01-05-033, the direction of Administrative Law Judge Gottstein at the July 11 and 28, 2001 status conferences, and the agreements reached between the utilities and the Energy Division on the format and content of the tables, Pacific Gas and Electric Company submits its attached one-hundred and first monthly status report on the results of its Low Income Energy Efficiency and CARE Program efforts, showing results through September 2009.

Respectfully submitted,

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October 21, 2009

Pacific Gas and Electric Company

Low Income Energy Efficiency (LIEE)
AND
California Alternative Rates for Energy (CARE)

Program Monthly Report
For September 2009

(October 21, 2009)

PACIFIC GAS AND ELECTRIC COMPANY

**LOW INCOME ENERGY EFFICIENCY PROGRAM AND CARE PROGRAM
MONTHLY REPORT FOR SEPTEMBER 2009**

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PACIFIC GAS AND ELECTRIC COMPANY
LOW INCOME ENERGY EFFICIENCY PROGRAM
AND CARE PROGRAM MONTHLY REPORT
FOR September 2009

This Low Income Programs Monthly Report complies with low income reporting requirements established in Decision (D.) 01-05-033, as updated by D.08-11-031, requiring the utilities to comply with reporting and program evaluation requirements previously established for the California Alternate Rates for Energy (CARE) and Low Income Energy Efficiency (LIEE) programs. The utilities met with Energy Division staff to revise reporting tables and formats in compliance with the mandates of D.08-11-031 and now use the new, Energy Division-approved monthly reporting format for the 2009 reports.

1. LIEE Executive Summary

The LIEE program provides free home weatherization, energy efficient appliances and energy education services to income-qualified PG&E customers throughout the Company's service area.

PG&E has offered energy efficiency programs to income-qualified customers in its 48 counties since 1983. The Low Income Energy Efficiency (LIEE) program's objective is to help income-qualified customers reduce their energy consumption and costs while also improving their quality of life. The 2009-2011 LIEE program authorized in D.08-11-031 is a resource program emphasizing long-term and enduring energy savings, which continues to serve all eligible low income customer populations by providing all feasible LIEE measures at no cost to the customer through a direct-install, whole house approach. All housing types are eligible to participate and the LIEE program is available to both homeowners and renters.

**1.1. Low Income Energy Efficiency Program
Overview**

The 2009-2011 LIEE program was adopted in D.08-11-031. PG&E's authorized LIEE program budget for 2009-2011 is \$416.9 million, plus any remaining unspent carryover.

PG&E's 2009-2011 LIEE program follows the policies and guidance given in D.07-12-051. D.07-12-051 established the following programmatic initiative for 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 LIEE program will treat 90,903 customers in 2009.

1.1.1. Provide a summary of the LIEE Program elements as approved in Decision 08-11-031:

LIEE Program Summary for Month			
2009	Authorized / Planning Assumptions	Year-to-Date Actual	%
Budget	\$ 109,056,366	56,858,158	52.1%
Homes Treated	90,903	50,079	55.1%
kWh Saved	31,000,000	19,571,637	63.1%
kW Demand Reduced	5,500	3,569	64.9%
Therms Saved	1,100,000	923,004	83.9%

1.2. Whole Neighborhood Approach Evaluation

In D.08-11-031, the Commission described a Whole Neighborhood Approach to LIEE installation, under which the IOUs install all feasible measures in the homes of eligible customers on a neighborhood-by-neighborhood basis. The Commission believes this approach will increase energy savings, reduce overhead and transportation costs, and encourage leveraging with local entities.

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

PG&E is identifying neighborhoods with large numbers of low income customers with the aid of census and other demographic information and correlating it with PG&E customer energy usage information, as directed in D.08-11-031. Key variables defined by the Commission in D.08-11-031 were high incidences of poverty and high energy use, as well as high energy burden and energy insecurity.¹

To identify potential neighborhoods to target for the LIEE programs, PG&E starts with its estimates of LIEE eligibility by ZIP-7, derived from census data.² PG&E

¹ Energy burden is the percent of income that goes towards payment of energy bills, and energy insecurity refers to customers experiencing difficulty in paying energy bills and actual or threatened utility shut-offs.

² The joint utility methodology, which derives the number of customers potentially eligible for CARE and LIEE services in each utility’s service area, was adopted by the Commission in D.01-03-028, and is updated annually. Sources for this estimation include: the Commission’s current guidelines; current year small area vendor marginal distributions on household characteristics; Census Public Use Microdata Sample (PUMS) 2000 and PUMS 2007 sample data; utility meter and master meter household counts; Department of Finance CPI series; and various Geographic Information System (GIS) sources. ZIP-7s are smaller breakdowns of postal ZIP Codes that are used

Footnote continued on next page

has ranked ZIP-7 areas with the highest populations of estimated LIEE-eligible customers³ in its service area, and correlates them with PG&E billing information, including: information on PG&E customer energy use;⁴ the number of 48-hour shut-off notices sent; actual shut-offs over the last year; and the number of customers in PG&E's Third-Party Notification Program. PG&E is also correlating this data with the current CARE penetration rate, and the number of customers who have already participated in LIEE since 2002 (thus making them ineligible for participation at this time).

Finally, D.08-11-031 permits targeted self-certification and enrollment activities in areas of the IOUs' service territory where 80% of the customers are at or below 200% of the federal poverty line. (D.08-11-031, O.P.6) PG&E ranks ZIP-7 areas by percent of LIEE estimated eligibility. As described above, areas with the highest estimates of LIEE eligibility, correlated with high energy usage, the number of 48-hour shut-off notices sent, actual shut-offs over the last year, and low previous LIEE participation, are evaluated so that they can be selected first for the Whole Neighborhood Approach events. We anticipate that some of the areas selected will be over 80% LIEE-eligible. These neighborhoods where over 80% of the customers are at or below 200% of the federal poverty level will be self-certified.

Using this information to help determine potential neighborhoods to approach with the LIEE program, PG&E's LIEE program managers are working with both internal and external groups to target and select neighborhoods. PG&E works closely with its LIEE implementation contractors, CARE outreach contractors, PG&E local government relations and communications staff, and state LIHEAP agencies to help establish contact with government representatives and neighborhood leaders.

for small area research in census data. They are the smallest geographical area for which reliable income and demographic data is available.

³ Customers with household incomes at or below 200% of the Federal Poverty Level are eligible for both LIEE and CARE.

⁴ To calculate energy use, PG&E's electric customers were divided into low, medium and high tiers, based on their electric use at Tiers 1-2 (Low Electric Use below 130% of baseline), Tier 3 (Medium Electric Use from 131% to 200% of baseline) and Tiers 4-5 (High Electric Use above 200% of baseline). A customer is considered at the highest tier if they overused electricity during at least two months of the previous twelve month period. PG&E chose to use a two month tier trigger rather than a one month trigger to help filter out atypical usage patterns caused by unusual weather spikes, temporary home visitors, or other outlier events that are not indicators of normal household energy usage.

In order to accurately assess home energy use, a customer must have a minimum six month billing history to be eligible to participate in the program. Customers with less than a six month history will be re-evaluated after they have sufficient billing history.

PG&E also tiered gas usage and divided gas customers into Tier 1 below-baseline low usage customers, and Tier 2 above-baseline high usage customers. PG&E used the same two month trigger described above for electric tiering.

In addition to neighborhoods identified and selected by PG&E for Whole Neighborhood Approach events, PG&E's contractors are also encouraged to suggest neighborhoods to target based on their knowledge of the areas in which they work. PG&E contractors are very familiar with the local neighborhoods in their assigned areas and currently use many strategies to enroll LIEE customers, including: canvassing neighborhoods; targeted direct mail; outbound calls; advertising in local venues; speaking to local groups; and outreaching at community events.

PG&E coordinates LIEE neighborhood events with scheduled CARE events such as the recent "We CARE" events, and publicizes them in advance through targeted mailings, door hangers, local community partners (e.g., civic and social leaders, churches, and low income service agencies), and local print, radio and television media. PG&E's new LIEE community coordinator works to publicize and promote events with local community and civic leaders, and to enlist their support and partnership in making neighborhood events a success. PG&E contractors all carry door hangers to leave behind at the homes of customers that were not home at the time of the neighborhood visit. The door hangers include program and contact information so that the customer can schedule a visit.

1.3. LIEE Customer Outreach and Enrollment Update

PG&E increases outreach within the Company by coordinating activities and advertising with other PG&E energy efficiency and rate programs likely to reach low income customers and service providers. PG&E's LIEE contractors are required to inform customers about other programs (such as CARE) for which they may be eligible. LIEE contractors help qualified customers not on the CARE rate to fill out applications.

PG&E combines its LIEE and CARE outreach activities in order to leverage low income outreach efforts and provide PG&E low income customers with the knowledge and tools to access all of PG&E's free energy services.

PG&E employees regularly make presentations about the Company's low income programs to the media and at community events throughout PG&E's service area. These presentations educate customers about energy efficiency and inform them about assistance programs and opportunities available to them through PG&E. PG&E employees make presentations and design media initiatives about LIEE and CARE in multiple languages, including: English, Spanish, Chinese and Vietnamese.

