

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

Application of Pacific Gas and Electric Company for Approval of the 2009-2011 Low Income Energy Efficiency and California Alternate Rates for Energy Programs and Budget (U 39 M)	Application 08-05-022 (Filed May 15, 2008)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011	Application 08-05-024 (Filed May 15, 2008)
Application of Southern California Gas Company (U 904 G) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011	Application 08-05-025 (Filed May 15, 2008)
Application of Southern California Edison Company (U 338-E) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009, 2010, and 2011	Application 08-05-026 (Filed May 15, 2008)

**ONE-HUNDRED AND TWENTY-SECOND STATUS REPORT OF PACIFIC GAS AND
ELECTRIC COMPANY (U 39 M) ON THE RESULTS OF ITS ENERGY SAVINGS
ASSISTANCE AND CARE PROGRAM EFFORTS IN COMPLIANCE WITH ORDERING
PARAGRAPH 17 OF DECISION 01-05-033, ISSUED MAY 7, 2001**

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Dated: July 21, 2011

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In accordance with Ordering Paragraph 17 of Decision 01-05-033, the direction of Administrative Law Judge Gottstein at the July 11 and 28, 2001 status conferences, and the agreements reached between the utilities and the Energy Division on the format and content of the tables, Pacific Gas and Electric Company submits its attached one-hundred and twenty-second monthly status report on the results of its Energy Savings Assistance and CARE Program efforts, showing results through June 2011.

Respectfully submitted,

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/s/

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July 21, 2011

Pacific Gas and Electric Company

Energy Savings Assistance (ESA)
AND
California Alternate Rates for Energy (CARE)

Program Monthly Report
For June 2011

(July 21, 2011)

PACIFIC GAS AND ELECTRIC COMPANY

ENERGY SAVINGS ASSISTANCE PROGRAM AND CARE PROGRAM
MONTHLY REPORT FOR JUNE 2011

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PACIFIC GAS AND ELECTRIC COMPANY

**ENERGY SAVINGS ASSISTANCE PROGRAM
AND CARE PROGRAM MONTHLY REPORT
FOR JUNE 2011**

This Low Income Programs Monthly Report complies with low income reporting requirements established in Decision (D.) 01-05-033, as updated by D.08-11-031, requiring the utilities to comply with reporting and program evaluation requirements previously established for the California Alternate Rates for Energy (CARE) and Energy Savings Assistance (formerly known as Low Income Energy Efficiency (LIEE)) programs. The utilities met with Energy Division staff to revise reporting tables and formats in compliance with the mandates of D.08-11-031 and now use the new, Energy Division-approved monthly reporting format for the 2010 and 2011 reports.

1. Low Income Energy Assistance Program Executive Summary

D.08-11-031 and D.09-10-012 authorized the utilities to work with Energy Division staff to develop a new brand for the LIEE program. PG&E began using the new brand, “Energy Savings Assistance” (ESA) Program, on January 1, 2011.

The ESA Program provides free home weatherization, energy efficient appliances and energy education services to income-qualified PG&E customers throughout the Company’s service area.

PG&E has offered energy efficiency programs to income-qualified customers in its 48 counties since 1983. The ESA Program’s objective is to help income-qualified customers reduce their energy consumption and costs while also improving their quality of life. The 2009-2011 ESA Program authorized in D.08-11-031 is a resource program emphasizing long-term and enduring energy savings. It continues to serve all eligible low income customer populations by providing all feasible ESA Program measures at no cost to the customer through a direct-install, whole house approach. All housing types are eligible to participate and the ESA Program is available to both homeowners and renters.

1.1. Energy Savings Assistance Program Overview

The 2009-2011 ESA Program (formerly known as Low Income Energy Efficiency) was adopted in D.08-11-031. PG&E’s authorized program budget for 2009-2011 is \$416.9 million, plus any remaining unspent carryover.

PG&E’s 2009-2011 ESA Program follows the policies and guidance given in D.07-12-051. D.07-12-051 established the following programmatic initiative for LIEE:

To provide all eligible customers the opportunity to participate in the LIEE programs and to offer those who wish to participate all cost-effective energy efficiency measures in their residences by 2020.

PG&E’s ESA Program has treated 70,144 customers in 2011.

