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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)

ONE-HUNDRED AND NINETEENTH 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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Dated: April 21, 2011

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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 fourteenth monthly status report on the results of its Low Income Energy Efficiency and CARE Program efforts, showing results through October 2010.

Respectfully submitted,

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/s/

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April 21, 2011

Pacific Gas and Electric Company

Energy Savings Assistance (ESA)
AND
California Alternate Rates for Energy (CARE)

Program Monthly Report
For March 2011

(April 21, 2011)

PACIFIC GAS AND ELECTRIC COMPANY

ENERGY SAVINGS ASSISTANCE PROGRAM AND CARE PROGRAM MONTHLY REPORT FOR MARCH 2011

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PACIFIC GAS AND ELECTRIC COMPANY

ENERGY SAVINGS ASSISTANCE PROGRAM AND CARE PROGRAM MONTHLY REPORT FOR MARCH 2011

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 Energy Savings Assistance (formerly known as 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 2010 and 2011 reports.

1. Low Income Energy Assistance Program Executive Summary

D.08-11-031 and D.09-10-012 authorized the utilities to work with Energy Division staff to develop a new brand for the LIEE program. PG&E began using the new brand, "Energy Savings Assistance" (ESA) Program, on January 1, 2011.

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.

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 2009-2011 ESA Program authorized in D.08-11-031 is a resource program emphasizing long-term and enduring energy savings. It continues to serve all eligible low income customer populations by providing all feasible ESA Program measures at no cost to the customer through a direct-install, whole house approach. All housing types are eligible to participate and the ESA Program is available to both homeowners and renters.

1.1. Energy Savings Assistance Program Overview

The 2009-2011 ESA Program (formerly known as Low Income Energy Efficiency) was adopted in D.08-11-031. PG&E's authorized program budget for 2009-2011 is $416.9 million, plus any remaining unspent carryover.

PG&E's 2009-2011 ESA 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 ESA Program has treated 34,443 customers in 2011.

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

Energy Savings Assistance Program Summary for Month			
2011	**Authorized / Planning Assumptions**	**Year-to-Date Actual**	**%**
Budget	$ 156,789,038	$ 36,361,001	23%
Homes Treated	124,991	34,443	28%
kWh Saved	42,600,000	11,507,730	27%
kW Demand Reduced	7,560	2,377	31%
Therms Saved	1,510,000	688,159	46%

1.2. Whole Neighborhood Approach Evaluation

In D.08-11-031, the Commission described a Whole Neighborhood Approach (WNA) to ESA Program 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 identifies neighborhoods with large numbers of low income customers with the aid of census and other demographic information and correlates 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 low income programs, PG&E starts with its estimates of ESA Program eligibility by ZIP-7, derived from

[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.

census data.[2] PG&E ranks ZIP-7 areas with the highest populations of estimated ESA Program-eligible customers[3] 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 also correlates this data with the current CARE penetration rate, and the number of customers who have already participated in the ESA Program 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 ESA Program estimated eligibility. As described above, areas with the highest estimates of 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 ESA Program 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% ESA Program-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, PG&E's ESA Program managers work with both internal and external groups to target and select neighborhoods. PG&E works closely with its ESA Program

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[2] The joint utility methodology, which derives the number of customers potentially eligible for CARE and ESA (formerly 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 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 ESA 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.

implementation contractors, CARE outreach contractors, PG&E local government relations and communications staff, and state Low Income Home Energy Assistance Program (LIHEAP) agencies to help establish contact with government representatives and neighborhood leaders.

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 ESA Program customers, including canvassing neighborhoods; targeted direct mail; outbound calls; advertising in local venues; speaking to local groups; and outreaching at community events.

Where practical, PG&E coordinates ESA Program neighborhood events with scheduled CARE events such as "We CARE" or other community activities, including fairs or festivals, 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 outreach staff work 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. ESA Program 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 ESA Program contractors are required to inform customers about other programs (such as CARE) for which they may be eligible. For ESA Program customers not already enrolled in the CARE program, the customer data is shared with CARE and the customer is automatically enrolled in CARE. PG&E no longer requires that the customer sign a CARE application at the time of ESA Program enrollment.

PG&E combines its ESA Program 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 the ESA Program 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 35 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 are LIHEAP agencies.

PG&E has four contracts with LIHEAP agencies that are not part of PG&E's ESA Program and expects one more contract to be signed soon. 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 programs to leverage their resources and help additional low income homes. Through March, 11 refrigerators have been installed, which equates to $8,800 leveraged through this program.

PG&E and its contractors use PG&E's Energy Partners Online database (EPO) for ESA Program activities. The database shows which customers received program 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 ESA Program services in the past.

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

In addition, PG&E continues to combine its ESA Program 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 Energy Savings Assistance Program outreach and enrollment strategies deployed this month.

PG&E's hard-to-reach customer outreach group manages outreach and messaging for PG&E programs targeting low income, multilingual and other hard-to-reach customer populations, including the ESA Program, CARE, Energy Efficiency, Government Partnerships, Third Party Programs, Solar, and Demand Response Programs. It specifically targets seniors, disabled customers, families, ethnic populations, rural and urban customers, and other low income PG&E customers through a combination of PG&E bill inserts and direct mailings, outbound calling, public service announcements, ethnic and local media, community partnerships, grassroots marketing, social networking, and other innovative approaches.

PG&E marketing and outreach is also performed by the ESA Program implementation subcontractors. These contractors are responsible for enrolling participants to meet their contract goals. PG&E provides them with a database containing current CARE customers in their contract area. In addition, the program database notes which customers have participated previously and are

thus ineligible to receive ESA Program services. This database is updated on a weekly basis.

PG&E contractors currently use many strategies to enroll ESA Program customers, including canvassing neighborhoods, targeted direct mail, outbound calls, advertising in local venues, speaking to local groups, and outreach at community events. Customers who phone PG&E's customer service call centers are referred to the ESA 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.

The ESA Program 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.

In March, the ESA Program continued airing Vietnamese and Hmong television commercials in Fresno, Stockton and Sacramento. English radio ads continued airing on 11 stations in the Bay Area, Fresno and Sacramento. A campaign in partnership with the Mexican Consulate offices in San Jose, Sacramento, San Francisco and Fresno continued to be developed. Saber es Poder (Knowledge is Power) will kick-off with an official press conference. The location has yet to be determined.

The ESA Program re-launched automated voice messaging to customers with high estimated energy burden and insecurity in March. Outreach staff also added text messaging to the campaign in March. PG&E has historically filtered out mobile phone numbers from call lists in order to avoid incurred costs by customers. Free-to-end-user text messaging allows outreach staff to reach thousands of more customers per week with information on how to sign up for the Energy Savings Assistance Program.

During the month of March, the ESA Program participated in the following outreach events:

- El Migrant Parent Conference in Fresno on 03/05/2011;
- Bok Kai Festival in Marysville on 03/05/2011;
- Stockton Chinese New Year Festival on 03/06/2011;
- Berkeley City College Workshop on 03/16/2011; and
- Stockton Local Office Outreach on 03/28/2011.

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 ESA Program customers who are found to be over the ESA Program income guidelines or require HVAC or other services which the utilities are unable to provide under ESA Program guidelines. PG&E has attempted to schedule follow-up meetings with CSD; however, CSD has been unable to attend. In the meantime, 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. One such series of meetings culminated in the successful Sacramento Avenues Weatherization Project with Community Resource Project and SMUD last April. Following the success of this effort, PG&E is working to expand this project to other locations and to implement more leveraging projects with individual LIHEAP agencies.