PG&E contracts directly with both community-based organizations (CBOs) and private contractors who provide a wealth of experience in the communities they serve. PG&E currently has 28 installation contractors including 11 CBOs and two appliance contractors who serve 48 counties and over 70,000 square miles in PG&E's service area. Of the 11 CBOs, six of them are Low Income Home Energy Assistance Program (LIHEAP) agencies.

PG&E has five contracts with LIHEAP agencies that are not working within PG&E's LIEE program. PG&E is coordinating 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 LIEE and LIHEAP programs to leverage their resources and help additional low income homes. Through September, 264 refrigerators have been installed, which equates to \$211,200 leveraged through this program.

PG&E and its contractors use PG&E's Energy Partners Online database (EPO) for LIEE activities. The database shows which customers received LIEE services, what year they were provided, and which customers are participating in CARE. With this information, the contractors are better able to market to the community, e.g., contacting only those customers who have not received LIEE services in the past.

LIEE program materials are provided in seven languages: English, Spanish, Vietnamese, Chinese, Russian, Korean, and Hmong.

In addition, PG&E continues to combine its LIEE and CARE outreach activities in order to leverage low income outreach efforts and provide PG&E's low income customers with the knowledge and tools to access all of PG&E's free energy services.

1.3.1. Provide a summary of the LIEE Program outreach and enrollment strategies deployed this month.

PG&E's LIEE program assigns LIEE program staff to manage community outreach. LIEE outreach staff work closely with CARE outreach staff, PG&E Energy Efficiency, Government Partnerships, Third Party Programs, and PG&E communities to promote LIEE awareness and facilitate successful neighborhood efforts.

Currently, PG&E marketing and outreach is performed by LIEE implementation subcontractors. These contractors are responsible for enrolling LIEE participants to meet their contract goals. PG&E provides them with a database containing current CARE customers in their contract area. This database is updated on a weekly basis. In addition, the program database notes which customers have participated previously and are thus ineligible to receive LIEE services.

PG&E contractors currently use many strategies to enroll LIEE customers, including: canvassing neighborhoods; targeted direct mail; outbound calls; advertising in local venues; speaking to local groups; and outreach at community events. Customers who call into PG&E's customer service are referred to the LIEE program and assigned to the contractor in their area who sets up an appointment with them. PG&E is helping its contractors continue these successful marketing and outreach strategies.

LIEE also takes full advantage of CARE's successful low income customer segmentation and targeted marketing strategies by working closely with its CARE

outreach team. CARE outreach targets seniors, disabled customers, families, ethnic populations, rural and urban customers, and other low income PG&E customers.

During the past month, PG&E's LIEE staff and its contractors in the field worked to build on the momentum created in August when the program saw a record number of enrollments. That work was well rewarded as another new record was set with more than 10,000 PG&E customers enrolling in the LIEE program during the month of September. Outreach staff used multiple avenues to connect with eligible customers including relationship building with local governments and nonprofits, presenting program information to community groups, attending events in partnership with other utilities and media exposure via television, radio and newspaper interviews and advertising. Highlights for the month include:

- Publishing articles on the LIEE program in various newspapers including the *Contra Costa Times*.
- Participating in local and national interviews on Spanish-language television and radio to promote the program.
- Working with local contractors to identify areas to receive direct mail pieces. Letters were sent to unenrolled customers in several areas in Sacramento informing them of their potential eligibility for LIEE and CARE.
- Attending the Selma Community Food Bank Distribution in partnership with Area 4 Government Relations to help register drought victims eligible for emergency aid and enroll eligible customers in CARE and LIEE.
- LIEE and CARE staff attending "Soledad Fiesta Days," sponsored by PG&E Government Relations and receiving over 80 applications between the two programs.
- Attending the 4th Annual Midtown Community Festival in Sacramento with CARE, SMUD and Rebuilding Together Sacramento.
- Continuing to work closely with weatherization contractors to increase their access to eligible customers and to provide them with data and potential opportunities to treat neighborhoods rapidly.
- Attending the California Native American Day at the State Capitol which drew an estimated 2,000 attendees.
- Attending the Escalon Senior Breakfast, signing up customers for LIEE and CARE and answering general questions about PG&E.
- LIEE being featured in an ad coordinated by CARE in the *Asian Journal* that was circulated throughout the Bay Area in September.
- PG&E LIEE and CARE representatives making a presentation, in cooperation with SMUD, to the Community Housing Coalition in Sacramento on all of their free services.

- Attending the 12th Annual Senior Resource Fair, "Living Longer, Growing Stronger in San Leandro," signing up customers for LIEE and CARE, and answering general questions.
- LIEE and CARE staff participating in the National Lifeline Awareness Week roundtable meeting co-sponsored by TURN, Assemblywoman Sandre Swanson, and the CPUC to discuss how to better work with other organizations to make programs more accessible to the community.
- Meeting with city staff for the City of San Pablo to discuss leveraging opportunities as well as further promoting the program.
- Developing new collateral and improving existing outreach resources with PG&E Marketing and Branding.

1.4. Leveraging Success Evaluation, Including CSD

- 1.4.1.** 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 SoCalGas met with CSD staff, representatives from several LIHEAP agencies and CPUC staff in Downey on April 29, 2009 to discuss leveraging opportunities. Ideas discussed included: developing a shared repository database that could include customers served and customers on wait lists by utilities and LIHEAP agencies; and sharing utility information with LIHEAP agencies about LIEE customers who are found to be over the LIEE income guidelines or require HVAC or other services which the utilities are unable to provide under LIEE guidelines. PG&E has also had conversations with individual LIHEAP agencies to come up with workable strategies and discuss how we can work together to implement them.

1.5. Workforce Education & Training

- 1.5.1.** Please summarize efforts to improve and expand LIEE workforce education and training. Describe steps taken to hire and train low income workers and how such efforts differ from prior program years.

All contractors and subcontractors responsible for implementing the LIEE program are trained at the PG&E Energy Training Center (ETC) in Stockton California. Most of these LIEE energy specialists and installation contractors are from the local communities in which they work. Because of the increased size of the 2009 LIEE program, more contractor crews have been hired to implement the LIEE program, and 567 individuals have been trained to deliver the LIEE program year-to-date.

PG&E is actively involved with the California Energy Efficiency Long Term Strategic Plan's Workforce Education and Training team that is developing plans

to conduct green workforce needs assessment research. PG&E is also working with Energy Division staff as it hires a consultant to develop a low income workforce education and training plan.

PG&E plans to begin its on-line training pilot (authorized in D.08-11-031) later this year, following approval of its expanded pilot implementation plan. This pilot will explore what LIEE training currently conducted on-site at the ETC can be moved to a web-based and/or off-site curriculum without decreasing effectiveness or results. Specifically, the pilot will evaluate the effectiveness of selected topics for on-line training in lieu of sending all students to a single location for all elements of the certification program. The integration of an on-line training component may reduce the training costs of LIEE Weatherization Specialists by the participating LIEE contractor, which could lead to the training of more individuals.

1.6. Miscellaneous

LIEE High Efficiency Toilet (HET) Replacement Pilot Program

PG&E has partnered with the Santa Clara Valley Water District (SCVWD) to offer up to 1,000 direct install HETs to low income customers. The HET Replacement Program is available to residents who meet the current LIEE program criteria and are customers of both the partner water agency and PG&E.

Through this program PG&E has installed 172 high efficiency toilets through September 2009. The program was originally set to end on August 15, 2009 but was extended through December 31, 2009. Due to the contract change order procedure, installations were put on hold. The contract change order is now fully executed and the installation of HETs has resumed.

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

PG&E's Energy Partners program works with Grid Alternatives to deliver LIEE services to customers that have been approved to participate in the Single Family Affordable Solar Housing Program (SASH). Grid Alternatives refers SASH-eligible homes to PG&E on a regular basis. If the customer has not yet participated in LIEE, 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, LIEE has treated 15 homes that were selected for SASH program participation. In addition, PG&E supplied LIEE measure installation data for another 23 SASH-selected homes that were treated through the LIEE program in prior years.

2. CARE Executive Summary

The CARE program provides a monthly discount on energy bills for income-qualified households throughout PG&E's service area.

To qualify for CARE, a residential customer’s household income must be at or below 200 percent of Federal Poverty Guidelines, as required in D.05-10-044.

2.1. CARE Program Summary

The 2009-2011 CARE Program was adopted in D.08-11-031. The authorized CARE administrative budget is \$9,106,000 for 2009. This includes \$350,000 for PG&E's Cooling Center program. In addition, D.09-06-026, Ordering Paragraph 2, augmented the 2009 budget by increasing the amount for the One-E-App Pilot Project by \$42,000 to cover One-E-App’s maintenance costs.

PG&E anticipates its costs for the One-E-App Pilot will be approximately \$144,000 over the approved budget. In order to cover this shortfall, PG&E plans to shift funds from the “Automatic Enrollment” portion of the CARE Information Technology / Programming budget category. D.08-11-031, Ordering Paragraph 85, authorizes CARE fund shifting, and the Energy Division has reviewed and approved this fund shifting activity.

