

**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 OCTOBER 2011**

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November 21 , 2011

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

This is the tenth monthly report of program year (PY) 2011. The purpose of this report is to consolidate activity for the CARE Program and Energy Savings Assistance Program and provide the Energy Division with all the necessary information to assist in analyzing the low-income programs.

This report presents year-to-date Energy Savings Assistance Program and CARE results and expenditures through October 2011 for San Diego Gas & Electric Company (SDG&E).

Respectfully Submitted,

                  /s/ Kim F. Hassan                  

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November 21, 2011

**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	\$15,240,294	78%
Homes Treated	20,384	16,800	82%
kWh Saved	8,575,260	4,903,340	57%
kW Demand Reduced	1,965	455	23%
Therms Saved	452,749	276,750	61%
GHG Emissions Reduced	7,365	4,316	59%

SDG&E enrolled 1,536 customers in the Energy Savings Assistance Program during the month of October. This brings the year-to-date total for enrollments to 18,031. Of those enrolled, 16,800 have been expensed and counted as homes treated. This is 82% of the 2011 annual goal. As a result of the enrollments and homes treated this year, SDG&E has saved 4,903,340 kWh, reduced 455 kW of demand, saved 276,750 therms and reduced 4,316 tons of green house gas (GHG) emissions.

Through marketing and outreach efforts, SDG&E generated a total of 4,167 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 October, 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 145 leads were generated from the October direct mail campaign with 22 of those leads converting to enrollments for the program.

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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

A total of 26,557 households were contacted through AVM campaigns in October. From these calls, 532 leads were generated and 42 were converted into enrollments.

### Door-to-Door Canvassing

SDG&E's canvassing contractor, Richard Heath & Associates (RHA), continued to canvass the SDG&E service territory in October, calling on 6,374 homes. These efforts generated 824 leads and 777 enrollments for the program. Door-to-door canvassing continues to be the most successful direct marketing effort as it produces the most leads per contact and the best quality leads as demonstrated by the high conversion of leads to enrollments.

### Email Campaigns

SDG&E emailed Energy Savings Assistance Program information to 52,105 households in October. The email campaigns explained the benefits of the program and how to enroll. 786 leads were created and 35 of these leads became 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 print campaigns targeting the Spanish, Asian, African American and Filipino communities, Spanish radio sponsorship with Univision radio, online media, as well as outdoor media (such as bus shelter ads ) targeting English, Spanish , Asian and Filipino communities. Following is a more detailed description of the programs' advertising campaigns:

### Print

In October, SDG&E featured in-language ads in various Spanish publications. English print ads were featured in the Asian Journal and the publications servicing the Filipino community – the Filipino Press, and the Filipino Times. The Vietnamese publications Nguoi Viet Tu Do, Thuong Mai, and Tieng Viet featured in-language program ads and print ads were also featured in Voice and Viewpoint, which services the African American community.

### 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 featured a SDG&E customer and aired on Univision's De Viva voz, KLNv La Nueva, and KLQV Recuerdo. The customer was enrolled in both the CARE and Energy Savings Assistance Programs 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.

### 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 28,000 page views took place and that pace is expected to continue. Google paid search continues to out perform all other search sites with a click through rate of 5.4%.<sup>2</sup> The landing page traffic and overall click rates show the messages are still engaging, seven months into the campaign.

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



### Outdoor Media

Outdoor ads, featured prominently in bus shelters throughout San Diego, promoted SDG&E programs in several hard to reach neighborhoods. The bus shelter ads targeted the English, Spanish , Asian and Filipino communities. The ads were in the following languages; English, Spanish, Vietnamese and Tagalog.

### **Community Outreach**

In October, community outreach for the CARE and 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 project 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 contractors who have expertise in in-language and cultural services; The Harris Group (THG) and Catholic Charities (CC). Through THG efforts, a total of 149 CARE and 4 Energy Savings Assistance Program applications were collected. THG also supports outreach efforts for SDG&E's Medical Baseline Program. CC collected 421 CARE and 58 Energy Savings Assistance Program applications, as well as supporting the Medical Baseline Program. Following are the contractor's activities for the month of October:

<b>Event Name/Location</b>	<b>Type of Event</b>	<b>Details of Event</b>	<b>Est # of Attendees</b>
New Horizon Baptist, Lemon Grove	Faith Based – African American	THG presented program information during service and offered a Q & A session	50
St. John Missionary Baptist Church, Oceanside	Faith Based – African American	THG presented program information to the congregation	200
Mt. Olive Baptist Church, San Diego	Faith Based – African American	THG presented program information to the	150

