

**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 NINTH 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: June 21, 2010

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

Respectfully submitted,

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June 21, 2010

**Pacific Gas and Electric Company**

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

**Program Monthly Report**  
**For May 2010**

**(June 21, 2010)**

PACIFIC GAS AND ELECTRIC COMPANY

LOW INCOME ENERGY EFFICIENCY PROGRAM AND CARE PROGRAM  
MONTHLY REPORT FOR MAY 2010

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**PACIFIC GAS AND ELECTRIC COMPANY**  
**LOW INCOME ENERGY EFFICIENCY PROGRAM**  
**AND CARE PROGRAM MONTHLY REPORT**  
**FOR MAY 2010**

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 2010 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 has treated 47,178 customers in 2010.

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

<b>LIEE Program Summary for Month</b>			
<b>2010</b>	<b>Authorized / Planning Assumptions</b>	<b>Year-to-Date Actual</b>	<b>%</b>
Budget	\$ 151,067,347	43,451,174	28.8%
Homes Treated	124,991	47,178	37.7%
kWh Saved	42,600,000	17,440,574	40.9%
kW Demand Reduced	7,560	3,394	44.9%
Therms Saved	1,510,000	946,381	62.7%

**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 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.<sup>1</sup>

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.<sup>2</sup> PG&E

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<sup>1</sup> 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.

<sup>2</sup> 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 customers<sup>3</sup> in its service area, and correlates them with PG&E billing information, including: information on PG&E customer energy use;<sup>4</sup> 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 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.

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

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

<sup>4</sup> 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 "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 33 installation contractors including 10 CBOs and two appliance contractors who serve 48 counties and over 70,000 square miles in PG&E's service area. Of the 10 CBOs, six of them are Low Income Home Energy Assistance Program (LIHEAP) agencies. Through May, 13 refrigerators have been installed, which equates to \$10,400 leveraged through this program.



PG&E has one contract and is currently developing five contracts with LIHEAP agencies that are not working within PG&E's LIEE program. PG&E coordinates with these LIHEAP agencies to install Energy Star® refrigerators in homes receiving PG&E electric service where the LIHEAP contractors have installed all other measures under the State Weatherization Program. This allows both the LIEE and LIHEAP programs to leverage their resources and help additional low income homes.

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 month of April, LIEE implemented "The Avenues Weatherization Project," a pilot whole neighborhood approach in the City of Sacramento.

The project is a strategic partnership between Community Resource Project (CRP), SMUD and PG&E and was created to deliver weatherization services to local communities using the whole neighborhood approach. CRP, SMUD and PG&E held coordination meetings over the past five months to implement the project and leveraged federal Recovery Act weatherization funds awarded to CRP with funding from SMUD and PG&E.

The project officially launched during the month of March with a community event at Pacific Elementary School. Other community outreach events were organized as well as efforts to canvass the entire neighborhood known as "The Avenues." The outreach efforts included support from parents and teachers at Pacific Elementary School, the 41st Avenue Committee, Naildown Construction, SMUD, CRP and PG&E staff.

The efforts of this innovative project were celebrated on April 28 with a press conference that highlighted the strategic partnership and its efforts to ensure that low income families improve energy efficiency in their homes. The conference also featured the home of a family who received energy efficiency and weatherization measures from all three agencies.

The press conference was well attended by community leaders and the following elected and public officials: CPUC Commissioner Dian Grueneich; City Councilmember Lauren Hammond; Mamie Yee, representative for Supervisor Jimmie Yee; Cortez Quinn, Chief of Staff for Supervisor Roger Dickinson (also Twin Rivers School Board member); and Vanessa McCarthy, district director for Assemblyman Roger Niello. The press conference was covered by the following news stations in the Sacramento area: News 10(ABC), CBS 13, Fox 40 and Univision.

The LIEE program also continues to work on ethnic media outreach. The program is currently focused on creating a TV spot targeting the Hmong community in the Central Valley. In addition, a partnership has been developed to launch an education and awareness campaign called Saber es Poder in conjunction with the Mexican Consulate in the cities of Fresno, San Francisco, San Jose and Sacramento.

A second whole neighborhood approach was implemented in the City of Fairfield. This project successfully treated three apartment complexes and established a strong working relationship with city staff. LIEE and the City of Fairfield will

continue to work together to identify large areas with eligible homes. In addition, the City of Fairfield has identified marketing opportunities for the LIEE program.

During the past month, PG&E's LIEE program continued to work on ethnic media outreach, closely working with the marketing team to produce radio spots in English, Spanish, Vietnamese, Chinese and Hmong. These radio spots began airing at the end of March and continued through the month of May. In addition, a TV spot focused on the Central Valley Hmong community is in production.

The outreach staff continues to attend community meetings and provide informational presentations at various events and forums and to create marketing opportunities and further develop relationships that will help the program reach and enroll eligible customers.

During the month of May, LIEE participated in the following outreach events:

- Senior Center Open House in Tracy on 05/05/2010;
- Head Start Connects with the Community in Lodi on 05/07/2010;
- 39<sup>th</sup> Annual Stanford Powwow from 05/07/2010 through 05/09/2010;
- Cinco de Mayo Fiesta Day in Manteca on 05/08/2010;
- Santa Cruz Seniors Presentation on 05/10/2010;
- 2010 Downtown San Rafael Market Festival on 05/13/2010;
- Oakland Housing Authority Appreciation Day on 05/15/2010;
- 28<sup>th</sup> Annual City of Richmond Senior Information and Health Faire on 05/18/2010;
- 2010 DBA Street Faire in Bakersfield on 05/20/2010;
- East County Safety & Emergency Preparedness Fair in Antioch on 05/22/2010;
- Sacramento Housing Coalition on 05/25/2010;
- Senior Awareness Day 2010 in Lodi on 05/27/2010; and
- 2010 Downtown San Rafael Market Festival on 05/27/2010.

#### **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 2010 LIEE program, more contractor crews have been hired to implement the LIEE program, and 394 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.

In 2009, PG&E prepared a Request for Proposal (RFP) for an on-line training pilot (authorized in D.08-11-031). 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 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. In 2010, LIEE has treated 19 homes that were selected for SASH program participation. In addition, PG&E supplied LIEE measure installation data for another 27 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 \$9,216,000 for 2010. This includes \$400,000 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	5,700,000	1,963,689	34%
Automatic Enrollment	150,000	0	0%
Proc / Certification / Verification	1,900,000	613,487	32%
Information Tech / Programming	150,000	65,353	44%
Pilots	75,000	445	0%
Measurement and Evaluation	0	0	0%
Regulatory Compliance	110,000	50,759	46%
General Administration	525,000	81,141	15%
CPUC Energy Division Staff	206,000	44,704	22%
Cooling Centers	400,000	31,782	8%
Total Expenses	<b>9,216,000</b>	<b>2,851,360</b>	<b>31%</b>
Subsidies and Benefits	470,115,337	292,687,086	62%
Total Program Costs and Discounts	<b>479,331,337</b>	<b>295,538,446</b>	<b>62%</b>

#### 2.1.2. Please provide the CARE program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,448,955	1,616,201	90%

## **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 in May:

- Recertification Direct Mail – 8,311 direct mail pieces in English/Spanish/Chinese/Vietnamese were mailed to customers who failed to recertify. This direct mail reoccurs on the 15th of every month. Year-to-date, PG&E's CARE Program has re-enrolled 3,818 customers back to the program.
- Bill Insert – 1.6 million applications in English/Spanish were inserted in customers' monthly energy bills starting 05/12/2010 through 05/26/2010. Year-to-date, this effort resulted in 469 new enrollments.