As a result of increased CARE outreach efforts due to the economic crisis, PG&E anticipates that its costs at year-end for the CARE Outreach budget category will be approximately \$1.35 million over the approved budget of \$5.5 million. These increased efforts include the We CARE California Week, eight monthly bill inserts, an automated telephone enrollment campaign, door-to-door canvassing, 15-day notice inserts, and additional direct mail campaigns to customers who are starting new service, have requested payment arrangements, or currently reside at a closed CARE account address.

To date, these increased outreach efforts have resulted in 83,718 of the overall 330,762 new enrollments in CARE in 2009.

2.1.1. Please provide CARE program summary costs

CARE Budget Categories	Authorized Budget	Actual Expenses Year to Date	% of Budget Spent
Outreach	5,500,000	4,098,549	75%
Automatic Enrollment	150,000	0	0%
Proc / Certification / Verification	1,800,000	1,261,667	70%
Information Tech / Programming	150,000	76,352	51%
Pilots	345,000	451,563	131%
Measurement and Evaluation	0	27,514	0%
Regulatory Compliance	105,000	59,134	56%
General Administration	500,000	301,099	60%
CPUC Energy Division Staff	206,000	96,287	47%
Cooling Centers	350,000	93,068	27%
Total Expenses	9,106,000	6,465,233	71%
Subsidies and Benefits	461,250,651	414,759,877	90%
Total Program Costs and Discounts	470,356,651	421,225,110	90%

2.1.2. Please provide the CARE program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,272,837	1,562,094	81%

2.2. Outreach

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

PG&E's CARE Program rolled out the following outreach direct mail initiatives to increase enrollment of eligible customers:

- Recertification Direct Mail - 4,395 direct mail pieces in English/Spanish/Chinese/Vietnamese were mailed to customers who failed to recertify. This direct mail reoccurred on the 15th of every month. Year-to-date, PG&E's CARE Program has re-enrolled 12,611 customers back to the program.
- Bill Insert - 3.2 million English/Spanish applications were included in non-CARE customers' bills. This was the fifth monthly bill insert PG&E has had this year, through which it has enrolled a year-to-date total of 44,414 new customers.
- Payment Plan and New Service Direct Mail - 800,000 direct mail pieces in English/Spanish were mailed to customers who called for a payment plan or new service. This was the first time PG&E used these data sources for direct mail, which has successfully enrolled 4,372 new customers within the first month. Based on this result, PG&E plans to continue to use this initiative in future.

As part of its mass media campaign, PG&E promoted the CARE Program through television and publications:

- Ethnic Television Media – PG&E ran a CARE commercial on CW – Channel 44 Cable 12 in the San Francisco Bay Area. The commercial is scheduled to run from May through December.
- Ethnic Print Media – a horizontal half-page advertisement was included in the community section of the *Asian Journal* - a Filipino-American community newspaper in the San Francisco Bay Area with a weekly circulation of 31,000 – during September. The ad specifically prompted readers to look for the CARE/FERA application inserted in the newspaper.

PG&E's CARE Program worked with third-party vendors to enroll eligible customers via automated phone enrollment and door-to-door canvassing:

- Automated Telephone Enrollment – PG&E contracted with a third-party vendor, SoundBite Communications, to enroll new customers by telephone and recertify existing customers. Year-to-date, PG&E has enrolled 20,949 new customers and recertified 9,705 existing customers through this method.
- Door-to-Door Canvassing – PG&E contracted with a third-party vendor, Energy Save, who conducted a door-to-door campaign to enroll hard-to-reach customers who typically would not respond to traditional outreach initiatives such as direct mail or a bill insert. Year-to-date, PG&E has enrolled 6,939 new customers through Energy Save's efforts.

During September, PG&E's CARE Program participated in 25 outreach events where program representatives were available to answer questions and help customers enroll in the program:

- San Rafael Farmers Market Festival in San Rafael on 9/3/09, 9/10/09, 9/17/09 and 9/24/09.
- First AME Church – Annual Labor Day Shoe Giveaway to Low Income Families in Oakland on 9/7/09.
- 3rd Annual Job and Community Resource Fair – “People Helping People” in Vallejo on 9/9/09.
- 12th Annual Senior Resource Fair – Living Longer, Growing Stronger in San Leandro on 9/11/09.
- San Francisco Symphony – Justin Herman Plaza in San Francisco on 9/11/09.
- 4th Annual Midtown Community Festival in Sacramento on 9/12/09.
- Soledad Fiesta Days in Soledad on 9/13/09.
- 23rd Annual Tracy Dry Bean Festival in Tracy on 9/13/09.
- 8th Annual Healthy Aging Fair in Hayward on 9/16/09.
- National Lifeline Awareness Week in Oakland on 9/17/09.
- San Francisco Chinatown Bill Clinic in San Francisco on 9/17/09.
- Community Wellness Day in Oakland on 9/19/09.
- YMCA Contra Costa Pancake Breakfast in Richmond on 9/19/09.
- KDYA Radio “Gospel in the park Goes Green” in Richmond on 9/19/09.
- San Francisco Chinatown Autumn Moon Festival in San Francisco on 9/19/09.
- 42nd Annual California Native American Day in Sacramento on 9/25/09.
- 7th Annual Health and Resource Fair in Lathrop on 9/26/09.

- 15 Annual Sunset Community Festival - Spotlight on the Sunset's Children and Youth in San Francisco on 9/26/09.
- UNICEF Walkathon in Oakland on 9/26/09.
- Sunset District 5th Autumn Moon Festival in San Francisco on 9/26/09.
- San Jose Mariachi Festival in San Jose on 9/27/09.
- Escalon Senior Breakfast in Escalon on 9/30/09.

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

PG&E currently exchanges data with Southern California Edison (SCE) Company and Southern California Gas (SCG) Company to automatically enroll their CARE customers who also receive PG&E service. PG&E also participates in data exchanges of qualified low income customers with the Sacramento Municipal Utility District (SMUD) and Modesto Irrigation District (MID). PG&E provides natural gas in the SMUD and MID electric service areas and will automatically enroll qualified low income customers served by SMUD and MID in CARE.

PG&E has resumed the automatic enrollment of LIHEAP customers, as authorized in D.02-07-033. 5,000 LIHEAP customers have been automatically enrolled in CARE in 2009.

Through PG&E's Low Income Energy Efficiency Program (known as Energy Partners for PG&E), each home that receives LIEE services where the customer is not on the CARE rate is then signed up for the CARE discount. 1,958 LIEE participants were enrolled in CARE in September.

In addition, PG&E continues to integrate CARE and LIEE outreach efforts to effectively provide eligible customers with the knowledge and tools to access all of PG&E's free energy services.

2.2.3. 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 September.

2.3. Miscellaneous

D.08-11-031, Ordering Paragraph 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 10 Public Housing Authority (PHA) as a Community Outreach Contractor (COC) to enroll their eligible residents in the program.

As authorized in D.08-11-031, PG&E implemented the CARE One-E-App Pilot on September 22. The pilot is taking place in Fresno County and will be expanded to Solano, San Joaquin and Alameda Counties. Income-qualified customers in these counties will be able to meet with a Certified Application Assister and enroll in CARE through the One-E-App system. One-E-App is a Web-based, one-stop eligibility system accessible at a variety of community organizations, which connects families with a range of publicly funded health and human service programs. The pilot will run through the end of the year, and if successful, will be expanded throughout PG&E's service area.