1.5. Workforce Education & Training

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

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. Because of the increased size of the 2011 ESA Program, more contractor crews have been hired to implement it; 92 individuals have been trained to deliver the ESA Program year-to-date.

PG&E selected and hired a consultant to conduct an on-line training pilot project through a Request for Proposal (RFP) process authorized by D.08-11-031. This pilot will explore what ESA Program 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 ESA Weatherization Specialists by the participating ESA contractor, which could lead to the training of more individuals.

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. In 2010 and through March 2011, PG&E managed Energy Division's pilot project (authorized in D.08-11-031) to develop a low income workforce education and training plan. This pilot program recruited and trained residents of disadvantaged, low income communities to install energy efficiency measures in households as part of the ESA Program. Specifically, this pilot developed and implemented an in-class and hands-on curriculum that could be used as part of a certificated program to be administered through educational institutions. Energy Division selected a Northern and a Southern California team to implement two workforce education and training pilot projects. ESA training approaches were piloted at Los Angeles Trade Tech College (LATTC) in Southern California Gas Company's service area and San Francisco Office of Economic and Workforce Development (OEWD) in PG&E's service area. PG&E is the contract administrator for both projects. The pilot was completed in March 2011. A final report discussing pilot results will be prepared by Energy Division.

1.6. Miscellaneous

Energy Savings Assistance Program Coordination with the Single Family Affordable Solar Housing Program (SASH)

PG&E's ESA Program works with Grid Alternatives to deliver ESA 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 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. In 2011, the ESA Program has treated 17 homes that were selected for SASH program participation. In addition, PG&E supplied ESA measure installation data for another 21 SASH-selected homes that were treated through the ESA 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 $9,521,000 for 2011. This includes $450,000 for PG&E's Cooling Centers program.

2.1.1. Please provide CARE program summary costs

CARE Budget Categories	Authorized Budget	Actual Expenses Year to Date	% of Budget Spent
Outreach	$5,900,000	$957,080	16%
Automatic Enrollment	$150,000	$0	0%
Proc / Certification / Verification	$2,000,000	$412,831	21%
Information Tech / Programming	$150,000	$35,960	24%
Pilots	$0	$7	0%
Measurement and Evaluation	$0	$0	0%
Regulatory Compliance	$115,000	$30,604	27%
General Administration	$550,000	$75,424	14%
CPUC Energy Division Staff	$206,000	$44,174	21%
Cooling Centers	$450,000	$7,484	2%
Total Expenses	**$9,521,000**	**$1,563,564**	**16%**
Subsidies and Benefits	$479,707,435	$213,786,054	45%
Total Program Costs and Discounts	**$489,228,435**	**$215,349,618**	**44%**

2.1.2. Please provide the CARE program penetration rate to date

CARE Penetration		
Participants	**Estimated Eligible Participants**	**YTD Penetration Rate**
1,545,645	**1,699,660**	**91**

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 direct mail initiatives to increase enrollment of eligible customers in March:

- Recertification Direct Mail –direct mail pieces in English, Spanish, Chinese, and Vietnamese were mailed to customers who had not recertified for CARE. This direct mail initiative occurs on the 15th of every month. Year-to-date, PG&E's CARE program has re-enrolled 1,670 customers.
- Bill Insert –applications in English and Spanish were inserted in customers' monthly energy bills. The first insert occurred in January. Year-to-date, this initiative has generated 5,792 new enrollments.
- Welcome Packet Insert – applications were inserted monthly into new customers' welcome packets. Year-to-date, this initiative has generated 5,682 new enrollments.

- 15-Day Notice Insert – applications were inserted monthly into customers' 15-day notices. Year-to-date, this initiative has generated 1,245 new enrollments.

To reach new customers of the web-savvy generation, PG&E created a CARE Facebook fan page in October 2009. The fan page served to increase awareness about the program and encourage customers to apply online. PG&E also shared a powerful success story about the Vega family via a three-minute video vignette.

To help income-qualified customers enroll in CARE, PG&E contracted with 181 Community Outreach Contractors (COCs) throughout its service area. These COCs represent a variety of communities, including African Americans, Hispanics, Asian Pacific Islander Americans (Chinese, Vietnamese, Laotian, Hmong), Native Americans, seniors, rural residents, agricultural workers, sub-metered tenants, and nonprofit living facilities.

PG&E's CARE program enrolled eligible customers via automated telephone enrollment and door-to-door canvassing:

- Automated Telephone Enrollment – PG&E contracted with a third-party vendor to enroll new customers and recertify existing customers by telephone. Year-to-date, PG&E has enrolled 6,190 new customers and recertified 10,983 existing customers through this method.
- Door-to-Door Canvassing – PG&E contracted with third-party vendors, who conducted door-to-door campaigns to enroll urban and rural customers who have not responded to traditional outreach efforts. Year-to-date, PG&E has enrolled 4,145 new customers through this method.

In March, PG&E's CARE program participated in the following five outreach events where program representatives were available to answer questions and help customers enroll in the program:

- El Migrant Parent Conference in Fresno on 03/05/2011;
- Bok Kai Festival in Marysville on 03/05/2011;
- Stockton Chinese New Year Festival on 03/06/2011;
- Berkeley City College Workshop on 03/16/2011; and
- Stockton Local Office Outreach on 03/28/2011.

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 utilizes an internal report to automatically enroll customers who receive LIHEAP payments, as authorized in D.02-07-033. 4,645 LIHEAP customers have been automatically enrolled in CARE in 2011.

Through PG&E's ESA Program (also known as the LIEE Program or Energy Partners for PG&E), each home that receives ESA services where the customer is not on the CARE rate is then signed up for the CARE discount. 2,223 ESA participants were enrolled in CARE in March.

In addition, PG&E continues to integrate CARE and ESA 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 March.

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 11 Public Housing Authority (PHA) as a Community Outreach Contractor (COC) 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 4- ESA Homes Treated