As part of its mass media campaign, PG&E promoted the CARE Program via ethnic radio media in May.

- The Cantonese advertisement ran on KVTO radio station in San Francisco, Alameda, San Mateo, Contra Costa, Marin, Napa, Solano and Sonoma Counties.
- The Vietnamese advertisement ran on KVVN radio station in Alameda, Santa Clara, Santa Cruz and San Mateo Counties.

PG&E's CARE Program worked with third-party vendors to enroll eligible customers via automated telephone 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 41,136 new customers and recertified 27,581 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 13,725 new customers through Energy Save's efforts.

In May, PG&E's CARE Program participated in the following 16 outreach events where program representatives were available to answer questions and help customers enroll in the program:

- 11<sup>th</sup> Annual Membership Appreciation Breakfast & Health Fair in Santa Rosa on 05/01/2010;
- CARE with Neighborhood Payment Center (NPC) at Oakland local office on 05/03/2010;

- CARE at Vallejo NPC on 05/03/2010;
- CARE with NPC at East Oakland local office on 05/04/2010;
- Senior Center Open House in Tracy on 05/05/2010;
- Head Start Connects with the Community in Lodi on 05/07/2010;
- 39<sup>th</sup> Annual Stanford Powwow from 05/07/2010 through 05/09/2010;
- Cinco de Mayo Fiesta Day in Manteca on 05/08/2010;
- Santa Cruz Seniors Presentation in Santa Cruz on 05/10/2010;
- 2010 Downtown San Rafael Market Festival on 05/13/2010;
- Oakland Housing Authority Appreciation Day on 05/15/2010;
- 28<sup>th</sup> Annual City of Richmond Senior Information and Health Faire on 05/18/2010;
- 2010 DBA Street Faire in Bakersfield on 05/20/2010;
- East County Safety & Emergency Preparedness Fair in Antioch on 05/22/2010;
- Senior Awareness Day 2010 in Lodi on 05/27/2010; and
- 2010 Downtown San Rafael Market Festival on 05/27/2010.

**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. 2,465 LIHEAP customers have been automatically enrolled in CARE in 2010.

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. 2,146 LIEE participants were enrolled in CARE in May.

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 May.

### **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 partnered with The Center to Promote HealthCare Access, Inc., (The Center) to launch the CARE One-E-App Pilot on September 22, 2009. 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 is currently taking place in Fresno, San Joaquin, Solano, Napa, Sacramento, Humboldt, and Sonoma Counties. Income-qualified customers in these counties are able to meet with a Certified Application Assister and enroll in CARE through the One-E-App system. The Center submitted the One-E-App CARE Pilot Report to Energy Division on March 17, 2010. The pilot has resulted in 30 new enrollments to date.

## **3. Appendix: LIEE Tables and CARE Tables**

LIEE- Table 1- LIEE Program Expenses

LIEE- Table 2- LIEE Measure Installations and Savings

LIEE- Table 3- Average Bill Savings per Treated Home

LIEE- Table 4- LIEE Homes Treated

LIEE- Table 5- LIEE Customer Summary

LIEE- Table 6- Expenditures for Pilots and Studies

LIEE- 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

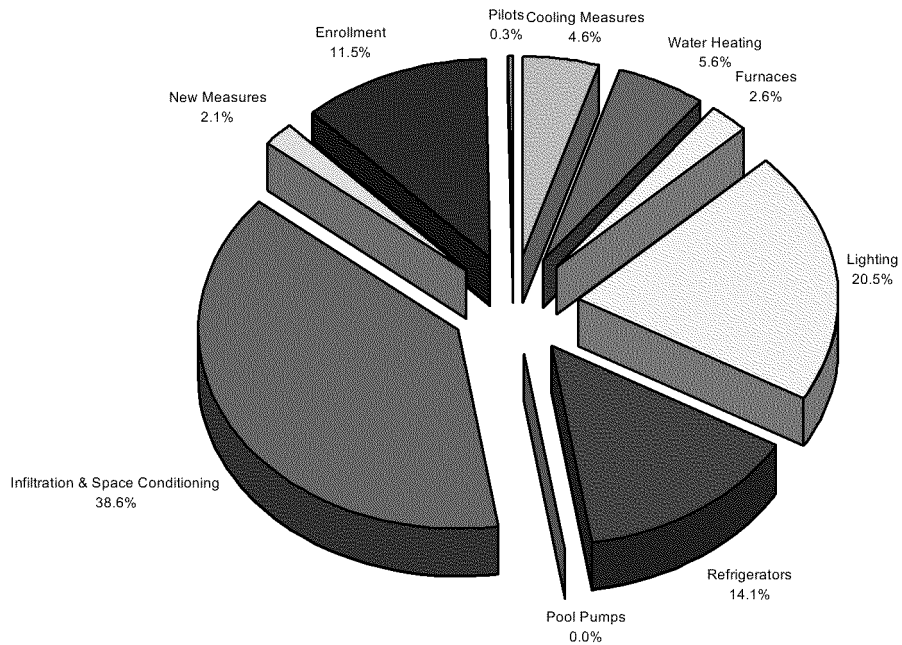
	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>LIEE Table 1 - LIEE Program Expenses - PG&amp;E</b>												
2	<b>Through May 31, 2010</b>												
3		<b>Authorized Budget</b>			<b>Current Month Expenses</b>			<b>Year-To-Date Expenses</b>			<b>% of Budget Spent YTD</b>		
4	<b>LIEE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
5	Energy Efficiency												
6	- Gas Appliances	\$ 15,833,701		\$ 15,833,701	\$ -	\$ 1,064,267	\$ 1,064,267	\$ -	\$ 4,655,985	\$ 4,655,985	0.0%	29.4%	29.4%
7	- Electric Appliances	\$ 63,334,805	\$ -	\$ 63,334,805	\$ 4,405,547	\$ -	\$ 4,405,547	\$ 19,399,025	\$ -	\$ 19,399,025	30.6%	0.0%	30.6%
8	- Weatherization	\$ 6,957,536	\$ 35,671,660	\$ 42,629,196	\$ 557,605	\$ 3,159,764	\$ 3,717,370	\$ 2,503,508	\$ 14,186,544	\$ 16,690,052	36.0%	39.8%	39.2%
9	- Outreach and Assessment	\$ 1,033,994	\$ 556,766	\$ 1,590,760	\$ 73,478	\$ 39,565	\$ 113,043	\$ 334,342	\$ 180,031	\$ 514,373	32.3%	32.3%	32.3%
10	- In Home Energy Education	\$ 9,305,949	\$ 5,010,895	\$ 14,316,844	\$ 703,377	\$ 378,741	\$ 1,082,118	\$ 3,188,922	\$ 1,717,112	\$ 4,906,034	34.3%	34.3%	34.3%
11	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
12	- Pilot	\$ 155,813	\$ 372,938	\$ 528,751	\$ 46,608	\$ 82	\$ 46,690	\$ 113,392	\$ 33,915	\$ 147,307	72.8%	9.1%	27.9%
13	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
14	<b>Energy Efficiency TOTAL</b>	<b>\$ 80,788,097</b>	<b>\$ 57,445,960</b>	<b>\$ 138,234,057</b>	<b>\$ 5,786,615</b>	<b>\$ 4,642,419</b>	<b>\$ 10,429,035</b>	<b>\$ 25,539,190</b>	<b>\$ 20,773,587</b>	<b>\$ 46,312,777</b>	<b>31.6%</b>	<b>36.2%</b>	<b>33.5%</b>
15													
16	Training Center	\$ 589,191	\$ 317,257	\$ 906,448	\$ 18,126	\$ 9,760	\$ 27,886	\$ 101,361	\$ 54,579	\$ 155,940	17.2%	17.2%	17.2%
17	Inspections	\$ 3,723,057	\$ 2,004,723	\$ 5,727,780	\$ 308,196	\$ 165,952	\$ 474,148	\$ 1,198,993	\$ 645,612	\$ 1,844,605	32.2%	32.2%	32.2%
18	Marketing	\$ 1,239,965	\$ 667,673	\$ 1,907,638	\$ 102,712	\$ 55,306	\$ 158,018	\$ 238,414	\$ 128,377	\$ 366,791	19.2%	19.2%	19.2%
19	M&E Studies	\$ 121,867	\$ 65,620	\$ 187,487	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
20	Regulatory Compliance	\$ 188,339	\$ 101,413	\$ 289,752	\$ 20,959	\$ 11,286	\$ 32,245	\$ 42,510	\$ 22,890	\$ 65,399	22.6%	22.6%	22.6%
21	General Administration	\$ 2,414,077	\$ 1,299,888	\$ 3,713,965	\$ 122,909	\$ 66,182	\$ 189,090	\$ 524,718	\$ 282,541	\$ 807,259	21.7%	21.7%	21.7%
22	CPUC Energy Division	\$ 65,142	\$ 35,077	\$ 100,220	\$ 2,571	\$ 1,384	\$ 3,955	\$ 7,560	\$ 4,071	\$ 11,631	11.6%	11.6%	11.6%
23													
24	<b>TOTAL PROGRAM COSTS</b>	<b>\$ 89,129,735</b>	<b>\$ 61,937,612</b>	<b>\$ 151,067,347</b>	<b>\$ 6,362,087</b>	<b>\$ 4,952,289</b>	<b>\$ 11,314,377</b>	<b>\$ 27,652,746</b>	<b>\$ 21,911,656</b>	<b>\$ 49,564,402</b>	<b>31.0%</b>	<b>35.4%</b>	<b>32.8%</b>
25													
26		<b>Funded Outside of LIEE Program Budget</b>											
26	Indirect Costs				\$ 77,539	\$ 41,752	\$ 119,291	\$ 348,741	\$ 189,596	\$ 538,337			
27													
28	NGAT Costs				\$ 194,763	\$ 194,763		\$ 873,019	\$ 873,019				

