

**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 ELEVENTH 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: August 23, 2010

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DECISION 01-05-033, ISSUED MAY 7, 2001**

In accordance with Ordering Paragraph 17 of Decision 01-05-033, the direction of Administrative Law Judge Gottstein at the July 11 and 28, 2001 status conferences, and the agreements reached between the utilities and the Energy Division on the format and content of the tables, Pacific Gas and Electric Company submits its attached one-hundred and eleventh monthly status report on the results of its Low Income Energy Efficiency and CARE Program efforts, showing results through July 2010.

Respectfully submitted,

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August 23, 2010

**Pacific Gas and Electric Company**

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

**Program Monthly Report**  
**For July 2010**

**(August 23, 2010)**

**PACIFIC GAS AND ELECTRIC COMPANY**

**LOW INCOME ENERGY EFFICIENCY PROGRAM AND CARE PROGRAM  
MONTHLY REPORT FOR JULY 2010**

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**PACIFIC GAS AND ELECTRIC COMPANY**  
**LOW INCOME ENERGY EFFICIENCY PROGRAM**  
**AND CARE PROGRAM MONTHLY REPORT**  
**FOR JULY 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 70,479 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	\$ 75,262,679	50%
Homes Treated	124,991	70,479	56%
kWh Saved	42,600,000	26,661,390	63%
kW Demand Reduced	7,560	5,823	77%
Therms Saved	1,510,000	1,452,802	96%

**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.

Where practical, PG&E coordinates LIEE 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. 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. For LIEE 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 the LIEE enrollment.

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 are Low Income Home Energy Assistance Program (LIHEAP) agencies.

PG&E has six 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. Through July, 84 refrigerators have been installed, which equates to \$67,200 leveraged through this program.

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

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

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

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

PG&E's 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: LIEE, 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 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. In addition, the program database notes which customers have participated previously and are thus ineligible to receive LIEE services. This database is updated on a weekly basis.

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 phone PG&E's customer service call centers 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.

In July, LIEE continued to develop, and in some cases finalize, contracts and partnerships related to general outreach and outreach related to the Whole Neighborhood Approach. Work began on the Saber es Poder campaign which will target Latino customers across the state.

Work continued on: the development of an automated outbound phone call campaign targeting neighborhoods in which LIEE estimates there to be a large program-eligible population; a direct mail initiative to high energy users who are also CARE customers; a separate direct mail initiative to customers enrolled in PG&E's Medical Baseline Allowance program; a Hmong language television commercial airing in Fresno, Sacramento and Stockton; and radio ads in the Bay Area, Fresno and Sacramento markets. The LIEE website was also updated in July with a more direct message that better conveys program offerings.

Talks surrounding seven collaborative efforts and Whole Neighborhood Approach-based partnerships continued in July in cities stretching from the Bay Area, up through Sacramento and down the Central Valley. Meetings between the California IOUs were also held related to the development of a single, statewide LIEE program name.

The outreach staff continues to attend community meetings and make 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 July, LIEE participated in the following outreach events:

- ffi CARE with Neighborhood Payment Center (NPC) at Concord Local Office on 07/02/2010
- ffi 2010 Marin County Fair in San Rafael on 07/05/2010
- ffi 2010 Downtown San Rafael Market Festival on 07/08/2010
- ffi Kings County Fair in Hanford from 7/08/2010 through 7/11/2010

- ffi 2010 Healthy Living Festival in Oakland on 07/09/2010
- ffi Cornfest in Brentwood from 07/10/2010 through 07/11/2010
- ffi Manteca Senior Breakfast in Manteca on 07/17/2010
- ffi California State Fair in Sacramento on 07/17/2010
- ffi 2010 Downtown San Rafael Market Festival on 07/22/2010
- ffi Fairfield Back-to-School Backpack Drive

#### **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 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 in 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 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 595 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 managing Energy Division's project to develop a low income workforce education and training plan. Northern and Southern California teams are currently piloting LIEE training approaches at Los Angeles Trade Tech College and San Francisco City College through the Energy Division pilot project.

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 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 30 homes that were selected for SASH program participation. In addition, PG&E supplied LIEE measure installation data for another 41 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	2,733,298	48%
Automatic Enrollment	150,000	0	0%
Proc / Certification / Verification	1,900,000	869,719	46%
Information Tech / Programming	150,000	88,411	59%
Pilots	75,000	1051	1%
Measurement and Evaluation	0	0	0%
Regulatory Compliance	110,000	68,160	62%
General Administration	525,000	146,667	28%
CPUC Energy Division Staff	206,000	74,788	36%
Cooling Centers	400,000	118,575	30%
<b>Total Expenses</b>	<b>9,216,000</b>	<b>4,100,669</b>	<b>44%</b>
Subsidies and Benefits	470,115,337	423,951,537	90%
<b>Total Program Costs and Discounts</b>	<b>479,331,337</b>	<b>428,052,206</b>	<b>89%</b>

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

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,460,731	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 July:

- ffi Recertification Direct Mail – 5,957 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 5,627 customers back to the program.

- ffi Targetbase Direct Mails – utilizing data from Targetbase, seven direct mail initiatives were directed toward targeted populations: 80,000 pieces to the general population, 68,000 pieces to seniors, 9,000 pieces to veterans, 25,000 pieces to the Spanish population, 3,500 pieces to the Chinese population, 1,000 pieces to the Vietnamese population, and 3,500 pieces to the African American population. These direct mails have yet to generate any new enrollments.
- ffi Employee Involvement – this initiative was started in June and will be ongoing for a year to educate employees and to encourage them to reach out to customers, friends and neighbors about the CARE program. Year-to-date, this initiative generated 47 new enrollments.
- ffi Previously Over Income (POI) Direct Mail – 10,000 direct mail pieces in English/Spanish were mailed to customers who were previously over the old CARE income guidelines at the end of June. Year-to-date, this initiative generated 228 new enrollments.