		congregation	
69 <sup>th</sup> Street Church of Christ Women's Day Program, San Diego	Faith Based – African American	THG presented program information as part of the financial literacy workshop	200
Grace Missionary Baptist Church, San Diego	Faith Based – African American	THG presented program information to the congregation	50
South Metro Workforce Development Center, San Diego	Education/Career Preparation – Diverse groups	THG presented program information to 11 different student orientation sessions	150
The Jacobs Center Arts & Cultural Festival, San Diego	Community Event – Diverse community	THG set up an informational table and provided program information to attendees	1,000
St. Rita's Catholic Church Health Fair, San Diego	Faith Based – Diverse community	THG set up an informational table and provided program information to attendees	unknown
Good Shepherd Catholic Church, San Diego	Faith Based - Vietnamese	CC set up an informational table and provided program information to attendees	600
Holy Family Fall Festival, San Diego	Faith Based - Vietnamese	CC set up an informational table and provided program information to attendees	1,000
Nhu Lai Buddhist Temple, San Diego	Faith Based - Vietnamese	CC set up an informational table and provided program information to attendees	unknown
St. Didacus Fall Festival, San Diego	Faith Based - Vietnamese	CC set up an informational table and provided program	600

		information to attendees	
St. Francis of Assisi Catholic Church, Vista	Faith Based/Vietnamese	CC presented program information to parishioners	unknown
Vietnamese Baptist Church, El Cajon	Faith Based - Vietnamese	CC presented program information to parishioners	unknown
Wesley Methodist Church, San Diego	Faith Based - Vietnamese	CC presented program information to parishioners	500
Vinh Hung Supermarket, San Diego	Public Venue - Vietnamese	CC set up an informational table and provided program information to patrons	300
Minh Hoa Supermarket, San Diego	Public Venue - Vietnamese	CC set up an informational table and provided program information to patrons	600
Refugee and Immigrant Services, San Diego	Resettlement Services - Multi-lingual diverse groups	CC provided program information to refugees and immigrants visiting the resettlement office	100

Community Events

SDG&E and its partners participated and sponsored 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 October, SDG&E participated in several community events, which resulted in 87 CARE and 60 Energy Savings Assistance Program applications collected. Following is a more detailed summary of these events:

Event Name/Location	Type of Event	Details of Event	Est # of Attendees
---------------------	---------------	------------------	--------------------

Deaf Awareness Day, San Diego	Resources/information for deaf and/or limited hearing	SDG&E provided program and emergency preparedness information	300
Native American Men & Women's Wellness Conference, El Cajon	Conference and seminars/Native American Community	SDG&E set up an informational table and provided program information	300
Family Health Awareness Day, Lakeside	Community Event	SDG&E set up an informational table and provided program information	150
Financial Planning Day, San Diego	Community Event	SDG&E set up an informational table and provided program information	300
El Cajon Fire Safety & Career Expo, El Cajon	Fire & Safety Community Event	Neighborhood Healthcare, a SDG&E capitation agency, promoted SDG&E programs and assisted customers with enrolling	200
Sustain La Mesa Environmental Festival, La Mesa	Environmental, Energy Efficiency, and Recycle Community Fair	SDG&E provided program information and emergency preparedness information	200
Hope in the Park, Balboa Park, San Diego	Community Event	SAY San Diego, a SDG&E capitation agency, provided program information	200
Second Chance, San Diego	Education & Career Preparation	SDG&E presented program information to attendees	50+
CPUC Public Participation Hearings, events at various locations (El Cajon, Chula Vista, Fallbrook)	Community Event	SDG&E promoted program information	50
Qualcomm Safety & Preparedness Fair, San Diego	Employee Event	SDG&E provided program and emergency preparedness information	300
Girl's Think Tank, San Diego	Community Collaboration Event for Non-Profits	SAY San Diego, a SDG&E capitation contractor, provided program information	100

		and assisted with enrollments	
Presentation to Azalea Gardens, San Diego	Senior Outreach	SDG&E presented program and emergency preparedness information	25
Madison Middle School, Vista	Community Event - Grand Opening of New Resource Center	SAY San Diego, a SDG&E capitation contractor, provided program information and assisted with enrollments	50
Rebuilding Together "Make A Difference Day", Logan/Sherman Heights	Home Rehabilitation & Resources Event	SDG&E provided program and emergency preparedness information	300
SDG&E Lighting Exchange Event, La Mesa	Community Event	SDG&E and Neighborhood Healthcare, a capitation contractor, managed an informational table at the event	500
Community Cares Program, San Diego	Food Distribution	SDG&E provided program information and enrolled customers	200
San Diego Housing Commission, San Diego	Property Management Staff Meeting	SDG&E provided program information	15
Molina Healthcare Cultural & Linguistic Community Advisory, San Diego	Presentation to Staff	SDG&E provided program information	30
MAAC Networking Conference, San Marcos	MAAC Head Start Employees Information Fair	SDG&E provided program information	300
Access to Independence Annual Luncheon, San Diego	Luncheon for Disability Agencies & Community Leaders	SDG&E provided program information	50
San Diego State University Compact for Success, San Diego (targeting National City families)	Information Fair	SDG&E managed an informational table and provided program information	1,000 parents & 4,000 students
SDG&E Lighting Exchange Event, Chula Vista	Community Event	Hearts & Hands, a SDG&E capitation agent, provided	200

