

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

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|---|---|
| Applications of Pacific Gas and Electric Company for Approval of the 2009-2011 Energy Savings Assistance Program and California Alternate Rates for Energy Programs and Budget (U39M) | Application 08-05-022<br>(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<br>(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<br>(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<br>(Filed May 15, 2008) |

**MONTHLY REPORT OF  
SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M)  
ON LOW-INCOME ASSISTANCE PROGRAMS FOR MAY 2011**

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**San Diego Gas & Electric Company  
Energy Savings Assistance Program  
And  
California Alternate Rates for Energy (CARE)  
Program Monthly Report**

# LOW-INCOME ASSISTANCE PROGRAM MONTHLY REPORT

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# ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

## 1. Energy Savings Assistance Program Executive Summary

### 1.1. Energy Savings Assistance Program Overview

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

| <b>Energy Savings Assistance Program Summary for Month</b> |                                   |                |     |
|--|-----------------------------------|----------------|-----|
|  | Authorized / Planning Assumptions | Actual to Date | %   |
| Budget   | \$19,619,145                      | \$7,387,698    | 38% |
| Homes Treated  | 20,384                            | 7,018          | 34% |
| kWh Saved  | 8,575,260                         | 2,310,765      | 27% |
| kW Demand Reduced  | 1,965                             | 224            | 11% |
| Therms Saved   | 452,749                           | 127,019        | 28% |
| GHG Emissions Reduced                                      | 7,365                             | 2,014          | 27% |

SDG&E enrolled 1,938 customers in the Energy Savings Assistance Program during the month of May. This brings the year-to-date total for enrollments to 7,714. Of those enrolled, 7,018 have been expensed and counted as homes treated. This is 34% of the 2011 annual goal. As a result of the enrollments and homes treated this year, SDG&E has saved 2,310,765 kWh, reduced 224 kW of demand, saved 127,019 therms and reduced 2,014 tons of green house gas (GHG) emissions.

Through marketing and outreach efforts, SDG&E generated a total of 2,839 leads for the Energy Savings Assistance Program, and is currently working to convert these leads into enrollments and homes treated.

## 1.2 Whole Neighborhood Approach Evaluation (WNA)

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 demographic information from Claritas called PRIZM codes<sup>1</sup> to target neighborhoods with higher concentrations of income qualified customers in support of the WNA.

## 1.3 Energy Savings Assistance Program Customer Outreach and Enrollment Update

1.3.1. Provide a summary of the Energy Savings Assistance Program outreach and enrollment strategies deployed this month.

**Direct marketing** – In May, direct marketing efforts included direct mail, automated outbound calling, and door-to-door canvassing. Below is more detail on these efforts:

- **Direct Mail**

SDG&E mailed Energy Savings Assistance Program information to 9,500 households in May. A total of 155 leads were generated from the May mailings and 46 households were enrolled based on previous and current direct mail efforts.

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<sup>1</sup> Prizm codes are an area set of customer segmentation data widely used for marketing purposes in the United States. The data consist of demographic clusters that categorize every U.S. household into a segment. These segments were developed in part from the analysis of U.S. census data and categorize U.S. consumers into 14 distinct groups and 66 segments. The segments help marketers tailor content to consumers' needs and look at a variety of factors, including income, likes, dislikes, lifestyles and purchase behaviors.

- **Door-to-Door Canvassing**

SDG&E's door-to-door canvassing contractor, Richard Heath & Associates (RHA) visited 9,090 homes in May. RHA generated 962 leads and converted 917 of these leads into enrollments. Door-to-door canvassing continues to be the most productive direct marketing technique for Energy Savings Assistance Program, turning out the most leads per contact and the best quality leads as demonstrated by the high conversion of leads to enrollments.

### 1.3.2 Customer Assistance Marketing, Education and Outreach for the CARE and Energy Savings Assistance Programs.

- **Advertising**

The second flight of both CARE and Energy Savings Assistance Program television spots began on May 30. The 15-second and 30-second TV commercials aired on television stations, CBS, NBC and ABC and Spanish stations, Univision, Televisa and Telemundo. On-line media continued to run in May with paid search ads appearing on all the major search engines (Google, Yahoo, Bing), text ads on Facebook and display ads on various news sites and other targeted web sites, such as signonsandiego.com, careerbuilder.com and NBCsandiego.com. On-line ads direct web users to the following microsite for more information on SDGE's assistance programs:

<http://sdge.com/customerassistance/>.

For the month of April, more than 7.2 million impressions and 6,400 "clicks" were delivered. May's results will be reported next month. On-line advertising is scheduled to run through December 2011.

- **Public Relations**

*Hispanic media coverage on energy saving tips and customer assistance*

SDG&E provided HMC Advertising (Hispanic PR firm) with talking points about energy savings tips and information on CARE and the Energy Savings Assistance Program for interviews scheduled with KBNT-TV (Univision, San Diego), Azteca America, Uniradio's Radio Hispana, La Caliente, *Diario San Diego*, Televisa and Radio Hispana. All segments ran during the month of May.

- **Community Outreach**

In May, community outreach for CARE and the Energy Savings Assistance Program consisted of participation in community events and leveraging efforts with capitation contractors, 2-1-1 San Diego and SDG&E branch offices. SDG&E also launched a multi-lingual, multi-cultural outreach project in May which is designed to reach diverse communities that might otherwise be unaware of general outreach efforts.

**Multi-Cultural & Multi-Lingual Outreach**

In May, SDG&E launched a multi-lingual, multi-cultural outreach project which targets various ethnic groups within SDG&E's service area. The outreach is being conducted by two outside contractors who have expertise in in-language and cultural services: The Harris Group and Catholic Charities. Customers receive assistance program information and education and help with enrollment. The contractors provide this outreach in the customer's language and with respect to the customer's culture. Some of the languages/cultures that are being targeted include Spanish, Arabic, Vietnamese and those from African immigrant communities. The goal of this multi-cultural, multi-lingual project is to leverage existing outreach efforts in these cultures and increase awareness of assistance programs available at SDG&E. Following is the contractors' activity for the month of May:



### ***Faith Based Community Outreach–***

- On May 17, The Harris Group met with Pastors on Point, an organization of pastors from different church denominations who have come together for the betterment of the community, to discuss SDG&E's assistance programs and how they might be able to spread the word among their congregations. Sixteen pastors were in attendance.
- The Harris Group spoke twice (May 22 and May 29) at New Paradise Baptist Church and set up table afterwards to speak individually with parishioners. Two hundred families were in attendance. Also, SDG&E posted assistance program posters in the fellowship hall of New Paradise Baptist Church.

### ***Senior Outreach-***

- On May 11, The Harris Group provided information to seniors at the 4th District Senior Resource Center, through attendance at various senior programs including Care Giver, Line Dancing and Feeling Fit . The Harris Group also spoke at their lunch program, which approximately 100 seniors attended. Since 2002, the 4th District Seniors Resource Center (FDSRC) has worked to enhance and embrace the quality of life for our “seasoned ambassadors” by providing a wholesome and safe environment for them to thrive, while assisting them to live more independently and proactively. The center provides quality services to the district’s lower-to-moderate-income seniors and their families through a variety of resources. Attendees were invited to attend the workshop on May 13 and bring their SDG&E bill for program assistance information and enrollment.
- On May 13, The Harris Group attended the caregivers workshop at the George Stevens Center and presented SDG&E's assistance programs to approximately 300 seniors. Attendees were invited to visit the Harris Group's booth to find out more information and get enrollment assistance.

***Immigrant Outreach–***

- On May 7, The Harris Group set up a table at the Day of Peace Fair in mid-city. Information was given out to a variety of immigrant families, including Sudanese, Somalians, Ethiopians, Eritreans, and Vietnamese.

***Miscellaneous Outreach-***

- On May 5, The Harris Group attended a resident meeting at Town & Country Village Apartments. They spoke to residents regarding the customer assistance programs and provided information to approximately 50 families. The Harris Group also walked the property at Town & Country Village Apartments and Doriana Apartments, speaking individually with residents regarding SDG&E's assistance programs.
- On May 23, The Harris Group presented SDG&E's assistance programs at the monthly meeting for the Coalition of Neighborhood Councils (CNC). The CNC provides community members the skills, knowledge and opportunities needed to effect neighborhood change and acts as a resource and information sharing network for the 23 neighborhood councils in southeastern San Diego. The CNC also serves as a forum for community and citywide concerns, creating a united voice for residents of southeastern San Diego. Southeastern San Diego is one of the most culturally diverse communities in San Diego County, and the CNC strives to represent the communities that it serves by actively promoting diversity in its general membership, staff, and board of directors.