	A	B	C	D	E	F	G	H
1	<b>LIEE Table 2 - LIEE Measure Installations &amp; Savings</b>							
2	<b>Pacific Gas &amp; Electric Company</b>							
3	<b>Through May 31, 2010</b>							
4	<b>Year-To-Date Completed &amp; Expensed Installations</b>							
5	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh [5] (Annual)</b>	<b>kW [5] (Annual)</b>	<b>Therms [5] (Annual)</b>	<b>Expenses [6] (\$)</b>	<b>% of Expenditures</b>
6	<b>Heating Systems</b>							
7	Furnaces [7]	Each	1,066	-	-	3,440	1,139,044	2.62%
8	<b>Cooling Measures</b>							
9	- A/C Replacement - Room	Each	833	75,307	114	-	906,130	2.09%
10	- A/C Replacement - Central	Each	12	3,695	6	-	29,688	0.07%
11	- A/C Tune-up - Central	Each	86	16,279	25	-	29,171	0.07%
12	- A/C Services - Central	Each						
13	- Heat Pump	Each						
14	- Evaporative Coolers	Each	1,659	466,706	292	-	1,039,582	2.39%
15	- Evaporative Cooler Maintenance	Each						
16	- Clock Thermostat	Each						
17	<b>Infiltration &amp; Space Conditioning</b>							
18	Envelope and Air Sealing Measures [1]	Home	31,857	272,737	50	254,331	12,510,739	28.79%
19	Duct Sealing	Home	1,588	181,771	16	53,231	1,079,037	2.48%
20	Attic Insulation	Home	2,620	112,174	134	152,762	3,183,031	7.33%
21	<b>Water Heater Savings</b>							
22	Water Heater Conservation Measures [2]	Home	36,174	747,518	164	456,024	2,047,205	4.71%
23	- Water Heater Replacement - Gas [7]	Each	390	-	-	4,719	401,997	0.93%
24	- Water Heater Replacement - Electric [7]	Each						
25	- Tankless Water Heater - Gas	Each						
26	- Tankless Water Heater - Electric	Each						
27	<b>Lighting Measures</b>							
28	- CFLs	Each	181,675	2,906,800	363	-	1,264,237	2.91%
29	- Interior Hard wired CFL fixtures	Each	84,058	4,791,306	1,054	-	6,360,111	14.64%
30	- Exterior Hard wired CFL fixtures	Each	17,128	274,048	-	-	1,295,505	2.98%
31	- Torchiere	Each						
32	<b>Refrigerators</b>							
33	Refrigerators - Primary	Each	7,833	6,046,295	1,026	-	6,111,478	14.07%
34	Refrigerators - Secondary	Each						
35	<b>Pool Pumps</b>							
36	Pool Pumps	Each						
37	<b>New Measures</b>							
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	8,230	328,377	33	-	452,352	1.04%
45	Torchiere	Each	5,750	1,172,368	114	-	456,040	1.05%
46	<b>Pilots</b>							
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 [8]	Each	1,188	44,811	2	20,300	107,362	0.25%
54	High Efficiency Clothes Washer	Each	59	383	-	1,573	39,576	0.09%
55	<b>Customer Enrollment</b>							
56	- Outreach & Assessment	Home	47,178				472,220	1.09%
57	- In-Home Education	Home	47,178				4,526,670	10.42%
58	- Education Workshops	Participants						
59								
60								
61	<b>Total Savings/Expenditures</b>			17,440,574	3,394	946,381	43,451,174	100%
62								
63	Homes Weatherized [3]	Home	38,865					
64								
65	<b>Homes Treated</b>							
66	- Single Family Homes Treated	Home	36,297					
67	- Multi-family Homes Treated	Home	8,381					
68	- Mobile Homes Treated	Home	2,500					
69	- <b>Total Number of Homes Treated</b>	Home	47,178					
70	#Eligible Homes to be Treated for PY[4]	Home	124,991					
71	% of Homes Treated	%	37.75%					
72								
73	- Total Master-Metered Homes Treated	Home	1,585					
74								
75	[1] Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.							
76	[2] Water Heater Conservation Measures may include water heater blanket, low flow showerhead, water heater pipe wrap, faucet aerators.							
77	[3] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs							
78	[4] Based on Attachment H of D.0811031							
79	[5] All savings are calculated based on the following sources:							
80	M&E is from Impact Evaluation of the 2005 California LIEE Program, Final Report submitted to SCE by West Hill Energy & Computing, Inc., December 19, 2007.							
81	M&E is from the Report on the Assessment of Proposed New Program Year 2006, LIEE Program Measures by LIEE Standardization Team, April 25, 2005.							
82	M&E is from the LIEE Measure Cost Effectiveness, Final Report, June 2, 2003.							
83	06-08 DEER and PG&E Workpapers.							
84	[6] Costs exclude support costs that are included in Table 1.							
85	[7] Includes both Replacement and Repair.							
86	[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.							
87								
88								
89								