		program information to attendees	
Children's Choice 4 <sup>th</sup> Annual Health & Safety Fall Festival, Lakeside	Community Event	SDG&E managed an informational table and provided program information	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 October, SDG&E made 161 visits to over 50 different agencies, which resulted in 865 CARE applications with 427 of them converting to enrollments and 177 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 October, 2-1-1 provided SDG&E with 184 CARE enrollments and 154 Energy Savings Assistance Program interest forms. The center also mailed out several 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 the CARE and Energy Savings Assistance Programs to customers using the branch services. In October, 697 CARE applications and 521 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.

## **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 during the month of October

## **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 October

## **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	\$1,429,196	<b>82%</b>
Proc., Certification and Verification	\$230,015	\$210,665	<b>92%</b>
Information Tech./Programming	\$452,687	\$116,055	<b>26%</b>
Pilots	N/A	N/A	<b>N/A</b>
Measurement and Evaluation	\$4,326	\$0	<b>0%</b>
Regulatory Compliance	\$196,401	\$127,030	<b>65%</b>
General Administration	\$423,927	\$218,520	<b>52%</b>
CPUC Energy Division Staff	\$102,900	\$27,264	<b>26%</b>
Cooling Centers	N/A	N/A	<b>N/A</b>
Total Expenses	<b>\$3,144,517</b>	<b>\$2,128,730</b>	<b>68%</b>
Subsidies and Benefits	<b>\$49,919,937</b>	<b>\$52,456,283</b>	<b>105%</b>
Total Program Costs and Discounts	<b>\$53,064,454</b>	<b>\$54,585,013</b>	<b>103%</b>

2.1.2 Please provide the CARE program penetration rate to date

<b>CARE Penetration</b>		
Participants Enrolled	Eligible Participants	Penetration rate
308,590	362,551	85%

## **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 October, direct marketing efforts for the CARE Program included automated voice messaging (AVM) and email campaigns. Below is detailed information on these activities:

#### AVM Campaigns

In October, SDG&E contacted 8,592 households through AVM campaigns and enrolled 124. In addition, approximately 2,000 customers due to recertify, chose to recertify using the AVM process.



## Email Campaigns

In October, approximately 25,000 customers were contacted through a CARE Program email campaign. The email contained information on program benefits and how to enroll. October, online enrollments totaled 1,652. The program's interactive voice response (IVR) also brought in 421 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 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 during the month of October.

## **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

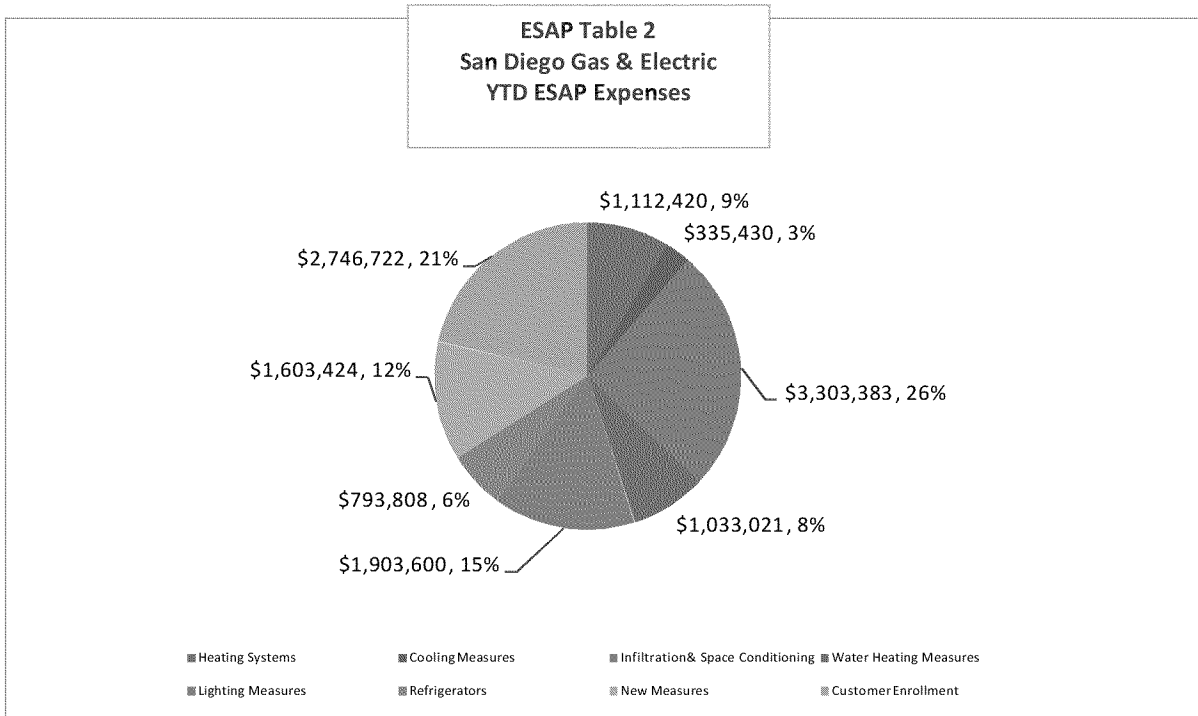
**CARE**- Table 7- Capitation Contractors