ESA- Table 5- ESA Customer Summary

ESA- Table 6- Expenditures for Pilots and Studies

ESA- Table 7- Whole Neighborhood Approach

CARE- Table 1- CARE Program Expenses

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

CARE- Table 3- Standard Random Verification Results

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

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	**ESA Table 1 - ESA Program Expenses - PG&E**												
2	**Through March 31, 2011**												
3		**Authorized Budget**			**Current Month Expenses**			**Year-To-Date Expenses**			**% of Budget Spent YTD**		
4	**ESA Program:**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**	**Electric**	**Gas**	**Total**
5	Energy Efficiency												
6	- Gas Appliances		$ 16,457,630	$ 16,457,630	-	$ 1,711,327	$ 1,711,327	-	$ 3,825,306	$ 3,825,306	0.0%	23.2%	23.2%
7	- Electric Appliances	$ 65,830,522	$ -	$ 65,830,522	$ 5,599,746	-	$ 5,599,746	$ 13,188,430	-	$ 13,188,430	20.0%	0.0%	20.0%
8	- Weatherization	$ 6,646,351	$ 37,662,654	$ 44,309,005	$ 862,195	$ 4,885,773	$ 5,747,968	$ 1,983,312	$ 11,238,769	$ 13,222,081	29.8%	29.8%	29.8%
9	- Outreach and Assessment	$ 1,075,390	$ 579,056	$ 1,654,446	$ 101,667	$ 54,744	$ 156,410	$ 244,188	$ 131,486	$ 375,674	22.7%	22.7%	22.7%
10	- In Home Energy Education	$ 9,678,511	$ 5,211,507	$ 14,890,018	$ 964,775	$ 519,494	$ 1,484,269	$ 2,313,801	$ 1,245,893	$ 3,559,693	23.9%	23.9%	23.9%
11	- Education Workshops	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0.0%	0.0%	0.0%
12	- Pilot	$ 77,500	$ 439,166	$ 516,666	$ (901)	$ 890	$ (11)	$ (11,326)	$ (64,178)	$ (75,504)	-14.6%	-14.6%	-14.6%
13	- Cool Centers	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0.0%	0.0%	0.0%
14	**Energy Efficiency TOTAL**	**$ 83,308,274**	**$ 60,350,013**	**$ 143,658,287**	**$ 7,527,482**	**$ 7,172,228**	**$ 14,699,710**	**$ 17,718,405**	**$ 16,377,275**	**$ 34,095,680**	**21.3%**	**27.1%**	**23.7%**
15													
16	Training Center	$ 612,759	$ 329,947	$ 942,706	$ 23,993	$ 12,919	$ 36,912	$ 48,375	$ 26,048	$ 74,422	7.9%	7.9%	7.9%
17	Inspections	$ 3,846,133	$ 2,070,995	$ 5,917,128	$ 286,051	$ 154,027	$ 440,078	$ 805,737	$ 433,859	$ 1,239,596	20.9%	20.9%	20.9%
18	Marketing	$ 1,292,327	$ 695,868	$ 1,988,195	$ 48,622	$ 26,181	$ 74,803	$ 121,523	$ 65,435	$ 186,958	9.4%	9.4%	9.4%
19	M&E Studies	$ -	$ -	$ -	$ (25,263)	$ (13,603)	$ (38,866)	$ 5,138	$ 2,767	$ 7,905			
20	Regulatory Compliance	$ 188,338	$ 101,414	$ 289,752	$ 6,700	$ 3,607	$ 10,307	$ 31,673	$ 17,055	$ 48,727	16.8%	16.8%	16.8%
21	General Administration	$ 2,530,287	$ 1,362,463	$ 3,892,750	$ 133,999	$ 72,153	$ 206,152	$ 455,661	$ 245,356	$ 701,017	18.0%	18.0%	18.0%
22	CPUC Energy Division	$ 65,142	$ 35,077	$ 100,220	$ 1,673	$ 901	$ 2,573	$ 4,353	$ 2,344	$ 6,697	6.7%	6.7%	6.7%
23													
24	**TOTAL PROGRAM COSTS**	**$ 91,843,260**	**$ 64,945,778**	**$ 156,789,038**	**$ 8,003,256**	**$ 7,428,414**	**$ 15,431,670**	**$ 19,190,864**	**$ 17,170,138**	**$ 36,361,001**	**20.9%**	**26.4%**	**23.2%**
25	**Funded Outside of ESA Program Budget**												
26	Indirect Costs				$ 242,223	$ 135,882	$ 378,105	$ 269,416	$ 152,222	$ 421,638			
27													
28	NGAT Costs					$ 305,297	$ 305,297		$ 686,534	$ 686,534			

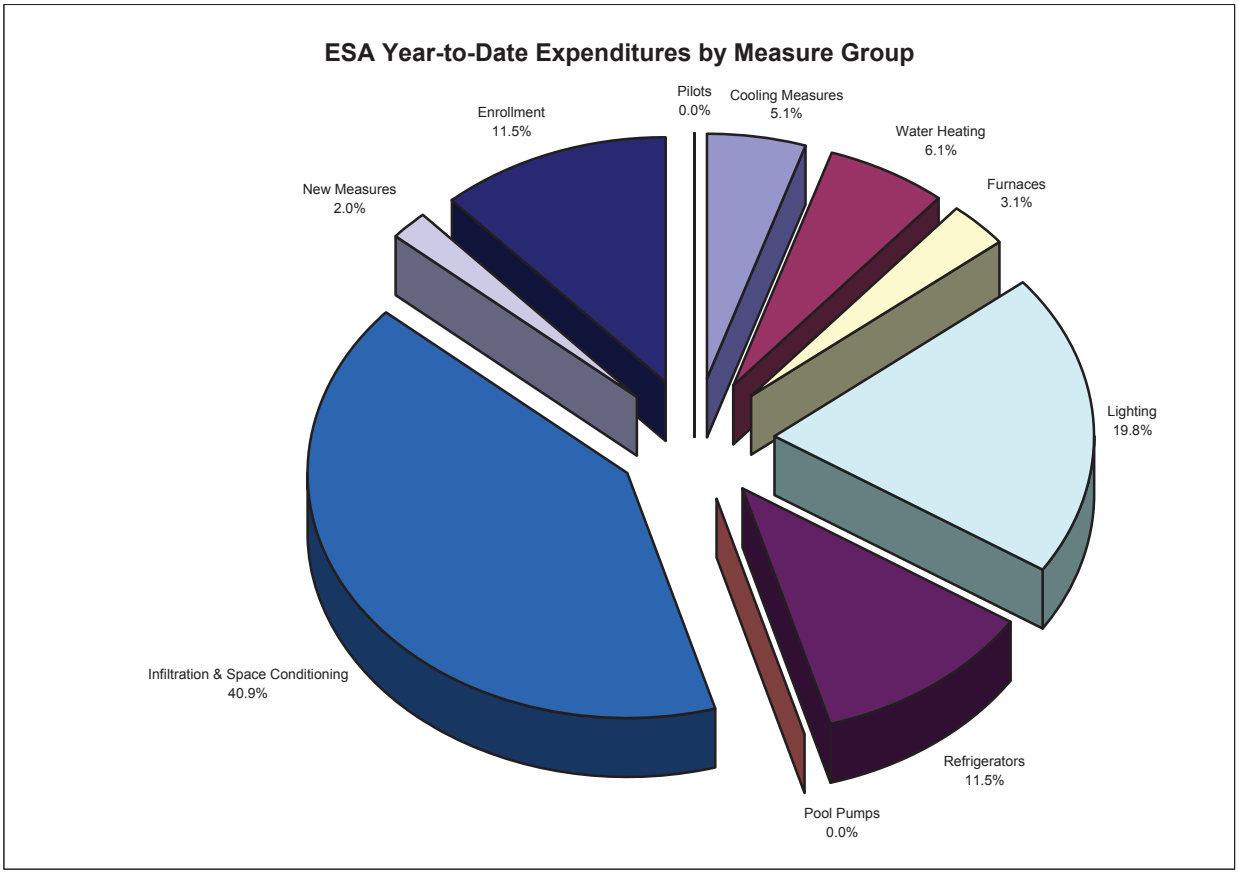
ESA Table 2 - ESA Measure Installations & Savings
Pacific Gas & Electric Company
Through March 31, 2011

