

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

Applications 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 (U39M)	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)

**MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M) ON  
LOW-INCOME ASSISTANCE PROGRAMS FOR NOVEMBER 2010**

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December 21, 2010

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This is the eleventh monthly report of program year (PY) 2010. The purpose of this report is to consolidate activity for the CARE and LIEE programs and provide the Energy Division with all the necessary information to assist in analyzing the low-income programs.

This report presents year-to-date LIEE and CARE results and expenditures through November 2010 for San Diego Gas & Electric Company (SDG&E).

Respectfully Submitted,

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December 21, 2010

**San Diego Gas & Electric Company  
Low-Income Energy Efficiency (LIEE)  
And  
California Alternate Rates for Energy (CARE)  
Program Monthly Report**

# LOW-INCOME ENERGY EFFICIENCY PROGRAM MONTHLY REPORT

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# LOW-INCOME ENERGY EFFICIENCY PROGRAM MONTHLY REPORT

## 1. LIEE Executive Summary

### 1.1. Low-Income Energy Efficiency Program Overview

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

LIEE Program Summary for Month			
	Authorized / Planning Assumptions	Actual to Date	%
Budget	\$21,184,008	\$15,864,237	75%
Homes Treated	20,384	18,660	92%
kWh Saved	8,887,914	5,626,013	63%
kW Demand Reduced	2,010	540	27%
Therms Saved	478,745	279,492	58%
GHG Emissions Reduced	7,661	4,729	62%

SDG&E enrolled 882 customers in the LIEE program during the month of November and 18,600 year-to-date. This is 92% of the 2010 annual goal. Of those enrolled year-to-date, 18,660 have been expensed and counted as homes treated.

As a result of the enrollments and homes treated this year, SDG&E has saved 5,626,013 kWh, reduced 540 kW of demand, saved 279,492 therms and reduced 4,729 tons of green house gas (GHG) emissions.

Through marketing and outreach efforts, SDG&E generated a total of 2,516 leads for the LIEE program in November, and is currently working to convert these leads into enrollments and homes treated.

### 1.2 Whole Neighborhood Approach Evaluation

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).

SDG&E continues to utilize the information provided by Claritas, called PRIZM codes, which are assigned to customer records to target customers with high potential for eligibility. This allows SDG&E to support WNA efforts by targeting neighborhoods based on demographic and behavioral data indicating the residents are income-qualified.

### **1.3 LIEE Customer Outreach and Enrollment Update**

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

**Direct marketing** - In November, direct marketing efforts included direct mail, automated outbound calling and door-to-door canvassing.

- **Direct Mail**

SDG&E mailed LIEE program information to 7,812 households with high potential for LIEE eligibility in November. A total of 297 leads were generated from November mailings, and a total of 90 households were enrolled based on previous and current direct mail efforts.

- **Automated Outbound Calling**

SDG&E contacted 26,567 households about the LIEE program through automated outbound calls during November. From these calls, 393 leads were generated and 61 of these leads were converted into enrollments.

- **Door-to-Door Canvassing**

SDG&E's door-to-door canvassing contractor, Richard Heath & Associates (RHA) continued to canvass the SDG&E service territory in November, calling on 12,207 homes. RHA generated 505 leads and converted 482 of those leads into enrollments.

### 1.3.2 Customer Assistance Marketing, Education and Outreach for the CARE and LIEE programs.

In November, SDG&E continued to jointly promote CARE and LIEE with advertising, public relations and community outreach.

- **Advertising**

SDG&E's Customer Assistance advertising campaign continued to run throughout the month of November, promoting both the CARE and LIEE programs. Both 15-second and 30-second TV commercials continued to air on television stations such as CBS, NBC and ABC providing significant exposure for the programs. Radio traffic IDs also continued to air on both Spanish and English stations. In addition, Spanish and English print ads continued to circulate and were featured in diverse publications. Posters advertising CARE and LIEE also continued to be displayed at targeted bus shelters throughout the city. These ads allow customers to either call or text for more information. Print ads and paid search ads also continued to run throughout November. Banner and rich media ads launched on November 24.

In addition, a Winter Preparation and Assistance advertising campaign launched in November. The Winter Assistance portion of the campaign targets seniors and promotes a variety of assistance programs, including CARE, LIEE, Medical Baseline Allowance program, 3<sup>rd</sup> Party Notification and Neighbor-to-Neighbor. Radio traffic IDs began airing in November and print ads will begin circulating in targeted publications in December.

- **Public Relations**

In November, SDG&E received the following unpaid media:

**ElderCare Talk Radio Interview**

On Sunday, November 7<sup>th</sup>, SDG&E participated in a 60-minute live interview with ElderCare Talk Radio. SDG&E discussed customer assistance programs and

ways customers can save energy and money. The hour was broken into multiple segments which allowed SDG&E to focus on specific programs such as CARE, LIEE, Medical Baseline Allowance, holiday lighting exchanges and energy efficiency. ElderCare Talk Radio airs weekly on Sunday afternoons on KCBQ, 1170 AM San Diego. The focus of the weekly show is to provide information to community members who are coping with care-giving issues.

- **Community Outreach**

In November, community outreach for CARE and LIEE included participation in community events and leveraging efforts with capitation contractors, 2-1-1 San Diego and the branch offices. SDG&E also conducted outreach with the disabled community through partnerships with key agencies serving this clientele.

- **Community Events**

SDG&E and its partners participate in and sponsor a variety of local events in order to educate low-income customers about assistance programs and help them enroll. SDG&E participated in 20 community events in November, which resulted in 112 CARE and 126 LIEE applications.

**11/01/10 – 11/13/10 Salvation Army Holiday In-Take Sessions**

SDG&E participated in the Salvation Army's holiday in-take sessions in November, going to 13 different sites to enroll qualified customers in CARE and LIEE. Each Salvation Army location assists 300-500 families per year. For the month of November, SDG&E's participation included events at Chula Vista, El Cajon, Centre City/Downtown Escondido and Oceanside. The Salvation Army is a faith-based organization that provides people with the basic necessities of life – food, shelter and warmth. The Salvation Army provides gifts and food to needy families throughout the Christmas season.



### **11/6/10 Metro Base Community Event**

SDG&E hosted an event for construction and operations employees and their families and friends. This event educated attendees about the variety of programs SDG&E offers to help promote word of mouth and internal cross-promotion. Initiatives and programs, such as Customer Assistance, Smart Meter and energy efficiency were discussed and field employees, such as collectors and gas servicemen, received information so that they can better cross-promote programs while in the field.

### **Community Cares Program - Put Pride Aside Campaign**

The Community Cares Program and The Put Pride Aside Campaign is a partnership between the San Diego Food Bank and over 30 health and human service organizations. The program operates as a “one-stop-shop” for low-income assistance and services at distribution sites selected by the Food Bank. At these events, non-profit partner organizations host information tables advising people on their eligibility for programs including: low-cost healthcare, food assistance, assistance for the elderly, disabled and mentally ill, and foreclosure counseling. SDG&E representatives alongside representatives from Neighborhood Healthcare, a SDG&E capitation agency, promoted SDG&E’s assistance programs and helped customers enroll. Neighborhood Healthcare provides quality health care and promotes wellness to communities in need. Attendance at these events ranges from 150-300 people. For the month of November, SDG&E’s participation included events at the Crosspointe Life Church, Children’s Choice Day Care, New Season’s Church and the Samoa Independent Church.