**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>October 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	\$ -	\$ 194,311	\$ 194,311	\$ -	\$ 2,507,284	\$ 2,507,284	0%	126%	126%
8	- Electric Appliances	\$ 7,668,938	\$ -	\$ 7,668,938	\$ 337,088	\$ -	\$ 337,088	\$ 3,093,023	\$ -	\$ 3,093,023	40%	0%	40%
9	- Weatherization <sup>1</sup>	\$ -	\$ 3,476,824	\$ 3,476,824	\$ -	\$ 346,931	\$ 346,931	\$ -	\$ 4,485,740	\$ 4,485,740	0%	129%	129%
10	- Outreach and Assessment	\$ 968,240	\$ 968,240	\$ 1,936,480	\$ 210,537	\$ 210,537	\$ 421,074	\$ 1,219,571	\$ 1,219,571	\$ 2,439,143	126%	126%	126%
11	- In Home Energy Education	\$ 587,161	\$ 587,161	\$ 1,174,322	\$ 29,915	\$ 29,915	\$ 59,831	\$ 173,290	\$ 173,290	\$ 346,580	30%	30%	30%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ 120,910	\$ 120,910	\$ 241,820	\$ 6,995	\$ 6,995	\$ 13,989	\$ 127,458	\$ 127,458	\$ 254,917	105%	105%	105%
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>\$ 584,534</b>	<b>\$ 788,689</b>	<b>\$ 1,373,223</b>	<b>\$ 4,613,342</b>	<b>\$ 8,513,344</b>	<b>\$ 13,126,687</b>	<b>49%</b>	<b>119%</b>	<b>80%</b>
16													
17	Training Center	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
18	Inspections	\$ 31,347	\$ 31,347	\$ 62,694	\$ 3,088	\$ 3,088	\$ 6,177	\$ 28,077	\$ 28,077	\$ 56,154	90%	90%	90%
19	Marketing	\$ 407,171	\$ 407,171	\$ 814,341	\$ 17,618	\$ 17,618	\$ 35,235	\$ 329,066	\$ 329,066	\$ 658,132	81%	81%	81%
20	M&E Studies	\$ (22,932)	\$ (22,932)	\$ (45,864)	\$ 20,382	\$ 20,382	\$ 40,765	\$ 29,594	\$ 25,594	\$ 59,187	-129%	-129%	-129%
21	Regulatory Compliance	\$ 143,003	\$ 143,003	\$ 286,006	\$ 7,828	\$ 7,828	\$ 15,656	\$ 87,053	\$ 87,052	\$ 174,105	61%	61%	61%
22	General Administration	\$ 984,552	\$ 984,552	\$ 1,969,104	\$ 56,448	\$ 56,589	\$ 113,037	\$ 577,227	\$ 577,118	\$ 1,154,345	59%	59%	59%
23	CPUC Energy Division	\$ 22,474	\$ 22,474	\$ 44,947	\$ 496	\$ 496	\$ 992	\$ 5,842	\$ 5,842	\$ 11,685	26%	26%	26%
24													
25	<b>TOTAL PROGRAM COSTS</b>	<b>\$ 10,910,863</b>	<b>\$ 8,708,281</b>	<b>\$ 19,619,144</b>	<b>\$ 690,394</b>	<b>\$ 894,690</b>	<b>\$ 1,585,084</b>	<b>\$ 5,670,201</b>	<b>\$ 9,570,093</b>	<b>\$ 15,240,294</b>	<b>52%</b>	<b>110%</b>	<b>78%</b>
26	<b>Funded Outside of Energy Savings Assistance Program Budget</b>												
27	Indirect Costs				\$ 39,516	\$ 40,712	\$ 80,228	\$ 373,639	\$ 395,911	\$ 769,550			
28													
29	NGAT Costs				\$ 38,870	\$ 38,870		\$ 237,153	\$ 237,153				
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	
	<b>Energy Savings Assistance Program Table 2</b>								
	<b>Energy Savings Assistance Program Expenses and Energy Savings by Measures Installed</b>								
	<b>San Diego Gas &amp; Electric</b>								
	<b>October 2011</b>								
1									
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	2,935	-	-	849	\$ 1,112,420	9%	
6	<b>Cooling Measures</b>								
7	A/C Replacement - Room	Each	179	15,272	12	-	\$ 176,690	1%	
8	A/C Replacement - Central	Each	39	8,709	7	-	\$ 153,490	1%	
9	A/C Tune-up - Central	Each	49	9,121	-	-	\$ 5,250	0%	
