

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

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

**MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M) ON  
LOW-INCOME ASSISTANCE PROGRAMS FOR SEPTEMBER 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	\$13,655,210	70%
Homes Treated	20,384	13,951	68%
kWh Saved	8,575,260	4,376,966	51%
kW Demand Reduced	1,965	408	21%
Therms Saved	452,749	255,160	56%
GHG Emissions Reduced	7,365	3,900	53%

SDG&E enrolled 2,205 customers in the Energy Savings Assistance Program during the month of September. This brings the year-to-date total for enrollments to 15,940. Of those enrolled, 13,951 have been expensed and counted as homes treated. This is 68% of the 2011 annual goal. As a result of the enrollments and homes treated this year, SDG&E has saved 4,376,966 kWh, reduced 408 kW of demand, saved 255,160 therms and reduced 3,900 tons of green house gas (GHG) emissions.

Through marketing and outreach efforts, SDG&E generated a total of 4,291 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 provided by Claritas called PRIZM codes<sup>1</sup> to target neighborhoods with higher concentrations of income qualified customers in support of the WNA. The PRIZM codes are assigned to the customer records and allow SDG&E to target neighborhoods with higher concentrations of income qualified customers in support of the WNA. Additionally, SDG&E will continue to coordinate its outreach efforts to city and community organizations by neighborhood. SDG&E is also expanding its outreach efforts with CARE Capitation agencies to reach deeper into neighborhoods by leveraging the relationships and individual outreach provided by our capitation partners.

### **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 September, direct marketing efforts for the Energy Savings Assistance Program included direct mail, automated voice messaging (AVM) campaigns, email campaigns, and door-to-door canvassing. Below is detailed information on these activities:

#### Direct Mail

A total of 94 leads were generated from the September direct mail and a total of 16 households were enrolled from these leads.

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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.

### AVM Campaigns

Approximately 26,500 households were contacted through AVM campaigns in the month of September. From these calls, 532 leads were generated and 42 were converted into enrollments.

### Email Campaigns

Over 50,000 customers were contacted through an Energy Savings Assistance Program email campaign. The email listed the benefits of the program and how to apply. Customers who opened the email and clicked on “how to apply” were directed to a microsite containing the qualifications for the program and instructions on how to apply for the program. 990 leads were generated and 51 were converted to enrollments. The campaign generated a unique “open rate” (how many people viewed or opened the email) of 35.97% which exceeds the industry average of 23%. The high disparity between leads and enrollments is due to the high volume of leads generated at the end of the month. SDG&E anticipates converting additional leads from this campaign during October.

### Door-to-Door Canvassing

SDG&E’s door-to-door contractor, Richard Heath & Associates (RHA) canvassed neighborhoods in the service territory, calling on 8,366 homes. Over 1,400 leads were created and over 1,200 (85%) were converted into enrollments for the program. Door-to-door canvassing continues to be the most productive direct marketing technique as it generates the highest number of 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**

SDG&E supported its direct marketing efforts for the CARE and Energy Savings Assistance Programs with a combination of media campaigns that included English and Spanish television, print campaigns targeting the Spanish, Asian, and African American communities, English and Spanish radio id's (audio excerpts during transition periods of radio broadcasting such as in between traffic reports), online media, as well as outdoor media (such as bus shelter ads ) targeting English, Spanish and Asian communities. The following is a more detailed description of the programs' advertising campaigns:

### Television

Fifteen and thirty second television commercials featuring the CARE and the Energy Savings Assistance Program aired on various English and Spanish television networks. The commercials featured a family saving money on their SDG&E bills and receiving services from SDG&E. The program phone number and email are given so that interested customers could apply for the programs.

### Univision Radio

SDG&E, in coordination with Univision, the leading Spanish television network, participated in a customer testimonial segment on a popular Univision interview show featuring radio personality Mery Lopez Gallo. The segment, part of a two part series featuring an SDG&E customer, aired on Univision's De Viva voz, KLNv La Nueva, and KLQV Recuerdo. The customer featured was enrolled in both the CARE and Energy Savings Assistance Program and participated in the segment along with a representative of SDG&E. Mery Gallo asked questions and a discussion took place about the programs, how to apply, and how satisfied the customer was with the experience.

### Print

In September, SDG&E featured in- language ads in the Spanish publication Enlace, and the Filipino publications, Asian Journal, Filipino Press, and Filipino Times. The Vietnamese publications Nguoi Viet Tu Do, Thuong Mai, and Tieng Viet also featured program ads, along with the African American publication, Voice and Viewpoint.



### Online Media

SDG&E continued online media exposure with paid searches on Google, Yahoo, Bing, and Facebook. Display advertising continued on sites such as CareerBuilder, Value Click, and Signonsandiego. SDG&E continued to monitor traffic to the microsite or landing page used to gauge the effectiveness of the online campaigns. Over 20,000 page views took place and that pace is expected to continue. Google paid search continues to out perform all other search sites with a rise in click through rates from 4.7% to 5.6%.<sup>2</sup>

### **Community Outreach**

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

### Multi-Cultural & Multi-Lingual Outreach

This outreach is being conducted by two outside contractors who have expertise in in-language and cultural services; The Harris Group (THG) and Catholic Charities (CC). Through THG efforts, 128 CARE and 16 Energy Savings Assistance Program applications were collected. CC collected 330 CARE and 234 Energy Savings Assistance Program applications. Following are the contractor's activities for the month of September:

<b>Event Name/Location</b>	<b>Type of Event</b>	<b>Details of Event</b>	<b>Est # of Attendees</b>
Open Door Worship Center, San Diego	Faith Based – targeting African American Community	THG presented during and after services	250
Mesa View Baptist Church Women Conference at	Faith Based– targeting African American	THG presented and left information at resource	100

<sup>2</sup> CTR is the number of clicks on an ad divided by the number of times the ad is shown

Miramar Naval Station Officer Club, San Diego	Community	table	
Shaback International Ministries, San Diego	Faith Based– targeting African American Community	THG presented information and left information in the foyer	40
Praise Fest Event San Diego	Faith Based– targeting African American Community	THG made announcement at various stages and had an information table	5,000
South Metro Workforce Orientation Sessions San Diego	Community Outreach	THG in partnership with South Metro Workforce Development Center, presented information to new clients	unknown
South Metro Workforce Development Staff Meetings San Diego	Community Outreach	THG presented at staff meetings. Eligibility technicians took information to share with clients	50
Concord & Career School San Diego	Community Outreach	THG gave Presentation to students	60
2 <sup>nd</sup> Series of Health Fairs directed by Bayview Charities at Encanto Southern Baptist Church	Community Outreach – targeting African American Community	THG set up an information table	unknown
McGrath Family YMCA in Spring Valley	Targeting Chaldean community	CC partnered with Chaldean American Institute and set up an information table	5,000
Thuan Phat Supermarket in Linda Vista	Targeting Vietnamese community	CC set up an information table outside market	400
Valley Food Supermarket in El Cajon	Targeting Vietnamese community	CC set up an information table outside market	600
Mid-Autumn Festival at	Targeting Vietnamese	CC set up an information	900

Linda Vista Public Library	community	table	
Lucky Seafood Supermarket in Mira Mesa	Targeting Vietnamese community	CC set up an information table outside market	200
Valley Food Supermarket in El Cajon	Targeting Vietnamese community	CC set up an information table outside market	600
Refugee and Immigrant Services, San Diego	Targeting various immigrant populations	CC staff distributed information to refugees, immigrants, and long-time resident family members visiting their resettlement and immigration services	unknown

### Community Events

SDG&E and its partners participate in and sponsor a variety of local events in order to help educate and enroll low-income customers in its assistance programs (CARE, Energy Savings Assistance Program, Medical Baseline, etc.). In September, SDG&E participated in community events, which resulted in 71 CARE and 25 Energy Savings Assistance Program applications collected. Following is a more detailed summary of these events:

<b>Event Name/Location</b>	<b>Type of Event</b>	<b>Details of Event</b>	<b>Est # of Attendees</b>
Community Cares Program/Put Pride Aside Campaign – Crosspoint (La Mesa), Children’s Choice (El Cajon) and Fallbrook	Food Distribution	SDG&E representative alongside Neighborhood Healthcare, SDG&E’s capitation agency, shared information with attendees	150-300 per event location
Bahia Resort Hotel Employee Resource Fair, San Diego	Employee Resource Fair	Outreach to hospitality and service industry by SDG&E representatives	250
GRID Alternatives, San Diego	Community Meeting	SDG&E representatives set up an information table	40
Catamaran Resort Hotel & Spa San Diego	Employee Resource Fair	Outreach to hospitality and service industry by SDG&E representatives	50
Lighting Exchange Event (Mira	Leveraging effort with Energy	SDG&E representatives alongside SAY San Diego (SDG&E’s	500

Mesa & Poway)	Efficiency group	capitation contractor) participated in event	
The Silver Wing Park & Recreation Center, San Diego	Community Block Party	SDG&E representatives set up an information table	1,000
NHA-Free Rental Assistance San Diego	Workshop	The Neighborhood House Association, a capitation agency, hosted two forums & workshops. SDG&E program information was presented	20
10 <sup>th</sup> Anniversary of Kids Care Fest –City of La Mesa & Grossmont Healthcare District	Community Event	Neighborhood Healthcare representatives, a capitation agency, promoted SDG&E's assistance programs	unknown
Feeding America San Diego Mobile Pantry-Vista	Food distribution in rural areas of San Diego County	SDG&E representatives shared information with attendees	200+

### 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 Program benefits as part of their total assistance offering. As an incentive, SDG&E provides CARE and Energy Savings Assistance Program Capitation Contractors with a fee for each enrollment generated.

In an effort to maintain relationships with these organizations and keep the CARE Program and Energy Savings Assistance Program as a priority, SDG&E visits most agency sites each week. In September, SDG&E made 161 visits to over 50 different agencies, which resulted in 626 CARE applications with 392 of them converting to enrollments and 29 Energy Savings Assistance Program applications.

### 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 the CARE Program, Energy Savings Assistance Program and Medical Baseline Program. Through referrals in September, 2-1-1 provided SDG&E with 208 CARE enrollments and 109 Energy Savings Assistance Program interest forms. The center also mailed out 163 Medical Baseline Program applications.

## **Integration and Leveraging 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 September, 438 CARE applications and 262 Energy Savings Assistance Program interest forms were collected by branch offices representatives.

### Energy Efficiency

SDG&E's Residential Lighting Program contains CARE Program information on all monthly postcards mailed to communities where a lighting exchange event will take place. In addition, all CARE customers accepted into the program receive an acceptance letter with information on the Home Energy Survey. The Customer Assistance fact sheet, an informational sheet on all SDG&E assistance programs, also contains information on the Energy Efficiency Rebate programs. The CARE application contains information on Energy Efficient Rebate programs and the Home Energy Survey.