### **11/22/10 Armed Services YMCA Food Distribution**

SDG&E participated in the Armed Services YMCA food distribution event for military families on November 22, where SDG&E Assistance Programs were discussed with low-income military families. Approximately 500 families were in attendance and News Channel 10 of San Diego covered the event. The San Diego Armed Services YMCA provides programs to address the stresses and needs of military families stationed in San Diego. San Diego Food Bank provides food to people in need, advocates for the hungry and educates the public about hunger-related issues.

## **Feeding America Family BBQ and Resource Fair**

On Thanksgiving Day, Feeding America hosted 500 low-income individuals at the San Diego House of Blues for a sit down meal. Community agencies serving this population provided resource booths and Feeding America, an SDG&E capitation agency, promoted SDG&E assistance programs. SDG&E programs were included in a looped informational video that was run in between performances by entertainers at the event.

- **Capitation Contractors**

SDG&E leverages the resources of Community-Based Organizations (CBOs) and agencies called Capitation Contractors to enroll customers in the CARE and LIEE programs. These organizations leverage existing relationships with low-income clients to extend CARE and LIEE program benefits as part of their total assistance offering. As an incentive, SDG&E provides CARE and LIEE Capitation Contractors with a fee for each enrollment generated.

In an effort to maintain relationships with these organizations and keep the LIEE and CARE programs top of mind, SDG&E visits most agency sites each week. In November, SDG&E made 195 visits to 64 different agencies, which resulted in 451 CARE enrollments and 143 LIEE leads.

- **2-1-1 San Diego**

2-1-1 San Diego is a community disaster, health and human services center and resource providing information and referrals to households that need assistance. SDG&E leverages the resources of 2-1-1 San Diego to promote CARE, LIEE and Medical Baseline programs.

Through referrals in November, 2-1-1 provided SDG&E with 226 CARE enrollments, 117 LIEE program leads and 111 Medical Baseline program applications.

- **Other Integration and Leveraging Efforts**

### **Referrals from SDG&E Branch Payment Offices**

Branch offices are visited weekly by SDG&E's outreach team to encourage customer service representatives to promote CARE and LIEE programs to customers using the branch services. In November, 330 CARE applications and 26 LIEE applications were collected by branch offices representatives.

### **Leveraging Feeding America's Back Pack and Farm2Kids Programs**

In November, SDG&E provided Feeding America San Diego (FASD) with 6,000 informational packets to be distributed to children participating in two Feeding America programs: the Back Pack Program and Farm2Kids Program. The children bring these packets home to their parents, who then have the opportunity to read about SDG&E's programs, complete the applications and return them in the self-addressed postage-paid envelopes. The FASD BackPack Program's mission is to help meet the nutritional needs of hungry children over weekends and school holidays, when other food resources are not available. Typically, children receive an easy to carry bag filled with nutritious items – including produce – when leaving school and place the bags into their backpacks as they venture home for the weekend or holiday break. SDG&E's informational packets were distributed along with the food items. The Farm2Kids program delivers fresh produce directly to various schools throughout San Diego County for after school distributions. These children receive 3-5 pounds of fresh fruits and vegetables as they leave school to take home to their families. SDG&E's informational packets were distributed along with the food items. Currently, FASD serves 2,000 children at 10 schools around San Diego County through the Back Pack and Farm2Kids programs.

### **Mabuhay Alliance Asian Outreach**

SDG&E collaborated with Mabuhay Alliance to launch a multi-lingual CARE enrollment campaign in Tagalog, Vietnamese and Chinese. Mabuhay Alliance's volunteers have been canvassing ethnic outlets and distributed over 5,000 in-

language fliers and applications. Mabuhay Alliance is a resource and service provider to the Pan-Asian community. Their mission is to provide members with the resources and connections they need to be economically stable.

#### **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 results in terms of new enrollments?

There was no activity with CSD in the month of November.

#### **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.

There is no additional information to report this month regarding SDG&E efforts to improve and expand LIEE workforce education and training (WE&T).

## 2. CARE Executive Summary

### 2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs.

<b>CARE Budget Categories</b>	<b>Authorized Budget</b>	<b>Actual Expenses to Date</b>	<b>% of Budget Spent</b>
Outreach	\$1,611,634	\$1,280,298	79%
Proc., Certification and Verification	\$222,967	\$237,979	107%
Information Tech./Programming	\$481,841	\$215,729	45%
Pilots	N/A	N/A	N/A
Measurement and Evaluation	\$4,160	\$0	0%
Regulatory Compliance	\$190,205	\$132,891	70%
General Administration	\$410,096	\$374,488	91%
CPUC Energy Division Staff	\$102,900	\$42,284	41%
Cooling Centers	N/A	N/A	N/A
<b>Total Expenses</b>	<b>\$3,023,803</b>	<b>\$2,283,669</b>	<b>76%</b>
Subsidies and Benefits	\$48,492,992	\$49,225,650	102%
<b>Total Program Costs and Discounts</b>	<b>\$51,516,795</b>	<b>\$51,509,319</b>	<b>100%</b>

2.1.2 Please provide the CARE program penetration rate to date

<b>CARE Penetration</b>		
<b>Participants Enrolled</b>	<b>Eligible Participants</b>	<b>Penetration rate</b>
291,659	352,688	82.7%

SDG&E increased participation in the CARE program from 289,313 to 291,659 and penetration from 82.0% to 82.7% in November.

## 2.2. Outreach

2.2.1 Discuss utility outreach activities and those undertaken by third parties on the utility's behalf. (For additional CARE Marketing, Education and Outreach efforts, see section 1.3.2)

**Direct marketing** - In November, direct marketing efforts included automated outbound calling and door-to-door canvassing.

- **Automated Outbound Calling**

SDG&E contacted 29,639 households about the CARE program through automated outbound calls during November. Approximately 1,173 customers were reached and 995 were enrolled.

In addition, SDG&E contacted 4,035 households in an attempt to recertify them on the CARE program. Of those called, 1,565 or 39% were successfully recertified. The remaining customers will be contacted via direct mail.

- **Door-to-Door Canvassing**

SDG&E's door-to-door canvassing contractor, Energy Save, in November contacted 1,504 homes in the communities of San Diego, Chula Vista; El Cajon; Escondido; National City; Oceanside; Spring Valley; San Ysidro; Vista; Lakeside and Fallbrook . Through these personal visits, the contractor generated 538 CARE applications and converted 376 of those applications into enrollments.

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

SDG&E works with a number of agencies that offer low-income programs. For complete details on SDG&E's efforts to jointly promote CARE and LIEE through partnerships with other low-income agencies and through community events serving low-income customers, see Section 1.3.2.

In addition, other departments within SDG&E contribute to the success of the low-income programs. For example, SDG&E's call center provides customers with program information and referrals for the CARE and LIEE programs. In November, SDG&E enrolled 651 customers in CARE due to referrals from the Call Center. SDG&E also

received 1,173 CARE applications from RHA, SDG&E's LIEE contractor. Of these, 995 were converted into enrollments.

### **2.3 CARE Recertification Complaints**

There were no CARE Recertification complaints in November.