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

- ffi The English advertisement ran on radio stations KISQ, KKGN, KMEL, KNEW and KYLD in San Francisco, Alameda, San Mateo, Santa Clara, Contra Costa, Solano, Sonoma, Marin and Santa Rosa counties.
- ffi The Cantonese advertisement ran on radio station KVTO in San Francisco, Alameda, San Mateo, Contra Costa, Marin, Napa, Solano and Sonoma Counties.
- ffi The Vietnamese advertisement ran on radio station KVVN in Alameda, Santa Clara, Santa Cruz and San Mateo Counties.

To help income-qualified customers enroll in CARE, PG&E contracted with 158 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 communities, agricultural workers, sub-metered tenants, and nonprofit living facilities.

To reach new customers that are tech and web savvy, PG&E created a CARE Facebook fan page in October 2009. The fan page allowed PG&E to generate awareness about the program and encourage customers to apply online through the fan page itself. As part of its on-going enhancement, PG&E shared a powerful success story about the Vega family via a three minute video vignette starting in June.

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

- ffi 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 52,698 new customers and recertified 38,273 existing customers through this method.

- ffi 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 17,352 new customers through Energy Save’s efforts.

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

- ffi CARE with Neighborhood Payment Center (NPC) at Concord Local Office on 07/02/2010
- ffi 2010 Marin County Fair in San Rafael on 07/05/2010
- ffi 2010 Downtown San Rafael Market Festival on 07/08/2010
- ffi Kings County Fair in Hanford from 7/08/2010 through 7/11/2010
- ffi 2010 Healthy Living Festival in Oakland on 07/09/2010
- ffi Cornfest in Brentwood from 07/10/2010 through 07/11/2010
- ffi Manteca Senior Breakfast in Manteca on 07/17/2010
- ffi California State Fair in Sacramento on 07/17/2010
- ffi 2010 Downtown San Rafael Market Festival on 07/22/2010

**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. 2,124 LIEE participants were enrolled in CARE in July.

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 July.

### **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 32 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

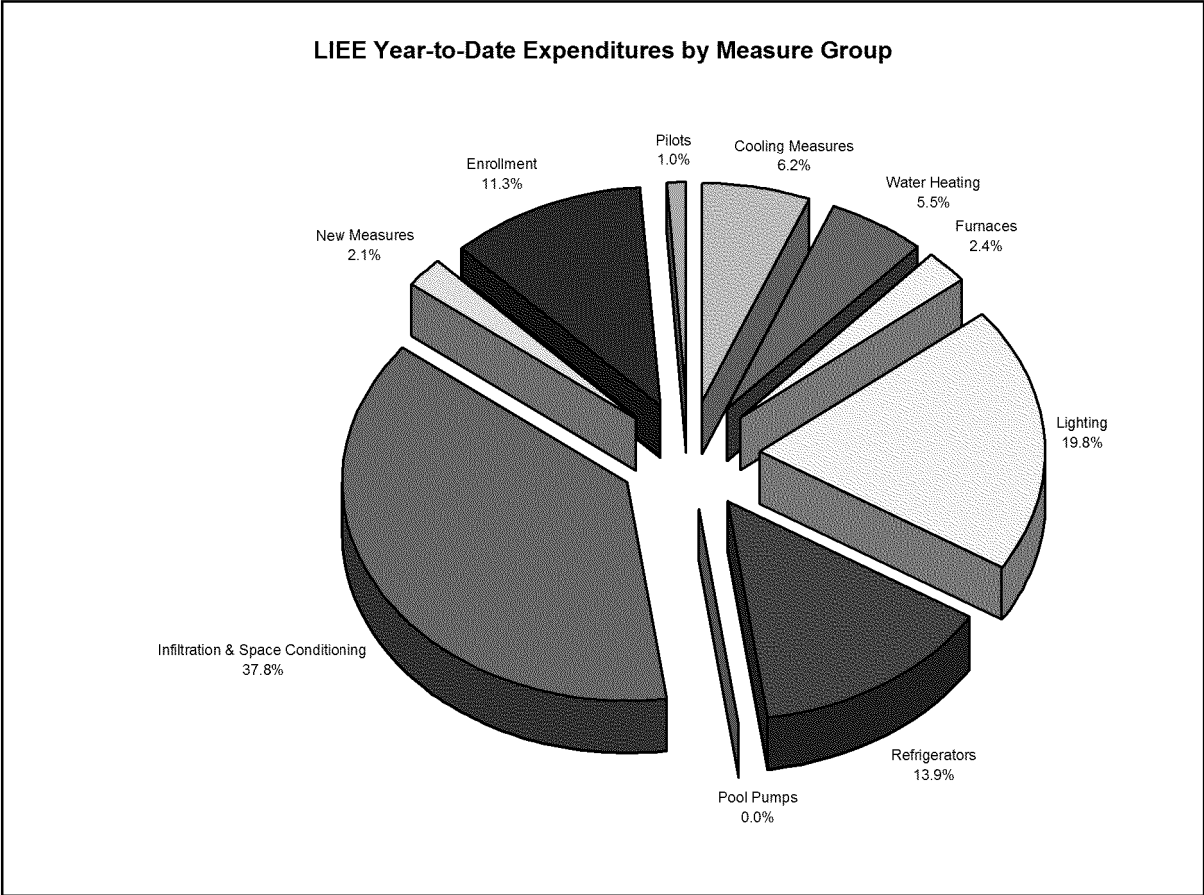
Pacific Gas and Electric Company LIEE and CARE Monthly Report