	A	B	C	D	E	F	G	H
3			Year-To-Date Completed & Expensed Installations					
4	**Measures**	**Units**	**Quantity Installed**	**kWh [5] (Annual)**	**kW [5] (Annual)**	**Therms [5] (Annual)**	**Expenses [6] ($)**	**% of Expenditures**
5	**Heating Systems**							
6	Furnaces [7]	Each	1,039	-	-	3,421	974,986	3.10%
7	**Cooling Measures**							
8	- A/C Replacement - Room	Each	805	87,902	133	-	789,821	2.51%
9	- A/C Replacement - Central	Each	2	684	1	-	11,447	0.04%
10	- A/C Tune-up - Central	Each	-	-	-	-	2,059	0.01%
11	- A/C Services - Central	Each						
12	- Heat Pump	Each						
13	- Evaporative Coolers	Each	1,311	363,514	228	-	801,658	2.55%
14	- Evaporative Cooler Maintenance	Each						
15	- Clock Thermostat	Each						
16	**Infiltration & Space Conditioning**							
17	Envelope and Air Sealing Measures [1]	Home	24,350	223,064	41	199,639	9,294,786	29.54%
18	Duct Sealing	Home	1,150	16,790	2	36,471	855,179	2.72%
19	Attic Insulation	Home	2,005	42,098	38	116,526	2,706,879	8.60%
20	**Water Heater Savings**							
21	Water Heater Conservation Measures [2]	Home	27,009	629,132	138	328,654	1,643,183	5.22%
22	- Water Heater Replacement - Gas [7]	Each	285	-	-	3,449	273,238	0.87%
23	- Water Heater Replacement - Electric [7]	Each						
24	- Tankless Water Heater - Gas	Each						
25	- Tankless Water Heater - Electric	Each						
26	**Lighting Measures**							
27	- CFLs	Each	136,534	2,184,544	273	-	935,232	2.97%
28	- Interior Hard wired CFL fixtures	Each	58,548	3,337,236	839	-	4,462,911	14.19%
29	- Exterior Hard wired CFL fixtures	Each	10,881	174,096	-	-	834,481	2.65%
30	- Torchiere	Each						
31	**Refrigerators**							
32	Refrigerators - Primary	Each	4,527	3,455,201	587	-	3,622,634	11.52%
33	Refrigerators - Secondary	Each						
34	**Pool Pumps**							
35	Pool Pumps	Each						
36	**New Measures**							
37	Forced Air Unit Standing Pilot Change Out	Each						
38	Furnace Clean and Tune	Each						
39	High Efficiency Clothes Washer	Each						
40	Microwave	Each						
41	Thermostatic Shower Valve	Each						
42	LED Night Lights	Each						
43	Occupancy Sensor	Each	5,905	235,610	24	-	330,328	1.05%
44	Torchiere	Each	3,717	757,859	74	-	290,015	0.92%
45	**Pilots**							
46	A/C Tune-up - Central	Home						
47	Interior Hard wired CFL fixtures	Each						
48	Ceiling Fans	Each						
49	In-Home Display	Each						
50	Programmable Controllable Thermostat	Each						
51	Forced Air Unit	Each						
52	Microwave [8]	Each	-	-	-	-	-	0.00%
53	High Efficiency Clothes Washer	Each	-	-	-	-	-	0.00%
54								
55	**Customer Enrollment**							
56	- Outreach & Assessment	Home	34,443				345,681	1.10%
57	- In-Home Education	Home	34,443				3,285,549	10.44%
58	- Education Workshops	Participants						
59								
60								
61	**Total Savings/Expenditures**			11,507,730	2,377	688,159	31,460,069	100%
62								
63	Homes Weatherized [3]	Home	30,087					
64								
65	**Homes Treated**							
66	- Single Family Homes Treated	Home	24,873					
67	- Multi-family Homes Treated	Home	7,443					
68	- Mobile Homes Treated	Home	2,127					
69	**- Total Number of Homes Treated**	**Home**	34,443					
70	**#Eligible Homes to be Treated for PY[4]**	**Home**	124,991					
71	**% of Homes Treated**	**%**	27.56%					
72								
73	- Total Master-Metered Homes Treated	Home	1,357					
74								

75 [1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and
76 minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.
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, weatherstripping - 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.
89 [8] Microwave savings are calculated on the basis of microwave electric use displacing larger, less efficient electric or gas oven/cooktop use to heat food. Where the customer has an electric oven/cooktop, electric microwave use is less than the total electric oven savings, resulting in net kWh savings. Where the customer has a gas oven/cooktop, electric microwave use is shown as a net usage increase because savings are attributed to therms. The savings assumptions used for this pilot will be verified in an impact evaluation.

Year-to-Date Expenses from ESA Table 2

Cooling Measures	$1,604,985	5.1%
Water Heating	$1,916,422	6.1%
Furnaces	$974,986	3.1%
Lighting	$6,232,624	19.8%
Refrigerators	$3,622,634	11.5%
Pool Pumps	$0	0.0%
Infiltration & Space Conditioning	$12,856,844	40.9%
New Measures	$620,343	2.0%
Enrollment	$3,631,231	11.5%
Pilots	$0	0.0%
Total	$31,460,069	



	A	B
1	**ESA Table 3 - Average Bill Savings per Treated Home**	
2	**Pacific Gas & Electric Company Through March 31, 2011**	
3	**Year-to-date Installations - Expensed**	
4		
5	Annual kWh Savings	11,507,730
6	Annual Therm Savings	688,159
7	Lifecycle kWh Savings	149,527,442
8	Lifecycle Therm Savings	7,368,565
9	Current kWh Rate	$ 0.0939
10	Current Therm Rate	$ 0.7953
11	Number of Treated Homes	34,443
12	**Average 1st Year Bill Savings / Treated Home**	**$ 47.28**
13	**Average Lifecycle Bill Savings / Treated Home**	**$ 447.02**

	A	B	C	D	E	F	G
1	**ESA Table 4 - ESA Homes Treated**						
	Pacific Gas & Electric Company						
2	**Through March 31, 2011**						
3	County	Eligible Customers			Homes Treated Year to Date		
4		Rural	Urban	Total	Rural	Urban	Total
5	ALAMEDA	11	214,160	214,171	0	3,013	3,013
6	ALPINE	211	-	211	0	0	0
7	AMADOR	4,827	0	4,827	64	3	67
8	BUTTE	15,381	31,094	46,475	633	4	637
9	CALAVERAS	7,948	72	8,021	66	1	67
10	COLUSA	3,076	19	3,095	225	7	232
11	CONTRA COSTA	2	114,562	114,564	1	1,431	1,432
12	EL DORADO	6,622	5,996	12,618	280	1	281
13	FRESNO	323	153,814	154,137	201	2,569	2,770
14	GLENN	5,267	0	5,267	246	27	273
15	HUMBOLDT	27,955	0	27,956	550	3	553
16	KERN	59,812	39,201	99,012	1,132	1,085	2,217
17	KINGS	8,468	178	8,646	331	0	331
18	LAKE	15,137	1	15,138	242	5	247
19	LASSEN	274	-	274	0	0	0
20	MADERA	6,802	15,588	22,389	480	0	480
21	MARIN	-	26,859	26,859	4	72	76
22	MARIPOSA	3,757	25	3,782	0	0	0
23	MENDOCINO	16,702	31	16,732	74	3	77
24	MERCED	20,170	20,304	40,474	667	770	1,437
25	MONTEREY	5,779	47,531	53,310	214	604	818
26	NAPA	-	17,291	17,291	41	360	401
27	NEVADA	12,159	13	12,173	101	0	101
28	PLACER	10,586	17,381	27,967	57	368	425
29	PLUMAS	2,799	100	2,898	0	0	0
30	SACRAMENTO	1	156,293	156,293	2	2,202	2,204
31	SAN BENITO	5,543	161	5,704	64	1	65
32	SAN BERNARDINO	340	61	401	0	0	0
33	SAN FRANCISCO	-	162,467	162,467	0	547	547
34	SAN JOAQUIN	8,495	82,926	91,420	244	2,125	2,369
35	SAN LUIS OBISPO	22,682	14,179	36,861	419	0	419
36	SAN MATEO	-	70,717	70,717	2	845	847
37	SANTA BARBARA	1,567	18,902	20,469	251	186	437
38	SANTA CLARA	4,296	171,874	176,170	24	4,440	4,464
39	SANTA CRUZ	9	34,433	34,442	33	271	304
40	SHASTA	13,534	14,978	28,512	296	348	644
41	SIERRA	294	4	298	0	0	0
42	SISKIYOU	21	-	21	0	0	0
43	SOLANO	1	45,330	45,331	71	863	934
44	SONOMA	3,072	58,962	62,034	154	1,070	1,224
45	STANISLAUS	28,681	34,315	62,996	367	927	1,294
46	SUTTER	0	14,419	14,420	344	3	347
47	TEHAMA	13,897	21	13,917	496	7	503
48	TRINITY	888	1	888	2	0	2
49	TULARE	7,997	687	8,684	410	46	456
50	TUOLUMNE	10,973	0	10,973	274	0	274
51	YOLO	1	30,526	30,528	300	581	881
52	YUBA	128	11,324	11,452	293	0	293
53	Total	356,484	1,626,801	1,983,285	9,655	24,788	34,443