CNC's general membership currently includes ethnically and socially-diverse resident leaders from southeastern San Diego's 23 neighborhood councils. Rounding out the grassroots participation in the CNC are additional southeastern San Diego residents not yet affiliated with a neighborhood council, leaders of community-based organizations serving the community, and other individuals committed to resident-led community developments. Approximately 50 individuals were in attendance.

- On May 28, The Harris Group spoke at the Black Business Boot camp, which is a group of Black-owned businesses sharing skills and opportunities with one another. Approximately 40 people were in attendance.
- During the month of May, the Harris Group visited the managers of the following apartment complexes within diverse communities to gain access to their residents: Creekside Villa Apartments, Town & Country Village Apartments, Bella Vista Apartments, Sea Breeze Apartments, Park Crest Apartments, Park Villa Apartments, Doriana Apartments, Winona Garden Apartments, and Hillside Colony Apartments. Targeting these developments will provide access to over 1,500 ethnically diverse families.

### **Community Events**

SDG&E and its partners participate in and sponsor a variety of local events in order to help educate low-income customers about assistance programs that are available to them. SDG&E and its partners also work to assist clients with their enrollment. In May, SDG&E participated in 10 community events, which resulted in 36 CARE and 21 Energy Savings Assistance Program applications.

### **May 1 - Asian Cultural Festival, NTC Park Liberty Stations**

This community celebration focused on Asian and Pacific Islander cultures as well as contemporary Asian American culture. In addition to martial arts, cultural dances and exhibitions, several local agencies and vendors geared to the Asian community attended and provided information about their programs and services. SDG&E teamed up with the Union of Pan Asian Communities (UPAC), to promote SDG&E's customer assistance programs. UPAC is a nationally recognized non-profit organization, offering multi-cultural, multi-lingual, comprehensive health and human services to Asian, Pacific Islander and other ethnic communities. UPAC continues to strengthen low to moderate English proficient individuals, immigrant, refugee and American

born children and youth, adults, families and communities in 27 languages and dialects. Approximately 300 people attended the event.

### **May 6 - South Bay Pentecostal Church Food Distribution**

South Bay Pentecostal Church is a member of San Diego Food Bank's "Food to Non-profits Program" and as one of the partners, church staff and volunteers obtain fresh fruits and vegetables along with canned non-perishables from the Food Bank's warehouse. The church distributes bags and/or boxes of food, depending on family size, to individuals and families within the Chula Vista and Bonita areas. Attendance at these monthly events is approximately 200 people.

SDG&E's customer assistance programs were promoted by partner community based organization Casa Familiar. Casa Familiar is a non-profit community-based organization. Casa Familiar's mission is to allow the dignity, power and worth within individuals and families to flourish by enhancing the quality of life through education, advocacy, service programming, housing and community economic development.

### **May 7 & 8 - American Indian Culture Days at Balboa Park**

The Indian Human Resource Center and the San Diego City Schools Indian Education Program organized a two-day event to perpetuate and promote Native American culture, and provide information about programs and services offered by community-based organizations. The free family event included cultural performances, arts and crafts booths from throughout Indian Country, food booths featuring American Indian food, plus Indian community-based agencies information booths, teepees, and more.

SDG&E partners in attendance included the American Indian Health Center and the Southern California Tribal Chairmen's Association. SDG&E provides outreach to Tribal TANF enrollees for CARE and Energy Savings Assistance

Programs participation as a qualifying assistance program. Approximately 500 participants and visitors attended the event.

The mission of the Indian Human Resource Center is to promote, foster and develop self-sufficiency and self-determination within the Native American community; to address prejudice, discrimination and economic oppression; and to improve the quality of community life.

**May 7 - Multi-Cultural Resource Expo & Screening for Seniors & Families**

The Multi-Cultural Resource Expo & Screening is a multi-lingual educational health fair with presentations on brain health, heart health and accessing benefits for seniors and families. Free health screenings were also made available. Several Asian language interpreters, through capitation partner Union of Pan Asian Communities (UPAC), were available to provide assistance with SDG&E's customer assistance programs in Vietnamese, Tagalog, Cambodian, Thai, Chinese and Hmong (all languages translated into CARE application forms).

**May 13 & 17- 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" 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 were there to promote the customer assistance programs and assist with enrollments at these events. Attendance at these events ranges from 150-300 people. For the month of May, SDG&E's participation included events at the Crosspointe Life Church and Children's Choice.

**May 14- Light Bulb Exchange - Home Depot, Escondido**

Neighborhood Healthcare, a partner capitation agency, teamed up with energy efficiency programs by attending this lighting turn in event to promote SDG&E's customer assistance programs. Neighborhood Healthcare provides quality health care and promotes wellness to everyone in our communities, focusing on those most in need. Approximately 500 people attended this event.

**May 14 - San Ysidro Day and Community Resource Fair**

The San Ysidro Day and Community Resource Fair is an opportunity for residents to gather and learn about various programs and services available to families within the San Ysidro area (located south of San Diego). Partner capitation agency Casa Familiar was on hand to participate and promote SDG&E's customer assistance programs to attendees, along with their service programs. Casa Familiar is a non-profit community-based organization.

**May 17 – SD Housing Federation Resident Services Support Group**

SDG&E presented the customer assistance programs to SD Housing Federation Resident Services Support Network on May 17. The group consists of residential service coordinators and supervisors of affordable housing, under the umbrella of the San Diego Housing Federation. There are eight organizations in the networking group with hundreds of complexes represented. SDG&E provided information on all customer assistance programs so that the network can disseminate the information to their tenants. Fifteen representatives were in attendance.

**May 23 – Neighborhood House Head Start Enrollment Fair (six events at various locations)**

This event offers eligibility verification for new head start enrollments for children 3-5 years of age. Parents are required to bring all qualifying documentation. SDG&E is available to discuss the customer assistance programs with these parents and assist with program enrollments as appropriate.

Head Start is a federally-funded child development program designed to help break the cycle of poverty by providing preschool children of low-income families with a comprehensive program to meet their emotional, social, health, nutritional and psychological needs. Head Start's approach is that the parent is the child's primary educator and that the entire family, as well as the community, must be involved in guiding and nurturing the child.

Neighborhood House Association currently holds 83 licenses to operate Head Start facilities. An average of 30 families attended each event.

### **May 24 - Santee Summer Resource Fair**

The Santee Resource Fair creates a platform where families from the Santee community can gather various health and family information and resources from the organizations in attendance. Over 6,000 families were invited from nine K-8 schools in Santee. This was a great opportunity to present SDG&E's customer assistance programs.

Neighborhood Healthcare, an SDG&E capitation agency, promotes the customer assistance programs and was there to assist families with information and enrollments. Neighborhood Healthcare provides quality health care and promotes wellness to everyone in our communities, focusing on those most in need.

### **Capitation Contractors**

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

In an effort to maintain relationships with these organizations and keep the Energy Savings Assistance Program and CARE Programs a top priority, SDG&E visits most agency sites each week. In May, SDG&E made 131 visits to over 50 different agencies, which resulted in 778 CARE applications and 100 Energy Savings Assistance Program applications.

### **CBOs Training**

On May 20<sup>th</sup>, SDG&E hosted a learning forum for CBOs who help with outreach for SDG&E's assistance programs. The 3-hour communication workshop focused on how to deal with difficult people and protect oneself from psychological attacks. The workshop offered techniques and skills in responding thoughtfully in times of conflict, expressing honest feelings and goals, seeking cooperation during difficult situations and living a life of value during trying times. Thirty-one people representing 11 organizations attended.

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

2-1-1 San Diego is a community disaster, health and human services resource center providing information and referrals to households that need assistance. SDG&E leverages the resources of 2-1-1 San Diego to promote CARE, Energy Savings Assistance and Medical Baseline Programs. Through referrals in May, 2-1-1 provided SDG&E with 180 CARE enrollments and 178 Energy Savings Assistance Program interest forms and mailed 156 Medical Baseline Program applications.

### **Leveraging and Integrated Marketing Efforts**

#### **SDG&E Payment Offices**

Branch offices are visited weekly by SDG&E's outreach team to encourage customer service representatives to promote CARE and Energy Savings Assistance Programs to customers using the branch services. In May, 297



CARE applications and 69 Energy Savings Assistance Program interest forms were collected by branch offices representatives.