	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 July 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	\$ -	\$ 1,062,487	\$ 1,062,487	\$ -	\$ 6,835,335	\$ 6,835,335	0.0%	43.2%	43.2%
7	- Electric Appliances	\$ 63,334,805	\$ -	\$ 63,334,805	\$ 5,168,771	\$ -	\$ 5,168,771	\$ 29,904,723	\$ -	\$ 29,904,723	47.2%	0.0%	47.2%
8	- Weatherization	\$ 6,957,536	\$ 35,671,660	\$ 42,629,196	\$ 565,638	\$ 3,205,281	\$ 3,770,919	\$ 3,722,459	\$ 21,093,934	\$ 24,816,393	53.5%	59.1%	58.2%
9	- Outreach and Assessment	\$ 1,033,994	\$ 556,766	\$ 1,590,760	\$ 75,393	\$ 40,596	\$ 115,990	\$ 496,400	\$ 267,292	\$ 763,693	48.0%	48.0%	48.0%
10	- In Home Energy Education	\$ 9,305,949	\$ 5,010,895	\$ 14,316,844	\$ 671,830	\$ 361,755	\$ 1,033,585	\$ 4,689,986	\$ 2,525,377	\$ 7,215,363	50.4%	50.4%	50.4%
11	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
12	- Pilot	\$ 155,813	\$ 372,938	\$ 528,751	\$ 120,814	\$ 370,581	\$ 491,394	\$ 296,281	\$ 375,998	\$ 672,279	190.2%	100.8%	127.1%
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>\$ 6,602,446</b>	<b>\$ 5,040,700</b>	<b>\$ 11,643,146</b>	<b>\$ 39,109,849</b>	<b>\$ 31,097,937</b>	<b>\$ 70,207,786</b>	<b>48.4%</b>	<b>54.1%</b>	<b>50.8%</b>
15													
16	Training Center	\$ 589,191	\$ 317,257	\$ 906,448	\$ 22,918	\$ 12,340	\$ 35,258	\$ 144,981	\$ 78,067	\$ 223,048	24.6%	24.6%	24.6%
17	Inspections	\$ 3,723,057	\$ 2,004,723	\$ 5,727,780	\$ 303,765	\$ 163,566	\$ 467,331	\$ 1,768,055	\$ 952,030	\$ 2,720,085	47.5%	47.5%	47.5%
18	Marketing	\$ 1,239,965	\$ 667,673	\$ 1,907,638	\$ 74,073	\$ 39,885	\$ 113,958	\$ 323,958	\$ 174,439	\$ 498,397	26.1%	26.1%	26.1%
19	M&E Studies	\$ 121,867	\$ 65,620	\$ 187,487	\$ -	\$ -	\$ -	\$ 15,270	\$ 8,222	\$ 23,493	12.5%	12.5%	12.5%
20	Regulatory Compliance	\$ 188,339	\$ 101,413	\$ 289,752	\$ 4,750	\$ 2,558	\$ 7,308	\$ 56,166	\$ 30,243	\$ 86,409	29.8%	29.8%	29.8%
21	General Administration	\$ 2,414,077	\$ 1,298,888	\$ 3,713,965	\$ 265,569	\$ 142,999	\$ 408,568	\$ 961,308	\$ 517,627	\$ 1,478,935	39.8%	39.8%	39.8%
22	CPUC Energy Division	\$ 65,142	\$ 35,077	\$ 100,220	\$ 2,954	\$ 1,590	\$ 4,544	\$ 15,941	\$ 8,584	\$ 24,524	24.5%	24.5%	24.5%
23													
24	<b>TOTAL PROGRAM COSTS</b>	<b>\$ 89,129,735</b>	<b>\$ 61,937,612</b>	<b>\$ 151,067,347</b>	<b>\$ 7,276,474</b>	<b>\$ 5,403,638</b>	<b>\$ 12,680,112</b>	<b>\$ 42,395,529</b>	<b>\$ 32,867,150</b>	<b>\$ 75,262,679</b>	<b>47.6%</b>	<b>53.1%</b>	<b>49.8%</b>
25													
26		<b>Funded Outside of LIEE Program Budget</b>											
27	Indirect Costs				\$ 89,396	\$ 48,136	\$ 137,533	\$ 520,616	\$ 282,144	\$ 802,760			
28	NGAT Costs					\$ 192,236	\$ 192,236		\$ 1,297,124	\$ 1,297,124			

	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 July 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 [1]	Each	1,423	-	-	4,580	1,564,991	2.36%
8	<b>Cooling Measures</b>							
9	- A/C Replacement - Room	Each	1,495	149,120	226	-	1,673,127	2.52%
10	- A/C Replacement - Central	Each	32	10,262	16	-	71,264	0.11%
11	- A/C Tune-up - Central	Each	2,174	457,302	704	-	608,624	0.92%
12	- A/C Services - Central	Each						
13	- Heat Pump	Each						
14	- Evaporative Coolers	Each	2,844	783,830	491	-	1,767,270	2.67%
15	- Evaporative Cooler Maintenance	Each						
16	- Clock Thermostat	Each						
17	<b>Infiltration &amp; Space Conditioning</b>							
18	Envelope and Air Sealing Measures [1]	Home	47,232	386,692	71	384,642	18,628,769	28.10%
19	Duct Sealing	Home	2,425	285,821	26	81,115	1,662,478	2.51%
20	Attic Insulation	Home	3,972	164,500	202	230,742	4,801,040	7.24%
21	<b>Water Heater Savings</b>							
22	Water Heater Conservation Measures [2]	Home	53,690	1,121,265	247	677,987	3,052,537	4.60%
23	- Water Heater Replacement - Gas [1]	Each	617	-	-	7,466	586,915	0.89%
24	- Water Heater Replacement - Electric [1]	Each						
25	- Tankless Water Heater - Gas	Each						
26	- Tankless Water Heater - Electric	Each						
27	<b>Lighting Measures</b>							
28	- CFLs	Each	272,232	4,355,712	544	-	1,893,108	2.86%
29	- Interior Hard wired CFL fixtures	Each	123,270	7,026,390	1,515	-	9,337,529	14.08%
30	- Exterior Hard wired CFL fixtures	Each	25,206	403,296	-	-	1,908,220	2.88%
31	- Torchiere	Each						
32	<b>Refrigerators</b>							
33	Refrigerators - Primary	Each	11,864	9,145,290	1,553	-	9,246,095	13.95%
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	11,775	469,823	47	-	648,790	0.98%
45	Torchiere	Each	9,007	1,836,437	178	-	710,878	1.07%
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	2,563	56,458	5	49,306	229,883	0.35%
54	High Efficiency Clothes Washer	Each	648	9,193	-	16,964	442,027	0.67%
55	<b>Customer Enrollment</b>							
56	- Outreach & Assessment	Home	70,479				705,000	1.06%
57	- In-Home Education	Home	70,479				6,761,570	10.20%
58	- Education Workshops	Participants						
59								
60								
61	<b>Total Savings/Expenditures</b>			26,661,390	5,823	1,452,802	66,300,115	100%
62								
63	Homes Weatherized [3]	Home	57,436					
64								
65	<b>Homes Treated</b>							
66	- Single Family Homes Treated	Home	54,363					
67	- Multi-family Homes Treated	Home	12,272					
68	- Mobile Homes Treated	Home	3,844					
69	<b>- Total Number of Homes Treated</b>	<b>Home</b>	<b>70,479</b>					
70	<b>#Eligible Homes to be Treated for PY[4]</b>	<b>Home</b>	<b>124,991</b>					
71	<b>% of Homes Treated</b>	<b>%</b>	<b>56.39%</b>					
72								
73	- Total Master-Metered Homes Treated	Home	2,462					
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 D0811031							
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.							
87	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 them. The savings assumptions used for this pilot will be verified in an impact evaluation.							