3. Appendix: LIEE Tables and CARE Tables

LIEE- Table 1- LIEE Program Expenses

LIEE- Table 2- LIEE Expenses & Energy Savings by Measures Installed

LIEE- Table 3- LIEE Average Bill Savings per Treated Home

LIEE- Table 4- LIEE Homes Treated

LIEE- Table 5- LIEE Customer Summary

LIEE- Table 6- LIEE Expenditures for Pilots and Studies

LIEE- Table 7- Whole Neighborhood Approach

CARE- Table 1- CARE Overall Program Expenses

CARE- Table 2- CARE Enrollment, Recertification, Attrition, and Penetration

CARE- Table 3- CARE Standard Random Verification Results

CARE- Table 4- Self-Certification and Self-Recertification

CARE- Table 5- Enrollment by County

CARE- Table 6- Recertification Results

CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month-End

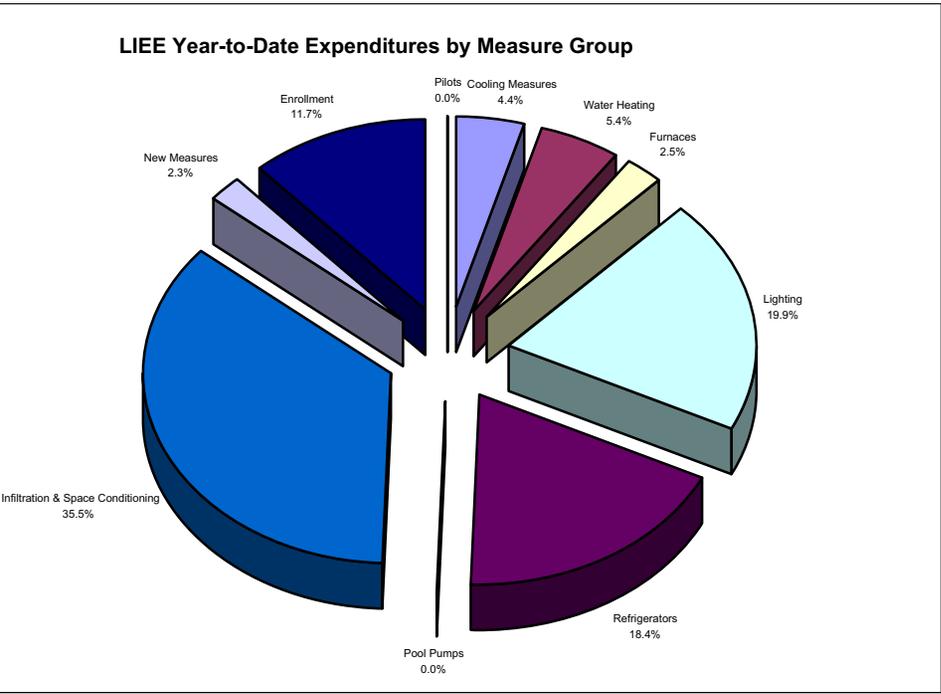
Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	LIEE Table 1 - LIEE Program Expenses - PG&E												
2	Through September 30, 2009												
3		Authorized Budget¹			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent YTD		
4	LIEE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
5	Energy Efficiency												
6	- Gas Appliances		\$ 10,707,371	\$ 10,707,371	\$ -	\$ 955,326	\$ 955,326	\$ -	\$ 4,722,257	\$ 4,722,257	0.0%	44.1%	44.1%
7	- Electric Appliances	\$ 44,517,605	\$ -	\$ 44,517,605	\$ 4,436,051	\$ -	\$ 4,436,051	\$ 23,059,118	\$ -	\$ 23,059,118	51.8%	0.0%	51.8%
8	- Weatherization	\$ 4,044,334	\$ 25,813,500	\$ 29,857,834	\$ 496,239	\$ 2,812,023	\$ 3,308,263	\$ 2,555,043	\$ 14,478,576	\$ 17,033,619	63.2%	56.1%	57.0%
9	- Outreach and Assessment	\$ 723,076	\$ 389,349	\$ 1,112,425	\$ 72,114	\$ 38,831	\$ 110,945	\$ 357,125	\$ 192,298	\$ 549,423	49.4%	49.4%	49.4%
10	- In Home Energy Education	\$ 6,507,689	\$ 3,504,140	\$ 10,011,829	\$ 702,944	\$ 378,508	\$ 1,081,452	\$ 3,513,006	\$ 1,891,619	\$ 5,404,624	54.0%	54.0%	54.0%
11	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
12	- Pilot	\$ 1,092,276	\$ 282,755	\$ 1,375,031	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
13	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
14	Energy Efficiency TOTAL	\$ 56,884,980	\$ 40,697,115	\$ 97,582,095	\$ 5,707,348	\$ 4,184,688	\$ 9,892,036	\$ 29,484,291	\$ 21,284,750	\$ 50,769,041	51.8%	52.3%	52.0%
15													
16	Training Center	\$ 398,967	\$ 214,828	\$ 613,795	\$ 24,503	\$ 13,194	\$ 37,696	\$ 208,892	\$ 112,480	\$ 321,372	52.4%	52.4%	52.4%
17	Inspections	\$ 3,432,448	\$ 1,848,241	\$ 5,280,689	\$ 255,375	\$ 137,510	\$ 392,885	\$ 2,318,448	\$ 1,248,395	\$ 3,566,842	67.5%	67.5%	67.5%
18	Marketing	\$ 950,026	\$ 511,553	\$ 1,461,579	\$ 69,362	\$ 37,349	\$ 106,711	\$ 414,035	\$ 222,942	\$ 636,977	43.6%	43.6%	43.6%
19	M&E Studies	\$ 270,810	\$ 145,821	\$ 416,631	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
20	Regulatory Compliance	\$ 188,339	\$ 101,414	\$ 289,753	\$ 8,034	\$ 4,326	\$ 12,360	\$ 72,226	\$ 38,891	\$ 111,117	38.3%	38.3%	38.3%
21	General Administration	\$ 2,152,542	\$ 1,159,061	\$ 3,311,603	\$ 79,976	\$ 43,064	\$ 123,040	\$ 924,625	\$ 497,875	\$ 1,422,501	43.0%	43.0%	43.0%
22	CPUC Energy Division	\$ 65,144	\$ 35,077	\$ 100,221	\$ 2,591	\$ 1,395	\$ 3,986	\$ 19,699	\$ 10,607	\$ 30,307	30.2%	30.2%	30.2%
23													
24	TOTAL PROGRAM COSTS	\$ 64,343,256	\$ 44,713,110	\$ 109,056,366	\$ 6,147,189	\$ 4,421,526	\$ 10,568,715	\$ 33,442,217	\$ 23,415,941	\$ 56,858,158	52.0%	52.4%	52.1%
25	Funded Outside of LIEE Program Budget												
26	Indirect Costs				\$ 59,542	\$ 32,044	\$ 91,586	\$ 553,790	\$ 298,216	\$ 852,006			
27													
28	NGAT Costs				\$ 230,845	\$ 230,845		\$ 1,583,441	\$ 1,583,441				
29													
30	¹ PG&E has an additional \$8.7 million in electric carryover funds available from Program Year 2008 LIEE budget that are not included in the Authorized Budget.												

	A	B	C	D	E	F	G	H
1	LIEE Table 2 - LIEE Measure Installations & Savings							
2	Pacific Gas & Electric Company							
3	Through September 30, 2009							
4	Year-To-Date Completed & Expensed Installations							
5	Measures	Units	Quantity Installed	kWh [5] (Annual)	kW [5] (Annual)	Therms [5] (Annual)	Expenses [6] (\$)	% of Expenditures
6	Heating Systems							
7	Furnaces [7]	Each	1,487	-	-	4,870	1,140,462	2.48%
8	Cooling Measures							
9	- A/C Replacement - Room	Each	1,174	122,551	187	-	1,148,702	2.50%
10	- A/C Replacement - Central	Each	9	2,664	4	-	16,471	0.04%
11	- A/C Tune-up - Central	Each	-	-	-	-	-	0.00%
12	- A/C Services - Central	Each						
13	- Heat Pump	Each						
14	- Evaporative Coolers	Each	1,440	404,613	254	-	838,967	1.83%
15	- Evaporative Cooler Maintenance	Each						
16	- Clock Thermostat	Each						
17	Infiltration & Space Conditioning							
18	Envelope and Air Sealing Measures [1]	Home	31,988	254,890	46	259,817	12,023,833	26.19%
19	Duct Sealing	Home	1,300	39,556	5	42,224	926,273	2.02%
20	Attic Insulation	Home	2,919	78,156	93	173,679	3,341,564	7.28%
21	Water Heater Savings							
22	Water Heater Conservation Measures [2]	Home	33,018	697,175	153	427,556	1,678,590	3.66%
23	- Water Heater Replacement - Gas [7]	Each	1,229	-	-	14,859	813,566	1.77%
24	- Water Heater Replacement - Electric [7]	Each						
25	- Tankless Water Heater - Gas	Each						
26	- Tankless Water Heater - Electric	Each						
27	Lighting Measures							
28	- CFLs	Each	189,079	3,025,264	378	-	1,355,401	2.95%
29	- Interior Hard wired CFL fixtures	Each	86,028	4,903,596	898	-	6,230,443	13.57%
30	- Exterior Hard wired CFL fixtures	Each	21,000	336,000	-	-	1,535,226	3.34%
31	- Torchiere	Each						
32	Refrigerators							
33	Refrigerators - Primary	Each	10,782	8,335,220	1,415	-	8,464,355	18.43%
34	Refrigerators - Secondary	Each						
35	Pool Pumps							
36	Pool Pumps	Each						
37	New Measures							
38	Forced Air Unit Standing Pilot Change Out	Each						
39	Furnace Clean and Tune	Each						
40	High Efficiency Clothes Washer	Each						
41	Microwave	Each						
42	Thermostatic Shower Valve	Each						
43	LED Night Lights	Each						
44	Occupancy Sensor	Each	14,006	558,839	56	-	742,331	1.62%
45	Torchiere	Each	3,988	813,113	79	-	309,541	0.67%
46	Pilots							
47	A/C Tune-up - Central	Home						
48	Interior Hard wired CFL fixtures	Each						
49	Ceiling Fans	Each						
50	In-Home Display	Each						
51	Programmable Controllable Thermostat	Each						
52	Forced Air Unit	Each						
53	Microwave	Each	-	-	-	-	-	0.00%
54	High Efficiency Clothes Washer	Each	-	-	-	-	-	0.00%
55	Customer Enrollment							
56	- Outreach & Assessment	Home	50,079				502,300	1.09%
57	- In-Home Education	Home	50,079				4,848,580	10.56%
58	- Education Workshops	Participants						
59								
60								
61	Total Savings/Expenditures			19,571,637	3,569	923,004	45,916,603	100%
62								
63	Homes Weatherized [3]	Home	37,850					
64								
65	Homes Treated							
66	- Single Family Homes Treated	Home	39,631					
67	- Multi-family Homes Treated	Home	6,938					
68	- Mobile Homes Treated	Home	3,510					
69	- Total Number of Homes Treated	Home	50,079					
70	#Eligible Homes to be Treated for PY [4]	Home	90,903					
71	% of Homes Treated	%	55.09%					
72								
73	- Total Master-Metered Homes Treated	Home	1,593					
74								
75	[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weather stripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.							
76								
77	[2] Water Heater Conservation Measures may include water heater blanket, low flow showerhead, water heater pipe wrap, faucet aerators.							
78	[3] Weatherization may consist of attic insulation, attic access weatherization, weather stripping - door, caulking, & minor home repairs							
79	[4] Based on Attachment H of D0811031							
80	[5] All savings are calculated based on the following sources:							
81	M&E is from Impact Evaluation of the 2005 California LIEE Program, Final Report submitted to							
82	SCE by West Hill Energy & Computing, Inc., December 19, 2007.							
83	M&E is from the Report on the Assessment of Proposed New Program Year 2006,							
84	LIEE Program Measures by LIEE Standardization Team, April 25, 2005.							
85	M&E is from the LIEE Measure Cost Effectiveness, Final Report, June 2, 2003.							
86	06-08 DEER and PG&E Workpapers.							
87	[6] Costs exclude support costs that are included in Table 1.							
88	[7] Includes both Replacement and Repair.							