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

LIEE- Table 1- LIEE Program Expenses

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

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

LIEE- Table 4- LIEE Homes Treated

LIEE- Table 5- LIEE Customer Summary

LIEE- Table 6- LIEE Expenditures for Pilots and Studies

LIEE- Table 7- Whole Neighborhood Approach

CARE- Table 1- CARE Overall Program Expenses

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

CARE- Table 3- CARE Verification

CARE- Table 4- Self Certification and Re-Certification

CARE- Table 5- Enrollment by County

CARE- Table 6- Recertification Results

CARE- Table 7- Capitation Contractors

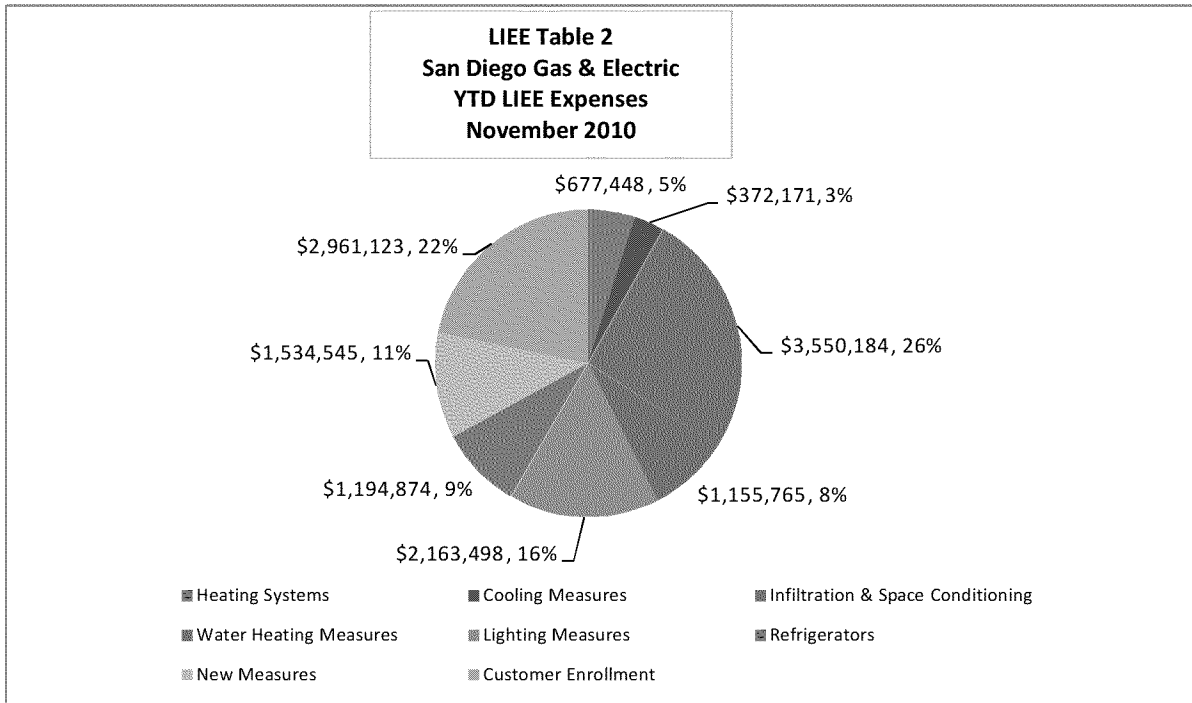
CARE- Table 8- Participants as of Month End

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>LIEE Table 1 - LIEE Program Expenses</b>												
2	<b>San Diego Gas &amp; Electric</b>												
3	<b>November 2010</b>												
4		<b>Authorized Budget</b>			<b>Current Month Expenses</b>			<b>Year-To-Date Expenses</b>			<b>% of Budget Spent Year-To-Date</b>		
5	<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>
6	Energy Efficiency												
7	- Gas Appliances	\$ -	\$ 2,317,927	\$ 2,317,927	\$ -	\$ 272,672	\$ 272,672	\$ -	\$ 1,856,130	\$ 1,856,130	0%	80%	80%
8	- Electric Appliances	\$ 8,190,025	\$ -	\$ 8,190,025	\$ 416,427	\$ -	\$ 416,427	\$ 3,729,026	\$ -	\$ 3,729,026	46%	0%	46%
9	- Weatherization	\$ -	\$ 4,198,133	\$ 4,198,133	\$ -	\$ 546,817	\$ 546,817	\$ -	\$ 5,119,611	\$ 5,119,611	0%	122%	122%
10	- Outreach and Assessment	\$ 974,610	\$ 974,610	\$ 1,949,220	\$ 164,234	\$ 164,234	\$ 328,468	\$ 1,291,044	\$ 1,291,044	\$ 2,582,089	132%	132%	132%
11	- In Home Energy Education	\$ 593,531	\$ 593,531	\$ 1,187,062	\$ 23,989	\$ 23,989	\$ 47,977	\$ 189,447	\$ 189,447	\$ 378,894	32%	32%	32%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ 77,731	\$ 77,731	\$ 155,462	\$ 42,427	\$ 42,427	\$ 84,853	\$ 51,227	\$ 51,227	\$ 102,453	66%	66%	66%
14	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	<b>ENERGY EFFICIENCY TOTAL</b>	<b>\$ 9,835,897</b>	<b>\$ 8,161,932</b>	<b>\$ 17,997,829</b>	<b>\$ 647,076</b>	<b>\$ 1,050,139</b>	<b>\$ 1,697,215</b>	<b>\$ 5,260,744</b>	<b>\$ 8,507,459</b>	<b>\$ 13,768,203</b>	<b>53%</b>	<b>104%</b>	<b>76%</b>
16													
17	Training Center	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
18	Inspections	\$ 30,411	\$ 30,411	\$ 60,821	\$ 2,628	\$ 2,628	\$ 5,256	\$ 28,445	\$ 28,445	\$ 56,889	94%	94%	94%
19	Marketing	\$ 409,719	\$ 409,719	\$ 819,437	\$ 61,477	\$ 61,477	\$ 122,953	\$ 236,186	\$ 236,185	\$ 472,370	58%	58%	58%
20	M&E Studies	\$ 42,042	\$ 42,042	\$ 84,084	\$ 57,376	\$ -	\$ 57,376	\$ 35,578	\$ (21,798)	\$ 13,780	85%	-52%	16%
21	Regulatory Compliance	\$ 139,362	\$ 139,362	\$ 278,723	\$ 48,034	\$ 48,034	\$ 96,068	\$ 107,176	\$ 107,176	\$ 214,352	77%	77%	77%
22	General Administration	\$ 949,084	\$ 949,084	\$ 1,898,167	\$ 53,599	\$ 53,503	\$ 107,102	\$ 661,022	\$ 660,922	\$ 1,321,945	70%	70%	70%
23	CPUC Energy Division	\$ 22,474	\$ 22,474	\$ 44,947	\$ -	\$ -	\$ -	\$ 8,348	\$ 8,348	\$ 16,697	37%	37%	37%
24													
25	<b>TOTAL PROGRAM COSTS</b>	<b>\$ 11,428,987</b>	<b>\$ 9,755,022</b>	<b>\$ 21,184,008</b>	<b>\$ 870,189</b>	<b>\$ 1,215,780</b>	<b>\$ 2,085,969</b>	<b>\$ 6,337,499</b>	<b>\$ 9,526,738</b>	<b>\$ 15,864,237</b>	<b>55%</b>	<b>98%</b>	<b>75%</b>
26	<b>Funded Outside of LIEE Program Budget</b>												
27	Indirect Costs				\$ 31,381	\$ 33,290	\$ 64,671	\$ 388,578	\$ 410,692	\$ 799,270			
28													
29	NGAT Costs				\$ 39,618	\$ 39,618		\$ 303,662	\$ 303,662				
30	Any required corrections/adjustments are reported herein and supersede results reported in prior months and reflect YTD adjustments.												