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

Energy Savings Assistance Program Summary for Month			
2011	Authorized / Planning Assumptions	Year-to-Date Actual	%
Budget	\$ 156,789,038	\$ 77,249,468	49.3%
Homes Treated	124,991	70,144	56.1%
kWh Saved	42,600,000	23,966,819	56.3%
kW Demand Reduced	7,560	5,237	69.3%
Therms Saved	1,510,000	1,424,751	94.4%

1.2. Whole Neighborhood Approach Evaluation

In D.08-11-031, the Commission described a Whole Neighborhood Approach (WNA) to ESA Program installation, under which the IOUs install all feasible measures in the homes of eligible customers on a neighborhood-by-neighborhood basis. The Commission believes this approach will increase energy savings, reduce overhead and transportation costs, and encourage leveraging with local entities.

1.2.1. Provide a summary of the geographic and customer segmentation strategy employed, (i.e. tools and analysis used to segment “neighborhoods,” how neighborhoods are segmented and how this information is communicated to the contractor/CBO).

PG&E identifies neighborhoods with large numbers of low income customers with the aid of census and other demographic information and correlates it with PG&E customer energy usage information, as directed in D.08-11-031. Key variables defined by the Commission in D.08-11-031 were high incidences of poverty and high energy use, as well as high energy burden and energy insecurity.¹

¹ Energy burden is the percent of income that goes towards payment of energy bills, and energy insecurity refers to customers experiencing difficulty in paying energy bills and actual or threatened utility shut-offs.

To identify potential neighborhoods to target for the low income programs, PG&E starts with its estimates of ESA Program eligibility by ZIP-7, derived from census data.² PG&E ranks ZIP-7 areas with the highest populations of estimated ESA Program-eligible customers³ in its service area, and correlates them with PG&E billing information, including information on PG&E customer energy use;⁴ the number of 48-hour shut-off notices sent; actual shut-offs over the last year; and the number of customers in PG&E's Third-Party Notification Program. PG&E also correlates this data with the current CARE penetration rate, and the number of customers who have already participated in the ESA Program since 2002 (thus making them ineligible for participation at this time).

Finally, D.08-11-031 permits targeted self-certification and enrollment activities in areas of the IOUs' service territory where 80% of the customers are at or below 200% of the federal poverty line. (D.08-11-031, O.P.6) PG&E ranks ZIP-7 areas by percent of ESA Program estimated eligibility. As described above, areas with the highest estimates of eligibility, correlated with high energy usage, the number of 48-hour shut-off notices sent, actual shut-offs over the last year, and low previous ESA Program participation, are evaluated so that they can be selected first for the Whole Neighborhood Approach events. We anticipate that some of the areas selected will be over 80% ESA Program-eligible. These neighborhoods where over 80% of the customers are at or below 200% of the federal poverty level will be self-certified.

² The joint utility methodology, which derives the number of customers potentially eligible for CARE and ESA (formerly LIEE) services in each utility's service area, was adopted by the Commission in D.01-03-028, and is updated annually. Sources for this estimation include: the Commission's current guidelines; current year small area vendor marginal distributions on household characteristics; Census Public Use Microdata Sample (PUMS) 2000 and PUMS 2007 sample data; utility meter and master meter household counts; Department of Finance CPI series; and various Geographic Information System (GIS) sources. ZIP-7s are smaller breakdowns of postal ZIP Codes that are used for small area research in census data. They are the smallest geographical area for which reliable income and demographic data is available.

³ Customers with household incomes at or below 200% of the Federal Poverty Level are eligible for both ESA and CARE.

⁴ To calculate energy use, PG&E's electric customers were divided into low, medium and high tiers, based on their electric use at Tiers 1-2 (Low Electric Use below 130% of baseline), Tier 3 (Medium Electric Use from 131% to 200% of baseline) and Tiers 4-5 (High Electric Use above 200% of baseline). A customer is considered at the highest tier if they overused electricity during at least two months of the previous twelve month period. PG&E chose to use a two month tier trigger rather than a one month trigger to help filter out atypical usage patterns caused by unusual weather spikes, temporary home visitors, or other outlier events that are not indicators of normal household energy usage.

In order to accurately assess home energy use, a customer must have a minimum six month billing history to be eligible to participate in the program. Customers with less than a six month history will be re-evaluated after they have sufficient billing history.