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G
1							
2			Year-to-Date Expenses from LIEE Table 2L				
3							
4			Cooling Measures	\$2,004,140		4.4%	
5			Water Heating	\$2,492,156		5.4%	
6			Furnaces	\$1,140,462		2.5%	
7			Lighting	\$9,121,070		19.9%	
8			Refrigerators	\$8,464,355		18.4%	
9			Pool Pumps	\$0		0.0%	
10			Infiltration & Space Conditioning	\$16,291,669		35.5%	
11			New Measures	\$1,051,871		2.3%	
12			Enrollment	\$5,350,880		11.7%	
13			Pilots	\$0		0.0%	
14							
15			Total	\$45,916,603			
16							
17							
18			LIEE Year-to-Date Expenditures by Measure Group				
19							
20							
21							
22							
23							
24							
25							
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31							
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33							
34							
35							
36							
37							
38							



Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B
1	LIEE Table 3 - Average Bill Savings per Treated Home	
2	Pacific Gas & Electric Company	
	Through September 30, 2009	
3	Year-to-date Installations - Expensed	
4		
5	Annual kWh Savings	19,571,637
6	Annual Therm Savings	923,004
7	Lifecycle kWh Savings	268,944,425
8	Lifecycle Therm Savings	9,961,503
9	Current kWh Rate	\$ 0.0945
10	Current Therm Rate	\$ 0.8025
11	Number of Treated Homes	50,079
12	Average 1st Year Bill Savings / Treated Home	\$ 51.64
13	Average Lifecycle Bill Savings / Treated Home	\$ 466.05

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G
1	LIEE Table 4 - LIEE Homes Treated						
2	Pacific Gas & Electric Company						
3	Through September 30, 2009						
4	County	Eligible Customers			Homes Treated Year to Date		
5		Rural	Urban	Total	Rural	Urban	Total
6	ALAMEDA	19	184,954	184,973	0	7,051	7,051
7	ALPINE	170	36	206	0	0	0
8	AMADOR	5,391	121	5,511	61	2	63
9	BUTTE	46,042	235	46,277	1,792	25	1,817
10	CALAVERAS	6,758	905	7,664	243	27	270
11	COLUSA	3,684	26	3,710	43	1	44
12	CONTRA COSTA	349	93,602	93,951	1	4,008	4,009
13	EL DORADO	13,611	106	13,717	75	1	76
14	FRESNO	15,339	134,369	149,708	830	5,235	6,065
15	GLENN	4,960	500	5,461	89	23	112
16	HUMBOLDT	28,153	692	28,845	594	6	600
17	KERN	47,053	50,247	97,300	1,262	990	2,252
18	KINGS	9,164	170	9,335	521	0	521
19	LAKE	15,784	1,311	17,095	0	0	0
20	LASSEN	186	124	310	0	0	0
21	MADERA	22,058	1,074	23,132	1,271	20	1,291
22	MARIN	2,456	20,193	22,649	46	279	325
23	MARIPOSA	1,342	2,515	3,857	6	94	100
24	MENDOCINO	15,780	472	16,253	0	0	0
25	MERCED	13,621	25,011	38,632	549	451	1,000
26	MONTEREY	8,102	42,654	50,756	252	746	998
27	NAPA	2,400	13,939	16,339	13	360	373
28	NEVADA	11,306	618	11,924	133	0	133
29	PLACER	5,456	18,840	24,296	172	543	715
30	PLUMAS	3,567	10	3,577	0	0	0
31	SACRAMENTO	961	149,057	150,018	1	663	664
32	SAN BENITO	4,794	208	5,002	63	0	63
33	SAN BERNARDINO	396	1	397	0	0	0
34	SAN FRANCISCO	-	141,037	141,037	0	2,170	2,170
35	SAN JOAQUIN	9,622	82,793	92,415	253	2,542	2,795
36	SAN LUIS OBISPO	34,836	309	35,145	568	1	569
37	SAN MATEO	1,356	58,456	59,813	5	1,531	1,536
38	SANTA BARBARA	10,121	8,024	18,144	219	241	460
39	SANTA CLARA	3,307	130,291	133,598	89	3,813	3,902
40	SANTA CRUZ	6,392	24,786	31,178	141	567	708
41	SHASTA	10,701	17,332	28,033	484	299	783
42	SIERRA	319	-	319	0	0	0
43	SISKIYOU	23	-	23	0	0	0
44	SOLANO	2,889	38,267	41,156	149	894	1,043
45	SONOMA	14,749	37,608	52,357	228	1,405	1,633
46	STANISLAUS	10,818	51,493	62,311	554	1,147	1,701
47	SUTTER	14,999	120	15,118	707	1	708
48	TEHAMA	12,781	436	13,216	292	12	304
49	TRINITY	849	2	851	2	0	2
50	TULARE	7,285	1,129	8,413	275	24	299
51	TUOLUMNE	10,636	428	11,064	567	0	567
52	YOLO	13,767	19,423	33,191	420	1,194	1,614
53	YUBA	13,653	25	13,678	743	0	743
54	Total	468,002	1,353,948	1,821,950	13,713	36,366	50,079

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	LIEE Table 5 - LIEE Customer Summary - PG&E																
2	Through September 30, 2009																
3		Gas & Electric				Gas Only				Electric Only				Total			
4		Homes Treated	(Annual)			Homes Treated	(Annual)			Homes Treated	(Annual)			Homes Treated	(Annual)		
5	Month		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
6	January 2009	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7	February 2009	785	14,444	139,314	24.0	4	412	-	-	83	124	21,430	4.5	872	14,980	160,745	28
8	March 2009	4,081	83,495	1,506,614	242.7	23	1,045	267	0.1	626	662	318,842	64.8	4,730	85,203	1,825,723	308
9	April 2009	8,305	173,719	3,477,246	577.9	39	1,833	1,964	0.6	1,305	1,101	759,442	164.4	9,649	176,652	4,238,652	743
10	May 2009	12,942	275,330	5,023,589	883.3	77	3,116	2,773	0.9	2,058	1,894	1,174,808	267.9	15,077	280,341	6,201,170	1,152
11	June 2009	19,295	406,932	7,587,262	1,343.8	280	8,658	2,294	1.0	2,907	2,343	1,679,644	370.4	22,482	417,932	9,269,199	1,715
12	July 2009	25,906	546,039	10,161,062	1,779.3	793	21,638	4,283	2.3	3,804	2,703	2,200,127	471.0	30,503	570,380	12,365,471	2,253
13	August 2009	33,361	697,306	12,883,435	2,253.0	1,544	40,570	4,276	2.4	5,080	3,941	2,781,229	596.3	39,985	741,816	15,668,940	2,852
14	September 2009	40,963	857,016	15,880,223	2,776.6	2,313	61,145	7,195	3.8	6,803	4,843	3,684,219	788.3	50,079	923,004	19,571,637	3,569
15	October 2009																
16	November 2009																
17	December 2009																
18	Figures for each month are year to date (YTD). December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in LIEE Table 2.																