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F
1	<b>Year-to-Date Expenses from LIEE Table 2L</b>					
2						
3						
4			Cooling Measures	\$2,004,571		4.6%
5			Water Heating	\$2,449,201		5.6%
6			Furnaces	\$1,139,044		2.6%
7			Lighting	\$8,919,854		20.5%
8			Refrigerators	\$6,111,478		14.1%
9			Pool Pumps	\$0		0.0%
10			Infiltration & Space Conditioning	\$16,772,807		38.6%
11			New Measures	\$908,391		2.1%
12			Enrollment	\$4,998,890		11.5%
13			Pilots	\$146,938		0.3%
14						
15			Total	\$43,451,174		
16						
17	<b>LIEE Year-to-Date Expenditures by Measure Group</b>					
18						
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LIEE Year-to-Date Expenditures by Measure Group



	A	B
1	<b>LIEE Table 3 - Average Bill Savings per Treated Home</b>	
2	<b>Pacific Gas &amp; Electric Company</b>	
	<b>Through May 31, 2010</b>	
3	<b>Year-to-date Installations - Expensed</b>	
4		
5	Annual kWh Savings	17,440,574
6	Annual Therm Savings	946,381
7	Lifecycle kWh Savings	240,098,680
8	Lifecycle Therm Savings	10,202,397
9	Current kWh Rate	\$ 0.0907
10	Current Therm Rate	\$ 0.8082
11	Number of Treated Homes	47,178
12	<b>Average 1st Year Bill Savings / Treated Home</b>	<b>\$ 49.70</b>
13	<b>Average Lifecycle Bill Savings / Treated Home</b>	<b>\$ 479.10</b>

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G
1	<b>LIEE Table 4 - LIEE Homes Treated</b>						
2	<b>Pacific Gas &amp; Electric Company</b>						
3	<b>Through May 31, 2010</b>						
3	County	Eligible Customers			Homes Treated Year to Date		
4		Rural	Urban	Total	Rural	Urban	Total
5	ALAMEDA	19	189,671	189,690	0	6,196	6,196
6	ALPINE	171	36	206	0	0	0
7	AMADOR	5,347	124	5,470	81	12	93
8	BUTTE	47,121	248	47,369	1,178	0	1,178
9	CALAVERAS	7,985	893	8,878	51	18	69
10	COLUSA	3,669	118	3,786	50	2	52
11	CONTRA COSTA	634	93,031	93,665	5	2,520	2,525
12	EL DORADO	12,723	96	12,819	412	3	415
13	FRESNO	15,402	135,292	150,693	231	4,459	4,690
14	GLENN	5,006	485	5,490	100	12	112
15	HUMBOLDT	28,445	681	29,126	510	1	511
16	KERN	47,948	51,149	99,097	1,804	732	2,536
17	KINGS	9,735	175	9,910	127	0	127
18	LAKE	16,858	1,445	18,302	116	0	116
19	LASSEN	194	121	315	5	24	29
20	MADERA	20,130	987	21,117	430	0	430
21	MARIN	2,615	20,652	23,267	42	433	475
22	MARIPOSA	1,401	2,469	3,870	4	2	6
23	MENDOCINO	15,119	450	15,569	26	0	26
24	MERCED	13,387	24,349	37,735	788	678	1,466
25	MONTEREY	7,747	41,441	49,188	413	398	811
26	NAPA	2,351	13,561	15,912	157	232	389
27	NEVADA	11,219	606	11,825	107	0	107
28	PLACER	5,477	19,965	25,442	293	257	550
29	PLUMAS	3,332	12	3,344	179	2	181
30	SACRAMENTO	956	153,592	154,548	19	2,482	2,501
31	SAN BENITO	4,819	212	5,031	44	1	45
32	SAN BERNARDINO	412	1	413	0	0	0
33	SAN FRANCISCO	-	151,466	151,466	0	2,204	2,204
34	SAN JOAQUIN	10,086	83,150	93,236	561	2,456	3,017
35	SAN LUIS OBISPO	35,664	324	35,988	364	0	364
36	SAN MATEO	1,478	60,366	61,844	12	1,544	1,556
37	SANTA BARBARA	10,625	8,213	18,838	609	264	873
38	SANTA CLARA	3,568	141,118	144,686	65	2,686	2,751
39	SANTA CRUZ	6,585	25,709	32,294	107	739	846
40	SHASTA	10,858	17,768	28,626	240	385	625
41	SIERRA	315	-	315	28	0	28
42	SISKIYOU	24	-	24	0	0	0
43	SOLANO	3,110	40,741	43,851	43	1,610	1,653
44	SONOMA	15,516	38,731	54,247	185	1,079	1,264
45	STANISLAUS	11,324	53,705	65,030	526	2,124	2,650
46	SUTTER	14,643	113	14,757	512	0	512
47	TEHAMA	12,545	421	12,966	251	6	257
48	TRINITY	859	2	861	1	0	1
49	TULARE	7,522	1,133	8,655	340	24	364
50	TUOLUMNE	10,423	372	10,794	445	2	447
51	YOLO	14,227	19,580	33,807	334	1,000	1,334
52	YUBA	14,298	25	14,324	796	0	796
53	Total	473,890	1,394,795	1,868,685	12,591	34,587	47,178

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	
1	<b>LIEE Table 5 - LIEE Customer Summary - PG&amp;E</b>																	
2	<b>Through May 31, 2010</b>																	
3	Month	Gas & Electric				Gas Only				Electric Only				Total				
4		Homes Treated	(Annual)			Homes Treated	(Annual)			Homes Treated	(Annual)			Homes Treated	(Annual)			
5			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW	
6	January 2010	3,385	67,416	967,434	180.5	536	15,616	7,456	3.4	961	559	381,538	75.4	4,882	83,591	1,356,427	259	
7	Jan-28	10,247	220,873	3,703,715	689.7	1,418	44,153	23,821	10.2	2,469	1,859	1,222,354	252.4	14,134	266,885	4,949,890	952	
8	March 2010	18,672	415,069	7,136,979	1,318.2	2,943	88,219	41,648	18.1	4,369	3,927	2,324,868	492.6	25,984	507,214	9,503,495	1,829	
9	April 2010	26,111	589,419	10,085,685	1,866.6	4,421	134,550	55,083	25.9	6,179	5,613	3,322,537	709.6	36,711	729,582	13,463,305	2,602	
10	May 2010	33,550	759,768	13,058,465	2,434.5	5,750	179,453	71,227	3 2.9	7,878	7,161	4,310,882	926.1	47,178	946,381	17,440,574	3,394	
11	June 2010																	
12	July 2010																	
13	August 2010																	
14	September 2010																	
15	October 2010																	
16	November 2010																	
17	December 2010																	
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 LIEE Table 2.																	