### Energy Efficiency Middle Income Direct Install

SDG&E held a kick off meeting with Energy Efficiency's Middle Income Direct Install Program (MIDI) to discuss integration efforts and implementation. As a result of the meeting, the MIDI authorized contractor (who is also an Energy Savings Assistance

Program contractor) will be screening and enrolling customers in the appropriate program based on a customer's income level. This should make enrolling in each program easier for customers as well as eliminate any additional steps if the customer had to contact each program individually.

In addition, the contractor will also be promoting the Energy Savings Assistance Program whenever possible by providing its field representatives with Energy Savings Assistance Program flyers for distribution and posting flyers on its bulletin boards. The Energy Savings Assistance Program will also track leads and enrollments from the MIDI program within its program database.

Smart Meter

SDG&E's Smart Meter group, responsible for the network of automated electric meters and gas modules, attended events throughout the community. The group promotes SDG&E programs including the offerings of the CARE and the Energy Savings Assistance Programs. The following are details on events attended by the group in September:

<b>Event Name/Location</b>	<b>Type of Event</b>	<b>Details of Event</b>	<b>Est # of Attendees</b>
ArtWalk, San Diego	Community Event	Sponsored by Mission Federal ArtWalk	Thousands attended event, about 500 people visited booth
Democratic Convention, San Diego	Political Event	Sponsored by San Diego Democratic Party – booth provided by SDG&E Regional Public Affairs	Approximately 250 visited the booth
Polifest, San Diego	Political Event	Sponsored by Voice of San Diego – booth provided by SDG&E Regional Public Affairs	Approximately 175 visited the booth

**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 September.

**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 September.

**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	\$1,321,290	76%
Proc., Certification and Verification	\$230,015	\$190,760	83%
Information Tech./Programming	\$452,687	\$130,852	29%
Pilots	N/A	N/A	N/A
Measurement and Evaluation	\$4,326	\$0	0%
Regulatory Compliance	\$196,401	\$112,564	57%
General Administration	\$423,927	\$193,814	46%
CPUC Energy Division Staff	\$102,900	\$24,950	24%
Cooling Centers	N/A	N/A	N/A
Total Expenses	<b>\$3,144,517</b>	<b>\$1,974,230</b>	<b>63%</b>
Subsidies and Benefits	<b>\$49,919,937</b>	<b>\$47,704,195</b>	<b>96%</b>
Total Program Costs and Discounts	<b>\$53,064,454</b>	<b>\$49,678,425</b>	<b>94%</b>

2.1.2 Please provide the CARE program penetration rate to date

<b>CARE Penetration</b>
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Participants Enrolled	Eligible Participants	Penetration rate
306,544	361,555	84.8%

## 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 September, direct marketing efforts for the CARE Program included direct mail, automated voice messaging (AVM) campaigns, email campaigns, and door-to-door canvassing. Below is detailed information on these activities:

#### Direct Mail

Approximately 28,000 customers received a postcard promoting the CARE Program. The postcard listed the benefits of the program, how to qualify, and how to apply. Qualifying customers were encouraged to visit the program's microsite or call the program's IVR number to enroll. The postcard generated program awareness and the online application and IVR enrollment numbers reached 576 and 2,365 respectively for the month.

#### AVM Campaigns

Over 43,000 households were contacted for enrollment through AVM campaigns in the month of September, 966 enrollments resulted from these contacts. In addition 469 customers, due to recertify, chose to recertify using the AVM process.

#### Email Campaigns

Approximately 47,000 customers were contacted through a CARE Program email campaign. The email listed the benefits of the program and how to apply. Customers who opened the email and clicked on "how to apply" were directed to a microsite containing the qualifications for the program and how to apply. A total of 2,365 enrollments were generated in the month of September from all online efforts. The



campaign generated a unique open rate (how many people viewed or opened the email) of 36.38% which exceeds the industry average of 23%.

### Door-toDoor Canvassing

Canvassing efforts from SDG&E's door-to-door contractor, Energy Save, generated 580 enrollments for the CARE Program.

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 the CARE Program 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 recertification complaints in the month of September.