**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 May.

**1.5. Workforce Education & Training**

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

There was no activity with WE&T in the month of May.

**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                                 | \$1,734,261              | \$638,075                      | 37%                      |
| Proc., Certification and Verification    | \$230,015                | \$113,593                      | 49%                      |
| Information Tech./Programming            | \$452,687                | \$59,076                       | 13%                      |
| Pilots                                   | N/A                      | N/A                            | N/A                      |
| Measurement and Evaluation               | \$4,326                  | \$0                            | 0%                       |
| Regulatory Compliance                    | \$196,401                | \$72,522                       | 37%                      |
| General Administration                   | \$423,927                | \$104,313                      | 25%                      |
| CPUC Energy Division Staff               | \$102,900                | \$20,411                       | 20%                      |
| Cooling Centers                          | N/A                      | N/A                            | N/A                      |
| <b>Total Expenses</b>                    | <b>\$3,144,517</b>       | <b>\$1,007,989</b>             | <b>32%</b>               |
| Subsidies and Benefits                   | \$49,919,937             | \$27,384,651                   | 55%                      |
| <b>Total Program Costs and Discounts</b> | <b>\$53,064,454</b>      | <b>\$28,392,640</b>            | <b>54%</b>               |

2.1.2 Please provide the CARE program penetration rate to date

| <b>CARE Penetration</b> |                       |                  |
|-------------------------|-----------------------|------------------|
| Participants Enrolled   | Eligible Participants | Penetration rate |
| 302,886                 | 359,622               | 84.2%            |

## **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 May, direct marketing efforts included automated voice messaging (AVM), direct mail, e-mail and door-to-door canvassing.

- **Automated Voice Messaging**

SDG&E contacted 42,616 households regarding the CARE Program through automated voice messaging during May. A total of 1,295 customers were enrolled as a result of this campaign.

- **Door-to-Door Canvassing**

SDG&E's door-to-door canvassing contractor, Energy Save, contacted homes in several San Diego communities in May. Through these personal visits, the contractor generated 881 CARE 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 local agencies that offer low-income programs. For complete details on SDG&E's efforts to jointly promote CARE and Energy Savings Assistance Program through partnerships with other agencies and through community events serving low-income customers, see Section 1.3.2.

### **2.3 CARE Recertification Complaints**

There were no complaints in May.

### **3. Appendix: Energy Savings Assistance Program Tables and CARE Tables**

**Energy Savings Assistance Program** - Table 1- Program Expenses

**Energy Savings Assistance Program** - Table 2- Program Expenses & Energy Savings by Measures Installed

**Energy Savings Assistance Program** - Table 3- Average Bill Savings per Treated Home

**Energy Savings Assistance Program** - Table 4- Homes Treated

**Energy Savings Assistance Program** - Table 5- Customer Summary

**Energy Savings Assistance Program** - Table 6- Expenditures for Pilots and Studies

**Energy Savings Assistance Program** - 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

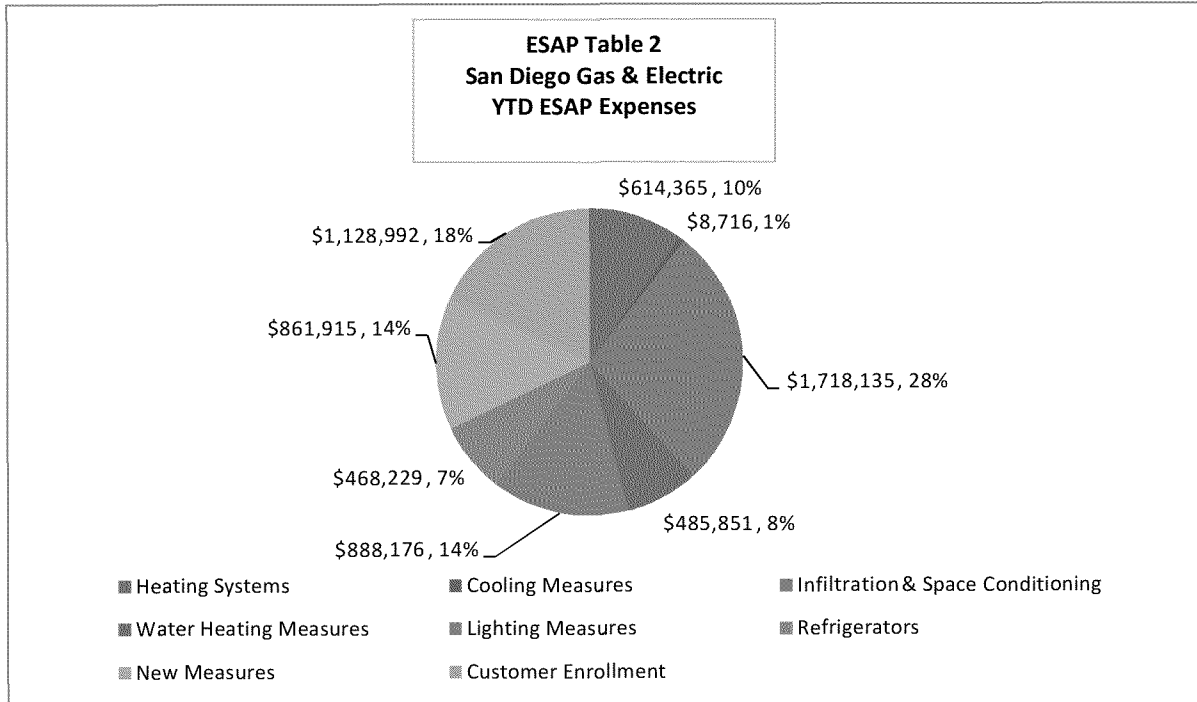
**CARE**- Table 7- Capitation Contractors

