

**Pacific Gas and Electric Company**

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

**Program Monthly Report**  
**For August 2010**

**(September 21, 2010)**

**PACIFIC GAS AND ELECTRIC COMPANY**

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

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**PACIFIC GAS AND ELECTRIC COMPANY**  
**LOW INCOME ENERGY EFFICIENCY PROGRAM**  
**AND CARE PROGRAM MONTHLY REPORT**  
**FOR AUGUST 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 82,785 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	\$ 151,267,168	\$ 90,196,665	60%
Homes Treated	124,991	82,785	66%
kWh Saved	42,600,000	31,603,369	74%
kW Demand Reduced	7,560	7,418	98%
Therms Saved	1,510,000	1712585	113%

**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 has ranked ZIP-7 areas with the highest populations of estimated LIEE-eligible

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

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.

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;

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<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.

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 August, 112 refrigerators have been installed, which equates to \$89,600 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 August, LIEE participated in the following outreach events:

- 2010 Downtown San Rafael Market Festival on 08/05/10.
- CARE with Neighborhood Payment Center (NPC) at Hayward Local Office on 08/06/10.
- Richmond Build Graduation on 08/06/10.
- 6<sup>th</sup> Annual American Indian Market and Powwow in San Francisco on 08/07/10.
- Community Food Bank Health Fair and Food Distribution in Dinuba on 08/07/10.
- Gospel by the Bay in Vallejo on 08/07/10.



- Fairfield Whole Neighborhood Approach (WNA) Back to School in Fairfield on 08/07/10.
- Smarter Living in Merced on 08/10/10.
- Pistahan Parade and Festival in San Francisco on 08/14/10.
- 38<sup>th</sup> Annual Barrio Fiesta in Stockton on 08/15/10.
- CAPE 2010 Health Fair in Livermore on 08/18/10.
- 2010 Downtown San Rafael Market Festival on 08/19/10.
- DDTP Presentation in Sacramento on 08/27/10.

#### **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 34 homes that were selected for SASH program participation. In addition, PG&E supplied LIEE measure installation data for another 49 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	3,133,172	55%
Automatic Enrollment	150,000	0	0%
Proc / Certification / Verification	1,900,000	996,522	52%
Information Tech / Programming	150,000	91,735	61%
Pilots	75,000	29,301	40%
Measurement and Evaluation	0	0	0%
Regulatory Compliance	110,000	69,537	63%
General Administration	525,000	156,203	30%
CPUC Energy Division Staff	206,000	74,788	36%
Cooling Centers	400,000	118,715	30%
Total Expenses	<b>9,216,000</b>	<b>4,669,975</b>	<b>51%</b>
Subsidies and Benefits	470,115,337	507,567,674	108%
Total Program Costs and Discounts	<b>479,331,337</b>	<b>512,237,649</b>	<b>107%</b>

2.1.2. Please provide the CARE program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,473,872	1,617,125	91%

## 2.2. Outreach

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

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

- Recertification Direct Mail – 5,568 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 6,633 customers back to the program.

- College Initiative – over 4,400 applications were mailed to 11 community colleges. Year-to-date, this initiative generated 28 new enrollments.
- Welcome Packet Insert – applications were inserted monthly into new customers welcome packets. Year-to-date, this initiative generated 30 new enrollments
- 15-Day Notice Insert – applications were inserted monthly into customers’ 15-day notices. Year-to-date, this initiative generated 52 new enrollments.
- 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 were sent out at the end of July and generated 2,328 new enrollments year-to-date.
- 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 51 new enrollments.

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

- The CARE commercial airs on KBCW44/Cable 12/KPIX5/CBS5 through the end of the year.

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:

- Automated Telephone Enrollment – PG&E contracted with a third-party vendor to enroll new customers and recertify existing customers by telephone. Year-to-date, PG&E has enrolled 57,573 new customers and recertified 43,847 existing customers through this method.
- Door-to-Door Canvassing – PG&E contracted with third-party vendors, who

conducted door-to-door campaigns 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 19,678 new customers through this method.

In August, PG&E's CARE Program participated in the following 13 outreach events where program representatives were available to answer questions and help customers enroll in the program:

- 2010 Downtown San Rafael Market Festival on 08/05/10.
- CARE with Neighborhood Payment Center (NPC) at Hayward Local Office on 08/06/10.
- Richmond Build Graduation on 08/06/10.
- 6<sup>th</sup> Annual American Indian Market and Powwow in San Francisco on 08/07/10.
- Community Food Bank Health Fair and Food Distribution in Dinuba on 08/07/10.
- Gospel by the Bay in Vallejo on 08/07/10.
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- CAPE 2010 Health Fair in Livermore on 08/18/10.
- 2010 Downtown San Rafael Market Festival on 08/19/10.
- DDTP Presentation in Sacramento on 08/27/10.

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. 3,874 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. 2,279 LIEE participants were enrolled in CARE in August.

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 August.

## 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

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