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

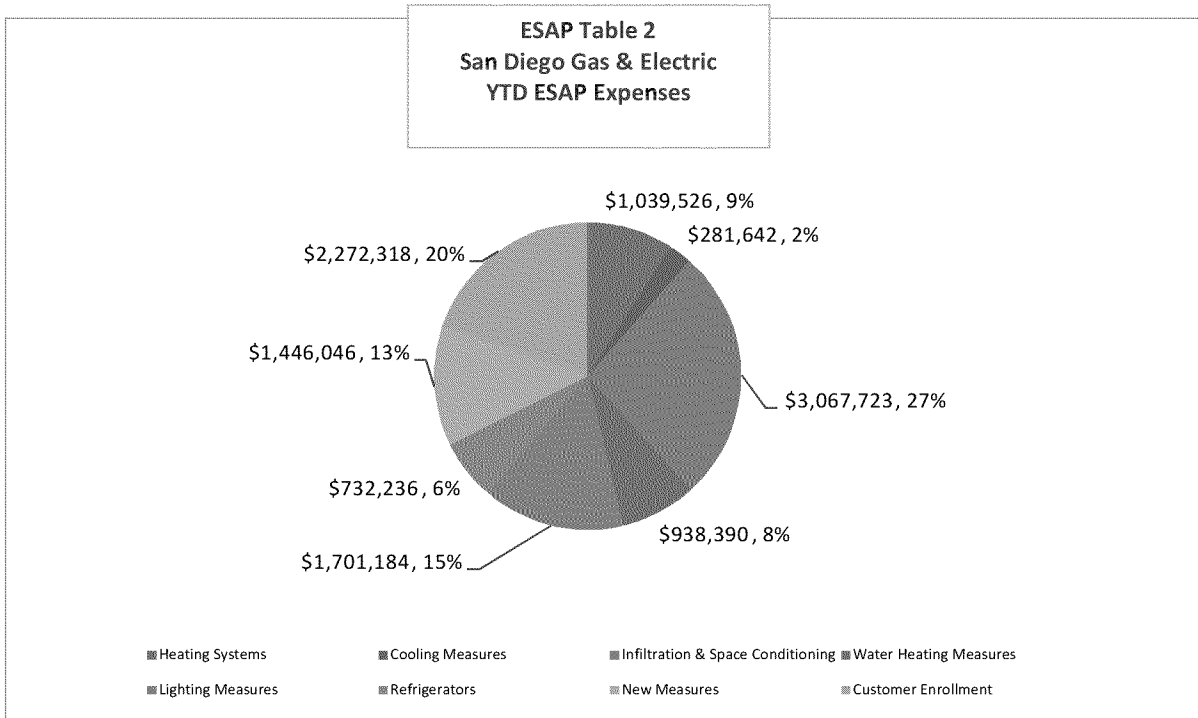
**CARE**- Table 7- Capitation Contractors

**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>September 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>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	\$ -	\$ 158,031	\$ 158,031	\$ -	\$ 2,312,973	\$ 2,312,973	0%	116%	116%
8	- Electric Appliances	\$ 7,668,938	\$ -	\$ 7,668,938	\$ 305,266	\$ -	\$ 305,266	\$ 2,755,935	\$ -	\$ 2,755,935	36%	0%	36%
9	- Weatherization <sup>1</sup>	\$ -	\$ 3,476,824	\$ 3,476,824	\$ -	\$ 421,892	\$ 421,892	\$ -	\$ 4,138,809	\$ 4,138,809	0%	119%	119%
10	- Outreach and Assessment	\$ 968,240	\$ 968,240	\$ 1,936,480	\$ 139,473	\$ 139,473	\$ 278,945	\$ 1,009,034	\$ 1,009,034	\$ 2,018,069	104%	104%	104%
11	- In Home Energy Education	\$ 587,161	\$ 587,161	\$ 1,174,322	\$ 20,100	\$ 20,100	\$ 40,199	\$ 143,375	\$ 143,375	\$ 286,750	24%	24%	24%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ 120,910	\$ 120,910	\$ 241,820	\$ 13,726	\$ 13,726	\$ 27,453	\$ 120,464	\$ 120,464	\$ 240,928	100%	100%	100%
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>\$ 478,564</b>	<b>\$ 753,222</b>	<b>\$ 1,231,786</b>	<b>\$ 4,028,808</b>	<b>\$ 7,724,655</b>	<b>\$ 11,753,464</b>	<b>43%</b>	<b>108%</b>	<b>71%</b>
16													
17	Training Center	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
18	Inspections	\$ 31,347	\$ 31,347	\$ 62,694	\$ 2,326	\$ 2,326	\$ 4,653	\$ 24,988	\$ 24,988	\$ 49,977	80%	80%	80%
19	Marketing	\$ 407,171	\$ 407,171	\$ 814,341	\$ 72,209	\$ 72,209	\$ 144,417	\$ 311,449	\$ 311,448	\$ 622,897	76%	76%	76%
20	M&E Studies	\$ (22,932)	\$ (22,932)	\$ (45,864)	\$ -	\$ -	\$ -	\$ 9,211	\$ 9,211	\$ 18,423	-40%	-40%	-40%
21	Regulatory Compliance	\$ 143,003	\$ 143,003	\$ 286,006	\$ 6,450	\$ 6,450	\$ 12,901	\$ 79,225	\$ 79,224	\$ 158,449	55%	55%	55%
22	General Administration	\$ 984,552	\$ 984,552	\$ 1,969,104	\$ 50,085	\$ 49,836	\$ 99,921	\$ 520,779	\$ 520,529	\$ 1,041,308	53%	53%	53%
23	CPUC Energy Division	\$ 22,474	\$ 22,474	\$ 44,947	\$ -	\$ -	\$ -	\$ 5,347	\$ 5,347	\$ 10,693	24%	24%	24%
24													
25	<b>TOTAL PROGRAM COSTS</b>	<b>\$ 10,910,863</b>	<b>\$ 8,708,281</b>	<b>\$ 19,619,144</b>	<b>\$ 609,634</b>	<b>\$ 884,043</b>	<b>\$ 1,493,677</b>	<b>\$ 4,979,807</b>	<b>\$ 8,675,403</b>	<b>\$ 13,655,210</b>	<b>46%</b>	<b>100%</b>	<b>70%</b>
26	<b>Funded Outside of Energy Savings Assistance Program Budget</b>												
27	Indirect Costs				\$ 33,928	\$ 35,402	\$ 69,330	\$ 334,123	\$ 355,199	\$ 689,322			
28													
29	NGAT Costs				\$ 22,328	\$ 22,328		\$ 198,283	\$ 198,283				
30	Any required corrections/adjustments are reported herein and supersede results reported in prior months and reflect YTD adjustments.												
31	<sup>1</sup> Carry back \$708,461 from 2011 Weatherization category to cover 2010 gas expenditures.												
32													
33	SDG&E will be filing a motion to request authorization to shift funds in October to address these over expenditures.												