	A	B	C	D	E	F	G	H
1	<b>LIEE Table 2 LIEE Expenses and Energy Savings by Measures Installed San Diego Gas &amp; Electric November 2010</b>							
2	<b>Year-To-Date Completed &amp; Expensed Installations</b>							
3	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh (Annual)</b>	<b>kW (Annual)<sup>1</sup></b>	<b>Therms (Annual)</b>	<b>Expenses</b>	<b>% of Expenditure</b>
4	<b>Heating Systems</b>							
5	Furnaces	Each	1,793	-	-	586	\$ 677,448	5%
6	<b>Cooling Measures</b>							
7	A/C Replacement - Room	Each	464	36,907	29	-	\$ 424,573	3%
8	A/C Replacement - Central	Each	0	-	-	-	\$ -	0%
9	A/C Tune-up - Central	Each	28	8,504	-	-	\$ 3,500	0%
10	A/C Services - Central	Each	0	-	-	-	\$ -	0%
11	Heat Pump	Each	0	-	-	-	\$ -	0%
12	Evaporative Coolers	Each	0	-	-	-	\$ -	0%
13	Evaporative Cooler Maintenance	Each	0	-	-	-	\$ -	0%
14	<b>Infiltration &amp; Space Conditioning</b>							
15	Envelope and Air Sealing Measures	Home	14,190	160,445	-	36,175	\$ 2,871,612	21%
16	Duct Sealing	Home	571	93,253	-	-	\$ 73,958	1%
17	Attic Insulation	Home	629	67,443	30	22,882	\$ 604,614	4%
18	<b>Water Heating Measures</b>							
19	Water Heater Conservation Measures	Home	15,017	158,811	35	155,763	\$ 1,101,353	8%
20	Water Heater Replacement - Gas	Each	60	-	-	-	\$ 54,413	0%
21	Water Heater Replacement - Electric	Each	0	-	-	-	\$ -	0%
22	Tankless Water Heater - Gas	Each	0	-	-	-	\$ -	0%
23	Tankless Water Heater - Electric	Each	0	-	-	-	\$ -	0%
24	<b>Lighting Measures</b>							
25	CFLs	Each	93,297	1,467,792	183	-	\$ 603,003	4%
26	Interior Hard wired CFL fixtures	Each	9,274	592,768	19	-	\$ 682,699	5%
27	Exterior Hard wired CFL fixtures	Each	2,787	29,152	-	-	\$ 151,019	1%
28	Torchiere	Each	7,675	1,459,813	15	-	\$ 726,778	5%
29	<b>Refrigerators</b>							
30	Refrigerators -Primary	Each	1,701	1,266,201	215	-	\$ 1,194,874	9%
31	Refrigerators - Secondary	Each	0	-	-	-	\$ -	0%
32	<b>Pool Pumps</b>							
33	Pool Pumps	Each	0	-	-	-	\$ -	0%
34	<b>New Measures</b>							
35	Forced Air Unit Standing Pilot Change Out	Each	307	-	-	13,596	\$ 91,439	1%
36	Furnace Clean and Tune	Each	8,176	-	-	-	\$ 464,197	3%
37	High Efficiency Clothes Washer	Each	730	-	-	-	\$ 458,068	0%
38	Microwave	Each	650	62,386	-	1,654	\$ 58,500	0%
39	Thermostatic Shower Valve	Each	5,583	66,234	15	48,838	\$ 327,124	2%
40	LED Night Lights	Each	44,096	156,305	-	-	\$ 135,217	1%
41	Occupancy Sensor		0	-	-	-	\$ -	0%
42	<b>Pilots</b>							
43	A/C Tune-up Central	Home	0	-	-	-	\$ -	0%
44	Interior Hard wired CFL fixtures	Each	0	-	-	-	\$ -	0%
45	Ceiling Fans	Each	0	-	-	-	\$ -	0%
46	In-Home Display	Each	0	-	-	-	\$ -	0%
47	Programmable Controllable Thermostat	Each	0	-	-	-	\$ -	0%
48	Forced Air Unit	Each	0	-	-	-	\$ -	0%
49	Microwave		0	-	-	-	\$ -	0%
50	High Efficiency Clothes Washer		0	-	-	-	\$ -	0%
51	<b>Customer Enrollment</b>							
52	Outreach & Assessment	Home	18,600				\$ 2,582,279	19%
53	In-Home Education	Home	18,433				\$ 378,844	3%
54	Education Workshops	Participant	0				\$ -	0%
55								
56	<b>Total Savings/Expenditures</b>			<b>5,626,013</b>	<b>540</b>	<b>279,492</b>	<b>\$ 13,665,509</b>	<b>100%</b>
57								
58	Homes Weatherized	Home	15,360					
59								
60	Homes Treated							
61	- Single Family Homes Treated	Home	8,254					
62	- Multi-family Homes Treated	Home	9,513					
63	- Mobile Homes Treated	Home	893					
64	<b>- Total Number of Homes Treated</b>	<b>Home</b>	<b>18,660</b>					
65	<b># Eligible Homes to be Treated for PY<sup>2</sup></b>	<b>Home</b>	<b>20,384</b>					
66	<b>% OF Homes Treated</b>	<b>%</b>	<b>92%</b>					
67								
68	- Total Master-Metered Homes Treated	Home	107					
69	<sup>1</sup> Energy savings is based on the 2005 Load Impact Evaluation.							
70	<sup>2</sup> Based on Attachment H of D0811031							
71	<sup>3</sup> Line Item 46: In-Home Display Pilot, conducted 150 telephone interviews to non-responsive customers.							
72	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