**CARE**- Table 8- Participants as of Month End

|    | A  | B                        | C                   | D                    | E                             | F                   | G                   | H                            | I                   | J                   | K                                     | L          | M            |
|----|--|--------------------------|---------------------|----------------------|-------------------------------|---------------------|---------------------|------------------------------|---------------------|---------------------|---------------------------------------|------------|--------------|
| 1  | <b>Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses</b>  |                          |                     |                      |                               |                     |                     |                              |                     |                     |                                       |            |              |
| 2  | <b>San Diego Gas &amp; Electric</b>  |                          |                     |                      |                               |                     |                     |                              |                     |                     |                                       |            |              |
| 3  | <b>May-11</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>Energy Savings</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   | \$ -                     | \$ 1,989,532        | \$ 1,989,532         | \$ -                          | \$ 333,015          | \$ 333,015          | \$ -                         | \$ 1,410,196        | \$ 1,410,196        | 0%                                    | 71%        | 71%          |
| 8  | - Electric Appliances  | \$ 7,668,938             | \$ -                | \$ 7,668,938         | \$ 363,591                    | \$ -                | \$ 363,591          | \$ 1,416,298                 | \$ -                | \$ 1,416,298        | 18%                                   | 0%         | 18%          |
| 9  | - Weatherization <sup>1</sup>  | \$ -                     | \$ 3,476,824        | \$ 3,476,824         | \$ -                          | \$ 582,805          | \$ 582,805          | \$ -                         | \$ 2,250,302        | \$ 2,250,302        | 0%                                    | 65%        | 65%          |
| 10 | - Outreach and Assessment  | \$ 968,240               | \$ 968,240          | \$ 1,936,480         | \$ 163,739                    | \$ 163,739          | \$ 327,478          | \$ 500,090                   | \$ 500,090          | \$ 1,000,180        | 52%                                   | 52%        | 52%          |
| 11 | - In Home Energy Education   | \$ 587,161               | \$ 587,161          | \$ 1,174,322         | \$ 23,073                     | \$ 23,073           | \$ 46,146           | \$ 70,906                    | \$ 70,906           | \$ 141,812          | 12%                                   | 12%        | 12%          |
| 12 | - Education Workshops  | \$ -                     | \$ -                | \$ -                 | \$ -                          | \$ -                | \$ -                | \$ -                         | \$ -                | \$ -                | 0%                                    | 0%         | 0%           |
| 13 | - Pilot  | \$ 120,910               | \$ 120,910          | \$ 241,820           | \$ 2,462                      | \$ 2,462            | \$ 4,924            | \$ 67,228                    | \$ 67,228           | \$ 134,456          | 56%                                   | 56%        | 56%          |
| 14 | - Cool Centers   | \$ -                     | \$ -                | \$ -                 | \$ -                          | \$ -                | \$ -                | \$ -                         | \$ -                | \$ -                | 0%                                    | 0%         | 0%           |
| 15 | <b>ENERGY EFFICIENCY TOTAL</b>   | <b>\$ 9,345,249</b>      | <b>\$ 7,142,667</b> | <b>\$ 16,487,916</b> | <b>\$ 552,865</b>             | <b>\$ 1,105,094</b> | <b>\$ 1,657,959</b> | <b>\$ 2,054,522</b>          | <b>\$ 4,298,722</b> | <b>\$ 6,353,244</b> | <b>22%</b>                            | <b>60%</b> | <b>39%</b>   |
| 16 |  |                          |                     |                      |                               |                     |                     |                              |                     |                     |                                       |            |              |
| 17 | Training Center  | \$ -                     | \$ -                | \$ -                 | \$ -                          | \$ -                | \$ -                | \$ -                         | \$ -                | \$ -                | 0%                                    | 0%         | 0%           |
| 18 | Inspections  | \$ 31,347                | \$ 31,347           | \$ 62,694            | \$ 1,749                      | \$ 1,749            | \$ 3,498            | \$ 13,109                    | \$ 13,109           | \$ 26,218           | 42%                                   | 42%        | 42%          |
| 19 | Marketing  | \$ 407,171               | \$ 407,171          | \$ 814,341           | \$ 47,207                     | \$ 47,207           | \$ 94,414           | \$ 152,257                   | \$ 152,257          | \$ 304,514          | 37%                                   | 37%        | 37%          |
| 20 | M&E Studies  | \$ (22,932)              | \$ (22,932)         | \$ (45,864)          | \$ -                          | \$ -                | \$ -                | \$ 9,211                     | \$ 9,211            | \$ 18,422           | -40%                                  | -40%       | -40%         |
| 21 | Regulatory Compliance  | \$ 143,003               | \$ 143,003          | \$ 286,006           | \$ 3,736                      | \$ 3,736            | \$ 7,472            | \$ 57,650                    | \$ 57,649           | \$ 115,299          | 40%                                   | 40%        | 40%          |
| 22 | General Administration   | \$ 984,552               | \$ 984,552          | \$ 1,969,104         | \$ 55,338                     | \$ 55,338           | \$ 110,676          | \$ 280,717                   | \$ 280,536          | \$ 561,253          | 29%                                   | 28%        | 29%          |
| 23 | CPUC Energy Division   | \$ 22,474                | \$ 22,474           | \$ 44,947            | \$ 466                        | \$ 466              | \$ 932              | \$ 4,374                     | \$ 4,374            | \$ 8,748            | 19%                                   | 19%        | 19%          |
| 24 |  |                          |                     |                      |                               |                     |                     |                              |                     |                     |                                       |            |              |
| 25 | <b>TOTAL PROGRAM COSTS</b>   | <b>\$ 10,910,863</b>     | <b>\$ 8,708,281</b> | <b>\$ 19,619,144</b> | <b>\$ 661,362</b>             | <b>\$ 1,213,590</b> | <b>\$ 1,874,953</b> | <b>\$ 2,571,840</b>          | <b>\$ 4,815,858</b> | <b>\$ 7,387,698</b> | <b>24%</b>                            | <b>55%</b> | <b>38%</b>   |
| 26 | <b>Funded Outside of Energy Savings Assistance Program Budget</b>  |                          |                     |                      |                               |                     |                     |                              |                     |                     |                                       |            |              |
| 27 | Indirect Costs   |                          |                     |                      | \$ 39,859                     | \$ 43,068           | \$ 82,927           | \$ 184,963                   | \$ 198,188          | \$ 383,150          |                                       |            |              |
| 28 |  |                          |                     |                      |                               |                     |                     |                              |                     |                     |                                       |            |              |
| 29 | NGAT Costs   |                          |                     |                      | \$ 30,518                     | \$ 30,518           |                     | \$ 114,368                   | \$ 114,368          |                     |                                       |            |              |
| 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>Energy Savings Assistance Program Table 2</b><br><b>Energy Savings Assistance Program Expenses and Energy Savings by Measures Installed</b><br><b>San Diego Gas &amp; Electric</b><br><b>May 2011</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         | 1,463                     | -                   | -                              | 512                    | \$ 614,365          | 10%                     |  |
| 6  | <b>Cooling Measures</b>  |              |                           |                     |                                |                        |                     |                         |  |
| 7  | A/C Replacement - Room   | Each         | 35                        | 3,005               | 2                              | -                      | \$ 35,220           | 1%                      |  |
| 8  | A/C Replacement - Central  | Each         | 0                         | -                   | -                              | -                      | \$ -                | 0%                      |  |
| 9  | A/C Tune-up - Central  | Each         | 36                        | 7,848               | -                              | -                      | \$ 4,500            | 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         | 5,477                     | 50,945              | -                              | 16,623                 | \$ 1,334,188        | 22%                     |  |
| 16 | Duct Sealing   | Home         | 528                       | 69,838              | -                              | 6,913                  | \$ 71,818           | 1%                      |  |
| 17 | Attic Insulation   | Home         | 317                       | 34,437              | 16                             | 11,518                 | \$ 312,129          | 5%                      |  |
| 18 | <b>Water Heating Measures</b>  |              |                           |                     |                                |                        |                     |                         |  |
| 19 | Water Heater Conservation Measures   | Home         | 5,708                     | 83,158              | 18                             | 65,055                 | \$ 442,231          | 7%                      |  |
| 20 | Water Heater Replacement - Gas   | Each         | 48                        | -                   | -                              | -                      | \$ 43,620           | 1%                      |  |
| 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         | 35,895                    | 574,320             | 72                             | -                      | \$ 239,155          | 4%                      |  |
| 26 | Interior Hard wired CFL fixtures   | Each         | 4,389                     | 280,896             | 9                              | -                      | \$ 319,468          | 5%                      |  |
| 27 | Exterior Hard wired CFL fixtures   | Each         | 1,488                     | 15,600              | -                              | -                      | \$ 79,706           | 1%                      |  |
| 28 | Torchiere  | Each         | 2,669                     | 509,779             | 5                              | -                      | \$ 249,847          | 4%                      |  |
| 29 | <b>Refrigerators</b>   |              |                           |                     |                                |                        |                     |                         |  |
| 30 | Refrigerators -Primary   | Each         | 735                       | 560,885             | 95                             | -                      | \$ 468,229          | 8%                      |  |
| 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         | 154                       | -                   | -                              | 6,776                  | \$ 44,681           | 1%                      |  |
| 36 | Furnace Clean and Tune   | Each         | 2,913                     | -                   | -                              | -                      | \$ 202,204          | 3%                      |  |
| 37 | High Efficiency Clothes Washer   | Each         | 657                       | -                   | -                              | -                      | \$ 412,261          | 0%                      |  |
| 38 | Microwave  | Each         | 224                       | 22,042              | -                              | 582                    | \$ 20,160           | 0%                      |  |
| 39 | Thermostatic Shower Valve  | Each         | 2,251                     | 31,122              | 7                              | 19,040                 | \$ 130,379          | 2%                      |  |
| 40 | LED Night Lights   | Each         | 16,594                    | 66,892              | -                              | -                      | \$ 52,230           | 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         | 7,010                     | -                   | -                              | -                      | \$ 987,180          | 16%                     |  |
| 53 | In-Home Education  | Home         | 6,853                     | -                   | -                              | -                      | \$ 141,812          | 2%                      |  |
| 54 | Education Workshops  | Participant  | 0                         | -                   | -                              | -                      | \$ -                | 0%                      |  |
| 55 |  |              |                           |                     |                                |                        |                     |                         |  |
| 56 | <b>Total Savings/Expenditures</b>  |              |                           | <b>2,310,765</b>    | <b>224</b>                     | <b>127,019</b>         | <b>\$ 6,205,382</b> | <b>100%</b>             |  |
| 57 |  |              |                           |                     |                                |                        |                     |                         |  |
| 58 | Homes Weatherized  | Home         | 5,878                     |                     |                                |                        |                     |                         |  |
| 59 |  |              |                           |                     |                                |                        |                     |                         |  |
| 60 | Homes Treated  |              |                           |                     |                                |                        |                     |                         |  |
| 61 | - Single Family Homes Treated  | Home         | 3,668                     |                     |                                |                        |                     |                         |  |
| 62 | - Multi-family Homes Treated   | Home         | 2,999                     |                     |                                |                        |                     |                         |  |
| 63 | - Mobile Homes Treated   | Home         | 351                       |                     |                                |                        |                     |                         |  |
| 64 | <b>- Total Number of Homes Treated</b>   | <b>Home</b>  | <b>7,018</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>34%</b>                |                     |                                |                        |                     |                         |  |
| 67 |  |              |                           |                     |                                |                        |                     |                         |  |
| 68 | - Total Master-Metered Homes Treated   | Home         | 44                        |                     |                                |                        |                     |                         |  |
| 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 reflect YTD adjustments.   |              |                           |                     |                                |                        |                     |                         |  |