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	LIEE Table 6 - Expenditures for Pilots and Studies												
2	Pacific Gas & Electric Company												
3	Through September 30, 2009												
4		Authorized 3-Year Budget			Current Month Expenses ¹			Expenses Since January 1, 2009 ¹			% of 3-Year Budget Spent		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots:												
7	-Meals On Wheels	\$ 300,000	\$ -	\$ 300,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
8	-On Line EP Training	\$ 67,500	\$ 382,500	\$ 450,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	City of San Joaquin	\$ 61,500	\$ 348,500	\$ 410,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
10	High Efficiency Clothes Washers	\$ 112,500	\$ 637,500	\$ 750,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
11													
12													
13													
14	Total Pilots	\$ 541,500	\$ 1,368,500	\$ 1,910,000							0%	0%	0%
15													
16	Studies:												
17	Low Income Non-Energy Benefits	\$ 58,500	\$ 31,500	\$ 90,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
18	2009 Process Evaluation	\$ 48,750	\$ 26,250	\$ 75,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	Household Segmentation Study	\$ 78,000	\$ 42,000	\$ 120,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
20	Refrigerator Degradation Study	\$ 43,334	\$ 23,333	\$ 66,667	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
21													
22													
23													
24	Total Studies	\$ 228,584	\$ 123,083	\$ 351,667	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
25													
26	¹ There were no expenditures for Pilots and Studies year-to-date												

LIEE Table 7
Whole Neighborhood Approach
Pacific Gas & Electric Company
Through September 30, 2009

A	B	C	D	E
Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2008	Total Treated Year to Date
Census tract 125, San Francisco	8050	6826	1929	94
Berkeley, 94704-17	233	192	8	7
Yuba City, 95991-63	311	255	80	40
Woodland, 95776 -33	150	126	20	60
Chico - 95926 - 36	418	355	64	57
Fresno, 93727-43	295	242	43	95
Stockton, 95204-23	272	242	158	40
Firebaugh, 93622	2692	1588	1005	258
Yuba City, 95993-35	376	169	91	35
Yuba City, 95991-47	259	132	101	37
Yuba City, 95991-58	372	182	104	31
Yuba City, 95991-88	479	216	126	87
Yuba City, 95991-15	488	224	77	22
Yuba City, 95991-25	250	130	125	27
Yuba City, 95991-43	351	204	99	32
Yuba City, 95991-59	435	291	149	24
14 West Cross St Apts, 95695-45*	58	20	0	24
Woodland, 95695-43	415	112	25	44
Woodland, 95695-37	444	262	24	58
Woodland, 95695-36	426	153	33	39
Woodland, 95695-33	424	195	49	81
Marysville, 95901-34	185	37	11	12
Marysville, 1205 East 22nd St Apts, 95901-36*	144	118	32	51
Yuba City, 1351 Dustin Dr Apts, 95993-27*	45	21	2	17
Auburn, 95603-39	400	152	98	62

*Estimate of neighborhood eligibility is based on census ZIP7 eligibility

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses - PG&E												
2	Through September 30, 2009												
3	Final	Authorized Budget			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
4	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
5	Outreach ^[1]	\$ 4,750,000	\$ 1,100,000	\$ 5,850,000	\$ 530,085	\$ 132,185	\$ 662,270	\$ 3,371,437	\$ 820,180	\$ 4,191,617	71%	75%	72%
6	Automatic Enrollment	\$ 120,000	\$ 30,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
7	Processing/ Certification/Verification	\$ 1,440,000	\$ 360,000	\$ 1,800,000	\$ 103,620	\$ 25,905	\$ 129,525	\$ 1,007,189	\$ 254,478	\$ 1,261,667	70%	71%	70%
8	Information Technology / Programming	\$ 120,000	\$ 30,000	\$ 150,000	\$ 13,526	\$ 3,381	\$ 16,907	\$ 60,972	\$ 15,380	\$ 76,352	51%	51%	51%
9													
10	Pilots												
11	CARE One-E-App (The Center & PG&E)	\$ 276,000	\$ 69,000	\$ 345,000	\$ 44,751	\$ 11,188	\$ 55,939	\$ 361,251	\$ 90,313	\$ 451,563	131%	131%	131%
12	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Total Pilots	\$ 276,000	\$ 69,000	\$ 345,000	\$ 44,751	\$ 11,188	\$ 55,939	\$ 361,251	\$ 90,313	\$ 451,563	0%	0%	0%
15													
16	Measurement & Evaluation ^[4]	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 22,011	\$ 5,503	\$ 27,514	0%	0%	0%
17	Regulatory Compliance	\$ 84,000	\$ 21,000	\$ 105,000	\$ 6,010	\$ 1,502	\$ 7,512	\$ 47,266	\$ 11,868	\$ 59,134	56%	57%	56%
18	General Administration	\$ 400,000	\$ 100,000	\$ 500,000	\$ (51,546)	\$ (12,886)	\$ (64,432)	\$ 240,209	\$ 60,890	\$ 301,099	60%	61%	60%
19	CPUC Energy Division	\$ 164,800	\$ 41,200	\$ 206,000	\$ 7,441	\$ 1,860	\$ 9,301	\$ 70,581	\$ 25,706	\$ 96,287	43%	62%	47%
20													
21	SUBTOTAL MANAGEMENT COSTS	\$ 7,354,800	\$ 1,751,200	\$ 9,106,000	\$ 653,887	\$ 163,136	\$ 817,022	\$ 5,180,916	\$ 1,284,316	\$ 6,465,233	70%	73%	71%
22													
23	CARE Rate Discount	\$ 370,191,172	\$ 91,059,479	\$ 461,250,651	\$ 53,514,542	\$ 3,219,199	\$ 56,733,742	\$ 358,881,134	\$ 55,878,744	\$ 414,759,877	97%	61%	90%
24	Service Establishment Charge Discount	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
25													
26	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 377,545,972	\$ 92,810,679	\$ 470,356,651	\$ 54,168,429	\$ 3,382,335	\$ 57,550,764	\$ 364,062,050	\$ 57,163,060	\$ 421,225,110	96%	62%	90%
27													
28	Other CARE Rate Benefits												
29	- DWR Bond Charge Exemption				\$ 3,260,962		\$ 3,260,962	\$ 24,182,148		\$ 24,182,148			
30	- CARE PPP Exemption ^[2]				\$ 2,381,288	\$ 336,093	\$ 2,717,380	\$ 18,103,047	\$ 6,074,614	\$ 24,177,662			
31	- California Solar Initiative Exemption				\$ 1,103,000		\$ 1,103,000	\$ 7,785,877		\$ 7,785,877			
32	- kWh Surcharge Exemption												
33	Total - Other CARE Rate Benefits				\$ 6,745,250	\$ 336,093	\$ 7,081,343	\$ 50,071,072	\$ 6,074,614	\$ 56,145,686			
34													
35	Indirect Costs				\$ 45,991	\$ 11,432	\$ 57,423	\$ 394,226	\$ 98,178	\$ 492,404			
36													
37	^[1] The Outreach category includes expenses from Capitation Fee, Mass Media Advertising, Outreach, Expanded Outreach and Cooling Center Expenses												
38	^[2] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the Care surcharge												
39	^[3] The Outreach category includes expenses from the 2009 Cooling Centers Program												
40	^[4] An accounting correction was made by journal entry.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration - PG&E																		
2	Through September 30, 2009																		
3	Gross Enrollment																		
4	Enrollment																		
5	2009																		
6	January	0	264	0	0	0	264	429	21,173	21,866	27,041	48,907	20,187	28,720	1,679	1,137,916	1,561,966	73%	
7	February	0	1,739	0	0	0	1,739	359	24,260	26,358	20,648	47,006	18,916	28,090	7,442	1,145,358	1,561,966	73%	
8	March	0	547	0	0	0	547	538	38,866	39,951	28,149	68,100	25,355	42,745	14,596	1,159,954	1,561,966	74%	
9	April	1,627	1,413	0	0	0	3,040	674	31,614	35,328	38,298	73,626	19,025	54,601	16,303	1,176,257	1,563,484	75%	
10	May	128	3,197	0	0	0	3,325	660	30,716	34,701	38,960	73,661	19,239	54,422	15,462	1,191,719	1,563,484	76%	
11	June	0	1,508	4,662	0	0	6,170	607	36,471	43,248	33,702	76,950	27,245	49,705	16,003	1,207,722	1,563,484	77%	
12	July	0	1,507	0	0	0	1,507	703	33,619	35,829	30,433	66,262	20,104	46,158	15,725	1,223,447	1,562,094	78%	
13	August	0	4,342	0	0	0	4,342	550	42,688	47,580	37,465	85,045	25,387	59,658	22,193	1,245,640	1,562,094	80%	
14	September	0	1,947	0	0	0	1,947	1,100	42,854	45,901	48,727	94,628	18,704	75,924	27,197	1,272,837	1,562,094	81%	
15	October																		
16	November																		
17	December																		
18	YTD Total	1,755	16,464	4,662	0	0	22,881	5,620	302,261	330,762	303,423	634,185	194,162	440,023	136,600	1,272,837	1,562,094	81%	

19

20 ¹ Enrollments via data sharing between the IOUs.

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

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

23 ⁴ One-e-App is a pilot program set up by The Center to Promote Healthcare Access (The Center) and PG&E. The pilot will occur within two PG&E counties to implement a strategy of automatic enrollment for low income customers into the CARE program based on customers' applications or reapplications for related low income health and social welfare services (e.g., MediCAL, Healthy Families, CALKids, etc.). The goal is to develop another means by which low income families can be introduced into the CARE program and, depending on the success of the pilot, possibly expand this pilot to other counties within PG&E's service area as well as to the other IOUs.

24 ⁵ Not including Recertification.