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G
1	<b>Year-to-Date Expenses from LIEE Table 2</b>						
2							
3							
4			Cooling Measures	\$4,120,285		6.2%	
5			Water Heating	\$3,639,452		5.5%	
6			Furnaces	\$1,564,991		2.4%	
7			Lighting	\$13,138,857		19.8%	
8			Refrigerators	\$9,246,095		13.9%	
9			Pool Pumps	\$0		0.0%	
10			Infiltration & Space Conditioning	\$25,092,287		37.8%	
11			New Measures	\$1,359,668		2.1%	
12			Enrollment	\$7,466,570		11.3%	
13			Pilots	\$671,910		1.0%	
14							
15			Total	\$66,300,115			
16							
17							
18							
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Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B
1	<b>LIEE Table 3 - Average Bill Savings per Treated Home</b>	
2	<b>Pacific Gas &amp; Electric Company</b>	
	<b>Through July 31, 2010</b>	
3	Year-to-date Installations - Expensed	
4		
5	Annual kWh Savings	26,661,390
6	Annual Therm Savings	1,452,802
7	Lifecycle kWh Savings	367,944,897
8	Lifecycle Therm Savings	15,833,240
9	Current kWh Rate	\$ 0.0910
10	Current Therm Rate	\$ 0.8078
11	Number of Treated Homes	70,479
12	<b>Average 1st Year Bill Savings / Treated Home</b>	<b>\$ 51.01</b>
13	<b>Average Lifecycle Bill Savings / Treated Home</b>	<b>\$ 493.46</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 July 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	8,415	8,415
6	ALPINE	171	36	206	0	0	0
7	AMADOR	5,347	124	5,470	102	12	114
8	BUTTE	47,121	248	47,369	1,740	0	1,740
9	CALAVERAS	7,985	893	8,878	79	22	101
10	COLUSA	3,669	118	3,786	250	5	255
11	CONTRA COSTA	634	93,031	93,665	6	3,852	3,858
12	EL DORADO	12,723	96	12,819	608	5	613
13	FRESNO	15,402	135,292	150,693	331	6,633	6,964
14	GLENN	5,006	485	5,490	144	15	159
15	HUMBOLDT	28,445	681	29,126	915	7	922
16	KERN	47,948	51,149	99,097	2,913	1,256	4,169
17	KINGS	9,735	175	9,910	368	0	368
18	LAKE	16,858	1,445	18,302	180	0	180
19	LASSEN	194	121	315	5	24	29
20	MADERA	20,130	987	21,117	485	0	485
21	MARIN	2,615	20,652	23,267	81	587	668
22	MARIPOSA	1,401	2,469	3,870	5	3	8
23	MENDOCINO	15,119	450	15,569	63	0	63
24	MERCED	13,387	24,349	37,735	1,106	1,093	2,199
25	MONTEREY	7,747	41,441	49,188	785	525	1,310
26	NAPA	2,351	13,561	15,912	173	378	551
27	NEVADA	11,219	606	11,825	440	0	440
28	PLACER	5,477	19,965	25,442	468	478	946
29	PLUMAS	3,332	12	3,344	300	2	302
30	SACRAMENTO	956	153,592	154,548	25	4,022	4,047
31	SAN BENITO	4,819	212	5,031	199	2	201
32	SAN BERNARDINO	412	1	413	33	0	33
33	SAN FRANCISCO	-	151,466	151,466	0	2,814	2,814
34	SAN JOAQUIN	10,086	83,150	93,236	741	3,975	4,716
35	SAN LUIS OBISPO	35,664	324	35,988	621	0	621
36	SAN MATEO	1,478	60,366	61,844	22	2,546	2,568
37	SANTA BARBARA	10,625	8,213	18,838	810	348	1,158
38	SANTA CLARA	3,568	141,118	144,686	95	4,270	4,365
39	SANTA CRUZ	6,585	25,709	32,294	153	1,010	1,163
40	SHASTA	10,858	17,768	28,626	326	552	878
41	SIERRA	315	-	315	28	0	28
42	SISKIYOU	24	-	24	2	0	2
43	SOLANO	3,110	40,741	43,851	48	2,291	2,339
44	SONOMA	15,516	38,731	54,247	266	1,531	1,797
45	STANISLAUS	11,324	53,705	65,030	790	3,172	3,962
46	SUTTER	14,643	113	14,757	786	0	786
47	TEHAMA	12,545	421	12,966	323	8	331
48	TRINITY	859	2	861	1	0	1
49	TULARE	7,522	1,133	8,655	550	35	585
50	TUOLUMNE	10,423	372	10,794	572	2	574
51	YOLO	14,227	19,580	33,807	484	1,221	1,705
52	YUBA	14,298	25	14,324	946	0	946
53	Total	473,890	1,394,795	1,868,685	19,368	51,111	70,479