**PIE CHART 1- Expenses by Measures Category For November 2010**



	A	B
1	<b>LIEE Table 3 - Average Bill Savings per Treated Home San Diego Gas &amp; Electric November 2010</b>	
2	<b>Year-to-date Installations - Expensed</b>	
3		
4	Annual kWh Savings	5,626,013
5	Annual Therm Savings	279,492
6	Lifecycle kWh Savings	50,272,770
7	Lifecycle Therm Savings	2,888,063
8	Current kWh Rate	\$ 0.13
9	Current Therm Rate	\$ 1.09
10	Number of Treated Homes	18,660
11	<b>Average 1st Year Bill Savings / Treated Home</b>	<b>55.00</b>
12	<b>Average Lifecycle Bill Savings / Treated Home</b>	<b>427.85</b>
13	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	<b>LIEE Table 4 - LIEE Homes Treated San Diego Gas &amp; Electric November 2010</b>						
2	County	Eligible Customers			Homes Treated Year-To-Date		
3		Rural	Urban	Total	Rural	Urban	Total
4	Orange County	0	15,734	15,734	0	44	44
5	San Diego	17,769	319,704	337,472	825	17,791	18,616
6							
7	<b>Total</b>	<b>17,769</b>	<b>335,437</b>	<b>353,206</b>	<b>825</b>	<b>17,835</b>	<b>18,660</b>
8	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	<b>LIEE Table 5 - LIEE Customer Summary San Diego Gas &amp; Electric November 2010</b>																
2		Gas & Electric				Gas Only				Electric Only				Total			
3		# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes	Therm	kWh	kW	# of YTD Homes	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW
4	Month																
5	Jan-10	346	226	110,316	17	0	0	0	0	8	0	2,473	0	354	226	112,789	17
6	Feb-10	1,694	18,868	488,702	55	0	0	0	0	54	0	25,556	4	1,748	18,868	514,257	59
7	Mar-10	2,947	65,509	1,096,160	96	0	0	0	0	101	0	82,885	12	3,048	65,509	1,179,045	108
8	Apr-10	4,258	88,651	1,439,108	123	0	0	0	0	150	0	108,832	16	4,408	88,651	1,547,941	139
9	May-10	7,445	128,515	2,236,684	194	0	0	0	0	256	0	181,853	27	7,701	128,515	2,418,537	220
10	Jun-10	8,949	159,116	2,877,286	254	0	0	0	0	300	0	231,524	34	9,249	159,116	3,108,809	288
11	Jul-10	10,907	177,238	3,225,528	287	0	0	0	0	404	0	267,103	39	11,311	177,238	3,492,631	326
12	Aug-10	12,887	214,561	3,945,774	357	0	0	0	0	495	0	318,631	47	13,382	214,561	4,264,405	404
13	Sep-10	14,570	233,938	4,355,929	396	0	0	0	0	603	0	355,536	52	15,173	233,938	4,711,464	449
14	Oct-10	15,609	246,754	4,622,734	425	0	0	0	0	641	0	377,339	55	16,250	246,754	5,000,074	481
15	Nov-10	17,946	279,492	5,211,681	480	0	0	0	0	714	0	414,331	61	18,660	279,492	5,626,013	540
16	Dec-10																
17	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 Table 2L.																
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>LIEE Table 6 - Expenditures for Pilots and Studies</b>												
2	<b>San Diego Gas &amp; Electric</b>												
3	<b>November 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	In Home Display	\$ 81,570	\$ 81,570	\$ 163,140	\$ 42,427	\$ 42,427	\$ 84,854	\$ 57,683	\$ 57,683	\$ 115,366	71%	71%	71%
8	Programmable Thermostat	\$ 120,910	\$ 120,910	\$ 241,820	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	WE&T Pilot	\$ 11,343	\$ 11,343	\$ 22,686	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
10													
11													
12													
13													
14	<b>Total Pilots</b>	<b>\$ 213,823</b>	<b>\$ 213,823</b>	<b>\$ 427,646</b>	<b>\$ 42,427</b>	<b>\$ 42,427</b>	<b>\$ 84,854</b>	<b>\$ 57,683</b>	<b>\$ 57,683</b>	<b>\$ 115,366</b>	<b>27%</b>	<b>27%</b>	<b>27%</b>
15													
16	<b>Studies:</b>												
17	Non-Energy Benefits	\$ 15,000	\$ 15,000	\$ 30,000	\$ 57,376	\$ -	\$ 57,376	\$ 36,523	\$ (20,853)	\$ 15,670	243%	-139%	52%
18	Process Evaluation	\$ 18,750	\$ 18,750	\$ 37,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	Impact Evaluation <sup>1</sup>	\$ 45,000	\$ 45,000	\$ 90,000	\$ -	\$ -	\$ -	\$ 13,716	\$ 13,716	\$ 27,432	30%	30%	30%
20	Refrigerator Degradation	\$ 66,667	\$ -	\$ 66,667	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
21		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
22		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
23													
24	<b>Total Studies</b>	<b>\$ 145,417</b>	<b>\$ 78,750</b>	<b>\$ 224,167</b>	<b>\$ 57,376</b>	<b>\$ -</b>	<b>\$ 57,376</b>	<b>\$ 50,239</b>	<b>\$ (7,137)</b>	<b>\$ 43,102</b>	<b>35%</b>	<b>-9%</b>	<b>19%</b>
25													
26	<sup>1</sup> Budget funds are carried over from the 2007-2008 LIEE Funding Cycle												
27	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E
1	<b>LIEE Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>San Diego Gas &amp; Electric</b>				
4	<b>November 2010</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted[1]	Total Residential Customers[2]	Total Estimated Eligible[3]	Total Treated 2002-2009	Target to Treated This Year[4]
7	91910-34	495	288	163	167
8	91910-36	228	126	165	170
9	91910-47	302	158	136	145
10	91911-17	601	333	237	33
11	91911-27	251	93	201	206
12	91911-52	364	135	67	91
13	91914-35	72	1	4	7
14	91932-16	361	203	153	154
15	91932-23	469	235	193	205
16	91941-76	464	167	162	170
17	91942-74	368	167	6	2
18	91942-75	83	38	0	6
19	91950-26	286	160	99	103
20	91950-28	233	147	27	44
21	91950-29	115	70	55	68
22	91950-50	321	172	177	189
23	91950-68	332	190	84	135
24	91950-69	370	259	179	213
25	91977-14	386	103	133	142
26	91977-22	271	112	75	93
27	91977-23	201	91	50	53
28	91977-25	302	98	66	70
29	91977-39	148	71	136	143
30	91977-66	138	68	48	105
31	92019-30	495	165	102	21
32	92019-32	151	42	16	17
33	92019-33	458	119	78	79
34	92020-33	403	151	71	91
35	92020-34	248	95	122	5
36	92020-35	379	211	178	179
37	92020-38	259	142	64	75
38	92020-39	188	104	53	88
39	92020-40	501	315	251	6
40	92020-44	180	92	21	38
41	92020-47	414	245	223	243
42	92020-48	526	302	294	310
43	92020-49	432	225	190	3
44	92020-54	376	225	69	70
45	92020-60	64	33	62	75
46	92020-63	118	45	14	15
47	92020-65	384	189	173	10
48	92020-76	537	251	0	18

	A	B	C	D	E
1	<b>LIEE Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>San Diego Gas &amp; Electric</b>				
4	<b>November 2010</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted[1]	Total Residential Customers[2]	Total Estimated Eligible[3]	Total Treated 2002-2009	Target to Treated This Year[4]
49	92020-89	52	22	0	11
50	92021-10	397	117	38	39
51	92021-29	410	142	52	115
52	92021-45	459	152	59	74
53	92021-46	493	207	71	77
54	92021-47	477	232	153	33
55	92021-48	751	357	234	1
56	92021-51	545	185	91	97
57	92021-54	476	159	15	28
58	92021-64	284	155	125	129
59	92021-68	552	319	419	447
60	92021-69	414	252	194	17
61	92021-70	471	265	211	222
62	92021-80	79	45	55	2
63	92021-85	443	212	183	12
64	92025-20	317	199	185	194
65	92025-29	377	292	219	18
66	92025-32	417	226	204	211
67	92025-39	411	148	89	92
68	92025-48	246	138	91	95
69	92025-57	351	178	141	151
70	92026-30	339	172	167	201
71	92027-26	243	106	178	188
72	92027-33	504	264	303	38
73	92027-34	500	226	121	131
74	92027-36	416	177	151	152
75	92027-38	265	99	140	147
76	92028-23	326	151	81	82
77	92028-28	380	180	70	96
78	92028-40	520	286	206	213
79	92028-47	64	40	23	40
80	92036-92	81	22	6	7
81	92040-20	504	147	123	124
82	92040-29	787	247	41	43
83	92040-45	206	63	57	74
84	92054-31	345	201	81	84
85	92054-32	395	249	224	225
86	92054-35	410	189	218	235
87	92054-36	675	226	104	122
88	92054-44	331	120	35	45
89	92057-43	98	28	37	52
90	92058-17	967	448	33	42