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	**ESA Table 5 - ESA Customer Summary - PG&E**																
2	**Through March 31, 2011**																
3		Gas & Electric				Gas Only				Electric Only				Total			
4		# of YTD	(Annual)			# of YTD	(Annual)			# of YTD	(Annual)			# of YTD	(Annual)		
5	Month	Homes	Therm	kWh	kW	Homes	Therm	kWh	kW	Homes	Therm	kWh	kW	Homes	Therm	kWh	kW
6	January 2011	4,947	96,966	1,367,685	279.7	715	18,147	8,373	2.3	1,760	1,920	702,240	165.6	7,422	117,033	2,078,298	448
7	February 2011	12,421	275,229	4,311,135	846.8	2,183	67,866	1,626	0.8	3,398	4,124	1,752,832	392.5	18,002	347,219	6,065,594	1,240
8	March 2011	24,321	553,650	8,426,522	1,694.3	4,129	127,919	7,983	2.6	5,993	6,590	3,073,226	679.8	34,443	688,159	11,507,730	2,377
9	April 2011																
10	May 2011																
11	June 2011																
12	July 2011																
13	August 2011																
14	September 2011																
15	October 2011																
16	November 2011																
17	December 2011																
18	Figures for each month are 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 ESA Table 2.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	**ESA Table 6 - Expenditures for Pilots and Studies**												
2	**Pacific Gas & Electric Company**												
3	**March 31, 2011**												
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	$ -	$ -	$ -	$ 275,962	$ -	$ 275,962	92%	0%	92%
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	$ -	$ -	$ -	$ 95,470	$ 540,999	$ 636,469	85%	85%	85%
11	CPUC-WE&T Pilot				$ -	$ -	$ -	$ 19,027	$ 107,822	$ 126,849			
12													
13													
14	**Total Pilots**	**$ 541,500**	**$ 1,368,500**	**$ 1,910,000**	**$ -**	**$ -**	**$ -**	**$ 390,460**	**$ 648,821**	**$ 1,039,280**	**72%**	**47%**	**54%**
15													
16	**Studies:**												
17	Low Income Non-Energy Benefits	$ 58,500	$ 31,500	$ 90,000	$ -	$ -	$ -	$ 23,084	$ 12,430	$ 35,513	39%	39%	39%
18	2009 Process Evaluation	$ 48,750	$ 26,250	$ 75,000	$ (25,263)	$ (13,603)	$ (38,866)	$ 66,425	$ 35,767	$ 102,192	136%	136%	136%
19	Household Segmentation Study	$ 78,000	$ 42,000	$ 120,000	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
20	Impact Evaluation	$ -	$ -	$ -	$ -	$ -	$ -	$ 58,567	$ 31,536	$ 90,104	0%	0%	0%
21	Refrigerator Degradation Study	$ 43,334	$ 23,333	$ 66,667	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
22													
23													
24													
25	**Total Studies**	**$ 228,584**	**$ 123,083**	**$ 351,667**	**$ (25,263)**	**$ (13,603)**	**$ (38,866)**	**$ 148,076**	**$ 79,733**	**$ 227,809**	**65%**	**65%**	**65%**

	A	B	C	D	E
1	**ESA Table 7 - PG&E**				
2	**Whole Neighborhood Approach**				
3	**March 31, 2011**				
4	**A**	**B**	**C**	**D**	**E**
5	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2009	Total Treated Year to Date
6	Meadowfair, San Jose (9512213)	624	213	212	54

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	**CARE Table 1 - CARE Program Expenses - PG&E**												
2	**Through March 31, 2011**												
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]	$ 5,170,000	$ 1,180,000	**$ 6,350,000**	$ 185,776	$ 45,636	$ 231,412	$ 773,148	$ 191,416	$ 964,564	15%	16%	15%
6	Automatic Enrollment	$ 120,000	$ 30,000	**$ 150,000**	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
7	Processing/ Certification/Verification	$ 1,600,000	$ 400,000	**$ 2,000,000**	$ 115,119	$ 28,780	$ 143,899	$ 330,265	$ 82,566	$ 412,831	21%	21%	21%
8	Information Technology / Programming	$ 120,000	$ 30,000	**$ 150,000**	$ 17,418	$ 4,355	$ 21,773	$ 28,768	$ 7,192	$ 35,960	24%	24%	24%
9													
10	Pilots												
11	Recert and PEV Non-Response Study	$ -	$ -	**$ -**	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
12	One-E-App	$ -	$ -	**$ -**	$ 57	$ 14	$ 71	$ 6	$ 1	$ 7	0%	0%	0%
13	- Pilot	$ -	$ -	**$ -**	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
14	Total Pilots	$ -	$ -	**$ -**	$ 57	$ 14	$ 71	$ 6	$ 1	$ 7	0%	0%	0%
15													
16	Measurement & Evaluation	$ -	$ -	**$ -**	$ -	$ -	$ -	$ -	$ -	$ -	0%	0%	0%
17	Regulatory Compliance	$ 92,000	$ 23,000	**$ 115,000**	$ 15,123	$ 3,781	$ 18,904	$ 24,483	$ 6,121	$ 30,604	27%	27%	27%
18	General Administration	$ 440,000	$ 110,000	**$ 550,000**	$ 44,128	$ 11,032	$ 55,160	$ 60,339	$ 15,085	$ 75,424	14%	14%	14%
19	CPUC Energy Division	$ 164,800	$ 41,200	**$ 206,000**	$ 4,803	$ 1,201	$ 6,004	$ 35,339	$ 8,835	$ 44,174	21%	21%	21%
20													
21	**SUBTOTAL MANAGEMENT COSTS**	**$ 7,706,800**	**$ 1,814,200**	**$ 9,521,000**	**$ 382,424**	**$ 94,799**	**$ 477,223**	**$ 1,252,348**	**$ 311,216**	**$ 1,563,564**	**16%**	**17%**	**16%**
22													
23	CARE Rate Discount [2]	$ 385,437,293	$ 94,270,142	**$ 479,707,435**	$ 58,820,161	$ 15,643,003	$ 74,463,164	$ 169,498,042	$ 44,288,012	$ 213,786,054	44%	47%	45%
24	Service Establishment Charge Discount												
25													
26	**TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS**	**$ 393,144,093**	**$ 96,084,342**	**$ 489,228,435**	**$ 59,202,585**	**$ 15,737,802**	**$ 74,940,387**	**$ 170,750,390**	**$ 44,599,228**	**$ 215,349,618**	**43%**	**46%**	**44%**
27													
28	Other CARE Rate Benefits												
29	- DWR Bond Charge Exemption				$ 4,005,941		$ 4,005,941	$ 11,032,798		$ 11,032,798			
30	- CARE PPP Exemption [3]				$ 6,680,487	$ 841,833	$ 7,522,319	$ 17,279,194	$ 4,241,088	$ 21,520,282			
31	- California Solar Initiative Exemption				$ 900,351		$ 900,351	$ 2,547,811		$ 2,547,811			
32	- kWh Surcharge Exemption												
33	**Total - Other CARE Rate Benefits**				**$ 11,586,779**	**$ 841,833**	**$ 12,428,611**	**$ 30,859,803**	**$ 4,241,088**	**$ 35,100,891**			
34													
35	Indirect Costs				$ 51,762	$ 12,814	$ 64,576	$ 152,625	$ 37,792	$ 190,417			
36													
37	[1] The Outreach category includes expenses from Capitation Fee, Mass Media Advertising, Outreach, Expanded Outreach and Cooling Center Expenses												
38	[2] The Authorized Budget for the CARE Rate Discount is based on the estimate filed in A.08-05-022.												
39	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.												
40	[3] PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the CARE surcharge.												
41	Note: 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 March 31, 2011