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>LIEE Table 6 - Expenditures for Pilots and Studies</b>												
2	<b>Pacific Gas &amp; Electric Company</b>												
3	<b>May 31, 2010</b>												
4		<b>Authorized 3-Year Budget</b>			<b>Current Month Expenses <sup>1</sup></b>			<b>Expenses Since January 1, 2009 <sup>1</sup></b>			<b>% of 3-Year Budget Spent</b>		
5		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Pilots:</b>												
7	-Meals On Wheels	\$ 300,000	\$ -	\$ 300,000	\$ 46,594	\$ -	\$ 46,594	\$ 117,730	\$ -	\$ 117,730	39%	0%	39%
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	\$ 14	\$ 82	\$ 96	\$ 8,698	\$ 49,290	\$ 57,988	8%	8%	8%
11													
12													
13													
14	<b>Total Pilots</b>	<b>\$ 541,500</b>	<b>\$ 1,368,500</b>	<b>\$ 1,910,000</b>	<b>\$ 46,608</b>	<b>\$ 82</b>	<b>\$ 46,690</b>	<b>\$ 126,429</b>	<b>\$ 49,290</b>	<b>\$ 175,718</b>	<b>23%</b>	<b>4%</b>	<b>9%</b>
15	<b>Studies:</b>												
16	<b>Studies:</b>												
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	<b>Total Studies</b>	<b>\$ 228,584</b>	<b>\$ 123,083</b>	<b>\$ 351,667</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
25													
26	<sup>1</sup> There were no expenditures for Studies year-to-date.												



Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E
1	<b>LIEE Table 7 - PG&amp;E</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Through May 31, 2010</b>				
4	A	B	C	D	E
5	Neighborhood (County, Zip code, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2009	Total Treated Year to Date
6	Census tract 125, San Francisco*	8,050	6,826	2,241	840
7	Sacramento, 95824	8,545	5,223	879	500
8	Fairfield, 94533-52	462	208	88	45
9	Fairfield, 94533-39	431	237	63	127
10	Fairfield, 94533-38	180	65	9	56
11					
12	*Based on information for ZIP code 94102				

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses - PG&amp;E</b>												
2	<b>Through May 31, 2010</b>												
3	<b>Final</b>	<b>Authorized Budget</b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
4	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
5	Outreach <sup>(1)(3)</sup>	\$ 4,960,000	\$ 1,140,000	\$ 6,100,000	\$ 625,045	\$ 148,773	\$ 773,818	\$ 1,602,734	\$ 392,738	\$ 1,995,472	32%	34%	33%
6	Automatic Enrollment	\$ 120,000	\$ 30,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
7	Processing/ Certification/Verification	\$ 1,520,000	\$ 380,000	\$ 1,900,000	\$ 85,537	\$ 21,384	\$ 106,921	\$ 490,789	\$ 122,697	\$ 613,487	32%	32%	32%
8	Information Technology / Programming	\$ 120,000	\$ 30,000	\$ 150,000	\$ 21,473	\$ 5,368	\$ 26,841	\$ 52,282	\$ 13,071	\$ 65,353	44%	44%	44%
9	Pilot												
10	Pilots												
11	Recert and PEV Non-Response Study	\$ 60,000	\$ 15,000	\$ 75,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
12	One-E-App	\$ -	\$ -	\$ -	\$ 278	\$ 69	\$ 347	\$ 356	\$ 89	\$ 445	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Total Pilots	\$ 60,000	\$ 15,000	\$ 75,000	\$ 278	\$ 69	\$ 347	\$ 356	\$ 89	\$ 445	0%	0%	0%
15	Measurement & Evaluation												
16	Measurement & Evaluation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17	Regulatory Compliance	\$ 88,000	\$ 22,000	\$ 110,000	\$ 19,521	\$ 4,880	\$ 24,402	\$ 40,607	\$ 10,152	\$ 50,759	46%	46%	46%
18	General Administration	\$ 420,000	\$ 105,000	\$ 525,000	\$ 5,883	\$ 1,471	\$ 7,354	\$ 64,913	\$ 16,228	\$ 81,141	15%	15%	15%
19	CPUC Energy Division	\$ 164,800	\$ 41,200	\$ 206,000	\$ -	\$ -	\$ -	\$ 35,763	\$ 8,941	\$ 44,704	22%	22%	22%
20	SUBTOTAL MANAGEMENT COSTS												
21	SUBTOTAL MANAGEMENT COSTS	\$ 7,452,800	\$ 1,763,200	\$ 9,216,000	\$ 757,737	\$ 181,946	\$ 939,683	\$ 2,287,445	\$ 563,916	\$ 2,851,360	31%	32%	31%
22	CARE Rate Discount												
23	CARE Rate Discount	\$ 377,728,580	\$ 92,386,757	\$ 470,115,337	\$ 39,260,053	\$ 7,052,064	\$ 46,312,118	\$ 240,081,804	\$ 52,605,282	\$ 292,687,086	64%	57%	62%
24	Service Establishment Charge Discount	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
25	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS												
26	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 385,181,380	\$ 94,149,957	\$ 479,331,337	\$ 40,017,790	\$ 7,234,010	\$ 47,251,800	\$ 242,369,249	\$ 53,169,197	\$ 295,538,446	63%	56%	62%
27	Other CARE Rate Benefits												
28	Other CARE Rate Benefits												
29	- DWR Bond Charge Exemption				\$ 2,800,137		\$ 2,800,137	\$ 15,563,025		\$ 15,563,025			
30	- CARE PPP Exemption <sup>(2)</sup>				\$ 2,962,001	\$ 629,790	\$ 3,591,791	\$ 15,927,248	\$ 5,443,596	\$ 21,370,844			
31	- California Solar Initiative Exemption				\$ 567,111		\$ 567,111	\$ 3,419,813		\$ 3,419,813			
32	- kWh Surcharge Exemption												
33	Total - Other CARE Rate Benefits				\$ 6,329,248	\$ 629,790	\$ 6,959,039	\$ 34,910,086	\$ 5,443,596	\$ 40,353,682			
34	Indirect Costs												
35	Indirect Costs				\$ 31,548	\$ 7,826	\$ 39,374	\$ 176,280	\$ 43,917	\$ 220,196			
36													
37	<sup>(1)</sup> The Outreach category includes expenses from Capitation Fee, Mass Media Advertising, Outreach, Expanded Outreach and Cooling Center Expenses												
38	<sup>(2)</sup> PPP Exemption - CARE customers are exempt from paying CARE program costs including PPP costs for CARE admin. and the Care surcharge												
39	<sup>(3)</sup> The Outreach category includes expenses from the 2010 Cooling Centers Program												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R		
1	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration - PG&amp;E</b>																			
2	<b>Through May 31, 2010</b>																			
3		<b>Gross Enrollment</b>											<b>Enrollment</b>							
4		<b>Automatic Enrollment</b>																		
5	<b>2010</b>	<b>Inter-Utility <sup>1</sup></b>	<b>Intra-Utility <sup>2</sup></b>	<b>Leveraging <sup>3</sup></b>	<b>One-e-App <sup>4</sup></b>	<b>SB580</b>	<b>Combined (B+C+D+E+F)</b>	<b>Capitation</b>	<b>Other Sources <sup>5</sup></b>	<b>Total (G+H+I)</b>	<b>Recertification</b>	<b>Total Adjusted (J+K)</b>	<b>Attrition (Drop Offs)</b>	<b>Net (L-M)</b>	<b>Net Adjusted (N-K)</b>	<b>Total CARE Participants</b>	<b>Estimated CARE Eligible</b>	<b>Penetration Rate % (P/Q)</b>		
6	January	0	2,028	0	0	0	2,028	1,161	34,350	37,539	32,761	70,300	21,280	49,020	16,259	1,367,674	1,607,597	85%		
7	February	0	3,762	0	0	0	3,762	776	43,062	47,600	36,232	83,832	15,517	68,315	32,083	1,399,757	1,607,597	87%		
8	March	868	1,986	0	19	0	2,873	285	46,979	50,137	42,609	92,746	19,005	73,741	31,132	1,430,889	1,607,597	89%		
9	April	0	2,079	0	4	0	2,083	742	27,848	30,673	29,942	60,615	19,636	40,979	11,037	1,441,926	1,616,201	89%		
10	May	79	3,366	0	2	0	3,447	308	28,871	32,626	36,202	68,828	25,597	43,231	7,029	1,448,955	1,616,201	90%		
11	June																			
12	July																			
13	August																			
14	September																			
15	October																			
16	November																			
17	December																			
18	<b>YTD Total</b>	<b>947</b>	<b>13,221</b>	<b>0</b>	<b>25</b>	<b>0</b>	<b>14,193</b>	<b>3,272</b>	<b>181,110</b>	<b>198,575</b>	<b>177,746</b>	<b>376,321</b>	<b>101,035</b>	<b>275,286</b>	<b>97,540</b>	<b>1,448,955</b>	<b>1,616,201</b>	<b>90%</b>		