10	A/C Services - Central	Each	-	-	-	-	\$ -	0%	
11	Heat Pump	Each	-	-	-	-	\$ -	0%	
12	Evaporative Coolers	Each	-	-	-	-	\$ -	0%	
13	Evaporative Cooler Maintenance	Each	-	-	-	-	\$ -	0%	
14	<b>Infiltration &amp; Space Conditioning</b>								
15	Envelope and Air Sealing Measures	Home	11,825	127,115	-	30,289	\$ 2,683,347	21%	
16	Duct Sealing	Home	739	104,544	-	9,849	\$ 104,718	1%	
17	Attic Insulation	Home	503	55,548	25	18,351	\$ 515,318	4%	
18	<b>Water Heating Measures</b>								
19	Water Heater Conservation Measures	Home	12,615	224,165	49	127,946	\$ 936,610	7%	
20	Water Heater Replacement - Gas	Each	106	-	-	-	\$ 96,412	1%	
21	Water Heater Replacement - Electric	Each	-	-	-	-	\$ -	0%	
22	Tankless Water Heater - Gas	Each	-	-	-	-	\$ -	0%	
23	Tankless Water Heater - Electric	Each	-	-	-	-	\$ -	0%	
24	<b>Lighting Measures</b>								
25	CFLs	Each	77,173	1,234,768	154	-	\$ 523,953	4%	
26	Interior Hard wired CFL fixtures	Each	8,902	569,728	18	-	\$ 650,993	5%	
27	Exterior Hard wired CFL fixtures	Each	2,618	27,184	-	-	\$ 140,568	1%	
28	Torchiere	Each	6,253	1,194,323	13	-	\$ 588,086	5%	
29	<b>Refrigerators</b>								
30	Refrigerators -Primary	Each	1,256	952,318	161	-	\$ 793,808	6%	
31	Refrigerators - Secondary	Each	-	-	-	-	\$ -	0%	
32	<b>Pool Pumps</b>								
33	Pool Pumps	Each	-	-	-	-	\$ -	0%	
34	<b>New Measures</b>								
35	Forced Air Unit Standing Pilot Change Out	Each	294	-	-	12,936	\$ 85,346	1%	
36	Furnace Clean and Tune	Each	5,791	-	-	-	\$ 400,364	3%	
37	High Efficiency Clothes Washer	Each	1,086	77,598	-	39,222	\$ 681,454	0%	
38	Microwave	Each	697	68,585	-	1,812	\$ 62,730	0%	
39	Thermostatic Shower Valve	Each	2,794	73,416	16	35,496	\$ 246,498	2%	
40	LED Night Lights	Each	40,383	160,946	-	-	\$ 127,032	1%	
41	Occupancy Sensor		-	-	-	-	\$ -	0%	
42	<b>Pilots</b>								
43	A/C Tune-up Central	Home	-	-	-	-	\$ -	0%	
44	Interior Hard wired CFL fixtures	Each	-	-	-	-	\$ -	0%	
45	Ceiling Fans	Each	-	-	-	-	\$ -	0%	
46	In-Home Display	Each	-	-	-	-	\$ -	0%	
47	Programmable Controllable Thermostat	Each	-	-	-	-	\$ -	0%	
48	Forced Air Unit	Each	-	-	-	-	\$ -	0%	
49	Microwave		-	-	-	-	\$ -	0%	
50	High Efficiency Clothes Washer		-	-	-	-	\$ -	0%	
51	<b>Customer Enrollment</b>								
52	Outreach & Assessment	Home	16,800				\$ 2,400,142	19%	
53	In-Home Education	Home	16,568				\$ 346,580	3%	
54	Education Workshops	Participant					\$ -	0%	
55									
56	<b>Total Savings/Expenditures</b>			<b>4,903,340</b>	<b>455</b>	<b>276,750</b>	<b>\$12,831,808</b>	<b>100%</b>	
57									
58	Homes Weatherized	Home	12,741						
59									
60	<b>Homes Treated</b>								
61	- Single Family Homes Treated	Home	6,927						
62	- Multi-family Homes Treated	Home	9,093						
63	- Mobile Homes Treated	Home	780						
64	<b>- Total Number of Homes Treated</b>	<b>Home</b>	<b>16,800</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>82%</b>						
67									
68	- Total Master-Metered Homes Treated	Home	355						
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 October 2011