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
3		Gross Enrollment												Enrollment				
4		Automatic Enrollment																
5	2011	Inter-Utility [1]	Intra-Utility [2]	Leveraging [3]	One-e-App [4]	SB580	Combined (B+C+D+E+F)	Capitation	Other Sources [5]	Total (G+H+I)	Recertification	Total Adjusted (J+K)	Attrition (Drop Offs)	Net (L-M)	Net Adjusted (N-K)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)
6	January	0	6,017	1,686	0	0	7,703	241	36,382	44,326	49,425	93,751	23,951	69,800	20,375	1,520,317	1,699,660	89%
7	February	0	2,575	0	0	0	2,575	435	29,073	32,083	37,014	69,097	17,852	51,245	14,231	1,534,548	1,699,660	90%
8	March	0	2,977	0	0	0	2,977	212	31,534	34,723	51,742	86,465	23,626	62,839	11,097	1,545,645	1,699,660	91%
9	April						0		0			0		0	0			
10	May						0		0			0		0	0			
11	June						0		0			0		0	0			
12	July						0		0			0		0	0			
13	August						0		0			0		0	0			
14	September						0		0			0		0	0			
15	October						0		0			0		0	0			
16	November						0		0			0		0	0			
17	December						0		0			0		0	0			
18	**YTD Total**	**0**	**11,569**	**1,686**	**0**	**0**	**13,255**	**888**	**96,989**	**111,132**	**138,181**	**249,313**	**65,429**	**183,884**	**45,703**	**1,545,645**	**1,699,660**	**91%**

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.

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

	A	B	C	D	E	F	G	H	I
1	**CARE Table 3 - Standard Random Verification Results - PG&E**								
2	**Through March 31, 2011**								
3	**2011**	**Total CARE Population**	**Participants Requested to Verify**	**% of Population Total**	**Participants Dropped (Due to no response)**	**Participants Dropped (Verified as Ineligible)**	**Total Dropped[1]**	**% Dropped through Random Verification**	**% of Total Population Dropped**
4	**January**	1,520,317	1,298	0.09%			0	0.00%	0.00%
5	**February**	1,534,548	3,198	0.21%					
6	**March**	1,545,645	18,883	1.22%					
7	**April**								
8	**May**								
9	**June**								
10	**July**								
11	**August**								
12	**September**								
13	**October**								
14	**November**								
15	**December**								
16	**YTD Total**	**1,545,645**	**23,379**	**1.51%**	**0**	**0**	**0**	**0.00%**	**0.00%**
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.								
19	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G
1	**CARE Table 4 - CARE Self-Certification and Self-Recertification Applications - PG&E**						
2	**Through March 31, 2011**						
3		**Provided [2]**	**Received**	**Approved**	**Denied**	**Pending/ Never Completed**	**Duplicates**
4	**YTD Total [1]**	5,239,970	190,627	172,608	2,132	15,887	27,553
5	**Percentage [3]**		100.00%	90.55%	1.12%	8.33%	14.45%
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%.						
11	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J
1	**CARE Table 5 - Enrollment by County - PG&E**									
2	**Through March 31, 2011**									
3		**Estimated Eligible**			**Total Participants**			**Penetration Rate**		
4	**County**	**Urban**	**Rural[1]**	**Total**	**Urban**	**Rural[1]**	**Total**	**Urban**	**Rural[1]**	**Total**
5	ALAMEDA	165,093	11	165,103	148,329	6	148,335	90%	55%	90%
6	ALPINE	0	209	209	0	18	18	n/a	9%	9%
7	AMADOR	0	4,751	4,751	1	4,406	4,407	379%	93%	93%
8	BUTTE	28,897	14,779	43,675	25,448	13,283	38,731	88%	90%	89%
9	CALAVERAS	71	7,901	7,973	35	6,208	6,243	49%	79%	78%
10	COLUSA	16	3,003	3,019	8	3,295	3,303	50%	110%	109%
11	CONTRA COSTA	98,419	1	98,420	94,184	0	94,184	96%	0%	96%
12	EL DORADO	5,972	6,602	12,574	6,537	6,557	13,094	109%	99%	104%
13	FRESNO	143,380	313	143,693	143,807	178	143,985	100%	57%	100%
14	GLENN	0	5,153	5,153	1	4,765	4,766	248%	92%	92%
15	HUMBOLDT	0	26,145	26,145	0	22,110	22,110	0%	85%	85%
16	KERN	37,776	57,798	95,575	39,810	56,945	96,755	105%	99%	101%
17	KINGS	176	8,404	8,580	156	8,770	8,926	89%	104%	104%
18	LAKE	1	15,003	15,004	1	12,990	12,991	111%	87%	87%
19	LASSEN	0	274	274	0	195	195	n/a	71%	71%
20	MADERA	15,189	6,766	21,955	15,075	5,509	20,584	99%	81%	94%
21	MARIN	21,722	0	21,722	15,796	0	15,796	73%	n/a	73%
22	MARIPOSA	24	3,687	3,711	21	2,700	2,721	89%	73%	73%
23	MENDOCINO	31	16,337	16,367	6	11,994	12,000	20%	73%	73%
24	MERCED	19,796	19,286	39,082	18,661	18,684	37,345	94%	97%	96%
25	MONTEREY	41,179	5,228	46,407	34,881	5,244	40,125	85%	100%	86%
26	NAPA	15,504	0	15,504	12,778	0	12,778	82%	n/a	82%
27	NEVADA	13	11,813	11,826	5	10,044	10,049	37%	85%	85%
28	PLACER	16,907	10,307	27,214	14,923	9,171	24,094	88%	89%	89%
29	PLUMAS	100	2,793	2,893	21	2,074	2,095	21%	74%	72%
30	SACRAMENTO	131,318	1	131,319	116,477	0	116,477	89%	0%	89%
31	SAN BENITO	151	5,344	5,495	94	4,892	4,986	62%	92%	91%
32	SAN BERNARDINO	61	340	401	50	330	380	82%	97%	95%
33	SAN FRANCISCO	95,409	0	95,409	75,191	0	75,191	79%	n/a	79%
34	SAN JOAQUIN	75,521	8,083	83,604	77,202	9,829	87,031	102%	122%	104%
35	SAN LUIS OBISPO	13,888	22,510	36,398	7,707	16,683	24,390	55%	74%	67%
36	SAN MATEO	54,905	0	54,905	46,397	0	46,397	85%	n/a	85%
37	SANTA BARBARA	18,554	1,521	20,076	17,143	882	18,025	92%	58%	90%
38	SANTA CLARA	133,325	3,885	137,210	122,507	3,323	125,830	92%	86%	92%
39	SANTA CRUZ	28,698	8	28,706	23,472	3	23,475	82%	36%	82%
40	SHASTA	14,032	13,352	27,384	12,469	11,251	23,720	89%	84%	87%
41	SIERRA	4	293	297	1	160	161	24%	55%	54%
42	SISKIYOU	0	21	21	0	10	10	n/a	49%	49%
43	SOLANO	40,592	1	40,593	41,398	0	41,398	102%	0%	102%
44	SONOMA	53,629	2,943	56,572	45,726	3,147	48,873	85%	107%	86%
45	STANISLAUS	32,180	27,879	60,059	30,442	25,863	56,305	95%	93%	94%
46	SUTTER	12,902	0	12,902	13,762	0	13,762	107%	0%	107%
47	TEHAMA	21	13,659	13,679	11	11,881	11,892	53%	87%	87%
48	TRINITY	1	874	874	0	356	356	0%	41%	41%
49	TULARE	664	7,902	8,566	402	8,631	9,033	61%	109%	105%
50	TUOLUMNE	0	10,947	10,947	0	7,740	7,740	0%	71%	71%
51	YOLO	26,612	1	26,613	22,817	2	22,819	86%	182%	86%
52	YUBA	10,675	128	10,803	11,646	118	11,764	109%	92%	109%
53										
54	**Total**	**1,353,408**	**346,252**	**1,699,660**	**1,235,398**	**310,247**	**1,545,645**	**91%**	**90%**	**91%**