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	<b>LIEE Table 5 - LIEE Customer Summary - PG&amp;E</b>																
2	<b>Through July 31, 2010</b>																
3		Gas & Electric				Gas Only				Electric Only				Total			
4	Month	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	32.9	7,878	7,161	4,310,882	926.1	47,178	946,381	17,440,574	3,394
11	June 2010	42,616	968,782	16,623,955	3,166.0	7,254	231,035	92,772	42.2	9,830	8,709	5,375,612	1,163.4	59,700	1,208,526	22,092,339	4,372
12	July 2010	49,675	1,157,131	19,950,301	4,283.9	8,789	282,467	99,501	50.2	12,015	13,204	6,611,588	1,489.3	70,479	1,452,802	26,661,390	5,823
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.																

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	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>July 31, 2010</b>												
4		<b>Authorized 3-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since January 1, 2009</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	\$ 55,417	\$ -	\$ 55,417	\$ 240,252	\$ -	\$ 240,252	80%	0%	80%
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	\$ 65,397	\$ 370,581	\$ 435,977	\$ 69,066	\$ 391,373	\$ 460,439	61%	61%	61%
11													
12													
13													
14	<b>Total Pilots</b>	<b>\$ 541,500</b>	<b>\$ 1,368,500</b>	<b>\$ 1,910,000</b>	<b>\$ 120,814</b>	<b>\$ 370,581</b>	<b>\$ 491,394</b>	<b>\$ 309,318</b>	<b>\$ 391,373</b>	<b>\$ 700,691</b>	<b>57%</b>	<b>29%</b>	<b>37%</b>
15													
16	<b>Studies:</b>												
17	Low Income Non-Energy Benefits	\$ 58,500	\$ 31,500	\$ 90,000	\$ -	\$ -	\$ -	\$ 8,168	\$ 4,398	\$ 12,566	14%	14%	14%
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	Impact Evaluation <sup>1</sup>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 7,102	\$ 3,824	\$ 10,926	0%	0%	0%
21	Refrigerator Degradation Study	\$ 43,334	\$ 23,333	\$ 66,667	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
22													
23													
24													
25	<b>Total Studies</b>	<b>\$ 228,584</b>	<b>\$ 123,083</b>	<b>\$ 351,667</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 15,270</b>	<b>\$ 8,222</b>	<b>\$ 23,493</b>	<b>7%</b>	<b>7%</b>	<b>7%</b>
26													
27	<sup>1</sup> D.08-11-031, O.P. 77, does not authorize new funding for the 2009 Impact Study, but requires PG&E to use unspent M&E carry-over budget to fund this study.												



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 July 31, 2010</b>				
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	Census tract 125, San Francisco*	8,050	6,826	2,241	904
7	Sacramento, 95824	8,545	5,223	879	611
8	Fairfield, 94533-52	462	208	88	48
9	Fairfield, 94533-39	431	237	63	132
10	Fairfield, 94533-38	180	65	9	20
11	Fairfield, 94533-37	412	145	25	93
12	Oakland, 94607-42	1,414	971	145	225
13	Santa Rosa 95403-24	839	173	14	120
14	Clovis 93612-24	825	473	102	114
15	Calistoga 94515-12	552	166	57	103
16	Rohnert Park 94928-26	961	342	132	131
17	Windsor 95492-94	1,074	505	68	134
18	Calistoga 94515-97	1,026	435	55	128
19					
20	*Based on information for ZIP code 94102				

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	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 July 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]</sup>	\$ 4,980,000	\$ 1,140,000	\$ 6,100,000	\$ 447,243	\$ 108,982	\$ 556,226	\$ 2,305,213	\$ 546,680	\$ 2,851,873	46%	48%	47%
6	Automatic Enrollment	\$ 120,000	\$ 30,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
7	Processing/ Certification/Verification	\$ 1,520,000	\$ 380,000	\$ 1,900,000	\$ 108,468	\$ 27,117	\$ 135,583	\$ 695,775	\$ 173,944	\$ 869,719	46%	46%	46%
8	Information Technology / Programming	\$ 120,000	\$ 30,000	\$ 150,000	\$ 11,057	\$ 2,784	\$ 13,821	\$ 70,729	\$ 17,662	\$ 88,411	59%	59%	59%
9													
10	<b>Pilots</b>												
11	Recert and PEV Non-Response Study	\$ 60,000	\$ 15,000	\$ 75,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
12	One-E-App	\$ -	\$ -	\$ -	\$ 320	\$ 80	\$ 400	\$ 841	\$ 210	\$ 1,051	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Total Pilots	\$ 60,000	\$ 15,000	\$ 75,000	\$ 320	\$ 80	\$ 400	\$ 841	\$ 210	\$ 1,051	0%	0%	0%
15													
16	<b>Measurement &amp; Evaluation</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17	Regulatory Compliance	\$ 88,000	\$ 22,000	\$ 110,000	\$ 6,548	\$ 1,637	\$ 8,183	\$ 54,528	\$ 13,632	\$ 68,160	62%	62%	62%
18	General Administration	\$ 420,000	\$ 105,000	\$ 525,000	\$ 5,198	\$ 1,298	\$ 6,497	\$ 117,333	\$ 29,333	\$ 146,667	28%	28%	28%
19	CPUC Energy Division	\$ 164,800	\$ 41,200	\$ 206,000	\$ 8,482	\$ 2,120	\$ 10,602	\$ 59,831	\$ 14,958	\$ 74,788	36%	36%	36%
20													
21	<b>SUBTOTAL MANAGEMENT COSTS</b>	\$ 7,452,800	\$ 1,763,200	\$ 9,216,000	\$ 587,312	\$ 143,999	\$ 731,312	\$ 3,304,250	\$ 796,419	\$ 4,100,669	44%	45%	44%
22													
23	CARE Rate Discount	\$ 377,728,580	\$ 92,386,757	\$ 470,115,337	\$ 73,196,670	\$ 4,390,571	\$ 77,587,241	\$ 361,263,770	\$ 62,687,768	\$ 423,951,537	96%	68%	90%
24	Service Establishment Charge Discount	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
25													
26	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	\$ 385,181,380	\$ 94,149,957	\$ 479,331,337	\$ 73,783,982	\$ 4,534,570	\$ 78,318,552	\$ 364,568,020	\$ 63,484,186	\$ 428,052,206	95%	67%	89%
27													
28	<b>Other CARE Rate Benefits</b>												
29	- DWR Bond Charge Exemption				\$ 4,135,907		\$ 4,135,907	\$ 23,064,610		\$ 23,064,610			
30	- CARE PPP Exemption <sup>[2]</sup>				\$ 4,307,048	\$ 420,262	\$ 4,727,309	\$ 23,760,506	\$ 6,462,171	\$ 30,222,677			
31	- California Solar Initiative Exemption <sup>[3]</sup>				\$ -		\$ -	\$ 3,419,813		\$ 3,419,813			
32	- kWh Surcharge Exemption												
33	Total - Other CARE Rate Benefits				\$ 8,442,955	\$ 420,262	\$ 8,863,216	\$ 50,244,930	\$ 6,462,171	\$ 56,707,101			
34													
35	Indirect Costs				\$ 43,001	\$ 10,648	\$ 53,649	\$ 284,690	\$ 65,787	\$ 330,377			
36													
37	<sup>[1]</sup> The Outreach category includes expenses from Capitation Fees, Mass Media Advertising, Outreach, Expanded Outreach and the 2010 Cooling Centers Program.												
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> CSI collection suspended from 6/1/10 to 12/31/10 per D.10-04-017.												