	A	B	C	D	E	F	G	H	I
1	CARE Table 3 - Standard Random Verification Results - PG&E								
2	Through September 30, 2009								
3	2009	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped¹	% Dropped through Random Verification	% of Total Population Dropped
4	January	1,137,916	1,854	0.16%	974	95	1,069	57.66%	0.09%
5	February	1,145,358	1,116	0.10%	583	55	638	57.17%	0.06%
6	March	1,159,954	6,069	0.52%	3,303	278	3,581	59.00%	0.31%
7	April	1,176,257	1,775	0.15%	926	144	1,070	60.28%	0.09%
8	May	1,191,719	1,741	0.15%	913	135	1,048	60.20%	0.09%
9	June	1,207,722	5,471	0.45%	2,645	317	2,962	54.14%	0.25%
10	July	1,223,447	1,176	0.10%					
11	August	1,245,640	1,247	0.10%					
12	September	1,272,837	8,251	0.65%					
13	October								
14	November								
15	December								
16	YTD Total	1,272,837	28,700	2.25%	9,344	1,024	10,368	57.52%	0.81%
17									
18	¹ Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications - PG&E						
2	Through September 30, 2009						
3		Provided ²	Received	Approved	Denied	Pending/ Never Completed	Duplicates
4	YTD Total ¹	16,635,359	629,916	573,638	6,519	49,759	70,039
5	Percentage ³		100.00%	91.07%	1.03%	7.90%	11.12%
6							
7	Footnotes:						
8	¹ Includes sub-metered customers.						
9	² Includes number of applications provided via direct mail campaigns, call centers, bill inserts and other outreach methods. Because there are other means by which customers obtain applications which are not counted, this number is only an approximation.						
10	³ Percent of Received. Duplicates are also counted as Approved, so the total will not add up to 100%.						

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County - PG&E									
2	Through September 30, 2009									
3		Estimated Eligible			Total Participants			Penetration Rate		
4	County	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
5	ALAMEDA	140,703	18	140,722	119,059	14	119,073	85%	77%	85%
6	ALPINE	35	170	205	1	11	12	3%	6%	6%
7	AMADOR	120	5,271	5,391	100	3,437	3,537	83%	65%	66%
8	BUTTE	222	43,053	43,275	133	31,829	31,962	60%	74%	74%
9	CALAVERAS	895	6,704	7,599	521	4,190	4,711	58%	62%	62%
10	COLUSA	25	3,593	3,618	59	2,792	2,851	237%	78%	79%
11	CONTRA COSTA	80,063	323	80,386	72,495	193	72,688	91%	60%	90%
12	EL DORADO	105	13,509	13,614	61	10,170	10,231	58%	75%	75%
13	FRESNO	124,669	14,802	139,470	113,883	11,933	125,816	91%	81%	90%
14	GLENN	484	4,827	5,312	464	3,689	4,153	96%	76%	78%
15	HUMBOLDT	676	26,154	26,829	382	18,583	18,965	57%	71%	71%
16	KERN	47,953	45,533	93,485	44,486	39,818	84,304	93%	87%	90%
17	KINGS	168	9,088	9,257	108	7,552	7,660	64%	83%	83%
18	LAKE	1,296	15,524	16,821	765	9,990	10,755	59%	64%	64%
19	LASSEN	123	185	308	78	95	173	63%	51%	56%
20	MADERA	1,070	21,507	22,577	769	16,793	17,562	72%	78%	78%
21	MARIN	16,207	2,064	18,271	10,984	1,493	12,477	68%	72%	68%
22	MARIPOSA	2,514	1,298	3,812	1,631	578	2,209	65%	45%	58%
23	MENDOCINO	470	15,390	15,860	214	9,799	10,013	46%	64%	63%
24	MERCED	23,878	13,315	37,193	19,945	11,517	31,462	84%	86%	85%
25	MONTEREY	36,739	7,460	44,199	27,212	6,671	33,883	74%	89%	77%
26	NAPA	12,469	2,078	14,547	8,846	1,298	10,144	71%	62%	70%
27	NEVADA	617	10,954	11,571	335	7,489	7,824	54%	68%	68%
28	PLACER	17,956	5,464	23,420	14,640	4,777	19,417	82%	87%	83%
29	PLUMAS	10	3,553	3,562	7	1,665	1,672	71%	47%	47%
30	SACRAMENTO	122,707	817	123,524	94,148	352	94,500	77%	43%	77%
31	SAN BENITO	196	4,610	4,806	92	4,037	4,129	47%	88%	86%
32	SAN BERNARDINO	1	389	389	1	318	319	131%	82%	82%
33	SAN FRANCISCO	82,095	0	82,095	68,008	0	68,008	83%	n/a	83%
34	SAN JOAQUIN	74,877	9,159	84,037	62,028	8,658	70,686	83%	95%	84%
35	SAN LUIS OBISPO	297	34,362	34,659	70	19,217	19,287	24%	56%	56%
36	SAN MATEO	44,538	1,300	45,838	35,068	1,048	36,116	79%	81%	79%
37	SANTA BARBARA	7,795	9,936	17,731	6,572	8,585	15,157	84%	86%	85%
38	SANTA CLARA	100,417	3,035	103,452	99,962	2,793	102,755	100%	92%	99%
39	SANTA CRUZ	20,057	5,924	25,981	15,296	3,824	19,120	76%	65%	74%
40	SHASTA	16,653	10,161	26,814	10,734	7,775	18,509	64%	77%	69%
41	SIERRA	0	318	318	0	112	112	n/a	35%	35%
42	SISKIYOU	0	23	23	0	9	9	n/a	39%	39%
43	SOLANO	33,542	2,797	36,339	29,839	2,369	32,208	89%	85%	89%
44	SONOMA	33,783	13,836	47,619	30,596	9,190	39,786	91%	66%	84%
45	STANISLAUS	48,709	10,704	59,413	36,157	8,436	44,593	74%	79%	75%
46	SUTTER	112	13,397	13,509	75	12,000	12,075	67%	90%	89%
47	TEHAMA	424	12,474	12,899	226	9,817	10,043	53%	79%	78%
48	TRINITY	2	844	845	1	301	302	61%	36%	36%
49	TULARE	1,095	7,208	8,303	786	7,090	7,876	72%	98%	95%
50	TUOLUMNE	427	10,572	10,999	112	6,018	6,130	26%	57%	56%
51	YOLO	15,929	12,447	28,376	9,122	8,412	17,534	57%	68%	62%
52	YUBA	24	12,796	12,820	13	10,016	10,029	54%	78%	78%
53										
54	Total	1,113,149	448,946	1,562,094	936,084	336,753	1,272,837	84%	75%	81%

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	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results - PG&E							
2	Through September 30, 2009							
3	2009	Total CARE Population	Participants Requested to Recertify ¹	% of Population Total	Participants Recertified	Participants Dropped ²	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
4	January	1,137,916	22,296	1.96%	16,981	5,315	76.16%	0.47%
5	February	1,145,358	23,752	2.07%	18,309	5,443	77.08%	0.48%
6	March	1,159,954	27,369	2.36%	22,086	5,283	80.70%	0.46%
7	April	1,176,257	37,611	3.20%	30,626	6,985	81.43%	0.59%
8	May	1,191,719	21,474	1.80%	17,063	4,411	79.46%	0.37%
9	June	1,207,722	19,862	1.64%	14,578	4,416	73.40%	0.37%
10	July	1,223,447	31,094	2.54%				
11	August	1,245,640	33,115	2.66%				
12	September	1,272,837	25,321	1.99%				
13	October							
14	November							
15	December							
16	YTD Total	1,272,837	241,894	19.00%	119,643	31,853	78.52%	2.50%
17								
18	¹ Does not include participants who closed their accounts during the 90-day response period.							
19	² Results are tied to the month initiated. Therefore, results may be pending due to the time permitted for a participant to respond.							

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors - PG&E							
2	Through September 30, 2009							
3	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
5	Airport Neighbors United		X			0	0	0
6	Alameda County Associated Community Action (ACAP)		X			0	7	7
7	Allen Temple Health and Social Services Ministries					0	326	326
8	Amador-Tuolumne Community Action Agency		X			34	19	53
9	ARC of San Francisco		X			0	3	3
10	Arriba Juntos		X			0	1	1
11	Area 12 Agency on Aging	X				8	0	8
12	Asian Community Mental Health Services		X			0	3	3
13	Asian Pacific American Community		X			0	0	0
14	Asian Resources		X			0	21	21
15	Berkeley Housing Authority		X			0	21	21
16	California Association of Area Agencies on Aging		X			91	607	698
17	California Association of the Physically Handicapped, Inc. (Fresno)		X			0	9	9
18	California Council of the Blind		X			0	1	1
19	California Diversified Services		X			0	5	5
20	California Human Development Corporation		X			0	4	4
21	California Welfare To Independence Network 2000, Inc.				X	0	2	2
22	Canal Alliance		X			0	0	0
23	Catholic Charities Diocese of Fresno		X			0	117	117
24	Catholic Charities Diocese of Stockton		X			0	5	5
25	Center for Training and Careers, Inc.		X			0	2	2
26	Center of Vision Enhancement		X			0	0	0
27	Central Coast Center for Independent Living		X			0	5	5
28	Central Coast Energy Services, Inc		X			66	497	563
29	Central Valley Opportunity Center		X			35	54	89
30	Centro La Familia Advocacy Services		X			0	3	3
31	Centro Legal de La Raza		X			0	4	4
32	Chabot College Foundation		X			0	8	8
33	Charterhouse Center for Families		X			0	36	36
34	Charles P. Foster Foundation	X				0	0	0
35	Child Care Links		X	X		0	20	20
36	Chinese Christian Herald Crusades		X			0	17	17
37	Communication Services, LLC		X			11	97	108
38	Community Action Marin		X		X	33	380	413
39	Community Action of Napa Valley		X			0	7	7
40	Community Action Partnership of Madera County		X			107	46	153
41	Community Alliance for Career Training and Utility Solutions		X			0	3	3
42	Community Foundation of Colusa County		X			0	6	6
43	Community Gatepath		X			0	0	0
44	Community Pantry of San Benito County		X			3	6	9
45	Community Resource Project, Inc.		X			17	330	347
46	Council for the Spanish Speaking		X			0	0	0
47	County of San Benito		X			0	10	10
48	Davis Street Community Center		X			0	16	16
49	Delta Community Services		X			0	3	3
50	Direct Effect		X			0	0	0
51	Disability Resource Agency for Independent Living		X			0	37	37
52	Dixon Family Services		X			4	2	6
53	EBONY Counseling Center		X			0	0	0
54	Familia Center		X			0	3	3
55	Familia Unidas		X			0	1	1
56	Filipino American Development Foundation		X			0	2	2
57	Folsom-Cordova Community Partnership		X			0	7	7
58	Food Bank of El Dorado County		X			0	0	0
59	Fort Ord Environmental Justice Network		X			0	1	1
60	Fresno Rescue Mission		X			0	1	1
61	Give Every Child a Chance		X			0	1	1
62	God Financial Plan		X			0	413	413
63	Golden Umbrella		X			0	0	0