PG&E also tiered gas usage and divided gas customers into Tier 1 below-baseline low usage customers, and Tier 2 above-baseline high usage customers. PG&E used the same two month trigger described above for electric tiering.

Using this information to help determine potential neighborhoods to approach, PG&E's ESA Program managers work with both internal and external groups to target and select neighborhoods. PG&E works closely with its ESA Program implementation contractors, CARE outreach contractors, PG&E local government relations and communications staff, and state Low Income Home Energy Assistance Program (LIHEAP) agencies to help establish contact with government representatives and neighborhood leaders.

In addition to neighborhoods identified and selected by PG&E for Whole Neighborhood Approach events, PG&E's contractors are also encouraged to suggest neighborhoods to target based on their knowledge of the areas in which they work. PG&E contractors are very familiar with the local neighborhoods in their assigned areas and currently use many strategies to enroll ESA Program customers, including canvassing neighborhoods; targeted direct mail; outbound calls; advertising in local venues; speaking to local groups; and outreaching at community events.

Where practical, PG&E coordinates ESA Program neighborhood events with scheduled CARE events such as "We CARE" or other community activities, including fairs or festivals, and publicizes them in advance through targeted mailings, door hangers, local community partners (e.g., civic and social leaders, churches, and low income service agencies), and local print, radio and television media. PG&E's outreach staff work to publicize and promote events with local community and civic leaders, and to enlist their support and partnership in making neighborhood events a success. PG&E contractors all carry door hangers to leave behind at the homes of customers that were not home at the time of the neighborhood visit. The door hangers include program and contact information so that the customer can schedule a visit.

1.3. ESA Program Customer Outreach and Enrollment Update

PG&E increases outreach within the Company by coordinating activities and advertising with other PG&E energy efficiency and rate programs likely to reach low income customers and service providers. PG&E's ESA Program contractors are required to inform customers about other programs (such as CARE) for which they may be eligible. For ESA Program customers not already enrolled in the CARE program, the customer data is shared with CARE and the customer is automatically enrolled in CARE. PG&E no longer requires that the customer sign a CARE application at the time of ESA Program enrollment.

PG&E combines its ESA Program and CARE outreach activities in order to leverage low income outreach efforts and provide PG&E low income customers with the knowledge and tools to access all of PG&E's free energy services.

PG&E employees regularly make presentations about the Company's low income programs to the media and at community events throughout PG&E's service area. These presentations educate customers about energy efficiency and inform them

about assistance programs and opportunities available to them through PG&E. PG&E employees make presentations and design media initiatives about the ESA Program and CARE in multiple languages, including English, Spanish, Chinese and Vietnamese.

PG&E contracts directly with both community-based organizations (CBOs) and private contractors who provide a wealth of experience in the communities they serve. PG&E currently has 34 installation contractors including 11 CBOs and two appliance contractors who serve 48 counties and over 70,000 square miles in PG&E's service area. Of the 11 CBOs, six are LIHEAP agencies.

PG&E has five contracts with LIHEAP agencies that are not part of PG&E's ESA Program. PG&E coordinates with these LIHEAP agencies to install Energy Star® refrigerators in homes receiving PG&E electric service where the LIHEAP contractors have installed all other measures under the State Weatherization Program. This allows both the ESA Program and LIHEAP programs to leverage their resources and help additional low income homes. Through June, 36 refrigerators have been installed, which equates to \$28,800 leveraged through this program.

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

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

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

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

PG&E manages outreach and messaging for programs targeting low income, multilingual and other hard-to-reach customer populations, including the ESA Program, CARE, Energy Efficiency, Government Partnerships, Third Party Programs, Solar, and Demand Response Programs. It specifically targets seniors, disabled customers, families, ethnic populations, rural and urban customers, and other low income PG&E customers through a combination of PG&E bill inserts and direct mailings, outbound calling, public service announcements, ethnic and local media, community partnerships, grassroots marketing, social networking, and other innovative approaches.

PG&E outreach is also performed by the ESA Program implementation subcontractors. These contractors are responsible for enrolling participants to meet their contract goals. PG&E provides them with a database containing current CARE customers in their contract area. In addition, the program database notes which customers have participated previously and are thus ineligible to receive ESA Program services. This database is updated on a weekly basis.