	A	B	C	D	E	F	G	H	
1	<b>Energy Savings Assistance Program Table 2</b>								
2	<b>Energy Savings Assistance Program Expenses and Energy Savings by Measures Installed</b>								
	<b>San Diego Gas &amp; Electric</b>								
	<b>September 2011</b>								
3	<b>Measures</b>	<b>Units</b>	<b>Year-To-Date Completed &amp; Expensed Installations</b>						
4			<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>	
5	<b>Heating Systems</b>								
6	Furnaces	Each	2,503	-	-	815	\$ 1,039,526	9%	
7	<b>Cooling Measures</b>								
8	A/C Replacement - Room	Each	148	12,706	10	-	\$ 146,072	1%	
9	A/C Replacement - Central	Each	33	7,222	6	-	\$ 130,320	1%	
10	A/C Tune-up - Central	Each	49	9,121	-	-	\$ 5,250	0%	
11	A/C Services - Central	Each	-	-	-	-	\$ -	0%	
12	Heat Pump	Each	-	-	-	-	\$ -	0%	
13	Evaporative Coolers	Each	-	-	-	-	\$ -	0%	
14	Evaporative Cooler Maintenance	Each	-	-	-	-	\$ -	0%	
15	<b>Infiltration &amp; Space Conditioning</b>								
16	Envelope and Air Sealing Measures	Home	10,713	112,264	-	27,881	\$ 2,480,683	22%	
17	Duct Sealing	Home	676	94,307	-	9,152	\$ 98,375	1%	
18	Attic Insulation	Home	481	53,151	24	17,539	\$ 488,665	4%	
19	<b>Water Heating Measures</b>								
20	Water Heater Conservation Measures	Home	11,340	200,502	44	116,152	\$ 849,097	7%	
21	Water Heater Replacement - Gas	Each	98	-	-	-	\$ 89,293	1%	
22	Water Heater Replacement - Electric	Each	-	-	-	-	\$ -	0%	
23	Tankless Water Heater - Gas	Each	-	-	-	-	\$ -	0%	
24	Tankless Water Heater - Electric	Each	-	-	-	-	\$ -	0%	
25	<b>Lighting Measures</b>								
26	CFLs	Each	66,573	1,065,168	133	-	\$ 450,864	4%	
27	Interior Hard wired CFL fixtures	Each	8,209	525,376	16	-	\$ 598,759	5%	
28	Exterior Hard wired CFL fixtures	Each	2,419	25,280	-	-	\$ 129,630	1%	
29	Torchiere	Each	5,564	1,062,724	11	-	\$ 521,931	5%	
30	<b>Refrigerators</b>								
31	Refrigerators -Primary	Each	1,160	880,110	149	-	\$ 732,236	6%	
32	Refrigerators - Secondary	Each	-	-	-	-	\$ -	0%	
33	<b>Pool Pumps</b>								
34	Pool Pumps	Each	-	-	-	-	\$ -	0%	
35	<b>New Measures</b>								
36	Forced Air Unit Standing Pilot Change Out	Each	266	-	-	11,704	\$ 77,393	1%	
37	Furnace Clean and Tune	Each	4,917	-	-	-	\$ 339,784	3%	
38	High Efficiency Clothes Washer	Each	1,023	72,479	-	36,971	\$ 641,922	0%	
39	Microwave	Each	573	56,383	-	1,490	\$ 51,570	0%	
40	Thermostatic Shower Valve	Each	2,628	67,032	15	33,456	\$ 231,233	2%	
41	LED Night Lights	Each	33,111	133,141	-	-	\$ 104,144	1%	
42	Occupancy Sensor		-	-	-	-	\$ -	0%	
43	<b>Pilots</b>								
44	A/C Tune-up Central	Home	-	-	-	-	\$ -	0%	
45	Interior Hard wired CFL fixtures	Each	-	-	-	-	\$ -	0%	
46	Ceiling Fans	Each	-	-	-	-	\$ -	0%	
47	In-Home Display	Each	-	-	-	-	\$ -	0%	
48	Programmable Controllable Thermostat	Each	-	-	-	-	\$ -	0%	
49	Forced Air Unit	Each	-	-	-	-	\$ -	0%	
50	Microwave		-	-	-	-	\$ -	0%	
51	High Efficiency Clothes Washer		-	-	-	-	\$ -	0%	
52	<b>Customer Enrollment</b>								
53	Outreach & Assessment	Home	13,951				\$ 1,985,568	17%	
54	In-Home Education	Home	13,737				\$ 286,750	2%	
55	Education Workshops	Participant					\$ -	0%	
56	<b>Total Savings/Expenditures</b>			<b>4,376,966</b>	<b>408</b>	<b>255,160</b>	<b>\$11,479,065</b>	<b>100%</b>	
57									
58	Homes Weatherized	Home	11,500						
59									
60	<b>Homes Treated</b>								
61	- Single Family Homes Treated	Home	5,920						
62	- Multi-family Homes Treated	Home	7,309						
63	- Mobile Homes Treated	Home	722						
64	<b>- Total Number of Homes Treated</b>	<b>Home</b>	<b>13,951</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>68%</b>						
67									
68	- Total Master-Metered Homes Treated	Home	70						
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 September 2011