**PIE CHART 1- Expenses by Measures Category For May 2011**



|    | A  | B             |
|----|--|---------------|
| 1  | <b>Energy Savings Assistance Program Table 3 - Average Bill Savings per Treated Home<br/>San Diego Gas &amp; Electric<br/>May 2011</b>   |               |
| 2  | <b>Year-to-date Installations - Expensed</b>   |               |
| 3  |  |               |
| 4  | Annual kWh Savings   | 2,310,765     |
| 5  | Annual Therm Savings   | 127,019       |
| 6  | Lifecycle kWh Savings  | 21,098,131    |
| 7  | Lifecycle Therm Savings  | 1,294,630     |
| 8  | Current kWh Rate   | \$ 0.13       |
| 9  | Current Therm Rate   | \$ 1.09       |
| 10 | Number of Treated Homes  | 7,018         |
| 11 | <b>Average 1st Year Bill Savings / Treated Home</b>  | <b>61.97</b>  |
| 12 | <b>Average Lifecycle Bill Savings / Treated Home</b>   | <b>486.14</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>Energy Savings Assistance Program Table 4 - Energy Savings Assistance Program Homes Treated<br/>San Diego Gas &amp; Electric<br/>May 2011</b> |                    |                |                |                            |              |              |
| 2 | County   | Eligible Customers |                |                | Homes Treated Year-To-Date |              |              |
| 3 |  | Rural              | Urban          | Total          | Rural                      | Urban        | Total        |
| 4 | Orange County  | 0                  | 15,653         | 15,653         | 0                          | 154          | 154          |
| 5 | San Diego  | 18,138             | 319,170        | 337,308        | 156                        | 6,708        | 6,864        |
| 6 |  |                    |                |                |                            |              |              |
| 7 | <b>Total</b>   | <b>18,138</b>      | <b>334,823</b> | <b>352,961</b> | <b>156</b>                 | <b>6,862</b> | <b>7,018</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>Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary<br/>San Diego Gas &amp; Electric<br/>May 2011</b>   |                              |         |           |     |                      |       |     |    |                      |       |         |    |                              |         |           |     |
| 2  |   | Gas & Electric               |         |           |     | Gas Only             |       |     |    | Electric Only        |       |         |    | Total                        |         |           |     |
| 3  |   | # of YTD<br>Homes<br>Treated | Therm   | kWh       | kW  | # of<br>YTD<br>Homes | Therm | kWh | kW | # of<br>YTD<br>Homes | Therm | kWh     | kW | # of YTD<br>Homes<br>Treated | Therm   | kWh       | kW  |
| 4  | Month   |                              |         |           |     |                      |       |     |    |                      |       |         |    |                              |         |           |     |
| 5  | Jan-11  | 456                          | 11,129  | 204,221   | 24  | 0                    | 0     | 0   | 0  | 16                   | 0     | 12,528  | 2  | 472                          | 11,129  | 216,749   | 26  |
| 6  | Feb-11  | 1,102                        | 36,282  | 508,942   | 48  | 0                    | 0     | 0   | 0  | 37                   | 0     | 63,299  | 8  | 1,139                        | 36,282  | 572,241   | 56  |
| 7  | Mar-11  | 3,102                        | 70,457  | 1,040,394 | 95  | 0                    | 0     | 0   | 0  | 120                  | 0     | 138,899 | 17 | 3,222                        | 70,457  | 1,179,292 | 112 |
| 8  | Apr-11  | 4,543                        | 95,520  | 1,501,991 | 145 | 0                    | 0     | 0   | 0  | 229                  | 0     | 208,501 | 25 | 4,772                        | 95,520  | 1,710,492 | 170 |
| 9  | May-11  | 6,684                        | 127,019 | 2,035,887 | 191 | 0                    | 0     | 0   | 0  | 334                  | 0     | 274,879 | 33 | 7,018                        | 127,019 | 2,310,765 | 224 |
| 10 | Jun-11  |                              |         |           |     |                      |       |     |    |                      |       |         |    |                              |         |           |     |
| 11 | Jul-11  |                              |         |           |     |                      |       |     |    |                      |       |         |    |                              |         |           |     |
| 12 | Aug-11  |                              |         |           |     |                      |       |     |    |                      |       |         |    |                              |         |           |     |
| 13 | Sep-11  |                              |         |           |     |                      |       |     |    |                      |       |         |    |                              |         |           |     |
| 14 | Oct-11  |                              |         |           |     |                      |       |     |    |                      |       |         |    |                              |         |           |     |
| 15 | Nov-11  |                              |         |           |     |                      |       |     |    |                      |       |         |    |                              |         |           |     |
| 16 | Dec-11  |                              |         |           |     |                      |       |     |    |                      |       |         |    |                              |         |           |     |
| 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>Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies</b>   |                                 |                   |                   |                               |                 |                 |                                       |                   |                   |                                 |            |              |
| 2  | <b>San Diego Gas &amp; Electric</b>  |                                 |                   |                   |                               |                 |                 |                                       |                   |                   |                                 |            |              |
| 3  | <b>May 2011</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        | \$ 2,268                      | \$ 2,268        | \$ 4,536        | \$ 89,610                             | \$ 89,610         | \$ 179,220        | 110%                            | 110%       | 110%         |
| 8  | Programmable Thermostat  | \$ 120,910                      | \$ 120,910        | \$ 241,820        | \$ 195                        | \$ 195          | \$ 389          | \$ 35,301                             | \$ 35,301         | \$ 70,602         | 29%                             | 29%        | 29%          |
| 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>\$ 2,463</b>               | <b>\$ 2,463</b> | <b>\$ 4,925</b> | <b>\$ 124,911</b>                     | <b>\$ 124,911</b> | <b>\$ 249,822</b> | <b>58%</b>                      | <b>58%</b> | <b>58%</b>   |
| 15 | <b>Studies:</b>  |                                 |                   |                   |                               |                 |                 |                                       |                   |                   |                                 |            |              |
| 16 | <b>Studies:</b>  |                                 |                   |                   |                               |                 |                 |                                       |                   |                   |                                 |            |              |
| 17 | Non-Energy Benefits  | \$ 15,000                       | \$ 15,000         | \$ 30,000         | \$ -                          | \$ -            | \$ -            | \$ 5,380                              | \$ 5,380          | \$ 10,760         | 36%                             | 36%        | 36%          |
| 18 | Process Evaluation   | \$ 18,750                       | \$ 18,750         | \$ 37,500         | \$ -                          | \$ -            | \$ -            | \$ 9,211                              | \$ 9,211          | \$ 18,423         | 49%                             | 49%        | 49%          |
| 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>\$ -</b>                   | <b>\$ -</b>     | <b>\$ -</b>     | <b>\$ 28,307</b>                      | <b>\$ 28,307</b>  | <b>\$ 56,614</b>  | <b>19%</b>                      | <b>36%</b> | <b>25%</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>Energy Savings Assistance Program Table 7</b>   |  |                                       |                         |  |
| 2  | <b>Whole Neighborhood Approach</b>   |  |                                       |                         |  |
| 3  | <b>San Diego Gas &amp; Electric</b>  |  |                                       |                         |  |
| 4  | <b>May-11</b>  |  |                                       |                         |  |
| 5  | A  | B  | C                                     | D                       | E  |
| 6  | Neighborhood (County, Zipcode, Zip+7 etc.) Targeted <sup>1</sup>   | Total Residential Customers <sup>2</sup> | Total Estimated Eligible <sup>3</sup> | Total Treated 2002-2010 | Target to Treated This Year <sup>4</sup> |
| 7  | 91906-32   | 43                                       | 16                                    | 4                       | 1  |
| 8  | 91910-16   | 58                                       | 31                                    | 137                     | 3  |
| 9  | 91910-40   | 117                                      | 69                                    | 55                      | 3  |
| 10 | 91911-16   | 63                                       | 37                                    | 110                     | 1  |
| 11 | 91911-51   | 181                                      | 68                                    | 151                     | 1  |
| 12 | 91942-37   | 46                                       | 8                                     | 7                       | 1  |
| 13 | 91942-38   | 49                                       | 10                                    | 41                      | 1  |
| 14 | 91945-21   | 73                                       | 32                                    | 60                      | 1  |
| 15 | 91950-71   | 124                                      | 78                                    | 61                      | 1  |
| 16 | 91977-27   | 60                                       | 23                                    | 77                      | 1  |
| 17 | 91977-31   | 51                                       | 15                                    | 55                      | 2  |
| 18 | 92020-14   | 77                                       | 16                                    | 38                      | 3  |
| 19 | 92020-15   | 17                                       | 4                                     | 17                      | 2  |
| 20 | 92020-27   | 53                                       | 13                                    | 20                      | 1  |
| 21 | 92020-28   | 53                                       | 12                                    | 15                      | 1  |
| 22 | 92020-37   | 96                                       | 55                                    | 174                     | 1  |
| 23 | 92021-62   | 125                                      | 76                                    | 53                      | 1  |
| 24 | 92028-45   | 87                                       | 12                                    | 4                       | 1  |
| 25 | 92064-70   | 11                                       | 2                                     | 7                       | 1  |
| 26 | 92071-31   | 311                                      | 90                                    | 108                     | 1  |
| 27 | 92083-40   | 62                                       | 28                                    | 31                      | 3  |
| 28 | 92113-17   | 69                                       | 47                                    | 338                     | 1  |
| 29 | 92114-46   | 45                                       | 19                                    | 69                      | 1  |
| 30 | 92116-17   | 61                                       | 19                                    | 13                      | 1  |
| 31 |  |  |                                       |                         |  |
| 32 | [1] Neighborhood defined as zip+7 area (or zip+2).   |  |                                       |                         |  |
| 33 | [2] All active residential customers in zip+7.   |  |                                       |                         |  |
| 34 | [3] Total estimated eligible per Athens Research. Calculated by multiplying the percent eligible by the total residential population in zip+7. |  |                                       |                         |  |
| 35 | [4] Total units treated 2002-2010 year-to-date.  |  |                                       |                         |  |
| 36 | Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.       |  |                                       |                         |  |
| 37 |  |  |                                       |                         |  |
| 38 |  |  |                                       |                         |  |