	A	B
1	<b>Energy Savings Assistance Program Table 3 - Average Bill Savings per Treated Home San Diego Gas &amp; Electric October 2011</b>	
2	<b>Year-to-date Installations - Expensed</b>	
3		
4	Annual kWh Savings	4,903,340
5	Annual Therm Savings	276,750
6	Lifecycle kWh Savings	43,348,581
7	Lifecycle Therm Savings	2,935,418
8	Current kWh Rate	\$ 0.13
9	Current Therm Rate	\$ 1.09
10	Number of Treated Homes	16,800
11	<b>Average 1st Year Bill Savings / Treated Home</b>	<b>55.40</b>
12	<b>Average Lifecycle Bill Savings / Treated Home</b>	<b>433.71</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 October 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	274	274
5	San Diego	18,138	319,170	337,308	451	16,075	16,526
6							
7	<b>Total</b>	<b>18,138</b>	<b>334,823</b>	<b>352,961</b>	<b>451</b>	<b>16,349</b>	<b>16,800</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 October 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	3,103	81,101	1,056,596	95	0	0	0	0	119	0	141,069	17	3,222	81,101	1,197,664	112
8	Apr-11	4,546	112,148	1,528,180	145	0	0	0	0	226	0	212,494	25	4,772	112,148	1,740,673	170
9	May-11	6,693	150,834	2,074,421	191	0	0	0	0	325	0	280,711	33	7,018	150,834	2,355,132	224
10	Jun-11	8,544	180,919	2,557,585	234	0	0	0	0	668	0	370,093	41	9,212	180,919	2,927,677	276
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	11,212	232,289	3,354,116	301	0	0	0	0	845	0	555,345	65	12,057	232,289	3,909,461	366
13	Sep-11	12,938	255,160	3,755,110	334	0	0	0	0	1,013	0	621,856	74	13,951	255,160	4,376,966	408
14	Oct-11	15,639	276,750	4,194,546	371	0	0	0	0	1,161	0	708,794	84	16,800	276,750	4,903,340	455
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>October 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	\$ (2,995)	\$ (2,995)	\$ (5,989)	\$104,632	\$ 104,632	\$ 209,264	142%	142%	142%
8	Programmable Thermostat	\$ 117,221	\$ 117,221	\$ 234,441	\$ 9,989	\$ 9,989	\$ 19,978	\$ 70,126	\$ 70,126	\$ 140,252	60%	60%	60%
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>\$ 6,995</b>	<b>\$ 6,995</b>	<b>\$ 13,989</b>	<b>\$185,141</b>	<b>\$ 185,141</b>	<b>\$ 370,282</b>	<b>91%</b>	<b>91%</b>	<b>91%</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	\$ 20,382	\$ 20,382	\$ 40,765	\$ 34,098	\$ 34,098	\$ 68,196	76%	76%	76%
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>\$ 20,382</b>	<b>\$ 20,382</b>	<b>\$ 40,765</b>	<b>\$ 48,689</b>	<b>\$ 48,689</b>	<b>\$ 97,378</b>	<b>33%</b>	<b>62%</b>	<b>43%</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>October 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	120	45	4	1
8	91910-16	319	171	137	4
9	91910-40	199	118	55	8
10	91911-16	428	255	110	12
11	91911-51	472	178	151	12
12	91942-37	176	29	7	2
13	91942-38	465	91	41	10
14	91945-21	352	156	60	4
15	91950-71	163	106	61	4
16	91977-27	403	157	77	12
17	91977-31	360	106	55	9
18	92020-14	483	99	38	9
19	92020-15	83	19	17	4
20	92020-27	281	68	20	2
21	92020-28	248	56	15	5
22	92020-37	379	219	174	19
23	92021-62	163	99	53	3
24	92028-45	366	50	4	2
25	92064-70	65	12	7	2
26	92071-31	593	172	108	4
27	92083-40	391	175	31	16
28	92113-17	468	319	338	9
29	92114-46	296	124	69	10
30	92116-17	396	122	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	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>October 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	\$84,166	\$23,739	\$107,906	\$1,114,069	\$315,126	\$1,429,196	83%	79%	82%
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	\$15,526	\$4,379	\$19,905	\$164,108	\$46,558	\$210,665	93%	88%	92%
9	Information Technology / Programming	\$348,569	\$104,118	\$452,687	-\$11,542	-\$3,255	-\$14,797	\$90,471	\$25,584	\$116,055	26%	25%	26%
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	\$11,284	\$3,183	\$14,466	\$99,006	\$28,023	\$127,030	65%	62%	65%
19	General Administration	\$ 326,424	\$ 97,503	\$ 423,927	\$19,271	\$5,435	\$24,706	\$170,326	\$48,194	\$218,520	52%	49%	52%