	A	B	C	D	E
1	<b>LIEE Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>San Diego Gas &amp; Electric</b>				
4	<b>November 2010</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted[1]	Total Residential Customers[2]	Total Estimated Eligible[3]	Total Treated 2002-2009	Target to Treated This Year[4]
91	92065-19	177	48	45	48
92	92065-20	274	74	26	49
93	92065-21	205	76	130	23
94	92065-23	200	53	10	16
95	92065-24	195	52	5	6
96	92065-26	351	147	39	44
97	92065-28	469	163	39	40
98	92065-32	188	35	3	4
99	92065-39	186	86	3	5
100	92065-41	580	56	6	7
101	92065-52	272	100	105	118
102	92065-70	135	20	2	3
103	92069-27	443	231	151	156
104	92069-28	615	323	388	415
105	92083-35	447	255	161	164
106	92083-36	60	26	75	80
107	92083-51	334	179	193	195
108	92083-62	263	58	85	90
109	92083-80	330	133	56	67
110	92084-35	595	300	92	101
111	92084-40	266	145	125	135
112	92084-41	338	144	91	95
113	92084-50	450	252	214	216
114	92102-12	417	135	75	81
115	92102-40	286	208	108	109
116	92103-40	124	34	6	7
117	92104-18	456	199	105	108
118	92104-27	519	280	85	86
119	92104-30	500	246	56	61
120	92104-37	570	275	123	125
121	92104-47	470	161	24	27
122	92104-56	306	99	24	30
123	92104-64	149	82	15	16
124	92104-67	154	74	12	13
125	92105-10	606	393	187	188
126	92105-13	921	680	326	327
127	92105-28	605	428	395	396
128	92105-41	358	202	179	182
129	92105-46	578	339	247	248
130	92105-58	423	276	237	3
131	92107-14	610	205	2	8
132	92111-68	476	177	88	89
133	92113-18	459	291	198	217
134	92113-29	333	193	182	198
135	92113-37	302	230	202	207
136	92113-43	368	259	212	214
137	92113-58	27	18	16	18
138	92116-19	636	169	43	1
139	92116-22	363	113	49	52
140	92116-24	518	192	74	76
141	92117-58	94	35	19	21
142	92117-59	211	57	9	4
143	92117-63	156	59	2	29
144	92117-64	322	117	3	1
145	92129-29	448	55	53	76
146	92139-18	241	82	62	70
147	92139-19	157	69	4	50
148	92139-20	226	95	39	51

	A	B	C	D	E
1	<b>LIEE Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>San Diego Gas &amp; Electric</b>				
4	<b>November 2010</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted[1]	Total Residential Customers[2]	Total Estimated Eligible[3]	Total Treated 2002-2009	Target to Treated This Year[4]
149	92154-19	472	211	117	10
150	92173-21	479	238	122	159
151	92173-24	400	277	174	202
152	92173-28	492	291	41	52
153					
154					
155	[1] Neighborhood defined as zip+7 area (or zip+2).				
156	[2] All active residential customers in zip+7.				
157	[3] Total estimated eligible per Athens Research. Calculated by multiplying the percent eligible by the total residential population in zip+7.				
158					
159	[4] Total units treated 2002-2010 year-to-date.				
160	Any required corrections/adjustments are reported herein and supersede results reported in prior months and				
161	may reflect YTD adjustments.				