|    | 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>May 2011</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>   | \$1,335,381              | \$398,880            | \$1,734,261          | \$184,066                     | \$51,916           | \$235,982          | \$497,699                    | \$140,377          | \$638,076           | 37%                                   | 35%        | 37%          |
| 7  | Automatic Enrollment  | \$0                      | \$0                  | \$0                  | \$0                           | \$0                | \$0                | \$0                          | \$0                | \$0                 | 0%                                    | 0%         | 0%           |
| 8  | Processing/<br>Certification/Verification   | \$177,112                | \$52,903             | \$230,015            | \$17,666                      | \$4,983            | \$22,648           | \$88,603                     | \$24,990           | \$113,593           | 50%                                   | 47%        | 49%          |
| 9  | Information Technology /<br>Programming   | \$348,569                | \$104,118            | \$452,687            | \$7,765                       | \$2,190            | \$9,955            | \$46,079                     | \$12,997           | \$59,076            | 13%                                   | 12%        | 13%          |
| 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>   | \$ 3,331                 | \$ 995               | \$ 4,326             | \$0                           | \$0                | \$0                | \$0                          | \$0                | \$0                 | 0%                                    | 0%         | 0%           |
| 18 | Regulatory Compliance   | \$ 151,229               | \$ 45,172            | \$ 196,401           | \$5,206                       | \$1,468            | \$6,674            | \$56,567                     | \$15,955           | \$72,522            | 37%                                   | 35%        | 37%          |
| 19 | General Administration  | \$ 326,424               | \$ 97,503            | \$ 423,927           | \$18,235                      | \$5,143            | \$23,378           | \$81,364                     | \$22,949           | \$104,313           | 25%                                   | 24%        | 25%          |
| 20 | CPUC Energy Division  | \$ 79,233                | \$ 23,667            | \$102,900            | \$1,697                       | \$479              | \$2,175            | \$15,920                     | \$4,490            | \$20,411            | 20%                                   | 19%        | 20%          |
| 21 |   |                          |                      |                      |                               |                    |                    |                              |                    |                     |                                       |            |              |
| 22 | <b>SUBTOTAL MANAGEMENT COSTS</b>  | <b>\$ 2,421,279</b>      | <b>\$ 723,238</b>    | <b>\$ 3,144,517</b>  | <b>\$234,634</b>              | <b>\$66,179</b>    | <b>\$300,812</b>   | <b>\$786,232</b>             | <b>\$221,758</b>   | <b>\$1,007,989</b>  | <b>32%</b>                            | <b>31%</b> | <b>32%</b>   |
| 23 |   |                          |                      |                      |                               |                    |                    |                              |                    |                     |                                       |            |              |
| 24 | CARE Rate Discount  | \$ 38,438,351            | \$ 11,481,586        | \$ 49,919,937        | \$3,697,101                   | \$1,009,102        | \$4,706,203        | \$20,152,079                 | \$7,232,572        | \$ 27,384,651       | 52%                                   | 63%        | 55%          |
| 25 | Service Establishment Charge Discount   | \$ -                     | \$ -                 | \$ -                 | \$0                           | \$0                | \$0                | \$0                          | \$0                | \$0                 | 0%                                    | 0%         | 0%           |
| 26 |   |                          |                      |                      |                               |                    |                    |                              |                    |                     |                                       |            |              |
| 27 | <b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>   | <b>\$ 40,859,630</b>     | <b>\$ 12,204,824</b> | <b>\$ 53,064,454</b> | <b>\$3,931,735</b>            | <b>\$1,075,281</b> | <b>\$5,007,015</b> | <b>\$ 20,938,311</b>         | <b>\$7,454,330</b> | <b>\$28,392,640</b> | <b>51%</b>                            | <b>61%</b> | <b>54%</b>   |
| 28 |   |                          |                      |                      |                               |                    |                    |                              |                    |                     |                                       |            |              |
| 29 | <b>Other CARE Rate Benefits</b>   |                          |                      |                      |                               |                    |                    |                              |                    |                     |                                       |            |              |
| 30 | DWR Bond Charge Exemption   |                          |                      |                      | \$605,443                     |                    | \$605,443          | \$3,304,423                  |                    | \$3,304,423         |                                       |            |              |
| 31 | CARE PPP Exemption  |                          |                      |                      | \$346,481                     | \$139,866          | \$486,347          | \$1,886,697                  | \$997,506          | \$2,884,203         |                                       |            |              |
| 32 | California Solar Initiative Exemption <sup>[3]</sup>  |                          |                      |                      | \$188,482                     |                    | \$188,482          | \$1,025,990                  |                    | \$1,025,990         |                                       |            |              |
| 33 | kWh Surcharge Exemption   |                          |                      |                      | \$1,638,052                   |                    | \$1,638,052        | \$9,744,907                  |                    | \$9,744,907         |                                       |            |              |
| 34 | <b>TOTAL - OTHER CARE RATE BENEFITS</b>   |                          |                      |                      | <b>\$2,778,458</b>            | <b>\$139,866</b>   | <b>\$2,918,324</b> | <b>\$15,962,017</b>          | <b>\$ 997,506</b>  | <b>\$16,959,523</b> |                                       |            |              |
| 35 |   |                          |                      |                      |                               |                    |                    |                              |                    |                     |                                       |            |              |
| 36 | Indirect Costs  |                          |                      |                      | \$56,858                      | \$16,037           | \$72,895           | \$230,587                    | \$65,037           | \$295,625           |                                       |            |              |
| 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>May-11</b>  |                                |                         |                        |          |                         |              |                               |                  |                 |                            |                          |               |                          |                               |                               |                                |       |
| 4  | Gross Enrollment   |                                |                         |                        |          |                         |              |                               |                  |                 |                            |                          | Enrollment    |                          | Total<br>CARE<br>Participants | Estimated<br>CARE<br>Eligible | Penetration<br>Rate %<br>(P/Q) |       |
| 5  | Automatic Enrollment   |                                |                         |                        |          |                         | Capitation   | Other<br>Sources <sup>5</sup> | Total<br>(G+H+I) | Recertification | Total<br>Adjusted<br>(J+K) | Attrition<br>(Drop Offs) | Net<br>(L-M)  | Net<br>Adjusted<br>(N-K) |                               |                               |                                |       |
| 6  | Inter-<br>Utility <sup>1</sup>   | Intra-<br>Utility <sup>2</sup> | Leveraging <sup>3</sup> | One-e-App <sup>4</sup> | SB580    | Combined<br>(B+C+D+E+F) |              |                               |                  |                 |                            |                          |               |                          |                               |                               |                                |       |
| 7  | <b>2011</b>  |                                |                         |                        |          |                         |              |                               |                  |                 |                            |                          |               |                          |                               |                               |                                |       |
| 8  | <b>January</b>   | 1,011                          | 79                      | 0                      | 0        | 0                       | 1,090        | 368                           | 6,843            | 8,301           | 7,051                      | 15,352                   | 5,309         | 10,043                   | 2,992                         | 296,430                       | 358,328                        | 82.7% |
| 9  | <b>February</b>  | 1                              | 3                       | 30                     | 0        | 0                       | 34           | 293                           | 5,734            | 6,061           | 4,054                      | 10,115                   | 4,825         | 5,290                    | 1,236                         | 297,666                       | 358,328                        | 83.1% |
| 10 | <b>March</b>   | 0                              | 355                     | 0                      | 0        | 0                       | 355          | 520                           | 6,402            | 7,277           | 7,018                      | 14,295                   | 5,524         | 8,771                    | 1,753                         | 299,419                       | 358,328                        | 83.6% |