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	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors - PG&E							
2	Through September 30, 2009							
3	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
64	Greater Hill Zion Missionary Baptist Church		X			0	1	1
65	Habitat for Humanity, Stanislaus		X			0	5	5
66	Heritage Institute for Family Advocacy		X			5	30	35
67	Hip Housing Human Investment Project, Inc.		X			0	8	8
68	Hotline of San Luis Obispo County		X			3	10	13
69	Housing Authority of Alameda County		X			0	10	10
70	Housing Authority of City and County of Fresno		X			0	0	0
71	Housing Authority of City and County of San Francisco		X			0	0	0
72	Housing Authority of County of Kern		X			0	0	0
73	Housing Authority of Kings County		X			0	0	0
74	Housing Authority of Stanislaus County		X			0	27	27
75	Housing Rights		X			0	0	0
76	Independent Living Center of Kern County, inc.		X			3	19	22
77	Independent Living Resource of Contra Costa County		X			0	0	0
78	Independent Living Resource Center SF		X			0	3	3
79	Independent Living Services of Northern California		X			0	0	0
80	Indian Health Center of Santa Clara Valley		X			0	2	2
81	International Humanities Center		X			0	80	80
82	Kings Community Action Organization, Inc.		X			0	17	17
83	La Luz Bilingual Center		X	X		11	5	16
84	Lao Family Community of Fresno, Inc.		X			0	1	1
85	Lao Family Community of Stockton		X			0	4	4
86	Lao Khmu Association, Inc.		X			0	53	53
87	Mabuhay Alliance		X			0	6	6
88	Marin Center for Independent Living		X			0	0	0
89	Mendocino Latinos Para La Comunidad, Inc.		X			3	2	5
90	Merced County Community Action Agency		X		X	67	149	216
91	Merced Lao Family Community Inc.		X			4	41	45
92	Mission Language and Vocational School		X			0	0	0
93	Moncada Outreach		X			0	480	480
94	Monument Crisis Center		X			0	14	14
95	Mutual Assistance Network of Del Paso Heights		X			0	7	7
96	Native American Health Center		X			0	2	2
97	New Direction Christian Center		X			0	6	6
98	Network for Elders		X			0	15	15
99	North Peninsula Neighborhood Services Ctr		X			0	11	11
100	Northeast Community Federal Credit Union		X			0	1	1
101	Nuestra Alianza De Willits		X			0	2	2
102	Oakland Citizens Committee for Urban Renewal (O.C.C.U.R.)		X		X	0	382	382
103	Pack N Ship		X			0	9	9
104	Partners For Peace		X			0	0	0
105	People Resources		X			0	1	1
106	People of Purpose		X			0	2	2
107	Plumas County Community Development Commission	X				0	1	1
108	Plumas Crisis Intervention & Resource Center		X			8	3	11
109	Progress Financial Corporation		X			0	5	5
110	Project Access Inc		X			0	6	6
111	Q Foundation DBA Aids Housing Alliance SF		X			0	2	2
112	REDI (Renewable Energy Development institute)		X			7	4	11
113	Rebuilding Together Sacramento		X			0	2	2
114	Redwood Community Action Agency	X			X	70	19	89
115	Resources for Independent Living Inc. - Sacramento		X			0	1	1
116	Richland School District		X			0	13	13
117	Sacramento Housing and Redevelopment Agency					0	22	22
118	Salvation Army Golden State Divisional Headquarters		X			15	105	120
119	San Francisco Chamber of Commerce Foundation /SF Works					0	20	20
120	San Francisco Community Power Cooperative		X			0	23	23
121	San Francisco Women's Center		X			0	1	1
122	Second Harvest Food Bank of Santa Cruz and San Benito Counties		X			0	2	2

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H
1	CARE Table 7 - Capitation Contractors - PG&E							
2	Through September 30, 2009							
3		Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4	Contractor Name	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
123	Self-Help for the Elderly		X			0	0	0
124	Seniors First, Inc.		X			0	3	3
125	Shasta County Child Abuse Prevention Council		X			1	3	4
126	Silicon Valley Independent Living Center		X			0	11	11
127	Slavic Community Center		X			0	10	10
128	Southeast Asian Assistance Center		X			0	9	9
129	St Helena Family Center		X			5	7	12
130	The Resource Connection of Amador and Calaveras Counties, Inc		X			0	0	0
131	Tri-County Independent Living, Inc		X			0	1	1
132	Tri Valley Haven		X			0	4	4
133	Una Nueva Esperanza		X			0	29	29
134	United Way of Fresno County		X			0	0	0
135	Valley Oak Children's Services Inc.		X			0	15	15
136	Vietnamese Elderly Mutual Assistant Association		X			0	5	5
137	Vineyard Workers Services		X			0	0	0
138	Volunteer Center of Sonoma County		X			1	22	23
139	West Bay Pilipino Multi-Service Center		X			0	33	33
140	West Valley Community Services		X			0	8	8
141	Y-FY Consulting		X			0	21	21
142	YMCA of the East Bay West Contra Costa Branch		X			0	7	7
143	Yolo County Housing Authority		X			0	7	7
144	Yolo Family Resource Center		X			0	10	10
145	Yuba Sutter Legal Center		X			0	0	0
146	Total Enrollments and Expenditures					612	5,008	5,620

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H
1	CARE Table 8 - Participants as of Month-End - PG&E							
2	Through September 30, 2009							
3	2009	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration Rate	% Change ¹
4	January	667,075	194,438	276,403	1,137,916	1,561,966	73%	0.1%
5	February	672,490	195,461	277,407	1,145,358	1,561,966	73%	0.7%
6	March	681,149	198,076	280,729	1,159,954	1,561,966	74%	1.3%
7	April	690,658	200,120	285,479	1,176,257	1,563,484	75%	1.4%
8	May	699,894	202,428	289,397	1,191,719	1,563,484	76%	1.3%
9	June	708,040	207,462	292,220	1,207,722	1,563,484	77%	1.3%
10	July	718,592	208,257	296,598	1,223,447	1,562,094	78%	1.3%
11	August	733,349	209,951	302,340	1,245,640	1,562,094	80%	1.8%
12	September	751,014	212,909	308,914	1,272,837	1,562,094	81%	2.2%
13	October							
14	November							
15	December							
16								
17	¹ Explain any monthly variance of 5% or more in the number of participants.							

CERTIFICATE OF SERVICE BY ELECTRONIC MAIL

I, the undersigned, state that I am a citizen of the United States and am employed in the City and County of San Francisco; that I am over the age of eighteen (18) years and not a party to the within cause; and that my business address is 77 Beale Street, San Francisco, California 94105

On October 28, 2009, I served a true copy of:

ONE-HUNDRED AND FIRST STATUS REPORT OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M) ON THE RESULTS OF ITS LOW INCOME ENERGY EFFICIENCY AND CARE PROGRAM EFFORTS IN COMPLIANCE WITH ORDERING PARAGRAPH 17 OF DECISION 01-05-033, ISSUED MAY 7, 2001

- [XX] By Electronic Mail – serving the enclosed via e-mail transmission to each of the parties listed on the official service lists for A.08-05-022, et al., R.08-07-011, R.07-01-042, and A.08-06-031 with an e-mail address.
- [XX] By U.S. Mail – by placing the enclosed for collection and mailing, in the course of ordinary business practice, with other correspondence of Pacific Gas and Electric Company, enclosed in a sealed envelope, with postage fully prepaid, addressed to those parties listed on the official service lists for A.08-05-022, et al., R.08-07-011, R.07-01-042, and A.08-06-031 without an e-mail address.

I certify and declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Executed on this 28th day of October 2009, at San Francisco, California.

/S/

PAMELA. J. DAWSON

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