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration - PG&E																	
2	Through July 31, 2010																	
3	Gross Enrollment											Enrollment						
4	Automatic Enrollment						Capitation	Other Sources <sup>5</sup>	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)	
5	2010	Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	One-e-App <sup>4</sup>	SB580												(B+C+D+E+F)
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	1,704	1,903	1,588	2	0	5,197	329	34,107	39,633	37,468	77,101	25,391	51,710	14,242	1,463,197	1,616,201	91%
12	July	0	2,120	0	0	0	2,120	534	23,836	26,490	33,979	60,469	28,956	31,513	-2,466	1,460,731	1,617,125	90%
13	August																	
14	September																	
15	October																	
16	November																	
17	December																	
18	YTD Total	2,651	17,244	1,588	27	0	21,510	4,135	239,053	264,698	249,193	513,891	155,382	358,509	109,316	1,460,731	1,617,125	90%

20 <sup>1</sup> Enrollments via data sharing between the IOUs.  
 21 <sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.  
 22 <sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.  
 23 <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, CALKds, 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 <sup>5</sup> Not including Recertification.

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	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 July 31, 2010</b>								
3		<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	<b>2010</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%	3,891	801	4,692	43.42%	0.33%
7	April	1,441,926	1,555	0.11%	657	214	871	56.01%	0.06%
8	May	1,448,955	765	0.05%					
9	June	1,463,197	12,494	0.85%					
10	July	1,460,731	1,120	0.08%					
11	August								
12	September								
13	October								
14	November								
15	December								
16	<b>YTD Total</b>	<b>1,460,731</b>	<b>29,475</b>	<b>2.02%</b>	<b>5,916</b>	<b>1,289</b>	<b>7,205</b>	<b>47.73%</b>	<b>0.49%</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.								