<sup>1</sup> Enrollments via data sharing between the IOUs.

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

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

<sup>4</sup> 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.

<sup>5</sup> Not including Recertification.

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 3 - Standard Random Verification Results - PG&amp;E</b>								
2	<b>Through May 31, 2010</b>								
3	<b>2010</b>	<b>Total CARE Population</b>	<b>Participants Requested to Verify</b>	<b>% of Population Total</b>	<b>Participants Dropped (Due to no response)</b>	<b>Participants Dropped (Verified as Ineligible)</b>	<b>Total Dropped<sup>1</sup></b>	<b>% Dropped through Random Verification</b>	<b>% of Total Population Dropped</b>
4	January	1,367,674	1,476	0.11%	804	122	926	62.74%	0.07%
5	February	1,399,757	1,258	0.09%	564	152	716	56.92%	0.05%
6	March	1,430,889	10,807	0.76%					
7	April	1,441,926	1,555	0.11%					
8	May	1,448,955	765	0.05%					
9	June								
10	July								
11	August								
12	September								
13	October								
14	November								
15	December								
16	<b>YTD Total</b>	<b>1,448,955</b>	<b>15,861</b>	<b>1.09%</b>	<b>1,368</b>	<b>274</b>	<b>1,642</b>	<b>60.06%</b>	<b>0.11%</b>
17									
18	<sup>1</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								

	A	B	C	D	E	F	G
1	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications - PG&amp;E</b>						
2	<b>Through May 31, 2010</b>						
3		<b>Provided <sup>2</sup></b>	<b>Received</b>	<b>Approved</b>	<b>Denied</b>	<b>Pending/ Never Completed</b>	<b>Duplicates</b>
4	<b>YTD Total <sup>1</sup></b>	6,172,778	346,739	321,048	3,125	22,566	42,543
5	<b>Percentage <sup>3</sup></b>		100.00%	92.59%	0.90%	6.51%	12.27%
6							
7	Footnotes:						
8	<sup>1</sup> Includes sub-metered customers.						
9	<sup>2</sup> 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	<sup>3</sup> 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	<b>CARE Table 5 - Enrollment by County - PG&amp;E</b>									
2	<b>Through May 31, 2010</b>									
3		<b>Estimated Eligible</b>			<b>Total Participants</b>			<b>Penetration Rate</b>		
4	<b>County</b>	<b>Urban</b>	<b>Rural<sup>[1]</sup></b>	<b>Total</b>	<b>Urban</b>	<b>Rural<sup>[1]</sup></b>	<b>Total</b>	<b>Urban</b>	<b>Rural<sup>[1]</sup></b>	<b>Total</b>
5	ALAMEDA	146,467	19	146,485	137,509	12	137,521	94%	63%	94%
6	ALPINE	34	168	202	0	18	18	0%	11%	9%
7	AMADOR	123	5,265	5,388	129	4,256	4,385	105%	81%	81%
8	BUTTE	235	44,418	44,654	160	35,096	35,256	68%	79%	79%
9	CALAVERAS	872	7,973	8,845	679	5,310	5,989	78%	67%	68%
10	COLUSA	114	3,568	3,682	70	3,037	3,107	61%	85%	84%
11	CONTRA COSTA	80,122	618	80,741	86,223	243	86,466	108%	39%	107%
12	EL DORADO	95	12,688	12,784	70	12,968	13,038	73%	102%	102%
13	FRESNO	126,523	14,903	141,426	124,642	13,274	137,916	99%	89%	98%
14	GLENN	472	4,909	5,381	497	4,062	4,559	105%	83%	85%
15	HUMBOLDT	668	26,619	27,287	424	20,342	20,766	64%	76%	76%
16	KERN	49,353	46,745	96,098	48,628	43,677	92,305	99%	93%	96%
17	KINGS	174	9,698	9,872	126	8,249	8,375	72%	85%	85%
18	LAKE	1,430	16,642	18,072	962	11,345	12,307	67%	68%	68%
19	LASSEN	121	193	315	88	105	193	73%	54%	61%
20	MADERA	984	19,803	20,787	891	18,901	19,792	91%	95%	95%
21	MARIN	16,636	2,221	18,857	12,945	1,913	14,858	78%	86%	79%
22	MARIPOSA	2,463	1,339	3,801	1,907	731	2,638	77%	55%	69%
23	MENDOCINO	449	14,849	15,299	278	11,225	11,503	62%	76%	75%
24	MERCED	23,438	13,206	36,644	21,909	13,093	35,002	93%	99%	96%
25	MONTEREY	35,792	7,178	42,970	30,104	7,497	37,601	84%	104%	88%
26	NAPA	12,220	2,060	14,280	10,115	1,537	11,652	83%	75%	82%
27	NEVADA	606	10,909	11,515	382	9,355	9,737	63%	86%	85%
28	PLACER	19,183	5,442	24,625	16,461	6,144	22,605	86%	113%	92%
29	PLUMAS	12	3,311	3,323	8	1,970	1,978	65%	59%	60%
30	SACRAMENTO	130,186	805	130,991	105,729	413	106,142	81%	51%	81%
31	SAN BENITO	202	4,669	4,871	115	4,764	4,879	57%	102%	100%
32	SAN BERNARDINO	1	420	420	1	357	358	126%	85%	85%
33	SAN FRANCISCO	89,609	0	89,609	72,310	0	72,310	81%	n/a	81%
34	SAN JOAQUIN	76,357	9,726	86,083	70,822	10,595	81,417	93%	109%	95%
35	SAN LUIS OBISPO	313	35,378	35,692	88	23,114	23,202	28%	65%	65%
36	SAN MATEO	46,583	1,419	48,001	41,060	1,283	42,343	88%	90%	88%
37	SANTA BARBARA	8,012	10,475	18,487	7,227	9,680	16,907	90%	92%	91%
38	SANTA CLARA	109,730	3,291	113,021	114,169	3,325	117,494	104%	101%	104%
39	SANTA CRUZ	20,832	6,134	26,965	17,221	5,412	22,633	83%	88%	84%
40	SHASTA	17,330	10,402	27,732	12,695	8,795	21,490	73%	85%	77%
41	SIERRA	0	309	309	0	147	147	n/a	48%	48%
42	SISKIYOU	0	24	24	0	8	8	n/a	34%	34%
43	SOLANO	36,044	3,034	39,078	35,740	2,868	38,608	99%	95%	99%
44	SONOMA	34,965	14,633	49,598	34,841	11,083	45,924	100%	76%	93%
45	STANISLAUS	51,278	11,257	62,535	42,235	9,841	52,076	82%	87%	83%
46	SUTTER	109	13,175	13,284	84	13,275	13,359	77%	101%	101%
47	TEHAMA	414	12,343	12,757	258	10,884	11,142	62%	88%	87%
48	TRINITY	2	850	851	1	353	354	58%	42%	42%
49	TULARE	1,101	7,452	8,553	869	7,823	8,692	79%	105%	102%
50	TUOLUMNE	372	10,393	10,765	120	7,363	7,483	32%	71%	70%
51	YOLO	16,546	13,040	29,585	11,264	9,873	21,137	68%	76%	71%
52	YUBA	25	13,633	13,658	17	11,266	11,283	68%	83%	83%
53										
54	<b>Total</b>	<b>1,158,598</b>	<b>457,603</b>	<b>1,616,201</b>	<b>1,062,073</b>	<b>386,882</b>	<b>1,448,955</b>	<b>92%</b>	<b>85%</b>	<b>90%</b>
55										
56	[1] "Rural" includes ZIP Codes classified as such by either the Rural Health Council or the Goldsmith modification that was developed to									
57	identify small towns and rural areas within large metropolitan counties. ZIP Codes not defined as rural are classified as urban.									