PG&E contractors currently use many strategies to enroll ESA Program customers, including canvassing neighborhoods, targeted direct mail, outbound calls, advertising in local venues, speaking to local groups, and outreach at community events. Customers who phone PG&E's customer service call centers are referred to the ESA Program and assigned to the contractor in their area who sets up an appointment with them. PG&E is helping its contractors continue these successful marketing and outreach strategies.

The ESA Program also takes full advantage of CARE's successful low income customer segmentation and targeted marketing strategies by working closely with its CARE outreach team. CARE outreach targets seniors, disabled customers, families, ethnic populations, rural and urban customers, and other low income PG&E customers.

In June, the ESA Program continued airing Vietnamese and Hmong television commercials in Fresno, Stockton and Sacramento. The ESA Program also continued automated voice and text messaging to customers with high estimated energy burden and insecurity. PG&E has historically filtered out mobile phone numbers from call lists in order to avoid incurred costs by customers. Free-to-end-user text messaging allows PG&E to reach thousands of customers per week with information on how to sign up for the ESA Program.

Planning was finalized for a radio campaign targeting African-American and English-speaking Hispanic customers living in the San Francisco Bay Area, Sacramento and Fresno. A separate radio and print campaign targeting Spanish-speaking Hispanics in the San Francisco Bay Area was also finalized.

The ESA Program participated in the following outreach events:

- Work2Future, Gilroy One Stop on 06/01/11;
- Standing Bear POWWOW in Bakersfield from 06/03/11 through 06/05/11;
- Filipino Fiesta in Sacramento on 06/05/11;
- Second Harvest Food Bank Brown Bag Senior Program in Stockton on 06/16/11;
- Juneteenth Festival 2011 in San Jose from 06/18/11 through 06/19/11;
- Manteca Senior Breakfast on 06/18/11; and

- Unity in Community in Bay Point on 06/25/11.

1.4. Leveraging Success Evaluation, Including CSD

- 1.4.1.** Please provide a status of the leveraging effort with CSD.
What new steps or programs have been implemented?
What was the result in terms of new enrollments?

PG&E, SCE, SDG&E, and SoCalGas met with CSD staff, representatives from several LIHEAP agencies and CPUC staff in Downey on April 29, 2009 to discuss leveraging opportunities. Ideas discussed included: developing a shared repository database that could include customers served and customers on wait lists by utilities and LIHEAP agencies; and sharing utility information with LIHEAP agencies about ESA Program customers who are found to be over the ESA Program income guidelines or require HVAC or other services which the utilities are unable to provide under ESA Program guidelines. PG&E has attempted to schedule follow-up meetings with CSD; however, CSD has been unable to attend. In the meantime, PG&E has also had conversations with individual LIHEAP agencies to come up with workable strategies and discuss how we can work together to implement them. One such series of meetings culminated in the successful Sacramento Avenues Weatherization Project with Community Resource Project and SMUD in April 2010. Following the success of this effort, PG&E is working to expand this project to other locations and to implement more leveraging projects with individual LIHEAP agencies.

1.5. Workforce Education & Training

- 1.5.1.** Please summarize efforts to improve and expand 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.

All contractors and subcontractors responsible for implementing the ESA Program are trained at the PG&E Energy Training Center (ETC) in Stockton California. Most of these ESA Program energy specialists and installation contractors are from the local communities in which they work. Because of the increased size of the 2011 ESA Program, more contractor crews have been hired to implement it; 92 individuals have been trained to deliver the ESA Program year-to-date.

PG&E selected and hired a consultant to conduct an on-line training pilot project through a Request for Proposal (RFP) process authorized by D.08-11-031. This pilot will explore what ESA Program training currently conducted on-site at the ETC can be moved to a web-based and/or off-site curriculum without decreasing effectiveness or results. Specifically, the pilot will evaluate the effectiveness of selected topics for on-line training in lieu of sending all students to a single

location for all elements of the certification program. The integration of an on-line training component may reduce the training costs of ESA Weatherization Specialists by the participating ESA contractor, which could lead to the training of more individuals.