Pacific Gas and Electric Company LIEE and CARE Monthly Report

	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 July 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>	9,726,169	467,493	433,415	4,450	29,628	58,951
5	<b>Percentage <sup>3</sup></b>		100.00%	92.71%	0.95%	6.34%	12.61%
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 July 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	146,515	19	146,534	138,718	12	138,730	95%	63%	95%
6	ALPINE	34	169	203	0	18	18	0%	11%	9%
7	AMADOR	123	5,270	5,393	127	4,286	4,413	103%	81%	82%
8	BUTTE	236	44,377	44,613	164	34,950	35,114	70%	79%	79%
9	CALAVERAS	872	7,972	8,844	697	5,364	6,061	80%	67%	69%
10	COLUSA	114	3,568	3,682	68	3,045	3,113	60%	85%	85%
11	CONTRA COSTA	80,236	620	80,856	88,025	246	88,271	110%	40%	109%
12	EL DORADO	95	12,689	12,784	74	13,040	13,114	78%	103%	103%
13	FRESNO	126,750	14,933	141,682	124,496	13,190	137,686	98%	88%	97%
14	GLENN	472	4,906	5,378	500	4,035	4,535	106%	82%	84%
15	HUMBOLDT	666	26,469	27,134	430	20,241	20,671	65%	76%	76%
16	KERN	49,537	46,886	96,422	48,943	43,730	92,673	99%	93%	96%
17	KINGS	174	9,711	9,885	127	8,316	8,443	73%	86%	85%
18	LAKE	1,428	16,622	18,050	967	11,350	12,317	68%	68%	68%
19	LASSEN	122	194	316	88	104	192	72%	54%	61%
20	MADERA	984	19,843	20,828	922	18,947	19,869	94%	95%	95%
21	MARIN	16,637	2,221	18,858	13,094	1,948	15,042	79%	88%	80%
22	MARIPOSA	2,465	1,340	3,804	1,893	731	2,624	77%	55%	69%
23	MENDOCINO	449	14,822	15,271	279	11,221	11,500	62%	76%	75%
24	MERCED	23,508	13,243	36,751	22,008	13,145	35,153	94%	99%	96%
25	MONTEREY	35,796	7,189	42,984	30,332	7,513	37,845	85%	105%	88%
26	NAPA	12,228	2,060	14,288	10,210	1,557	11,767	83%	76%	82%
27	NEVADA	606	10,903	11,509	392	9,389	9,781	65%	86%	85%
28	PLACER	19,249	5,459	24,708	16,749	6,172	22,921	87%	113%	93%
29	PLUMAS	12	3,317	3,329	8	1,983	1,991	65%	60%	60%
30	SACRAMENTO	130,077	803	130,879	107,620	421	108,041	83%	52%	83%
31	SAN BENITO	203	4,676	4,878	112	4,802	4,914	55%	103%	101%
32	SAN BERNARDINO	1	418	419	1	361	362	127%	86%	86%
33	SAN FRANCISCO	89,679	0	89,679	72,639	0	72,639	81%	n/a	81%
34	SAN JOAQUIN	76,451	9,727	86,178	71,553	10,745	82,298	94%	110%	95%
35	SAN LUIS OBISPO	313	35,288	35,601	90	23,002	23,092	29%	65%	65%
36	SAN MATEO	46,622	1,420	48,042	41,915	1,274	43,189	90%	90%	90%
37	SANTA BARBARA	8,024	10,490	18,514	7,669	9,818	17,487	96%	94%	94%
38	SANTA CLARA	109,773	3,293	113,066	115,753	3,295	119,048	105%	100%	105%
39	SANTA CRUZ	20,786	6,117	26,903	17,277	5,345	22,622	83%	87%	84%
40	SHASTA	17,264	10,399	27,662	12,787	8,816	21,603	74%	85%	78%
41	SIERRA	0	310	310	0	156	156	n/a	50%	50%
42	SISKIYOU	0	24	24	0	9	9	n/a	37%	37%
43	SOLANO	36,111	3,039	39,149	36,338	2,886	39,224	101%	95%	100%
44	SONOMA	34,982	14,641	49,623	35,433	11,052	46,485	101%	75%	94%
45	STANISLAUS	51,302	11,271	62,574	42,582	9,931	52,513	83%	88%	84%
46	SUTTER	108	13,192	13,300	84	13,224	13,308	78%	100%	100%
47	TEHAMA	415	12,356	12,771	265	10,901	11,166	64%	88%	87%
48	TRINITY	2	847	849	1	348	349	58%	41%	41%
49	TULARE	1,106	7,487	8,593	871	7,858	8,729	79%	105%	102%
50	TUOLUMNE	371	10,384	10,755	126	7,409	7,535	34%	71%	70%
51	YOLO	16,553	13,044	29,598	11,105	9,769	20,874	67%	75%	71%
52	YUBA	25	13,624	13,649	19	11,225	11,244	76%	82%	82%
53										
54	<b>Total</b>	<b>1,159,475</b>	<b>457,649</b>	<b>1,617,125</b>	<b>1,073,551</b>	<b>387,180</b>	<b>1,460,731</b>	<b>93%</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 July 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	24,287	1.70%	18,316	5,971	75.41%	0.42%
7	April	1,441,926	25,372	1.76%	19,787	5,585	77.99%	0.39%
8	May	1,448,955	29,758	2.05%				
9	June	1,463,197	22,560	1.54%				
10	July	1,460,731	20,936	1.43%				
11	August							
12	September							
13	October							
14	November							
15	December							
16	<b>YTD Total</b>	<b>1,460,731</b>	<b>173,580</b>	<b>11.88%</b>	<b>79,116</b>	<b>21,210</b>	<b>78.86%</b>	<b>1.45%</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 July 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	1	1
6	Airport Neighbors United		X			0	0	0
7	Alameda County Associated Community Action (ACAP)		X			0	7	7
8	Allen Temple Health and Social Services Ministries					0	228	228
9	Amador-Tuolumne Community Action Agency		X			36	0	36
10	Anderson Cottonwood Christian Assistance		X			0	10	10
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	1	1
15	Asian Community Center		X			0	8	8
16	Asian Community Mental Health Services		X			0	2	2
17	Asian Pacific American Community		X			0	0	0
18	Asian Resources		X			0	16	16
19	Berkeley Housing Authority		X			0	18	18
20	Boys and Girls Club of Stockton		X			0	0	0
21	California Association of Area Agencies on Aging		X			27	182	209
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			3	0	3
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			23	109	132
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			42	201	243
35	Central Valley Opportunity Center		X			0	13	13
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	16	19
40	Charles P. Foster Foundation	X				0	0	0
41	Child Abuse Prevention Council		X			0	4	4
42	Child Care Links		X	X		0	8	8
43	Chinese Christian Herald Crusades		X			0	8	8
44	Chinese Newcomers Service Center		X			0	23	23
45	Civicorps Schools		X			0	0	0
46	Communication Services, LLC		X			6	40	46
47	Community Action Marin		X		X	27	213	240
48	Community Action of Napa Valley		X			0	12	12
49	Community Action Partnership of Madera County, Inc		X			75	11	86
50	Community Action Partnership of Sonoma County		X			0	5	5
51	Community Alliance for Career Training and Utility Solutions		X			0	5	5
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			3	0	3
55	Community Resources for Independent Living		X			0	1	1
56	Community Resource Project, Inc		X			28	193	221
57	Council for the Spanish Speaking		X			0	0	0
58	County of San Benito		X			11	0	11
59	CSU Chico Research Foundation-Passages		X			0	0	0
60	Davis Street Community Center		X			0	3	3