| 11 | <b>April</b>   | 1                              | 6                       | 70                     | 0        | 0                       | 77           | 373                           | 7,142            | 7,592           | 4,666                      | 12,258                   | 6,587         | 5,671                    | 1,005                         | 300,424                       | 359,622                        | 83.5% |
| 12 | <b>May</b>   | 0                              | 241                     | 3                      | 0        | 0                       | 244          | 367                           | 5,377            | 5,988           | 4,530                      | 10,518                   | 3,526         | 6,992                    | 2,462                         | 302,886                       | 359,622                        | 84.2% |
| 13 | <b>June</b>  |                                |                         |                        |          |                         |              |                               |                  |                 |                            |                          |               |                          |                               |                               |                                |       |
| 14 | <b>July</b>  |                                |                         |                        |          |                         |              |                               |                  |                 |                            |                          |               |                          |                               |                               |                                |       |
| 15 | <b>August</b>  |                                |                         |                        |          |                         |              |                               |                  |                 |                            |                          |               |                          |                               |                               |                                |       |
| 16 | <b>September</b>   |                                |                         |                        |          |                         |              |                               |                  |                 |                            |                          |               |                          |                               |                               |                                |       |
| 17 | <b>October</b>   |                                |                         |                        |          |                         |              |                               |                  |                 |                            |                          |               |                          |                               |                               |                                |       |
| 18 | <b>November</b>  |                                |                         |                        |          |                         |              |                               |                  |                 |                            |                          |               |                          |                               |                               |                                |       |
| 19 | <b>December</b>  |                                |                         |                        |          |                         |              |                               |                  |                 |                            |                          |               |                          |                               |                               |                                |       |
| 20 | <b>Total for 2011</b>  | <b>1,013</b>                   | <b>684</b>              | <b>103</b>             | <b>0</b> | <b>0</b>                | <b>1,800</b> | <b>1,921</b>                  | <b>31,498</b>    | <b>35,219</b>   | <b>27,319</b>              | <b>62,538</b>            | <b>25,771</b> | <b>36,767</b>            | <b>9,448</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>May 2011</b>   |                       |                                  |                       |   |   |               |  |                               |
| 4  | <b>2011</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>  | 296,430               | 585                              | 0.20%                 | 3   | 1   | 4             | 0.68%  | 0.00%                         |
| 6  | <b>February</b>   | 297,666               | 573                              | 0.19%                 | 29  | 13  | 42            | 7.33%  | 0.01%                         |
| 7  | <b>March</b>  | 299,419               | 695                              | 0.23%                 | 32  | 6   | 38            | 5.47%  | 0.01%                         |
| 8  | <b>April</b>  | 300,424               | 793                              | 0.26%                 | 56  | 16  | 72            | 9.08%  | 0.02%                         |
| 9  | <b>May</b>  | 302,886               | 399                              | 0.13%                 | 63  | 24  | 87            | 21.80%   | 0.03%                         |
| 10 | <b>June</b>   |                       |                                  |                       |   |   |               |  |                               |
| 11 | <b>July</b>   |                       |                                  |                       |   |   |               |  |                               |
| 12 | <b>August</b>   |                       |                                  |                       |   |   |               |  |                               |
| 13 | <b>September</b>  |                       |                                  |                       |   |   |               |  |                               |
| 14 | <b>October</b>  |                       |                                  |                       |   |   |               |  |                               |
| 15 | <b>November</b>   |                       |                                  |                       |   |   |               |  |                               |
| 16 | <b>December</b>   |                       |                                  |                       |   |   |               |  |                               |
| 17 | <b>Total for 2011</b>   | <b>297,666</b>        | <b>3,045</b>                     |                       | <b>183</b>                                | <b>60</b>                                     | <b>243</b>    | <b>7.98%</b>                                       |                               |
| 18 |   |                       |                                  |                       |   |   |               |  |                               |
| 19 | [1] Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond |                       |                                  |                       |   |   |               |  |                               |
| 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>May-11</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>  | 9,534           | 11,189          | 10,085          | 532           | 283                            | 289               |
| 6  | <b>Percentage</b>   |                 | 117%            | 90%             | 5%            | 3%                             | 3%                |
| 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>May-11</b>  |                    |               |                |                    |               |                |                  |              |              |
| 4  |  | Estimated Eligible |               |                | Total Participants |               |                | Penetration Rate |              |              |
| 5  | County   | Urban              | Rural         | Total          | Urban              | Rural         | Total          | Urban            | Rural        | Total        |
| 6  | Orange County  | 15,982             | 0             | 15,982         | 13,930             | 0             | 13,930         | 87%              |              | 87%          |
| 7  | San Diego  | 325,481            | 18,159        | 343,640        | 276,757            | 12,199        | 288,956        | 85%              | 67%          | 84%          |
| 8  |  |                    |               |                |                    |               |                |                  |              |              |
| 9  | <b>Total</b>   | <b>341,463</b>     | <b>18,159</b> | <b>359,622</b> | <b>290,687</b>     | <b>12,199</b> | <b>302,886</b> | <b>85.1%</b>     | <b>67.2%</b> | <b>84.2%</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>May-11</b>  |                       |                                     |                       |                          |                      |                              |                                     |
| 4  | <b>2011</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>   | 296,430               | 2,588                               | 0.87%                 | 173                      | 6                    | 6.68%                        | 0.00%                               |
| 6  | <b>February</b>  | 297,666               | 3,334                               | 1.12%                 | 290                      | 6                    | 8.70%                        | 0.00%                               |
| 7  | <b>March</b>   | 299,419               | 3,014                               | 1.01%                 | 444                      | 41                   | 14.73%                       | 0.01%                               |
| 8  | <b>April</b>   | 300,424               | 3,388                               | 1.13%                 | 586                      | 36                   | 17.30%                       | 0.01%                               |
| 9  | <b>May</b>   | 302,886               | 2,125                               | 0.70%                 | 331                      | 36                   | 15.58%                       | 0.01%                               |
| 10 | <b>June</b>  |                       |                                     |                       |                          |                      |                              |                                     |
| 11 | <b>July</b>  |                       |                                     |                       |                          |                      |                              |                                     |
| 12 | <b>August</b>  |                       |                                     |                       |                          |                      |                              |                                     |