PG&E is actively involved with the California Energy Efficiency Long Term Strategic Plan's Workforce Education and Training team that is developing plans to conduct green workforce needs assessment research. In 2010 and through April 2011, PG&E managed Energy Division's pilot project (authorized in D.08-11-031) to develop a low income workforce education and training plan. This pilot program recruited and trained residents of disadvantaged, low income communities to install energy efficiency measures in households as part of the ESA Program. Specifically, this pilot developed and implemented an in-class and hands-on curriculum that could be used as part of a certificated program to be administered through educational institutions. Energy Division selected a Northern and a Southern California team to implement two workforce education and training pilot projects. ESA training approaches were piloted at Los Angeles Trade Tech College (LATTC) in Southern California Gas Company's service area and San Francisco Office of Economic and Workforce Development (OEWD) in PG&E's service area. PG&E is the contract administrator for both projects. The pilot was completed in April 2011. A final report discussing pilot results will be prepared by Energy Division.

1.6. Miscellaneous

Energy Savings Assistance Program Coordination with the Single Family Affordable Solar Housing Program (SASH)

PG&E's ESA Program works with Grid Alternatives to deliver ESA services to customers that have been approved to participate in the Single Family Affordable Solar Housing Program (SASH). Grid Alternatives refers SASH-eligible homes to PG&E on a regular basis. If the customer has not yet participated in the ESA Program, the customer is placed in the program. The home is assessed, and delivery of all eligible measures is expedited. PG&E then notifies Grid Alternatives of the measures that were installed in the home. Grid Alternatives uses this data in their calculations to accurately size the SASH solar unit to be installed. In 2011, the ESA Program has treated 39 homes that were selected for SASH program participation. In addition, PG&E supplied ESA measure installation data for another 79 SASH-selected homes that were treated through the ESA Program in prior years.

2. CARE Executive Summary

The CARE program provides a monthly discount on energy bills for income-qualified households throughout PG&E's service area.

To qualify for CARE, a residential customer's household income must be at or below 200 percent of Federal Poverty Guidelines, as required in D.05-10-044.

2.1. CARE Program Summary

The 2009-2011 CARE Program was adopted in D.08-11-031. The authorized CARE administrative budget is \$9,521,000 for 2011. This includes \$450,000 for PG&E's Cooling Centers program.

2.1.1. Please provide CARE program summary costs

CARE Budget Categories	Authorized Budget	Actual Expenses Year to Date	% of Budget Spent
Outreach	\$5,900,000	\$1,849,236	31%
Automatic Enrollment	\$150,000	\$0	0%
Proc / Certification / Verification	\$2,000,000	\$837,404	42%
Information Tech / Programming	\$150,000	\$173,271	116%
Pilots	\$0	\$182.17	0%
Measurement and Evaluation	\$0	\$0	0%
Regulatory Compliance	\$115,000	\$92,493	80%
General Administration	\$550,000	\$269,238	49%
CPUC Energy Division Staff	\$206,000	\$63,029	31%
Cooling Centers	\$450,000	\$126,937	28%
Total Expenses	\$9,521,000	\$3,411,790	36%
Subsidies and Benefits	\$479,707,435	\$369,876,499	77%
Total Program Costs and Discounts	\$489,228,435	\$373,288,289	76%

2.1.2. Please provide the CARE program penetration rate to date

CARE Penetration		
Participants	Estimated Eligible Participants	YTD Penetration Rate
1,547,611	1,699,660	91.1%

2.2. Outreach

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

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

- Bill Insert – applications in English and Spanish were inserted in customers' monthly energy bills. The inserts occurred in January and June. Year-to-date, this initiative has generated 7,402 new enrollments.
- Recertification Direct Mail –direct mail pieces in English, Spanish, Chinese, and Vietnamese were mailed to customers who had not recertified for CARE.

This direct mail initiative reoccurs every month. Year-to-date, PG&E's CARE program has re-enrolled 5,494 customers.

- Welcome Packet Insert – applications were inserted monthly into new customers' welcome packets. Year-to-date, this initiative has generated 10,964 new enrollments.
- 15-Day Notice Insert – applications were inserted monthly into customers' 15-day notices. Year-to-date, this initiative has generated 2,137 new enrollments.
- Accounts Closed (AC) Direct Mail – 124,863 direct mail pieces were mailed to customers residing at addresses of recently-closed CARE accounts at end of May. Year-to-date, this initiative has generated 3,588 new enrollments.
- Customer No Response (CNR) Direct Mail – 113,571 direct mail pieces were mailed to customers who had previously requested an application but did not mail it in or complete the enrollment process at the end of May. Year-to-date, this initiative has generated 1,096 new enrollments.