	A	B
1	<b>Energy Savings Assistance Program Table 3 - Average Bill Savings per Treated Home San Diego Gas &amp; Electric September 2011</b>	
2	<b>Year-to-date Installations - Expensed</b>	
3		
4	Annual kWh Savings	4,376,966
5	Annual Therm Savings	255,160
6	Lifecycle kWh Savings	39,148,975
7	Lifecycle Therm Savings	2,721,213
8	Current kWh Rate	\$ 0.13
9	Current Therm Rate	\$ 1.09
10	Number of Treated Homes	13,951
11	<b>Average 1st Year Bill Savings / Treated Home</b>	<b>60.19</b>
12	<b>Average Lifecycle Bill Savings / Treated Home</b>	<b>475.44</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 San Diego Gas &amp; Electric September 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	258	258
5	San Diego	18,138	319,170	337,308	368	13,325	13,693
6							
7	<b>Total</b>	<b>18,138</b>	<b>334,823</b>	<b>352,961</b>	<b>368</b>	<b>13,583</b>	<b>13,951</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 San Diego Gas &amp; Electric September 2011</b>																
2		Gas & Electric				Gas Only				Electric Only				Total			
3		# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes	Therm	kWh	kW	# of YTD Homes	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW
4	Month																
5	Jan-11	456	14,860	210,391	24	0	0	0	0	16	0	13,437	2	472	14,860	223,828	26
6	Feb-11	1,102	42,371	518,199	48	0	0	0	0	37	0	64,511	8	1,139	42,371	582,710	56
7	Mar-11	3,102	81,101	1,056,596	95	0	0	0	0	120	0	141,069	17	3,222	81,101	1,197,665	112
8	Apr-11	4,543	112,148	1,528,180	145	0	0	0	0	229	0	212,494	25	4,772	112,148	1,740,674	170
9	May-11	6,684	150,834	2,074,421	191	0	0	0	0	334	0	280,711	33	7,018	150,834	2,355,132	224
10	Jun-11	8,543	180,919	2,557,585	234	0	0	0	0	669	0	370,093	41	9,212	180,919	2,927,678	275
11	Jul-11	9,721	205,870	2,923,861	266	0	0	0	0	753	0	483,976	58	10,474	205,870	3,407,837	324
12	Aug-11	11,183	232,289	3,354,116	301	0	0	0	0	874	0	555,345	65	12,057	232,289	3,909,461	366
13	Sep-11	12,960	255,160	3,755,110	334	0	0	0	0	991	0	621,856	74	13,951	255,160	4,376,966	408
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>September 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	\$ 73,918	\$ 73,918	\$ 147,836	\$ 268	\$ 268	\$ 536	\$107,626	\$ 107,626	\$ 215,253	146%	146%	146%
8	Programmable Thermostat	\$ 117,221	\$ 117,221	\$ 234,441	\$ 13,458	\$ 13,458	\$ 26,917	\$ 60,137	\$ 60,137	\$ 120,274	51%	51%	51%
9	WE&T Pilot	\$ 11,342	\$ 11,342	\$ 22,684				\$ 10,383	\$ 10,383	\$ 20,767	92%	92%	92%
10													
11													
12													
13													
14	<b>Total Pilots</b>	<b>\$ 202,481</b>	<b>\$ 202,481</b>	<b>\$ 404,961</b>	<b>\$ 13,726</b>	<b>\$ 13,726</b>	<b>\$ 27,453</b>	<b>\$ 178,147</b>	<b>\$ 178,146</b>	<b>\$ 356,293</b>	<b>88%</b>	<b>88%</b>	<b>88%</b>
15	<b>Studies:</b>												
16	<b>Studies:</b>												
17	Non-Energy Benefits	\$ 15,000	\$ 15,000	\$ 30,000	\$ -	\$ -	\$ -	\$ 5,380	\$ 5,380	\$ 10,759	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>\$ 56,613</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>September 2011</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 <sup>4</sup>	Target to Treated This Year
7	91906-32	122	46	4	1
8	91910-16	319	171	137	4
9	91910-40	199	118	55	8
10	91911-16	429	255	110	9
11	91911-51	471	178	151	9
12	91942-37	176	29	7	2
13	91942-38	469	92	41	9
14	91945-21	351	155	60	4
15	91950-71	163	106	61	4
16	91977-27	402	157	77	9
17	91977-31	358	106	55	8
18	92020-14	484	100	38	9
19	92020-15	83	19	17	4
20	92020-27	281	68	20	2
21	92020-28	247	56	15	5
22	92020-37	378	218	174	12
23	92021-62	164	99	53	3
24	92028-45	365	49	4	2
25	92064-70	65	12	7	2
26	92071-31	595	173	108	4
27	92083-40	390	174	31	16
28	92113-17	469	319	338	9
29	92114-46	296	124	69	9
30	92116-17	394	121	13	3
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	[4] Total units treated 2002-2010 year-to-date.				
37	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.				
38	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>CARE Table 1 - CARE Program Expenses</b>												
2	<b>San Diego Gas &amp; Electric</b>												
3	<b>September 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	\$182,376	\$51,439	\$233,815	\$1,029,903	\$291,387	\$1,321,290	77%	73%	76%
7	Automatic Enrollment	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