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6 - Recertification Results - PG&amp;E</b>							
2	<b>Through May 31, 2010</b>							
3	<b>2010</b>	<b>Total CARE Population</b>	<b>Participants Requested to Recertify <sup>1</sup></b>	<b>% of Population Total</b>	<b>Participants Recertified <sup>2</sup></b>	<b>Participants Dropped <sup>2</sup></b>	<b>Recertification Rate % (E/C)</b>	<b>% of Total Population Dropped (F/B)</b>
4	January	1,367,674	23,516	1.72%	19,510	4,006	82.96%	0.29%
5	February	1,399,757	27,151	1.94%	21,503	5,648	79.20%	0.40%
6	March	1,430,889	23,604	1.65%				
7	April	1,441,926	26,746	1.85%				
8	May	1,448,955	29,758	2.05%				
9	June							
10	July							
11	August							
12	September							
13	October							
14	November							
15	December							
16	<b>YTD Total</b>	<b>1,448,955</b>	<b>130,775</b>	<b>9.03%</b>	<b>41,013</b>	<b>9,654</b>	<b>80.95%</b>	<b>0.67%</b>
17								
18	<sup>1</sup> Does not include participants who closed their accounts during the 90-day response period.							
19	<sup>2</sup> 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	<b>CARE Table 7 - Capitation Contractors - PG&amp;E</b>							
2	<b>Through May 31, 2010</b>							
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	5	5
8	Allen Temple Health and Social Services Ministries					0	202	202
9	Amador-Tuolumne Community Action Agency		X			28	0	28
10	Anderson Cottonwood Christian Assistance		X			0	0	0
11	ARC of San Francisco		X			0	0	0
12	Arriba Juntos		X			0	0	0
13	Area 4 Agency on Aging / Helpline Information and Assistance		X			0	3	3
14	Area 12 Agency on Aging	X				0	0	0
15	Asian Community Center		X			0	6	6
16	Asian Community Mental Health Services		X			0	2	2
17	Asian Pacific American Community		X			0	0	0
18	Asian Resources		X			0	12	12
19	Berkeley Housing Authority		X			0	17	17
20	Boys and Girls Club of Stockton		X			0	0	0
21	California Association of Area Agencies on Aging		X			19	113	132
22	California Association of the Physically Handicapped, Inc (Fresno)		X			0	0	0
23	California Council of the Blind		X			0	1	1
24	California Diversified Services		X			2	0	2
25	California Human Development Corporation		X			0	2	2
26	California Welfare To Independence Network 2000, Inc				X	0	3	3
27	Canal Alliance		X			0	2	2
28	Carecen Family Services Program		X			0	0	0
29	Catholic Charities Diocese of Fresno		X			19	87	106
30	Catholic Charities Diocese of Stockton		X			0	1	1
31	Center for Training and Careers, Inc		X			0	1	1
32	Center of Vision Enhancement		X			0	6	6
33	Central Coast Center for Independent Living		X			0	0	0
34	Central Coast Energy Services, Inc		X			37	176	213
35	Central Valley Opportunity Center		X			0	10	10
36	Centro La Familia Advocacy Services		X			0	0	0
37	Centro Legal de La Raza, Inc		X			0	2	2
38	Chabot College Foundation		X			0	3	3
39	Charterhouse Center for Families		X			3	12	15
40	Charles P. Foster Foundation	X				0	0	0
41	Child Abuse Prevention Council		X			0	1	1
42	Child Care Links		X	X		0	6	6
43	Chinese Christian Herald Crusades		X			0	5	5
44	Chinese Newcomers Service Center		X			0	16	16
45	Civicorps Schools		X			0	0	0
46	Communication Services, LLC		X			4	31	35
47	Community Action Marin		X		X	23	186	209
48	Community Action of Napa Valley		X			0	10	10
49	Community Action Partnership of Madera County, Inc		X			48	7	55
50	Community Action Partnership of Sonoma County		X			0	2	2
51	Community Alliance for Career Training and Utility Solutions		X			0	4	4
52	Community Foundation of Colusa County		X			0	1	1
53	Community Gatepath		X			0	0	0
54	Community Pantry of San Benito County		X			2	0	2
55	Community Resources for Independent Living		X			0	1	1
56	Community Resource Project, Inc		X			19	118	137
57	Council for the Spanish Speaking		X			0	0	0
58	County of San Benito		X			9	0	9
59	CSU Chico Research Foundation-Passages		X			0	0	0
60	Davis Street Community Center		X			0	2	2