To reach new customers of the web-savvy generation, PG&E created a CARE Facebook fan page in October 2009. The fan page served to increase awareness about the program and encourage customers to apply online. PG&E also shared a powerful success story about the Vega family via a three-minute video vignette.

To help income-qualified customers enroll in CARE, PG&E contracted with 185 Community Outreach Contractors (COCs) throughout its service area. These COCs represent a variety of communities, including African Americans, Hispanics, Asian Pacific Islander Americans (Chinese, Vietnamese, Laotian, Hmong), Native Americans, seniors, rural residents, agricultural workers, sub-metered tenants, and nonprofit living facilities.

PG&E's CARE program enrolled eligible customers via automated telephone enrollment and door-to-door canvassing:

- Automated Telephone Enrollment – PG&E contracted with a third-party vendor to enroll new customers and recertify existing customers by telephone. Year-to-date, PG&E has enrolled 10,127 new customers and recertified 27,192 existing customers through this method.
- Door-to-Door Canvassing – PG&E contracted with third-party vendors, who conducted door-to-door campaigns to enroll urban and rural customers who have not responded to traditional outreach efforts. Year-to-date, PG&E has enrolled 8,669 new customers through this method.

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

- Work2Future, Gilroy One Stop on 06/01/11;

- Standing Bear POWWOW in Bakersfield from 06/03/11 through 06/05/11;
- Filipino Fiesta in Sacramento on 06/05/11;
- Second Harvest Food Bank Brown Bag Senior Program in Stockton on 06/16/11;
- Juneteenth Festival 2011 in San Jose from 06/18/11 through 06/19/11;
- Manteca Senior Breakfast on 06/18/11; and
- Unity in Community in Bay Point on 06/25/11.

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

PG&E currently exchanges data with Southern California Edison (SCE) Company and Southern California Gas (SCG) Company to automatically enroll their CARE customers who also receive PG&E service. PG&E also participates in data exchanges of qualified low income customers with the Sacramento Municipal Utility District (SMUD) and Modesto Irrigation District (MID). PG&E provides natural gas in the SMUD and MID electric service areas and will automatically enroll qualified low income customers served by SMUD and MID in CARE.

PG&E utilizes an internal report to automatically enroll customers who receive LIHEAP payments, as authorized in D.02-07-033. 6,300 LIHEAP customers have been automatically enrolled in CARE in 2011.

Through PG&E's ESA Program (also known as the LIEE Program or Energy Partners for PG&E), each home that receives ESA services where the customer is not on the CARE rate is then signed up for the CARE discount. 2,641 ESA participants were enrolled in CARE in June.

In addition, PG&E continues to integrate CARE and ESA outreach efforts to effectively provide eligible customers with the knowledge and tools to access all of PG&E's free energy services.

2.2.3. Recertification Complaints

D.08-11-031, Ordering Paragraph 90, directed the IOUs to report in their monthly and annual reports, the number of customer complaints received regarding CARE recertification efforts and the nature of the complaints beginning with the first report due on or about December 31, 2008.

PG&E reports that it received no complaints about CARE recertification in June.

2.3. Miscellaneous

D.08-11-031, Ordering Paragraph 64, granted the IOUs discretion about how to enroll eligible public housing residents in each of their service areas. In response, PG&E contracted with 11 Public Housing Authority (PHA) as a Community Outreach Contractor (COC) to enroll their eligible residents in the program.

3. Appendix: ESA Tables and CARE Tables

ESA- Table 1- ESA Program Expenses

ESA- Table 2- ESA Measure Installations and Savings

ESA- Table 3- Average Bill Savings per Treated Home

ESA- Table 4- ESA Homes Treated

ESA- Table 5- ESA Customer Summary

ESA- Table 6- Expenditures for Pilots and Studies

ESA- Table 7- Whole Neighborhood Approach

CARE- Table 1- CARE Program Expenses

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

CARE- Table 3- Standard Random Verification Results

CARE- Table 4- CARE Self-Certification and Self-Recertification Applications

CARE- Table 5- Enrollment by County

CARE- Table 6- Recertification Results

CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month-End