| 13 | <b>September</b>   |                       |                                     |                       |                          |                      |                              |                                     |
| 14 | <b>October</b>   |                       |                                     |                       |                          |                      |                              |                                     |
| 15 | <b>November</b>  |                       |                                     |                       |                          |                      |                              |                                     |
| 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>May 2011</b>  |                 |     |        |        |              |              |              |
| 4  | Contractor Name  | Contractor Type |     |        |        | Year-to-Date |              |              |
| 5  |  | Private         | CBO | WMDVBE | LIHEAP | Rural        | Urban        | Total        |
| 6  | AARP - Tax Aid   |                 | X   |        |        | 0            | 0            | 0            |
| 7  | ACCESS TO INDEPENDENCE OF SAN DIEGO  |                 | X   |        |        | 0            | 0            | 0            |
| 8  | AFE  |                 | X   |        |        | 0            | 0            | 0            |
| 9  | ALIANCE FOR AFRICAN ASSISTANCE   |                 |     |        |        | 0            | 13           | 13           |
| 10 | ALPHA KAPPA ALPHA HEAD START   |                 | X   |        |        | 0            | 0            | 0            |
| 11 | ALPHA OF SAN DIEGO   |                 | X   |        |        | 0            | 0            | 0            |
| 12 | AMERICAN RED CROSS   |                 | X   |        |        | 0            | 730          | 730          |
| 13 | BAYSIDE COMMUNITY CENTER   |                 | X   |        |        | 0            | 1            | 1            |
| 14 | BARRIO STATION   |                 |     |        |        | 0            | 3            | 3            |
| 15 | BOYS AND GIRLS CLUBS   |                 | X   |        |        | 0            | 0            | 0            |
| 16 | CAMPESINOS UNIDOS, INC   |                 | X   |        | X      | 0            | 22           | 22           |
| 17 | CASA FAMILIAR  |                 | X   |        |        | 0            | 5            | 5            |
| 18 | CASH PLUS  | X               |     |        |        | 0            | 11           | 11           |
| 19 | CATHOLIC CHARITIES   |                 | X   |        |        | 0            | 39           | 39           |
| 20 | CHICANO FEDERATION   |                 | X   |        |        | 0            | 0            | 0            |
| 21 | CHILDREN'S INITIATIVE  |                 | X   |        |        | 0            | 14           | 14           |
| 22 | CHULA VISTA COMMUNITY COLLABORATIVE  |                 | X   |        |        | 0            | 18           | 18           |
| 23 | CITY HEIGHTS COMMUNITY DEVELOPMENT CORP  |                 | X   |        |        | 0            | 1            | 1            |
| 24 | CITY OF SAN DIEGO - Clairemont Community Center  |                 | X   |        |        | 0            | 0            | 0            |
| 25 | COMMUNITY ACTION PARTNERSHIP - Orange County   |                 | X   |        | X      | 0            | 0            | 0            |
| 26 | COMMUNITY RESEARCH FOUNDATION  |                 | X   |        |        | 0            | 0            | 0            |
| 27 | COMMUNITY RESOURCE CENTER  |                 |     |        |        | 0            | 0            | 0            |
| 28 | CRISIS HOUSE   |                 | X   |        |        | 0            | 10           | 10           |
| 29 | FEEDING AMERICA  |                 |     |        |        | 0            | 10           | 10           |
| 30 | HARMONIUM  |                 | X   |        |        | 0            | 1            | 1            |
| 31 | HEAD START   |                 | X   |        |        | 0            | 0            | 0            |
| 32 | HEARTS AND HANDS TOGETHER  |                 | X   |        |        | 0            | 11           | 11           |
| 33 | HOME START 2010  |                 | X   |        |        | 0            | 36           | 36           |
| 34 | INTERNATIONAL RESCUE COMMITTEE   |                 |     |        |        | 0            | 24           | 24           |
| 35 | IRAQI COMMUNITY SOCIAL SERVICES  |                 | X   |        |        | 0            | 0            | 0            |
| 36 | KURDISH HUMAN RIGHTS WATCH   |                 | X   |        |        | 0            | 3            | 3            |
| 37 | LA MAESTRA FAMILY CLINIC   |                 |     |        |        | 0            | 9            | 9            |
| 38 | LIBERTY TAX SERVICES   | X               |     |        |        | 0            | 7            | 7            |
| 39 | MAAC PROJECT   |                 | X   |        | X      | 0            | 31           | 31           |
| 40 | MID CITY CHRISTIAN SERVICES 2009   |                 | X   | X      |        | 0            | 0            | 0            |
| 41 | MONTE VISTA HIGH SCHOOL COMMUNITY RESOURCE CENTER  |                 | X   |        |        | 0            | 0            | 0            |
| 42 | MOUNTAIN HEALTH & COMMUNITY SERVICES, INC.   |                 | X   |        |        | 0            | 1            | 1            |
| 43 | NEIGHBORHOOD HEALTH CARE   |                 | X   |        |        | 0            | 49           | 49           |
| 44 | NEIGHBORHOOD HOUSE   |                 |     |        |        | 0            | 15           | 15           |
| 45 | NORTH COUNTY COMMUNITY SERVICES  |                 | X   |        |        | 0            | 0            | 0            |
| 46 | NORTH COUNTY LIFELINE  |                 | X   |        |        | 0            | 0            | 0            |
| 47 | NORTH COUNTY HEALTH PROJECT-WIC  |                 | X   |        |        |              | 4            | 4            |
| 48 | REBUILDING TOGETHER SAN DIEGO  |                 | X   |        |        | 0            | 15           | 15           |
| 49 | SALVATION ARMY   |                 | X   |        |        | 0            | 2            | 2            |
| 50 | SAN DIEGO FOOD BANK  |                 | X   |        |        | 0            | 0            | 0            |
| 51 | SAN DIEGO STATE UNIVERSITY - WIC   |                 | X   |        |        | 0            | 428          | 428          |
| 52 | SAN DIEGO YOUTH & COMMUNITY SERVICES   |                 | X   |        |        | 0            | 0            | 0            |
| 53 | SAN YSIDRO HEALTH CENTER   |                 | X   |        |        | 0            | 57           | 57           |
| 54 | SAY SAN DIEGO  |                 | X   |        |        | 0            | 5            | 5            |
| 55 | SCRIPPS HEALTH WIC   |                 | X   |        |        | 0            | 26           | 26           |
| 56 | SERVICENTRO SAN CLEMENTE, INC  | X               |     |        |        | 0            | 35           | 35           |
| 57 | SOUTH BAY COMMUNITY SERVICES   |                 | X   |        |        | 0            | 1            | 1            |
| 58 | SOUTHERN CALIFORNIA TRIBAL CHAIRMEN'S ASSOCIATION  |                 | X   |        |        | 10           | 0            | 10           |
| 59 | TRINITY HOUSE  |                 | X   |        |        | 0            | 0            | 0            |
| 60 | TURNING THE HEARTS   |                 | X   |        |        | 0            | 0            | 0            |
| 61 | UNION OF PAN ASIA COMMUNITIES COUNSEL & TREATMENT  |                 | X   |        |        | 0            | 14           | 14           |
| 62 | VETERN'S VILLAGE   |                 | X   |        |        | 0            | 0            | 0            |
| 63 | VISTA COMMUNITY CLINIC   |                 | X   |        |        | 0            | 47           | 47           |
| 64 | YMCA YOUTH AND FAMILY SERVICES   |                 |     |        |        | 0            | 6            | 6            |
| 65 | <b>Total Enrollments</b>   |                 |     |        |        | <b>10</b>    | <b>1,704</b> | <b>1,714</b> |
| 66 |  |                 |     |        |        |              |              |              |
| 67 |  |                 |     |        |        |              |              |              |
| 68 | 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>May 2011</b>  |                         |                 |                      |              |                            |                    |                             |
| 4  | <b>2011</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>   | 199,971                 | N/A             | 96,459               | 296,430      | 358,328                    | 82.7%              | 1.02%                       |
| 6  | <b>February</b>  | 200,616                 | N/A             | 97,050               | 297,666      | 358,328                    | 83.1%              | 0.42%                       |
| 7  | <b>March</b>   | 202,324                 | N/A             | 97,095               | 299,419      | 358,328                    | 83.6%              | 0.49%                       |
| 8  | <b>April</b>   | 202,851                 | N/A             | 97,573               | 300,424      | 359,622                    | 83.5%              | 0.34%                       |
| 9  | <b>May</b>   | 204,457                 | N/A             | 98,429               | 302,886      | 359,622                    | 84.2%              | 0.82%                       |
| 10 | <b>June</b>  |                         |                 |                      |              |                            |                    |                             |
| 11 | <b>July</b>  |                         |                 |                      |              |                            |                    |                             |
| 12 | <b>August</b>  |                         |                 |                      |              |                            |                    |                             |
| 13 | <b>September</b>   |                         |                 |                      |              |                            |                    |                             |
| 14 | <b>October</b>   |                         |                 |                      |              |                            |                    |                             |
| 15 | <b>November</b>  |                         |                 |                      |              |                            |                    |                             |
| 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. |                         |                 |                      |              |                            |                    |                             |