	A	B	C	D	E	F	G	H
1	**CARE Table 6 - Recertification Results - PG&E**							
2	**Through March 31, 2011**							
3	**2011**	**Total CARE Population**	**Participants Requested to Recertify [1]**	**% of Population Total**	**Participants Recertified [2]**	**Participants Dropped [2]**	**Recertification Rate % (E/C)**	**% of Total Population Dropped (F/B)**
4	**January**	1,520,317	21,004	1.38%	0	0	0.00%	0.00%
5	**February**	1,534,548	20,282	1.32%				
6	**March**	1,545,645	29,180	1.89%				
7	**April**							
8	**May**							
9	**June**							
10	**July**							
11	**August**							
12	**September**							
13	**October**							
14	**November**							
15	**December**							
16	**YTD Total**	**1,545,645**	**70,466**	**4.56%**	**0**	**0**	**0.00%**	**0.00%**
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.							
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G	H
1	**CARE Table 7 - Capitation Contractors - PG&E**							
2	**Through March 31, 2011**							
3		Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4	Contractor Name	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
5	Advancing Vibrant Communities, Inc		X			0	0	0
6	Airport Neighbors United		X			0	0	0
7	Alameda County Associated Community Action (ACAP)		X			0	3	3
8	Allen Temple Health and Social Services Ministries		X			0	2	2
9	Amador-Tuolumne Community Action Agency		X			11	12	23
10	American Canyon Family Resource Center		X			0	3	3
11	Anderson Cottonwood Christian Assistance		X			2	1	3
12	ARC of San Francisco		X			0	0	0
13	Area 12 Agency on Aging	X				0	1	1
14	Area Agency on Aging Serving Napa and Solano		X			0	0	0
15	Arriba Juntos		X			0	0	0
16	Asian Community Center		X			0	8	8
17	Asian Community Mental Health Services		X			0	2	2
18	Asian Pacific American Community		X			0	0	0
19	Asian Resources		X			0	4	4
20	Berkeley Housing Authority		X			0	0	0
21	Boys and Girls Club of Stockton		X			0	0	0
22	Breathe California of the Bay Area		X			0	1	1
23	California Association of Area Agencies on Aging		X			15	64	79
24	California Association of the Physically Handicapped, Inc (Fresno)		X			0	0	0
25	California Council of the Blind		X			0	0	0
26	California Diversified Services		X			0	0	0
27	California Human Development Corporation		X			0	2	2
28	California Welfare To Independence Network 2000, Inc		X		X	0	0	0
29	Canal Alliance		X			0	2	2
30	Capture the Dream Inc		X			0	0	0
31	Carecen Family Services Program		X			0	0	0
32	Catholic Charities Diocese of Stockton		X			0	2	2
33	Catholic Charities Diocese of Fresno		X			8	27	35
34	Center for Training and Careers, Inc		X			0	1	1
35	Center of Vision Enhancement		X			0	2	2
36	Central California Legal Services		X			0	4	4
37	Central Coast Center for Independent Living		X			0	0	0
38	Central Coast Energy Services, Inc		X			20	78	98
39	Central Sierra Planning Council		X			0	2	2
40	Central Valley Opportunity Center		X			0	2	2
41	Centro La Familia Advocacy Services		X			0	1	1
42	Centro Legal de La Raza, Inc		X			0	1	1
43	Chabot College Foundation		X			0	0	0
44	Charles P. Foster Foundation	X				0	0	0
45	Charterhouse Center for Families		X			0	1	1
46	Child Abuse Prevention Council		X			0	3	3
47	Child Care Links		X	X		0	1	1
48	Chinese Christian Herald Crusades		X			0	1	1
49	Chinese Newcomers Service Center		X			0	7	7
50	Christ Temple Community Church		X			0	0	0
51	Civicorps Schools		X			0	0	0
52	Communication Services, LLC		X			0	8	8
53	Community Action Marin		X		X	12	64	76
54	Community Action of Napa Valley		X			0	1	1
55	Community Action Partnership of Madera County, Inc		X			39	7	46
56	Community Action Partnership of Sonoma County		X			0	5	5
57	Community Alliance for Career Training and Utility Solutions		X			0	0	0
58	Community Foundation of Colusa County		X			0	0	0
59	Community Gatepath		X			0	0	0
60	Community Legal Services in East Palo Alto		X			0	0	0
61	Community Pantry of San Benito County		X			0	1	1
62	Community Resource Project, Inc		X			7	39	46
63	Community Resources for Independent Living		X			0	0	0
64	Council for the Spanish Speaking		X			0	0	0
65	County of San Benito		X			1	0	1
66	CSU Chico Research Foundation-Passages		X			0	0	0
67	Davis Street Community Center		X			0	1	1