20	CPUC Energy Division	\$ 79,233	\$ 23,667	\$102,900	\$1,805	\$509	\$2,314	\$21,266	\$5,998	\$27,264	27%	25%	26%
21													
22	<b>SUBTOTAL MANAGEMENT COSTS</b>	<b>\$ 2,421,279</b>	<b>\$ 723,238</b>	<b>\$ 3,144,517</b>	<b>\$120,510</b>	<b>\$33,990</b>	<b>\$154,500</b>	<b>\$1,659,246</b>	<b>\$469,483</b>	<b>\$2,128,730</b>	<b>69%</b>	<b>65%</b>	<b>68%</b>
23													
24	CARE Rate Discount	\$ 38,438,351	\$ 11,481,586	\$ 49,919,937	\$4,018,553	\$733,535	\$4,752,088	\$41,342,280	\$11,114,003	\$ 52,456,283	108%	97%	105%
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>\$4,139,083</b>	<b>\$767,525</b>	<b>\$4,906,588</b>	<b>\$ 43,001,526</b>	<b>\$11,583,486</b>	<b>\$54,585,013</b>	<b>105%</b>	<b>95%</b>	<b>103%</b>
28													
29	<b>Other CARE Rate Benefits</b>												
30	DWR Bond Charge Exemption				\$637,514		\$637,514	\$6,625,816		\$6,625,816			
31	CARE PPP Exemption				\$364,835	\$103,298	\$468,133	\$3,787,457	\$1,523,161	\$5,310,618			
32	California Solar Initiative Exemption <sup>[3]</sup>				\$198,056		\$198,056	\$2,056,946		\$2,056,946			
33	kWh Surcharge Exemption				\$2,635,647		\$2,635,647	\$22,391,254		\$22,391,254			
34	<b>TOTAL - OTHER CARE RATE BENEFITS</b>				<b>\$3,836,052</b>	<b>\$103,298</b>	<b>\$3,939,350</b>	<b>\$34,861,473</b>	<b>\$ 1,523,161</b>	<b>\$36,384,634</b>			
35													
36	Indirect Costs				\$44,557	\$12,567	\$57,125	\$450,206	\$126,981	\$577,187			
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>October 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	5,704	6,031	4,054	10,085	4,795	5,290	1,236	297,666	358,328	83.1%
9	March	0	355	0	0	0	355	520	6,495	7,370	7,018	14,388	5,617	8,771	1,753	299,419	358,328	83.6%
10	April	1	6	70	0	0	77	373	7,115	7,565	4,666	12,231	6,560	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	5,456	6,010	4,849	10,859	7,352	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	300	6,299	6,704	4,835	11,539	5,424	6,115	1,280	306,544	361,555	84.8%
16	October	0	169	0	0	0	169	427	5,706	6,302	2,040	8,342	4,256	4,086	2,046	308,590	362,551	85.1%
17	November																	
18	December																	
19	<b>Total for 2011</b>	<b>1,013</b>	<b>1,346</b>	<b>138</b>	<b>0</b>	<b>0</b>	<b>2,497</b>	<b>3,613</b>	<b>61,908</b>	<b>68,018</b>	<b>47,293</b>	<b>115,311</b>	<b>52,866</b>	<b>62,445</b>	<b>15,152</b>	<b>308,590</b>	<b>362,551</b>	<b>85.1%</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>October 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	594	0.20%	261	75	336	56.57%	0.11%
6	February	297,666	579	0.19%	265	71	336	58.03%	0.11%
7	March	299,419	685	0.23%	292	69	361	52.70%	0.12%
8	April	300,424	794	0.26%	340	101	441	55.54%	0.15%
9	May	302,886	400	0.13%	169	54	223	55.75%	0.07%
10	June	301,544	831	0.28%	384	97	481	57.88%	0.16%
11	July	305,222	709	0.23%	390	60	450	63.47%	0.15%
12	August	305,264	828	0.27%	127	71	198	23.91%	0.06%
13	September	306,544	817	0.27%	5	59	64	7.83%	0.02%
14	October	308,590	983	0.32%	3	3	6	0.61%	0.00%
15	November								
16	December								
17	<b>Total for 2011</b>	<b>308,590</b>	<b>7,220</b>	<b>2.34%</b>	<b>2,236</b>	<b>660</b>	<b>2,896</b>	<b>40.11%</b>	<b>0.94%</b>
18									
19	SDG&E's random verification process allows customers 90 days to respond to the verification request. 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>October 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	13,960	12,782	334	324	520
6	<b>Percentage</b>		438%	92%	2%	2%	4%
7							
8	<sup>1</sup> Includes sub-metered customers.						
9	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect						
10	YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J
1	<b>CARE Table 5 - Enrollment by County</b>									
2	<b>San Diego Gas &amp; Electric</b>									