	A	B	C	D	E	F	G	H
1	<b>CARE Table 7 - Capitation Contractors - PG&amp;E</b>							
2	<b>Through May 31, 2010</b>							
3	Contractor Name	Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
61	Delta Community Services		X			0	2	2
62	Disability Resource Agency for Independent Living		X			0	5	5
63	Dixon Family Services		X			2	0	2
64	Eastern European Services		X			0	0	0
65	EBONY Counseling Center		X			0	0	0
66	Familia Center		X			0	3	3
67	Familia Unidas		X			0	3	3
68	Filipino American Development Foundation		X			0	2	2
69	Folsom-Cordova Community Partnership		X			0	1	1
70	Food Bank of El Dorado County		X			0	5	5
71	Fort Ord Environmental Justice Network		X			0	1	1
72	Fresno Rescue Mission		X			0	0	0
73	Give Every Child a Chance		X			0	1	1
74	God Financial Plan		X			0	582	582
75	Golden Umbrella		X			3	12	15
76	Greater Hill Zion Missionary Baptist Church		X			0	0	0
77	Habitat for Humanity, Stanislaus		X			0	5	5
78	Heritage Institute for Family Advocacy		X			0	6	6
79	Hip Housing Human Investment Project, Inc		X			0	3	3
80	Hotline of San Luis Obispo County		X			8	3	11
81	Housing Authority of Alameda County		X			0	2	2
82	Housing Authority of City and County of Fresno		X			0	12	12
83	Housing Authority of City and County of San Francisco		X			0	0	0
84	Housing Authority of County of Kern		X			0	7	7
85	Housing Authority of Kings County		X			0	0	0
86	Housing Authority of Stanislaus County		X			7	13	20
87	Housing Rights		X			0	0	0
88	Independent Living Center of Kern County, Inc		X			0	3	3
89	Independent Living Resource of Contra Costa County		X			0	0	0
90	Independent Living Resource Center SF		X			0	1	1
91	Independent Living Services of Northern California		X			0	0	0
92	Indian Health Center of Santa Clara Valley		X			0	0	0
93	International Humanities Center		X			0	0	0
94	Kings Community Action Organization, Inc		X			0	2	2
95	La Luz Bilingual Center		X	X		9	0	9
96	Lao Family Community of Fresno, Inc		X			0	0	0
97	Lao Family Community of Stockton		X			0	3	3
98	Lao Khmu Association, Inc.		X			0	15	15
99	Lighthouse Learning Resource Center, Inc		X			0	0	0
100	Mabuhay Alliance		X			0	5	5
101	Marin Center for Independent Living		X			0	3	3
102	Mendocino Latinos Para La Comunidad, Inc		X			0	4	4
103	Merced County Community Action Agency		X		X	0	29	29
104	Merced Lao Family Community, Inc		X			0	17	17
105	Mission Language and Vocational School		X			0	0	0
106	Moncada Outreach	X				0	218	218
107	Monument Crisis Center		X			0	2	2
108	Mutual Assistance Network of Del Paso Heights		X			0	4	4
109	Native American Health Center		X			0	1	1
110	New Direction Christian Center		X			0	1	1
111	Network for Elders		X			0	0	0
112	Nugate Group		X			0	10	10
113	North Penninsula Neighborhood Services Ctr		X			0	4	4
114	Northeast Community Federal Credit Union		X			0	2	2
115	Nuestra Alianza De Willits		X			0	0	0
116	Oakland Citizens Committee for Urban Renewal (O.C.C.U.R.)		X		X	0	2	2

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H
1	<b>CARE Table 7 - Capitation Contractors - PG&amp;E</b>							
2	<b>Through May 31, 2010</b>							
3		Contractor Type (Check one or more if applicable)				Year to Date Enrollments		
4	Contractor Name	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
117	Pack N Ship		X			0	2	2
118	Partners For Peace		X			0	0	0
119	People Resources		X			0	5	5
120	People of Purpose		X			0	0	0
121	Plumas County Community Development Commission	X				3	0	3
122	Plumas Crisis Intervention & Resource Center		X			7	0	7
123	Progress Financial Corporation		X			0	0	0
124	Project Access, Inc		X			0	9	9
125	Q Foundation DBA Aids Housing Alliance SF		X			0	3	3
126	REDI ( Renewable Energy Development institute)		X			1	0	1
127	Rebuilding Together Sacramento		X			0	0	0
128	Redwood Community Action Agency	X			X	13	4	17
129	Resources for Independent Living Inc. - Sacramento		X			0	4	4
130	Richland School District		X			3	0	3
131	Ritter Center		X			0	1	1
132	Sacramento Housing and Redevelopment Agency		X			0	24	24
133	Salvation Army Golden State Divisional Headquarters		X			25	37	62
134	San Francisco Chamber of Commerce Foundation /SF Works		X			0	18	18
135	San Francisco Community Power Cooperative		X			0	2	2
136	San Francisco Women's Center		X			0	0	0
137	Second Harvest Food Bank of Santa Cruz and San Benito Counties		X			0	0	0
138	Self-Help for the Elderly		X			0	27	27
139	Seniors First, Inc		X			2	6	8
140	Shasta County Child Abuse Prevention Council		X			0	1	1
141	Silicon Valley Independent Living Center		X			0	2	2
142	Slavic Community Center		X			0	1	1
143	Southeast Asian Assistance Center		X			0	1	1
144	St Helena Family Center		X			8	3	11
145	The Global Center for Success		X			0	10	10
146	The Resource Connection of Amador and Calavares Counties, Inc		X			22	3	25
147	Tri-County Independent Living, Inc		X			0	0	0
148	Tri Valley Haven		X			0	1	1
149	Una Nueva Esperanza		X			0	0	0
150	United Way of Fresno County		X			0	0	0
151	Upwardly Global		X			0	0	0
152	Valley Oak Children's Services Inc.		X			13	0	13
153	Vietnamese Elderly Mutual Assistant Association		X			0	1	1
154	Vineyard Workers Services		X			0	0	0
155	Volunteer Center of Sonoma County		X			2	8	10
156	West Bay Pilipino Multi-Service Center		X			0	0	0
157	West Valley Community Services		X			0	6	6
158	Y-FY Consulting	X				0	685	685
159	YMCA of the East Bay West Contra Costa Branch		X			0	5	5
160	Yolo County Housing Authority		X			2	3	5
161	Yolo Family Resource Center		X			1	3	4
162	Yuba Sutter Legal Center		X			0	3	3
163	<b>Total Enrollments and Expenditures</b>					<b>344</b>	<b>2,928</b>	<b>3,272</b>
164								

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H
1	<b>CARE Table 8 - Participants as of Month-End - PG&amp;E</b>							
2	<b>Through May 31, 2010</b>							
3	<b>2010</b>	<b>Gas and Electric</b>	<b>Gas Only</b>	<b>Electric Only</b>	<b>Total</b>	<b>Eligible Households</b>	<b>Penetration Rate</b>	<b>% Change <sup>1</sup></b>
4	<b>January</b>	816,685	223,751	327,238	1,367,674	1,607,597	85%	1.2%
5	<b>February</b>	832,100	230,908	336,749	1,399,757	1,607,597	87%	2.3%
6	<b>March</b>	848,646	235,426	346,817	1,430,889	1,607,597	89%	2.2%
7	<b>April</b>	856,486	237,000	348,440	1,441,926	1,616,201	89%	0.8%
8	<b>May</b>	860,839	236,955	351,161	1,448,955	1,616,201	90%	0.5%
9	<b>June</b>							
10	<b>July</b>							
11	<b>August</b>							
12	<b>September</b>							
13	<b>October</b>							
14	<b>November</b>							
15	<b>December</b>							
16								
17	<sup>1</sup> 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 June 21, 2010, I served a true copy of:

**ONE-HUNDRED AND NINTH 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 21<sup>st</sup> day of June 2010, at San Francisco, California.

/s/

\_\_\_\_\_  
JENNIFER S. NEWMAN