	A	B	C	D	E	F	G	H
1	**CARE Table 7 - Capitation Contractors - PG&E**							
2	**Through March 31, 2011**							
3		Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4	Contractor Name	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
68	Delta Community Services		X			0	1	1
69	Disability Resource Agency for Independent Living		X			0	1	1
70	Dixon Family Services		X			0	0	0
71	Eastern Europen Services		X			0	0	0
72	EBONY Counseling Center		X			0	0	0
73	Familia Center		X			0	0	0
74	Familia Unidas		X			0	0	0
75	Filipino American Development Foundation		X			0	1	1
76	Folsom-Cordova Community Partnership		X			0	0	0
77	Food Bank of El Dorado County		X			1	0	1
78	Fort Ord Environmental Justice Network		X			0	0	0
79	Fresno Rescue Mission		X			0	0	0
80	Give Every Child a Chance		X			0	0	0
81	God Financial Plan Inc		X			0	132	132
82	Golden Umbrella		X			0	0	0
83	Greater Hill Zion Missionary Baptist Church		X			0	0	0
84	Habitat for Humanity, Stanislaus		X			0	1	1
85	Help Line Information & Assistance/Area 4 Agency on Aging		X			0	1	1
86	Heritage Institute for Family Advocacy		X			0	1	1
87	Hip Housing Human Investment Project, Inc		X			0	1	1
88	Hotline of San Luis Obispo County		X			0	0	0
89	Housing Authority of Alameda County		X			0	0	0
90	Housing Authority of City and County of Fresno		X			0	3	3
91	Housing Authority of City and County of San Francisco		X			0	0	0
92	Housing Authority of County of Kern		X			0	1	1
93	Housing Authority of Kings County		X			0	0	0
94	Housing Authority of Stanislaus County		X			2	9	11
95	Housing Rights		X			0	0	0
96	Independent Living Center of Kern County, Inc		X			0	3	3
97	Independent Living Resource Center SF		X			0	0	0
98	Independent Living Resource of Contra Costa County		X			0	0	0
99	Independent Living Services of Northern California		X			0	0	0
100	Indian Health Center of Santa Clara Valley		X			0	0	0
101	Instituto Laboral de la Raza		X			0	0	0
102	International Humanities Center/The Companion Line		X			0	0	0
103	Jewish Family and Children Services East Bay		X			0	0	0
104	KidsFirst		X			0	14	14
105	Kings Community Action Organization, Inc		X			0	0	0
106	La Luz Bilingual Center		X	X		0	3	3
107	Lao Family Community of Fresno, Inc		X			0	2	2
108	Lao Family Community of Stockton		X			0	0	0
109	Lao Khmu Association, Inc.		X			0	8	8
110	Lighthouse Learning Resource Center, Inc		X			0	0	0
111	Mabuhay Alliance		X			0	0	0
112	Marin Center for Independent Living		X			0	0	0
113	Mendocino Latinos Para La Comunidad, Inc		X			0	3	3
114	Merced County Community Action Agency		X		X	0	24	24
115	Merced Lao Family Community, Inc		X			0	6	6
116	Mission Language and Vocational School		X			0	0	0
117	Moncada Outreach	X				0	0	0
118	Monument Crisis Center		X			0	1	1
119	Mutual Assistance Network of Del Paso Heights		X			0	2	2
120	National Alliance on Mental Illness-Santa Clara County		X			0	1	1
121	Native American Health Center		X			0	0	0
122	Network for Elders		X			0	1	1
123	New Connections		X			0	0	0
124	New Direction Christian Center		X			0	0	0
125	North Penninsula Neighborhood Services Ctr		X			0	0	0
126	Northeast Community Federal Credit Union		X			0	0	0
127	Nuestra Alianza De Willits		X			0	0	0
128	Nugate Group		X			0	4	4
129	Oakland Citizens Committee for Urban Renewal (O.C.C.U.R.)		X		X	0	0	0
130	Opportunity Junction		X			0	0	0

	A	B	C	D	E	F	G	H
1	**CARE Table 7 - Capitation Contractors - PG&E**							
2	**Through March 31, 2011**							
3		Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4	Contractor Name	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
131	Pack N Ship		X			0	1	1
132	Partners For Peace		X			0	0	0
133	People of Purpose		X			0	0	0
134	People Resources		X			0	0	0
135	Pilipino Senior Resource Center		X			0	0	0
136	Plumas County Community Development Commission	X				0	0	0
137	Plumas Crisis Intervention & Resource Center		X			0	1	1
138	Progress Financial Corporation		X			0	0	0
139	Project Access, Inc		X			0	1	1
140	Promise Land Ministries		X			0	3	3
141	Q Foundation DBA Aids Housing Alliance SF		X			0	2	2
142	Rebuilding Together Sacramento		X			0	0	0
143	REDI (Renewable Energy Development institute)		X			0	0	0
144	Redwood Community Action Agency	X			X	38	0	38
145	Redwood Empire Food Bank		X			0	30	30
146	Resources for Independent Central Valley		X			0	0	0
147	Resources for Independent Living Inc. - Sacramento		X			0	0	0
148	Richland School District		X			0	0	0
149	Rising Sun Energy Center		X			0	0	0
150	Ritter Center		X			0	0	0
151	Sacramento Housing and Redevelopment Agency		X			0	4	4
152	Sacred Heart Community Service		X			0	19	19
153	Salvation Army Golden State Divisional Headquarters		X			0	27	27
154	San Francisco Chamber of Commerce Foundation /SF Works		X			0	0	0
155	San Francisco Community Power Cooperative		X			0	0	0
156	San Francisco Women's Center		X			0	0	0
157	Second Harvest Food Bank of Santa Cruz and San Benito Counties		X			0	0	0
158	Self-Help for the Elderly		X			0	15	15
159	Self-Help Federal Credit Union		X			0	2	2
160	Seniors First, Inc		X			0	0	0
161	Shasta County Child Abuse Prevention Council		X			0	3	3
162	Silicon Valley Independent Living Center		X			0	0	0
163	Slavic Community Center		X			0	0	0
164	Southeast Asian Community Center		X			0	3	3
165	St Helena Family Center		X			0	7	7
166	Suscol Intertribal Council		X			0	0	0
167	The Global Center for Success		X			0	1	1
168	The Resource Connection of Amador and Calavares Counties, Inc		X			5	0	5
169	Tri Valley Haven		X			0	0	0
170	Tri-County Independent Living, Inc		X			0	0	0
171	Una Nueva Esperanza		X			0	0	0
172	United Way of Fresno County		X			0	0	0
173	Upwardly Global		X			0	0	0
174	Valley Oak Children's Services, Inc		X			4	1	5
175	Vietnamese Elderly Mutual Assistant Association		X			0	1	1
176	Vineyard Workers Services		X			0	0	0
177	Volunteer Center of Sonoma County		X			0	3	3
178	West Bay Pilipino Multi-Service Center		X			0	0	0
179	West Valley Community Services		X			0	3	3
180	Y-FY Consulting	X				0	0	0
181	YMCA of the East Bay West Contra Costa Branch		X			0	2	2
182	Yolo County Housing Authority		X			0	2	2
183	Yolo Family Resource Center		X			0	3	3
184	Yuba Sutter Legal Center		X			0	1	1
185	**Total Enrollments and Expenditures**					**165**	**723**	**888**
186								
187	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD							
188	adjustments.							

	A	B	C	D	E	F	G	H
1	**CARE Table 8 - Participants as of Month-End - PG&E**							
2	**Through March 31, 2011**							
3	**2011**	**Gas and Electric**	**Gas Only**	**Electric Only**	**Total**	**Eligible Households**	**Penetration Rate**	**% Change [1]**
4	**January**	904,725	251,279	364,313	1,520,317	1,699,660	89%	1.4%
5	**February**	913,707	253,908	366,933	1,534,548	1,699,660	90%	0.9%
6	**March**	922,502	254,477	368,666	1,545,645	1,699,660	91%	0.7%
7	**April**							
8	**May**							
9	**June**							
10	**July**							
11	**August**							
12	**September**							
13	**October**							
14	**November**							
15	**December**							
16								
17	[1] *No monthly variance of 5% or more in the number of participants has occurred in 2011.*							
18	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

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 April 21, 2011, I served a true copy of:

ONE-HUNDRED AND NINETEENTH 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., 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., 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 21st day of April 2011, at San Francisco, California.

/s/

JENNIFER S. NEWMAN