	A	B	C	D	E	F	G	H
1	<b>CARE Table 7 - Capitation Contractors - PG&amp;E</b>							
2	<b>Through July 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	3	3
62	Disability Resource Agency for Independent Living		X			0	5	5
63	Dixon Family Services		X			3	0	3
64	Eastern European Services		X			0	0	0
65	EBONY Counseling Center		X			0	0	0
66	Familia Center		X			0	6	6
67	Familia Unidas		X			0	4	4
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	7	7
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	701	701
75	Golden Umbrella		X			4	15	19
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	7	7
80	Hotline of San Luis Obispo County		X			8	3	11
81	Housing Authority of Alameda County		X			0	3	3
82	Housing Authority of City and County of Fresno		X			0	15	15
83	Housing Authority of City and County of San Francisco		X			0	0	0
84	Housing Authority of County of Kern		X			0	13	13
85	Housing Authority of Kings County		X			0	0	0
86	Housing Authority of Stanislaus County		X			11	19	30
87	Housing Rights		X			0	0	0
88	Independent Living Center of Kern County, Inc		X			0	4	4
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	3	3
95	La Luz Bilingual Center		X	X		10	0	10
96	Lao Family Community of Fresno, Inc		X			0	0	0
97	Lao Family Community of Stockton		X			0	4	4
98	Lao Khmu Association, Inc.		X			0	18	18
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	7	7
103	Merced County Community Action Agency		X		X	0	41	41
104	Merced Lao Family Community, Inc		X			0	20	20
105	Mission Language and Vocational School		X			0	0	0
106	Moncada Outreach	X				0	409	409
107	Monument Crisis Center		X			0	2	2
108	Mutual Assistance Network of Del Paso Heights		X			0	7	7
109	Native American Health Center		X			0	3	3
110	New Direction Christian Center		X			0	1	1
111	Network for Elders		X			0	0	0
112	Nugate Group		X			0	16	16
113	North Peninsula Neighborhood Services Ctr		X			0	6	6
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	9	9

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 July 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	3	3
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			9	0	9
123	Progress Financial Corporation		X			0	0	0
124	Project Access, Inc		X			0	10	10
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	24	7	31
129	Resources for Independent Central Valley		X			0	1	1
130	Resources for Independent Living Inc. - Sacramento		X			0	4	4
131	Richland School District		X			5	0	5
132	Rising Sun Energy Center		X			0	3	3
133	Ritter Center		X			0	1	1
134	Sacramento Housing and Redevelopment Agency		X			0	27	27
135	Sacred Heart Community Service		X			0	1	1
136	Salvation Army Golden State Divisional Headquarters		X			34	50	84
137	San Francisco Chamber of Commerce Foundation /SF Works		X			0	18	18
138	San Francisco Community Power Cooperative		X			0	2	2
139	San Francisco Women's Center		X			0	0	0
140	Second Harvest Food Bank of Santa Cruz and San Benito Counties		X			0	0	0
141	Self-Help for the Elderly		X			0	35	35
142	Seniors First, Inc		X			2	7	9
143	Shasta County Child Abuse Prevention Council		X			0	1	1
144	Silicon Valley Independent Living Center		X			0	2	2
145	Slavic Community Center		X			0	7	7
146	Southeast Asian Community Center		X			0	3	3
147	St Helena Family Center		X			15	5	20
148	The Global Center for Success		X			0	13	13
149	The Resource Connection of Amador and Calaveras Counties, Inc		X			23	4	27
150	Tri-County Independent Living, Inc		X			0	0	0
151	Tri Valley Haven		X			0	1	1
152	Una Nueva Esperanza		X			0	0	0
153	United Way of Fresno County		X			0	0	0
154	Upwardly Global		X			0	0	0
155	Valley Oak Children's Services, Inc		X			25	0	25
156	Vietnamese Elderly Mutual Assistant Association		X			0	3	3
157	Vineyard Workers Services		X			0	0	0
158	Volunteer Center of Sonoma County		X			2	8	10
159	West Bay Pilipino Multi-Service Center		X			0	0	0
160	West Valley Community Services		X			0	6	6
161	Y-FY Consulting	X				0	685	685
162	YMCA of the East Bay West Contra Costa Branch		X			0	5	5
163	Yolo County Housing Authority		X			2	3	5
164	Yolo Family Resource Center		X			1	3	4
165	Yuba Sutter Legal Center		X			0	3	3
166	<b>Total Enrollments and Expenditures</b>					<b>466</b>	<b>3,669</b>	<b>4,135</b>
167								

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 July 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	January	816,685	223,751	327,238	1,367,674	1,607,597	85%	1.2%
5	February	832,100	230,908	336,749	1,399,757	1,607,597	87%	2.3%
6	March	848,646	235,426	346,817	1,430,889	1,607,597	89%	2.2%
7	April	856,486	237,000	348,440	1,441,926	1,616,201	89%	0.8%
8	May	860,839	236,955	351,161	1,448,955	1,616,201	90%	0.5%
9	June	868,387	240,512	354,298	1,463,197	1,616,201	91%	1.0%
10	July	868,078	239,120	353,533	1,460,731	1,617,125	90%	-0.2%
11	August							
12	September							
13	October							
14	November							
15	December							
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 August 23, 2010, I served a true copy of:

**ONE-HUNDRED AND ELEVENTH 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 23<sup>rd</sup> day of August 2010, at San Francisco, California.

/s/

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

# THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA SERVICE LIST

Last Updated: August 12, 2010

## CPUC DOCKET NO. A0805022; -024; -025; -026

Total number of addressees: 189

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Last Updated: August 12, 2010

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# THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA SERVICE LIST

Last Updated: August 12, 2010

**CPUC DOCKET NO. A0805022; -024; -025; -026**

Total number of addressees: 189

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# THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA SERVICE LIST

Last Updated: August 12, 2010

## CPUC DOCKET NO. A0805022; -024; -025; -026

Total number of addressees: 189

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**THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA SERVICE LIST**

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**THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA SERVICE LIST**

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# THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA SERVICE LIST

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Total number of addressees: 189

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Total number of addressees: 189

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# THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA SERVICE LIST

Last Updated: August 12, 2010

**CPUC DOCKET NO. A0805022; -024; -025; -026**

Total number of addressees: 189

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