8	Processing/ Certification/Verification	\$177,112	\$52,903	\$230,015	\$15,316	\$4,320	\$19,635	\$148,582	\$42,179	\$190,760	84%	80%	83%
9	Information Technology / Programming	\$348,569	\$104,118	\$452,687	\$21,903	\$6,178	\$28,081	\$102,012	\$28,839	\$130,852	29%	28%	29%
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	\$11,311	\$3,191	\$14,502	\$87,723	\$24,841	\$112,564	58%	55%	57%
19	General Administration	\$ 326,424	\$ 97,503	\$ 423,927	\$14,024	\$3,956	\$17,980	\$151,056	\$42,759	\$193,814	46%	44%	46%
20	CPUC Energy Division	\$ 79,233	\$ 23,667	\$102,900	\$0	\$0	\$0	\$19,461	\$5,489	\$24,950	25%	23%	24%
21													
22	<b>SUBTOTAL MANAGEMENT COSTS</b>	<b>\$ 2,421,279</b>	<b>\$ 723,238</b>	<b>\$ 3,144,517</b>	<b>\$244,930</b>	<b>\$69,083</b>	<b>\$314,013</b>	<b>\$1,538,737</b>	<b>\$435,494</b>	<b>\$1,974,230</b>	<b>64%</b>	<b>60%</b>	<b>63%</b>
23													
24	CARE Rate Discount	\$ 38,438,351	\$ 11,481,586	\$ 49,919,937	\$4,676,963	\$703,640	\$5,380,603	\$37,323,727	\$10,380,468	\$ 47,704,195	97%	90%	96%
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>\$4,921,893</b>	<b>\$772,723</b>	<b>\$5,694,616</b>	<b>\$ 38,862,464</b>	<b>\$10,815,962</b>	<b>\$49,678,425</b>	<b>95%</b>	<b>89%</b>	<b>94%</b>
28													
29	<b>Other CARE Rate Benefits</b>												
30	DWR Bond Charge Exemption				\$720,659		\$720,659	\$5,988,302		\$5,988,302			
31	CARE PPP Exemption				\$412,417	\$96,350	\$508,767	\$3,422,622	\$1,419,863	\$4,842,485			
32	California Solar Initiative Exemption <sup>[3]</sup>				\$222,872		\$222,872	\$1,858,890		\$1,858,890			
33	kWh Surcharge Exemption				\$3,029,844		\$3,029,844	\$19,755,607		\$19,755,607			
34	<b>TOTAL - OTHER CARE RATE BENEFITS</b>				<b>\$4,385,792</b>	<b>\$96,350</b>	<b>\$4,482,142</b>	<b>\$31,025,421</b>	<b>\$ 1,419,863</b>	<b>\$32,445,284</b>			
35													
36	Indirect Costs				\$40,254	\$11,354	\$51,608	\$405,649	\$114,414	\$520,062			
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 June 2011.												
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>September 2011</b>																	
4	Gross Enrollment												Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)	
5	Automatic Enrollment						Capitation	Other Sources <sup>5</sup>	Total (G+H+I)	Recertification	Total Adjusted (J+K)	Attrition (Drop Offs)	Net (L-M)	Net Adjusted (N-K)				
6	2011	Inter- Utility <sup>1</sup>	Intra- Utility <sup>2</sup>	Leveraging <sup>3</sup>	One-e-App <sup>4</sup>	SB580									Combined (B+C+D+E+F)			
7	January	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%
8	February	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%
9	March	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%
10	April	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%
11	May	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%
12	June	0	183	11	0	0	194	360	5,467	6,021	4,849	10,870	7,363	3,507	-1,342	301,544	359,622	83.9%
13	July	0	42	0	0	0	42	262	6,117	6,421	3,514	9,935	2,743	7,192	3,678	305,222	361,555	84.4%
14	August	0	163	24	0	0	187	343	6,796	7,326	4,736	12,062	7,284	4,778	42	305,264	361,555	84.4%
15	September	0	105	0	0	0	105	341	6,281	6,727	4,835	11,562	5,447	6,115	1,280	306,544	361,555	84.8%
16	October																	
17	November																	
18	December																	
19	<b>Total for 2011</b>	<b>1,013</b>	<b>1,177</b>	<b>138</b>	<b>0</b>	<b>0</b>	<b>2,328</b>	<b>3,227</b>	<b>56,159</b>	<b>61,714</b>	<b>45,253</b>	<b>106,967</b>	<b>48,608</b>	<b>58,359</b>	<b>13,106</b>	<b>306,544</b>	<b>361,555</b>	<b>84.80%</b>
20																		
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	<sup>6</sup> 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>September 2011</b>								
4	<b>2011</b>	<b>Total CARE Population</b>	<b>Participants Requested to Verify</b>	<b>% of Population Total</b>	<b>Participants Dropped (Due to no response)</b>	<b>Participants Dropped (Verified as Ineligible)</b>	<b>Total Dropped</b>	<b>% Dropped through Random Verification<sup>1</sup></b>	<b>% of Total Population Dropped</b>
5	January	296,430	585	0.20%	3	1	4	0.68%	0.00%
6	February	297,666	573	0.19%	29	13	42	7.33%	0.01%
7	March	299,419	695	0.23%	32	6	38	5.47%	0.01%
8	April	300,424	793	0.26%	56	16	72	9.08%	0.02%
9	May	302,886	399	0.13%	63	24	87	21.80%	0.03%