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses</b>												
2	<b>San Diego Gas &amp; Electric</b>												
3	<b>November 2010</b>												
4		<b>Authorized Budget</b>			<b>Current Month Expenses</b>			<b>Year-To-Date Expenses</b>			<b>% of Budget Spent Year-To-Date</b>		
5	<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>
6	Outreach <sup>(1)</sup>	\$1,160,376	\$451,258	\$1,611,634	\$133,853	\$39,982	\$173,835	\$1,002,545	\$277,753	\$1,280,298	86%	62%	79%
7	Automatic Enrollment	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
8	Processing/ Certification/Verification	\$160,536	\$62,431	\$222,967	\$43,450	\$12,979	\$56,429	\$185,944	\$52,035	\$237,979	116%	83%	107%
9	Information Technology / Programming	\$346,926	\$134,915	\$481,841	-\$3,748	-\$1,120	-\$4,868	\$169,275	\$46,454	\$215,729	49%	34%	45%
10													
11	<b>Pilots</b>												
12	- Pilot SB 580	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	<b>Total Pilots</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17	Measurement & Evaluation <sup>(2)</sup>	\$ 2,995	\$ 1,165	\$ 4,160	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
18	Regulatory Compliance	\$ 136,948	\$ 53,257	\$ 190,205	\$9,224	\$2,755	\$11,979	\$104,625	\$28,266	\$132,891	76%	53%	70%
19	General Administration	\$ 295,269	\$ 114,827	\$ 410,096	\$7,067	\$2,111	\$9,178	\$294,366	\$80,122	\$374,488	100%	70%	91%
20	CPUC Energy Division	\$ 74,088	\$ 28,812	\$ 102,900	\$0	\$0	\$0	\$33,268	\$9,016	\$42,284	45%	31%	41%
21													
22	<b>SUBTOTAL MANAGEMENT COSTS</b>	<b>\$ 2,177,138</b>	<b>\$ 846,665</b>	<b>\$ 3,023,803</b>	<b>\$189,846</b>	<b>\$56,707</b>	<b>\$246,553</b>	<b>\$1,790,023</b>	<b>\$493,646</b>	<b>\$2,283,669</b>	<b>82%</b>	<b>58%</b>	<b>76%</b>
23													
24	CARE Rate Discount	\$ 34,914,954	\$ 13,578,038	\$ 48,492,992	\$3,581,422	\$888,213	\$4,469,635	\$ 38,280,463	\$ 10,945,187	\$ 49,225,650	110%	81%	102%
25	Service Establishment Charge Discount	\$ -	\$ -	\$ -	\$0	\$0	\$0	\$ -	\$ -	\$ -	0%	0%	0%
26													
27	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	<b>\$ 37,092,092</b>	<b>\$ 14,424,703</b>	<b>\$ 51,516,795</b>	<b>\$3,771,268</b>	<b>\$944,920</b>	<b>\$4,716,188</b>	<b>\$ 40,070,486</b>	<b>\$ 11,438,833</b>	<b>\$ 51,509,319</b>	<b>108%</b>	<b>79%</b>	<b>100%</b>
28													
29	<b>Other CARE Rate Benefits</b>												
30	DWR Bond Charge Exemption				\$609,792		\$609,792	\$ 6,449,345		\$6,449,345			
31	CARE PPP Exemption				\$210,763	\$113,919	\$324,682	\$ 2,234,423	\$1,323,198	\$3,557,621			
32	California Solar Initiative Exemption <sup>(3)</sup>				\$186,440		\$186,440	\$ 1,973,038		\$1,973,038			
33	kWh Surcharge Exemption				\$1,507,331		\$1,507,331	\$ 16,001,843		\$16,001,843			
34	<b>TOTAL - OTHER CARE RATE BENEFITS</b>				<b>\$2,514,326</b>	<b>\$113,919</b>	<b>\$2,628,245</b>	<b>\$ 26,658,649</b>	<b>\$ 1,323,198</b>	<b>\$27,981,847</b>			
35													
36	Indirect Costs				\$46,401	\$13,860	\$60,261	\$ 481,612	\$ 132,107	\$ 613,719			
37													
38	<sup>(1)</sup> Outreach includes costs associated with Capitation Fees, Other Outreach and Mass Media.												
39	<sup>(2)</sup> There are no Measurement & Evaluation expenses for April 2009.												
40	<sup>(3)</sup> Based on CPUC D.08-12-004, SDG&E is to temporarily suspend 2009 CSI collections from ratepayers as the program is adequately funded to support 2009 incentive payments for those who participate in the program.												
41	Any required corrections/adjustments are reported herein and supersede results reported in prior months and reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration</b>																	
2	<b>San Diego Gas &amp; Electric</b>																	
3	<b>November 2010</b>																	
4	Gross Enrollment												Enrollment					
5	Automatic Enrollment						Capitation	Other Sources <sup>5</sup>	Total (G+H+I)	Recertification	Total Adjusted (J+K)	Attrition (Drop Offs)	Net		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)	
6	Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	One-e-App <sup>4</sup>	SB580	Combined (B+C+D+E+F)							(L-M)	(N-K)				
7	<b>2010</b>	0	160	37	0	0	197	455	4,036	4,688	4,196	8,884	3,958	4,926	730	270,247	351,297	76.9%
8	<b>January</b>	0	265	0	0	0	265	307	5,198	5,770	5,103	10,873	4,860	6,013	910	271,157	351,297	77.2%
9	<b>February</b>	0	260	0	0	0	260	396	5,785	6,441	5,633	12,074	7,143	4,931	-702	270,455	351,297	77.0%
10	<b>March</b>	0	206	0	0	0	206	564	5,818	6,588	8,947	15,535	4,780	10,755	1,808	272,263	352,177	77.3%
11	<b>April</b>	0	281	0	0	0	281	541	5,332	6,154	5,855	12,009	4,968	7,041	1,186	273,449	352,177	77.6%
12	<b>May</b>	0	261	0	0	0	261	452	5,908	6,621	6,135	12,756	6,290	6,466	331	273,780	352,177	77.7%
13	<b>June</b>	0	180	0	0	0	180	434	12,294	12,908	5,139	18,047	4,768	13,279	8,140	281,920	352,488	80.0%
14	<b>July</b>	0	339	0	0	0	339	490	7,991	8,820	4,836	13,656	6,830	6,826	1,990	283,910	352,488	80.5%
15	<b>August</b>	0	166	39	0	0	205	366	7,205	7,776	7,068	14,844	4,819	10,025	2,957	286,867	352,488	81.4%
16	<b>September</b>	0	15	12	0	0	27	508	6,411	6,946	6,043	12,989	4,500	8,489	2,446	289,313	352,688	82.0%
17	<b>October</b>	0	198	31	0	0	229	451	5,790	6,470	7,680	14,150	4,124	10,026	2,346	291,659	352,688	82.7%
18	<b>November</b>	0	198	31	0	0	229	451	5,790	6,470	7,680	14,150	4,124	10,026	2,346	291,659	352,688	82.7%
19	<b>December</b>	0	198	31	0	0	229	451	5,790	6,470	7,680	14,150	4,124	10,026	2,346	291,659	352,688	82.7%
20	<b>Total for 2010</b>	<b>0</b>	<b>2,331</b>	<b>119</b>	<b>0</b>	<b>0</b>	<b>2,450</b>	<b>4,964</b>	<b>71,768</b>	<b>79,182</b>	<b>66,635</b>	<b>145,817</b>	<b>57,040</b>	<b>88,777</b>	<b>22,142</b>			
21	<sup>1</sup> Enrollments via data sharing between the IOUs.																	
22	<sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.																	
23	<sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																	
24	<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 and looks to implement a strategy of automatic enrollment for low-income customers into the CARE program based on the customers' applications or reapplications for related low-income health and social welfare services. (e.g. MediCAL, Healthy Families, CALKids, etc.) The goal is to develop another means by which low income families can be introduced into the CARE program and,																	
25	<sup>5</sup> Not including Recertification.																	
26	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																	

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 3 - Standard Random Verification Results</b>								
2	<b>San Diego Gas &amp; Electric</b>								
3	<b>November 2010</b>								
4	<b>2010</b>	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped	% Dropped through Random Verification <sup>1</sup>	% of Total Population Dropped
5	<b>January</b>	270,247	550	0.20%	369	21	390	70.91%	0.14%
6	<b>February</b>	271,157	477	0.18%	328	13	341	71.49%	0.13%
7	<b>March</b>	270,455	654	0.24%	419	33	452	69.11%	0.17%
8	<b>April</b>	272,263	532	0.20%	258	41	299	56.20%	0.11%
9	<b>May</b>	273,449	272	0.10%	118	12	130	47.79%	0.05%
10	<b>June</b>	273,780	530	0.19%	260	33	293	55.28%	0.11%
11	<b>July</b>	281,920	489	0.17%	164	14	178	36.40%	0.06%
12	<b>August</b>	283,910	562	0.20%	178	42	220	39.15%	0.08%
13	<b>September</b>	286,867	530	0.18%	62	28	90	16.98%	0.03%
14	<b>October</b>	289,313	576	0.20%	0	36	36	6.25%	0.01%
15	<b>November</b>	291,659	606	0.21%	0	4	4	0.66%	0.00%
16	<b>December</b>								
17	<b>Total for 2010</b>	<b>291,659</b>	<b>5,778</b>		<b>2,156</b>	<b>277</b>	<b>2,433</b>	<b>42.11%</b>	
18									
19	[ <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								
20	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G
1	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications<sup>1</sup></b>						
2	<b>San Diego Gas &amp; Electric</b>						
3	<b>November 2010</b>						
4		<b>Provided</b>	<b>Received</b>	<b>Approved</b>	<b>Denied</b>	<b>Pending/Never Completed</b>	<b>Duplicates</b>
5	<b>Total</b>	53,229	15,891	14,150	524	542	675
6	<b>Percentage</b>		30%	89%	3%	3%	4%
7							
8	<sup>1</sup> Includes sub-metered customers.						
9	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect						
10	YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J
1	<b>CARE Table 5 - Enrollment by County</b>									
2	<b>San Diego Gas &amp; Electric</b>									
3	<b>November 2010</b>									
4		Estimated Eligible			Total Participants			Penetration Rate		
5	County	Urban <sup>1</sup>	Rural <sup>1</sup>	Total	Urban	Rural	Total	Urban	Rural	Total
6	Orange County	15666		15,666	12,517		12,517	80%		80%
7	San Diego	319,175	17,847	337,022	267,856	11,286	279,142	84%	63%	83%
8										
9	<b>Total</b>	<b>334,841</b>	<b>17,847</b>	<b>352,688</b>	<b>280,373</b>	<b>11,286</b>	<b>291,659</b>	<b>83.7%</b>	<b>63.2%</b>	<b>82.7%</b>
10										
11										
12	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6 - Recertification Results</b>							
2	<b>San Diego Gas &amp; Electric</b>							
3	<b>November 2010</b>							
4	<b>2010</b>	Total CARE Population	Participants Requested to Recertify	% of Population Total	Participants Recertified	Participants Dropped	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
5	<b>January</b>	270,247	4,622	1.71%	2,198	2,087	47.56%	0.77%
6	<b>February</b>	271,157	4,139	1.53%	2,238	1,578	54.07%	0.58%
7	<b>March</b>	270,455	3,798	1.40%	2,310	584	60.82%	0.22%
8	<b>April</b>	272,263	3,819	1.40%	2,221	1,440	58.16%	0.53%
9	<b>May</b>	273,449	3,016	1.10%	1,624	1,176	53.85%	0.43%
10	<b>June</b>	273,780	2,773	1.01%	1,516	1,092	54.67%	0.40%
11	<b>July</b>	281,920	2,101	0.75%	1,205	613	57.35%	0.22%
12	<b>August</b>	283,910	2,821	0.99%	1,953	688	69.23%	0.24%
13	<b>September</b>	286,867	3,266	1.14%	1,987	271	60.84%	0.09%
14	<b>October</b>	289,313	2,657	0.92%	1,283	38	48.29%	0.01%
15	<b>November</b>	291,659	2,553	0.88%	131	2	5.13%	0.00%
16	<b>December</b>							
17	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							