3	<b>October 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	16,097	0	16,097	14,037	0	14,037	87%	0%	87%
8	San Diego	327,981	18,473	346,454	282,193	12,360	294,553	85%	67%	85%
9										
10	<b>Total</b>	<b>344,078</b>	<b>18,473</b>	<b>362,551</b>	<b>296,230</b>	<b>12,360</b>	<b>308,590</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>October 2011</b>							
4	<b>2011</b>	Total CARE Population	Participants Requested to Recertify <sup>1</sup>	% of Population Total	Participants Recertified <sup>2,3</sup>	Participants Dropped <sup>3</sup>	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
5	January	296,430	2,616	0.88%	1,923	601	73.51%	0.20%
6	February	297,666	3,354	1.13%	2,399	768	71.53%	0.26%
7	March	299,419	3,026	1.01%	2,094	811	69.20%	0.27%
8	April	300,424	3,187	1.06%	2,236	809	70.16%	0.27%
9	May	302,886	1,905	0.63%	1,301	507	68.29%	0.17%
10	June	301,544	4,221	1.40%	3,122	996	73.96%	0.33%
11	July	305,222	3,037	1.00%	2,132	848	70.20%	0.28%
12	August	305,264	2,994	0.98%	1,735	342	57.95%	0.11%
13	September	306,544	3,201	1.04%	1,537	57	48.02%	0.00%
14	October	308,590	2,963	1.04%	224	16	7.56%	0.01%
15	November							
16	December							
17	<sup>1</sup> Participants requested to recertify.							
18	<sup>2</sup> Participants recertified number does not include the customers who are recertified through SDG&E's CARE eligible probability model.							
19	<sup>3</sup> Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to recertify.							
20								
21	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>October 2011</b>							
4	Contractor Name	Contractor Type				Year-to-Date		
Private		CBO	WMDVB	LIHEAP	Rural	Urban	Total	
6	AKA HEAD START		X			0	0	1
7	ALIANCE FOR AFRICAN ASSISTANCE		X			0	0	34
8	AMERICAN RED CROSS		X			0	130	1,146
9	CAMPESINOS UNIDOS, INC		X		X	0	0	35
10	CASA FAMILIAR		X			0	0	7
11	CASH PLUS	X				0	0	11
12	CATHOLIC CHARITIES		X			0	52	240
13	CHILDREN'S INITIATIVE		X			0	0	15
14	CHINESE SERVICE CENTER		X			0	0	14
15	CHULA VISTA COMMUNITY COLLABORATIVE		X			0	2	30
16	CITY HEIGHTS COMMUNITY DEVELOPMENT CORP		X			0	1	3
17	CRISIS HOUSE		X			0	2	16
18	ELDER HELP OF SAN DIEGO 2009		X			0	0	1
19	FEEDING AMERICA SAN DIEGO		X			0	8	28
20	FOSTER LIFT		X			0	0	10
21	HARMONIUM		X			0	0	4
22	HEAD START		X			0	0	4
23	HEARTS AND HANDS TOGETHER		X			0	5	21
24	HOME START 2011		X			0	0	40
25	HORN OF AFRICA		X			0	1	16
26	INTERNATIONAL RESCUE COMMITTEE		X			0	1	34
27	IRAQI COMMUNITY SOCIAL SERVICES		X			0	0	1
28	KURDISH HUMAN RIGHTS WATCH		X			0	0	7
29	LA MAESTRA FAMILY CLINIC		X			0	2	17
30	LIBERTY TAX SERVICES	X				0	0	6
31	MAAC PROJECT		X		X	0	11	68
32	MID CITY CHRISTIAN SERVICES 2009		X	X		0	0	0
33	MONTE VISTA HIGH SCHOOL COMMUNITY RESOURCE		X			0	0	0
34	MOUNTAIN HEALTH & COMMUNITY SERVICES, INC.		X			0	0	1
35	NEIGHBORHOOD HEALTH CARE		X			0	19	118
36	NEIGHBORHOOD HOUSE		X			0	1	21
37	NORTH COUNTY HEALTH PROJECT-WIC		X			0	2	46
38	NORTH COUNTY INTERFAITH COUNCIL - ESCONDIDO		X			0	0	1
39	REBUILDING TOGETHER SAN DIEGO		X			0	3	32
40	SALVATION ARMY		X			0	0	6
41	SAN DIEGO STATE UNIVERSITY - WIC		X			0	67	613
42	SAN DIEGO YOUTH & COMMUNITY SERVICES		X			0	0	0
43	SAN YSIDRO HEALTH CENTER		X			0	0	76
44	SAY SAN DIEGO		X			0	25	44
45	SCRIPPS HEALTH WIC		X			0	9	51
46	SERVICENTRO SAN CLEMENTE, INC	X				0	12	63
47	SOMALI FAMILY SERVICE OF SAN DIEGO		X			0	0	3
48	SOUTH BAY COMMUNITY SERVICES		X			0	0	2
49	SOUTHERN CALIFORNIA TRIBAL CHAIRMEN'S		X			5	0	19
50	THE HARRIS GROUP	X				0	55	138
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	3	24
54	VISTA COMMUNITY CLINIC		X			0	9	71
55	YMCA YOUTH AND FAMILY SERVICES		X			0	2	15
56	<b>Total Enrollments</b>					<b>5</b>	<b>422</b>	<b>3,153</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>October 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>	210,451	N/A	98,139	308,590	362,551	85.1%	0.33%
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.							