10	June	301,544	823	0.27%	44	26	70	8.51%	0.02%
11	July	305,222	699	0.23%	14	9	23	3.29%	0.01%
12	August	305,264	816	0.27%	22	16	38	4.66%	0.01%
13	September	306,544	814	0.27%	7	1	8	0.98%	0.00%
14	October								
15	November								
16	December								
17	<b>Total for 2011</b>	<b>306,544</b>	<b>6,197</b>	<b>0.27%</b>	<b>270</b>	<b>112</b>	<b>382</b>	<b>6.16%</b>	<b>0.12%</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>September 2011</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>	3,184	12,635	11,562	441	257	375
6	<b>Percentage</b>		397%	92%	3%	2%	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>September 2011</b>									
4										
5		<b>Estimated Eligible</b>			<b>Total Participants</b>			<b>Penetration Rate</b>		
6	County	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
7	Orange County	16,074	0	16,074	14,016	0	14,016	87%	0%	87%
8	San Diego	327,084	18,397	345,481	280,240	12,288	292,528	85%	67%	85%
9										
10	<b>Total</b>	<b>343,158</b>	<b>18,397</b>	<b>361,555</b>	<b>294,256</b>	<b>12,288</b>	<b>306,544</b>	85%	67%	85%
11										
12										
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	H
1	<b>CARE Table 6 - Recertification Results</b>							
2	<b>San Diego Gas &amp; Electric</b>							
3	<b>September 2011</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>	301,544	4,200	1.39%	1,132	45	26.95%	0.01%
11	<b>July</b>	305,222	3,018	0.99%	370	17	12.26%	0.01%
12	<b>August</b>	305,264	2,918	0.96%	240	42	8.22%	0.01%
13	<b>September</b>	306,544	3,195	1.04%	156	2	4.88%	0.00%
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>September 2011</b>							
4	Contractor Name	Contractor Type				Year-to-Date		
5		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
6	AKA HEAD START		X			0	1	1
7	ALIANCE FOR AFRICAN ASSISTANCE		X			0	34	34
8	AMERICAN RED CROSS		X			0	1,016	1,016
9	CAMPESINOS UNIDOS, INC		X		X	0	35	35
10	CASA FAMILIAR		X			0	7	7
11	CASH PLUS	X				0	11	11
12	CATHOLIC CHARITIES		X			0	188	188
13	CHILDREN'S INITIATIVE		X			0	15	15
14	CHINESE SERVICE CENTER		X			0	14	14
15	CHULA VISTA COMMUNITY COLLABORATIVE		X			0	28	28
16	CITY HEIGHTS COMMUNITY DEVELOPMENT CORP		X			0	2	2
17	CRISIS HOUSE		X			0	14	14
18	ELDER HELP OF SAN DIEGO 2009		X			0	1	1
19	FEEDING AMERICA SAN DIEGO		X			0	20	20
20	FOSTER LIFT		X			0	10	10
21	HARMONIUM		X			0	4	4
22	HEAD START		X			0	4	4
23	HEARTS AND HANDS TOGETHER		X			0	16	16
24	HOME START 2011		X			0	40	40
25	HORN OF AFRICA		X			0	15	15
26	INTERNATIONAL RESCUE COMMITTEE		X			0	33	33
27	IRAQI COMMUNITY SOCIAL SERVICES		X			0	1	1
28	KURDISH HUMAN RIGHTS WATCH		X			0	7	7
29	LA MAESTRA FAMILY CLINIC		X			0	15	15
30	LIBERTY TAX SERVICES	X				0	6	6
31	MAAC PROJECT		X		X	0	57	57
32	MID CITY CHRISTIAN SERVICES 2009		X	X		0	0	0
33	MONTE VISTA HIGH SCHOOL COMMUNITY RESOURCE CENTER		X			0	0	0
34	MOUNTAIN HEALTH & COMMUNITY SERVICES, INC.		X			0	1	1
35	NEIGHBORHOOD HEALTH CARE		X			0	99	99
36	NEIGHBORHOOD HOUSE		X			0	20	20
37	NORTH COUNTY HEALTH PROJECT-WIC		X			0	44	44
38	NORTH COUNTY INTERFAITH COUNCIL - ESCONDIDO		X			0	1	1
39	REBUILDING TOGETHER SAN DIEGO		X			0	29	29
40	SALVATION ARMY		X			0	6	6
41	SAN DIEGO STATE UNIVERSITY - WIC		X			0	546	546
42	SAN DIEGO YOUTH & COMMUNITY SERVICES		X			0	0	0
43	SAN YSIDRO HEALTH CENTER		X			0	76	76
44	SAY SAN DIEGO		X			0	19	19
45	SCRIPPS HEALTH WIC		X			0	42	42
46	SERVICENTRO SAN CLEMENTE, INC	X				0	51	51
47	SOMALI FAMILY SERVICE OF SAN DIEGO		X			0	3	3
48	SOUTH BAY COMMUNITY SERVICES		X			0	2	2
49	SOUTHERN CALIFORNIA TRIBAL CHAIRMEN'S ASSOCIATION		X			14	0	14
50	THE HARRIS GROUP	X				0	83	83
51	TRINITY HOUSE		X			0	0	0
52	TURNING THE HEARTS		X			0	0	0
53	UNION OF PAN ASIA COMMUNITIES COUNSEL & TREATMENT		X			0	21	21
54	VISTA COMMUNITY CLINIC		X			0	62	62
55	YMCA YOUTH AND FAMILY SERVICES		X			0	13	13
56	<b>Total Enrollments</b>					<b>14</b>	<b>2,712</b>	<b>2,726</b>
57								
58	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>September 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>	204,032	N/A	97,512	301,544	359,622	83.9%	0.82%
11	<b>July</b>	206,353	N/A	98,869	305,222	361,555	84.4%	0.57%
12	<b>August</b>	205,893	N/A	99,371	305,264	361,555	84.4%	0.00%
13	<b>September</b>	207,073	N/A	99,471	306,544	361,555	84.8%	0.35%
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.							