	A	B	C	D	E	F	G	H	
1	<b>CARE Table 7 - Capitation Contractors</b>								
2	<b>San Diego Gas &amp; Electric</b>								
3	<b>November 2010</b>								
4	Contractor Name	Contractor Type				Year-to-Date			
5		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total	
6	AARP - Tax Aid		X				0	0	
7	ACCESS TO INDEPENDENCE OF SAN DIEGO		X				0	0	
8	AFE		X				1	1	
9	AFRICAN ALLIANCE						65	65	
10	ALPHA KAPPA ALPHA HEAD START		X				7	7	
11	Alpha of San Diego		X				0	0	
12	American Red Cross		X				1,185	1,185	
13	Bayside Community Center		X				10	10	
14	Barrio Station						0	0	
15	BOYS AND GIRLS CLUBS		X				0	0	
16	CAMPESINOS UNIDOS, INC		X		X		385	385	
17	CASA FAMILIAR		X				24	24	
18	Cash Plus	X					4	4	
19	Catholic Charities		X				116	116	
20	CHICANO FEDERATION		X				9	9	
21	CHINESE SERVICE CENTER OF SAN DIEGO		X				14	14	
22	CHULA VISTA COMMUNITY COLLABORATIVE		X				40	40	
23	CITY HEIGHTS COMMUNITY DEVELOPMENT CORP		X				2	2	
24	CITY OF SAN DIEGO - Clairemont Community Center		X				0	0	
25	COMMUNITY ACTION PARTNERSHIP - Orange County		X		X		0	0	
26	Community Research Foundation		X				2	2	
27	COMMUNITY RESOURCE CENTER						0	0	
28	Crisis House		X				50	50	
29	ELDER HELP OF SAN DIEGO 2009		X				2	2	
30	EPISCOPAL COMMUNITY SERVICES		X				6	6	
31	Family Health Centers of San Diego		X				22	22	
32	Foster Lift		X				33	33	
33	Harmonium		X				30	30	
34	HEARTS AND HANDS TOGETHER		X				15	15	
35	HOME START 2009		X				33	33	
36	HORN OF AFRICA		X				6	6	
37	INTERNATIONAL RESCUE COMMITTEE		X				52	52	
38	IRAQI COMMUNITY SOCIAL SERVICES		X				3	3	
39	Julian Pathways		X				0	0	
40	KURISH HUMAN RIGHTS WATCH, INC						4	4	
41	LA MAESTRA FAMILY CLINIC 2009		X				44	44	
42	LEGAL AID SOCIETY OF SAN DIEGO, INC.		X				5	5	
43	LUTHERAN SOCIAL SERVICES, INC		X				0	0	
44	MAAC PROJECT		X		X		373	373	
45	MABUHAY ALLIANCE						4	4	
46	MID CITY CHRISTIAN SERVICES 2009		X	X			0	0	
47	MONTE VISTA HIGH SCHOOL COMMUNITY RESOURCE CENTER		X				1	1	
48	MOUNTAIN HEALTH & COMMUNITY SERVICES, INC.		X				0	0	
49	Neighborhood Health Care		X				282	282	
50	NEIGHBORHOOD HOUSE						54	54	
51	North County Community Services		X				0	0	
52	North County Health Project		X				82	82	
53	North County Interfaith		X				9	9	
54	North County Lifeline		X				9	9	
55	REBUILDING TOGETHER SAN DIEGO		X				16	16	
56	Salvation Army		X				46	46	
57	San Diego Food Bank		X				2	2	
58	San Diego State University		X				1,168	1,168	
59	SAN DIEGO YOUTH & COMMUNITY SERVICES		X				0	0	
60	San Ysidro Health Center		X				529	529	
61	SAY SAN DIEGO		X				60	60	
62	SCRIPPS HEALTH WIC						75	75	
63	SERVICENTRO SAN CLEMENTE, INC						24	24	
64	SOUTH BAY COMMUNITY SERVICES		X				10	10	
65	SOUTHERN CALIFORNIA TRIBAL CHAIRMEN'S ASSOCIATION		X				6	6	
66	TRINITY HOUSE						4	4	
67	Turning the Hearts		X				0	0	
68	Union of Pan Asia Communities Counsel & Treatment		X				3	3	
69	Veteran's Village		X				1	1	
70	Vista Community Clinic		X				22	22	
71	YMCA YOUTH AND FAMILY SERVICES						14	14	
72	<b>Total Enrollments</b>						<b>0</b>	<b>4,963</b>	<b>4,963</b>
73									
74									
75	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G	H
1	<b>CARE Table 8 - Participants as of Month-End</b>							
2	<b>San Diego Gas &amp; Electric</b>							
3	<b>November 2010</b>							
4	<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</b>	<b>% Change<sup>1</sup></b>
5	<b>January</b>	183,271	N/A	86,976	270,247	351,297	76.9%	-3.66%
6	<b>February</b>	183,775	N/A	87,382	271,157	351,297	77.2%	0.34%
7	<b>March</b>	183,159	N/A	87,296	270,455	351,297	77.0%	-0.26%
8	<b>April</b>	184,082	N/A	88,181	272,263	352,177	77.3%	0.42%
9	<b>May</b>	184,794	N/A	88,655	273,449	352,177	77.6%	0.44%
10	<b>June</b>	185,000	N/A	88,780	273,780	352,177	77.7%	0.12%
11	<b>July</b>	190,922	N/A	90,998	281,920	352,488	80.0%	2.88%
12	<b>August</b>	191,951	N/A	91,959	283,910	352,488	80.5%	0.71%
13	<b>September</b>	194,461	N/A	92,406	286,867	352,488	81.4%	1.04%
14	<b>October</b>	196,469	N/A	92,844	289,313	352,688	82.0%	0.80%
15	<b>November</b>	197,259	N/A	94,400	291,659	352,688	82.7%	0.81%
16	<b>December</b>							
17								
18	<sup>1</sup> Explain any monthly variance of 5% or more in the number of participants.							
19	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

**CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a copy of the foregoing **MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M) ON LOW-INCOME ASSISTANCE PROGRAMS FOR NOVEMBER 2010** on all parties identified in Docket No. A.08-05-022, A.08-05-024, A.08-05-025, and A.08-05-026 by U.S. mail and electronic mail, and by Federal Express to the assigned Commissioner(s) and Administrative Law Judge(s).

Dated at San Diego, California, this 21<sup>st</sup> day of December, 2010.

/s/ JOEL DELLOSA  
Joel Dellosa